



# Community Engagement Summary

1100 Glenfair Drive, Kamloops  
Columbia Precinct - Glenfair Redevelopment &  
Kamloops Complex Care Housing

March – June 2025

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## INTRODUCTION: PURPOSE AND GOALS

This report provides a summary of community engagement held from March to May 2025 regarding the ongoing Glenfair Redevelopment at 1100 Glenfair Drive in Kamloops and the recently announced Complex Care Housing (CCH) project to be constructed on a subdivided portion of the site.

These two separate projects will provide:

- **Glenfair Redevelopment:** 340 new homes for seniors to replace the aging buildings on site, including 80 rent-geared-to-income affordable homes.
- **Kamloops Complex Care Housing:** 20 Complex Care Homes, for people who require additional supports to manage their health needs, including those with brain injury, disabilities, substance use challenges or chronic illness. To be operated by an experienced non-profit, with services delivered in partnership with Interior Health.

The Kamloops Complex Care Housing project is not part of the broader Glenfair redevelopment, but the subdivision requires earlier demolition of an existing and aging building at 1100 Glenfair Drive. Most tenants can remain in their homes and won't be directly impacted by the subdivision. However, residents of the building slated for demolition will be supported to temporarily relocate by BC Housing and the current non-profit operator of Glenfair Seniors Housing, Interior Community Services.

### Purpose & Goals

The purpose of the tenant engagement was to support tenants and their family members (with emphasis on those that are being relocated first) to understand what is happening, build trust about the next steps and share BC Housing's commitments around their individual housing transition plans. The purpose of the community engagement was to inform and create open dialogue with interested and impacted community members to build long-term understanding and acceptance. These purposes align with our core principles of ensuring that no tenant will be without a home because of the redevelopment process, and that those most impacted receive accurate and timely information.

The goals of the engagement were:

- 1) to share information about the new Complex Care Housing, and how that intersects with the ongoing Glenfair Redevelopment project.
- 2) to provide opportunities for current tenants of Glenfair Seniors Housing, the operator, and community members, to ask questions and hear from BC Housing directly, to better understand Complex Care Housing and the Glenfair redevelopment project.
- 3) to educate the broader community about how these two projects fit within the big picture plan for the area known as the Columbia Precinct. BC Housing and the City of Kamloops have been working together to develop a range of housing options in the area known as the Columbia Precinct. This was identified in the City's Downtown Plan 2019 and has remained a

key objective. The Province of B.C. owns these lands and maintains the responsibility to provide the highest and best use of them for the people of B.C.

- 4) to share the innovative and ongoing collaboration between BC Housing, Interior Health, and the City, to bring a diversity of housing and health options to the area.
- 5) to demonstrate BC Housing's commitment to keeping lines of communication open throughout project development and build long-term support.

The public open house held on May 22 included information about all four projects in the area funded through BC Housing, including:

- **Shelter:** A 40-bed shelter mainly for seniors and older adults to be operated by The Mustard Seed, now named Solace Shelter.
- **BC Builds:** 249 units of affordable rentals for middle income households — such as teachers, nurses, transit operators, construction workers, and small business owners.



Figure 1 - Map of area known as the Columbia Precinct – BC Housing projects

Feedback collected during the engagement period will be used to support the integration of new housing into the community. We thank all project partners and community members for their participation.

This report is focused on feedback collected between March to May 2025 and will be shared with project partners and posted on BC Housing's project webpages by August 1, 2025.

## GLENFAIR SENIORS HOUSING COMMUNITY ENGAGEMENT: 2021-2024

### Background

For over 60 years, Glenfair Seniors Housing has provided homes for many older adults and people living with diverse abilities on fixed incomes. The 13.5-acre site, located west of Peterson Creek, is currently operated by Interior Community Services. The current nine residential buildings (built in 1958 and 1982) are aging and need extensive and costly repairs.

The redevelopment will include four new buildings, each up to six storeys, which will replace the existing 80 affordable seniors' homes and contribute 260 additional (net new) affordable and near-market rental housing. These plans were first announced in 2021.

A revised development concept emerged from BC Housing's two-year study of the Glenfair property. Input was received from 2021 to 2023 from residents of Glenfair Seniors Housing and the Kamloops community on the project [Vision Framework](#) and the Preliminary Redevelopment Options.

### Tenant Feedback Highlights 2021 - 2023

Previous tenant feedback focused on design, such as accessibility features in the building and unit design to allow seniors to age in place, indoor and outdoor social spaces, allowances for pets, separation between smokers and non-smokers, and proximity to transit. Requested amenities included green space, gardens and benches, a common room, and personal storage options including for mobility scooters.

### Community Feedback Highlights 2021 - 2023

Previous community feedback focused on connections to green spaces and natural areas, sustainable building practices, accessible and adaptable design to allow seniors to age in place, safe and convenient routes for pedestrians, cycling, and mobility scooters, and designing to prevent crime (CPTED principles). There was overall support for the urgent need for additional affordable rental housing. This site's proximity to the hospital, transit and local services was viewed as well suited for this type of mixed-use housing.

## ANNOUNCEMENT COMPLEX CARE – MARCH 2025

### Background

On March 24, 2025, the Province announced the location for new Complex Care Housing (CCH) that had previously been [announced for Kamloops](#). The location will be a newly subdivided lot in the northwest corner of 1100 Glenfair Drive, with a new access road and separate address to be allocated in the coming months.

This Complex Care Housing (CCH) project in Kamloops by BC Housing, is in partnership with Interior Health, with support from the City of Kamloops. Complex Care Housing is for people who require additional supports to manage their health needs, including those with brain injury, disabilities, mental health /or addictions challenges, or chronic illness. The program provides deeply affordable homes with voluntary person-centered health, cultural and social supports. CCH provides people experiencing or at risk of homelessness with overlapping complex health challenges a better chance at leading healthy, stable lives.

## COMMUNITY ENGAGEMENT: MARCH – MAY 2025

### Tenant Letters

On March 17, 2025, letters were shared with all 80 tenants of Glenfair Seniors Housing (**Appendix A**). Tenants were invited to attend an in-person information session where more information would be shared, and tenants would have an opportunity to ask questions of all project partners.

### News Release and Media– Kamloops CCH

On March 24, 2025, the Province shared a news release with information about plans to subdivide the lot to accommodate a small number of Complex Care Homes. News releases were also issued by Interior Health and the City of Kamloops. Several news outlets covered this, contributing to public awareness (all **Appendix B**).

### Tenant Information Sessions

On March 24, 2025, two meetings with tenants were held (morning and afternoon), a week after the letter was shared. Between 20-30 tenants of the existing Glenfair Seniors Housing attended each session, some with their family members. This provided an opportunity for them to receive accurate, up-to-date information from BC Housing, ask questions, share their thoughts, and engage in discussion about their future home and neighbours.

BC Housing gave a presentation and answered questions for approximately 2 hours. Tenants left expressing their appreciation for the session.

Key themes included:

- Reassurance that the redevelopment project was progressing as planned.
- An introduction to the CCH project, project partners and services to be provided.
- A commitment to support tenants through the process.
- A contact to follow-up with for more information.
- BC Housing committing to sharing more information about the operator once selected.

### **One-on-One Tenant Meetings**

The tenant drop-in session was followed by one-on-one interviews to plan any relocations that may be necessary and address individual questions about the future of the site. Tenants were reassured that relocation support will be provided so that no one will be without a home because of this process. The tenant housing transition and relocation process is now underway; ICS is working closely with each tenant to deliver a personalized outcome.

### **Let's Talk Housing Webpages**

BC Housing updated the [Glenfair Redevelopment webpage](#) and launched a dedicated project webpage for [Kamloops Complex Care Housing](#) (**Appendix C**).

### **Interest-holder Emails**

On March 24 and 27, 2025, BC Housing sent emails to 28 local interest-holders, sharing information about the Complex Care Housing project and offering resources to learn more, or to connect with BC Housing directly (**Appendix E**). These various individuals, businesses, and organizations were identified collaboratively between BC Housing, City of Kamloops and Interior Health.

### **Meeting with Sagebrush Neighbourhood Association Executive**

BC Housing was invited to meet with the Sagebrush Neighbourhood Association Executive and hosted an online meeting with 5 members on April 23, 2025. Subject matter experts from BC Housing and Interior Health were available to answer questions. Outstanding questions were addressed in written format following the meeting.

### **Community Open House Invite**

In early May 2025, neighbours within a 200-metre radius received a postcard inviting them to a public open house (**Appendix D**). Interest-holders were invited via email on May 2, 2025, and the open house was promoted on the project Let's Talk page. Sagebrush Neighbourhood Association also shared this event with their members, whose participation contributed to fulsome conversations at the open house.

### **Community Open House**

On May 22, 2025, a Community Open House was held at the Delta Hotel (540 Victoria Street) in Kamloops. Organized and facilitated by BC Housing, this event included collaboration from all project partners. There were 13 subject matter experts on hand to speak to each project at "stations" set up throughout the room. Over **90 community members** had a chance to engage in meaningful conversation on each project in the area known as Columbia Precinct: Glenfair Seniors Redevelopment, Complex Care Housing, Solace Shelter (for seniors and older adults, operated by The



Mustard Seed), and a BC Builds project (affordable rentals for middle-income families and individuals). Questions and discussions ranged from: amenities and timeline for Glenfair redevelopment, understanding Complex Care Housing, learning about the BC Builds middle-income program, planned safety and security measures, and community concerns about greenspace and accessing recreation areas.

The resource materials included large display boards to anchor one-on-one conversations, printed factsheets available to take home, and knowledgeable “roving” facilitators answering questions or directing community members to the best display board or knowledge expert for their area of interest.

More information is included in the What We Heard section, and in **Appendices F, G, H**.

## COMMUNITY RELATIONS INBOX

During this period of engagement (March 1 – May 30, 2025), BC Housing’s Community Relations Team ([communityrelations@bchousing.org](mailto:communityrelations@bchousing.org)) received and responded to 21 emails related to these projects and/or engagement process:

- 7 emails about the Kamloops Complex Care Housing project.
- 13 emails about the Glenfair Redevelopment project.
- 1 email about the shelter.

## WHAT WE HEARD - SUMMARY OF COMMUNITY OPEN HOUSE ENGAGEMENT

### Topics

#### 1. General Support for the Projects

- Several community members expressed strong support for the development of new housing, particularly Complex Care Housing and affordable housing for seniors.
- Appreciation for the City’s support of people who are experiencing homelessness or at risk.
- Positive remarks about the location near nature, schools, transit, and services.
- Encouragement for more Complex Care Housing developments.

#### 2. Communication and Transparency

A recurring theme was concern over communication gaps and transparency:

- Perceived lack of coordination between City of Kamloops, BC Housing, and partners.
- Frustration over limited or unclear communication about changes and timelines.
- Requests for broader and more inclusive engagement beyond the area notification that was done.



### **3. Compatibility and Community Fit**

Mixed feedback emerged regarding the integration of different housing types and services in this area:

- Concerns about mixing seniors, families, and people requiring complex care or shelter services.
- Questions about the compatibility of shelter and Complex Care Housing with affordable senior housing.
- Suggestions that the area may be better suited for young families or additional senior housing.

### **4. Safety and Security**

Safety was a significant concern, particularly regarding the shelter and Complex Care Housing components:

- Fears about increased crime and substance use.
- Requests for strong security measures, including staff presence, surveillance, and harm reduction protocols.
- Concerns about the safety of seniors and children in the area for recreation near Peterson Creek

### **5. Infrastructure and Amenities**

The need for better infrastructure was highlighted:

- Calls for a new elementary school to accommodate increased density.
- Requests for lit, walkable paths, especially for seniors and those with mobility challenges.
- A safe path for hospital staff traveling through the site was identified as a need.
- Questions about access to childcare and commercial amenities.

### **6. Project Details and Clarifications**

Many sought clarity on specific aspects of the development including:

- Definitions and income thresholds for “middle income” housing.
- Whether Glenfair redevelopment units are for current tenants or open to others.
- For CCH and shelter projects, questions were asked about the confidentiality of staff-neighbour communications and the qualifications of care providers.

### **7. Engagement Process and Trust**

There was skepticism about the engagement process and project execution:

- Perception that decisions were made without genuine community input.
- Frustration that ideas shared in the City’s engagement processes were not reflected in what was being developed on this site.
- Criticism of the engagement format and limited opportunities for meaningful dialogue.

## ENGAGEMENT OUTCOMES

The community engagement process yielded several meaningful outcomes that directly supported the goals and purpose of this initiative.

### Key Outcomes

#### 1. Enhanced Tenant Support and Trust

Tenants of Glenfair Seniors Housing, particularly those facing imminent relocation, were provided with clear, timely, and personalized information. Through tenant letters, drop-in meetings, and one-on-one interviews, BC Housing ensured that each individual's housing transition needs were acknowledged and addressed. This direct engagement helped reassure tenants that they would not be left without housing due to the redevelopment.

#### 2. Increased Public Awareness and Dialogue

The announcement of the Complex Care Housing (CCH) through a provincial news release and subsequent media coverage significantly raised public awareness. The in-person sessions, open house, and online updates created multiple avenues for dialogue, allowing community members to ask questions, express concerns, and receive accurate information.

Through the engagement process, BC Housing and partners received a wide range of perspectives from community members. Many expressed support for the inclusion of affordable rental and Complex Care Housing, but voiced concerns about safety, infrastructure, and communication gaps. Some community members expressed concerns about adding a shelter to the area and gained an understanding of plans to minimize any negative impacts. Most expressed a positive reaction to learning that the shelter would be focused on older adults. The opportunity to talk with the operator, The Mustard Seed, provided reassurance around how the site would be managed.

Complex Care Housing (CCH) was also a concern to some who attended the open house, but after learning more about the service model, security, and staffing, many acknowledged the benefits of this service being offered to members of their community.

These concerns were acknowledged and addressed through robust dialogues at the events, and follow-up written communications. This contributed community knowledge and insight that is valued and will be considered.

#### 4. Strengthened Collaboration and Transparency

The involvement of key partners—including BC Housing, Interior Health, and the City of Kamloops—demonstrated a collaborative approach. The in-person events, virtual meetings, emails and written resources, and ability to connect directly with subject matter experts helped ensure a wide range of

interested and impacted people were reached with information about four different projects in the Columbia Precinct.

## **5. Alignment with Broader Planning Goals**

The engagement reinforced the strategic collaboration between partners, and alignment of the projects with the City's Downtown Plan 2019 and the broader Columbia Precinct vision. Community members gained a clearer understanding of how these developments contribute to a diverse and inclusive housing strategy for Kamloops.

## **6. Identification of Community Priorities and Preferences**

Feedback highlighted the desire for improved infrastructure, such as walkable paths, school capacity, and access to childcare and amenities. Community members expressed that public safety and access to greenspaces such as Petersen Creek and Xget'tem' Trail should be considered in the design and construction of the shelter and CCH projects. These preferences and priorities provide valuable insight for future planning.

## **7. Collection of Feedback, Analysis, and Ongoing Communication**

The Community Open House also provided attendees with the opportunity to add their unanswered questions and comments to a sticky-note wall. Project partners collected these comments, and they are summarized in the topics listed in the “**What We Heard – Summary**” section of this report. The feedback collected, and this Engagement Summary Report, provide valuable insight to be considered as these projects move forward.

All project partners commit to continued community updates at milestone points along the development timeline for these projects. BC Housing commits to providing more information about the operators of these projects (when available and applicable). Community feedback and questions are always welcomed through [communityrelations@bchousing.org](mailto:communityrelations@bchousing.org).

## **Conclusion**

This feedback reflects a community deeply invested in the future of developments in the Columbia Precinct. In general, the community appreciated the need for, and investment in, affordable rental housing and Complex Care Housing. Concerns centered around compatibility of mixed-use housing (especially seniors with complex care residents and shelter guests), infrastructure gaps, alignment with original community vision, and the adequacy of community consultation.

Tenants of Glenfair Seniors Housing were deeply engaged and supported. Tenants continue to be our priority. BC Housing will continue to work closely with those most impacted by the redevelopment and ensure a smooth transition into new housing.

Community members were able to communicate their questions, concerns, and strong interest in the future of this area directly to BC Housing, the City of Kamloops, and other partners. Through this process and open dialogue, BC Housing and partners were able to foster greater understanding and trust among tenants and community members. BC Housing is committed to keeping the community informed as the projects progress and will be responsive to questions and concerns as they arise.

# APPENDICES – COMMUNICATIONS MATERIALS

## Appendix A: Tenant Letters (2) – Building H residents and all other residents



**IMPORTANT INFORMATION**  
Please have this translated  
**RENSEIGNEMENTS IMPORTANTS**  
Prière de les faire traduire  
**重要資訊** 請找人為你翻譯  
**重要資訊** 請找人為你翻譯

**MAHALAGANG IMPORMASYON**  
Mangyaring isalin ito  
**सहायी मागवावी**  
बिनाम करारे हिमरा अठराद करारदि  
**TIN TỨC QUAN TRỌNG**  
Xin hãy dịch sang tiếng Việt

**INFORMACIÓN IMPORTANTE**  
Busque a alguien que le traduzca  
**중요정보** 번역해주세요  
**اطلاعات مهم**  
لطفا درخواست کنید که این  
اطلاعات را برای شما ترجمه کنند  
**معلومات مهمة**  
البحث على الترجمة

### Building H Closure

1100 Glenfair Drive | March 2025

Dear Building H Residents,

We are writing to share that **we are planning to close Building H at 1100 Glenfair Drive in Fall 2025**. We are reaching out to you with this news as soon as we are able. Over the next 6-8 months, BC Housing and Interior Community Services will meet with each Building H resident to help you find another home.

**This is not an eviction notice. No one will be without a home.**

#### Information Session

We are inviting residents of Building H to an information session on Monday, March 24. BC Housing and Interior Community Services staff will be available to answer your questions. If you are not able to attend, please contact us or ICS staff to arrange another time to meet.

**Info Session for Building H Residents**  
**Monday March 24**  
**10:00 am – 11:00 am**  
Amenity Room – Building F  
Agenda: Presentation followed by Q&A  
Light snacks will be provided.

Another session will be held in the afternoon, open to all Glenfair residents. You are welcome to return for that session as well.



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Prière de les faire traduire  
**重要資訊** 請找人為你翻譯  
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Xin hãy dịch sang tiếng Việt

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**اطلاعات مهم**  
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اطلاعات را برای شما ترجمه کنند  
**معلومات مهمة**  
البحث على الترجمة

### Building H Closure

1100 Glenfair Drive | March 2025

Dear Glenfair Residents,

We are writing to share that **we are planning to close Building H at 1100 Glenfair Drive in Fall 2025**. We are reaching out to you with this news as soon as we are able. Your home will **not** be impacted by this closure. We are sharing this information with all residents for awareness.

#### Information Session

**Info Session for Glenfair Residents**  
**Monday March 24**  
**1:00 pm – 2:00 pm**  
Amenity Room - Building  
Agenda: Presentation followed by Q&A  
BC Housing and Interior Community Services staff will be available to answer your questions.  
Light snacks will be provided.

Another session will be held in the morning, specifically for Building H residents.

## Appendix B: BC Housing News Release – March 24, 2025

BC Gov News

Housing and Municipal Affairs

### Permanent supportive, complex-care homes planned for Kamloops

Share

News Release

Kamloops  
Monday, March 24, 2025 2:08 PM

Media Contacts

Ministry of Housing  
Media Relations  
250-495-2229  
media@bchousing.org

BC Housing  
Media Relations  
media@bchousing.org

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Featured Services

- RETAIL PARTNERS Use web: Rental
- Shelter Aid for Elderly Renters (SAPER)
- Rental Assistance Program (RAP)

People living with complex mental health and substance use challenges in Kamloops will soon have access to robust health and social supports in housing, with 20 new complex-care homes planned for the community.

"This project is part of our work to make communities safer for everyone by delivering real solutions to address the complex challenges people face," said Brad Kahlon, Minister of Housing and Municipal Affairs. "By providing a safe place to live with enhanced supports, individuals facing complex challenges can find a pathway to hope and healing."

The Province, through BC Housing, is proposing to build the 20 complex-care homes on a subdivided portion of a 5.5-hectare (13.5 acres) lot in the Columbia Precinct area of Kamloops. BC Housing will be partnering with a housing provider to operate the site, at 1100 Glenfair Dr., as well as Interior Health, which will provide health services to complex-care clients. The operator, not yet selected, will bring proven experience in providing support for residents and being a point of contact for neighbours. Staff will work with residents and the surrounding community on an ongoing basis to address any concerns.

"People living with substance-use challenges are often experiencing multiple concurrent challenges such as homelessness, health and mental health conditions, which pose significant barriers to accessing the treatment they need," said Josie Osborne, Minister of Health. "The new Kamloops complex-care housing project will provide comprehensive care and supports for people and will help many community members get the support they need to lead healthier lives."

Complex-care housing provides voluntary housing and support services to people with significant health needs, including mental health or substance-use challenges and other health issues, such as brain injuries or mobility challenges. Teams of professionals will work with residents to provide the supports needed to maintain stable housing and improve their quality of life. A non-profit operator will manage the building and provide support services. Interior Health staff will provide and connect tenants to the health services they need.

"These new homes will provide much needed support for some of our most vulnerable residents, ensuring they have access to the care and stability they need," said Margot Middleton, deputy mayor of Kamloops. "This project is an important step toward building a healthier, more inclusive community for everyone in Kamloops."

Before construction can begin on a new three-storey building, one of the nine aging buildings requires demolition. BC Housing is working with its partners to develop individualized relocation plans based on personal housing needs for each of the 21 current tenants to ensure no one is displaced. Moving expenses will be covered by BC Housing.

"With dedicated health and social services in place, we've seen and experienced how complex-care housing supports people in communities," said Susan Brown, president and CEO, Interior Health. "This expansion of purpose-built housing will enable us to meet the diverse needs of some of our most vulnerable community members in Kamloops."

This site was selected for complex-care housing because of its proximity to health services, transit, shops and other amenities in the area.

**Quick Facts:**

- The project will be funded through the Province's Complex-Care Housing Program, announced in Budget 2022.
- BC Housing continues to work toward replacing the aging housing units at 1100 Glenfair in Kamloops with approximately 340 new, high-quality affordable homes for seniors.
- This complex-care housing project is one of several projects in the Columbia Precinct that will expand the housing options available to people in Kamloops.
- Once complete, the complex-care housing will be a separate property from the year-round senior's shelter planned for 1055 Glenfair Dr. in Kamloops, which is in the planning stages.
- The new complex-care building will be separated with fencing, separate entrances and exits.
- Construction is expected to begin in 2026, pending approvals.

**Learn More:**

For more information on the complex-care housing project, visit the Let's Talk Housing page here: <https://letstalkhousingbc.ca/kamloops-complex-care-housing>

To learn more about government's new Homes for People action plan, visit: <https://news.gov.bc.ca/releases/2023HOU0019-000136>

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

A map showing the location of all announced provincially funded housing projects in B.C. is available online: Homes for BC - Map of Building Projects Across BC | BC Housing ([bchousing.org](https://bchousing.org))

Join BC Housing to listen and learn from people in British Columbia who are creating inclusive housing communities. Subscribe to BC Housing's podcast, Let's Talk Housing on:

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- YouTube: Let's Talk Housing Podcast Season 4 ([youtube.com/](https://youtube.com/))

## Partner News Releases – March 2025

March 24, 2025 – City of Kamloops News Release:

[City of Kamloops supports purpose-built Complex Care Housing](#)

March 24, 2025 – Interior Health News Release:

[Permanent, supportive complex care homes planned for Kamloops](#)

## Related Media March - May 2025

March 24, 2025 - Kamloops BC Now: [BC Housing announces 20 complex care beds](#)

March 24, 2025 - Castanet: [Purpose built complex care housing to rise at Columbia Precinct](#)

March 25, 2025 - Radio NL: [Kamloops Complex Care being welcomed despite proximity](#)

May 19, 2025 - CFJC Today: [BC Housing holding Open House re: Glenfair Redevelopment, Complex Care Housing](#)

## Appendix C: [Let's Talk Page – Redevelopment of Kamloops – 1100 Glenfair Drive](#)

[Home](#) / Kamloops - 1100 Glenfair Drive

### Kamloops - 1100 Glenfair Drive



#### Overview

Planning for the redevelopment of Glenfair Seniors Housing at 1100 Glenfair Drive is well underway as part of [BC Housing's Provincial Redevelopment Program](#).

This site is a unique, 13.5-acre property located west of Peterson Creek in the Central Kamloops area. BC Housing owns nine residential buildings on this site. They were built in 1958 and 1982. For more than 60 years, Glenfair Seniors Housing has provided homes for many seniors and people living with different abilities on fixed incomes.

The current buildings are aging and need extensive repairs. BC Housing plans to replace the older buildings with modern, high-quality, and more resilient homes. An investment in new affordable housing will benefit the immediate neighbourhood as well as residents of Kamloops for generations to come.

Plans are underway to rebuild the existing 80 affordable seniors' homes and add 260 additional homes to accommodate a variety of income levels. The result will be approximately 340 new affordable non-market and market rental homes across four buildings. Each building will be up to six storeys. BC Housing will continue to own the Glenfair property following redevelopment.

#### Redevelopment Update

BC Housing is planning to subdivide a piece of land in the northwest corner of the Glenfair site, known as Lot 1, from the rest of the Glenfair property. This subdivision will include:

- The fencing off of this piece of land
- The eventual demolition of this building

#### Who's Listening

##### Sheryl Peters

Provincial Director,  
Redevelopment  
BC Housing



#### Timeline



##### Fall 2021 to Spring 2024 - Planning & Design

- Develop vision and goals
- Explore community values via public feedback/open house
- Engage community on preferred design option
- Detailed design



##### Spring 2023 - Municipal Approvals

- Public feedback/open house
- Public hearing (as needed)
- Ongoing resident engagement



##### Spring / Summer 2025

- Resident information sessions for Glenfair seniors



## Appendix D: Let's Talk Page – Kamloops Complex Care Housing

Home / Kamloops Complex Care Housing

### Kamloops Complex Care Housing



#### Overview

BC Housing is working with Interior Health Authority to build 20 units of Complex Care Housing (CCH) at a location within the Columbia Precinct. This project is an important part of our continued effort to address and prevent homelessness and improve access to health services, including mental health and substance use services, in Kamloops. The new homes will give people facing or at risk of homelessness, and who have complex health challenges, a better chance at leading healthy, stable lives.

The Kamloops Complex Care Housing project will be located on a subdivided portion of 1100 Glenfair Drive. While the project is not part of the broader Glenfair redevelopment, which continues to move forward on a separate timeline, it will require earlier demolition of an existing and aging building. This site was selected because of its proximity to the hospital, transit, and other health services in the area.

#### Who's Listening

##### Heidi Hartman

Associate Vice President, Supportive Housing and Homelessness  
BC Housing



##### Tyler Baker

Regional Director  
BC Housing



#### Important Links

[Complex Care Housing - Province of British Columbia](#)

#### Document Library

[Kamloops - Complex Care Housing Phase 2 Info Sheet \(91.8 KB\) \(pdf\)](#)



## Appendix E: Emails to IAP List

**From:** Community Relations <communityrelations@bchousing.org>  
**Sent:** Thursday, March 27, 2025 12:11 PM  
**To:** Community Relations <communityrelations@bchousing.org>  
**Subject:** BC Housing Complex Care Housing Announcement

Dear Community Member,

Please see the attached PDF for news regarding the Complex Care Housing announcement in the Columbia Precinct.

Please refer to this webpage for more information: [Kamloops Complex Care Housing | Let's Talk Housing BC](#).

If you have any questions, or would like to engage with us further on this, please reach out to communityrelations@bchousing.org.

Sincerely,  
Tanya M  
BC Housing Community Relations Team

**From:** Community Relations <communityrelations@bchousing.org>  
**Sent:** Friday, May 2, 2025 11:49 AM  
**To:** Community Relations <communityrelations@bchousing.org>  
**Subject:** BC Housing Community Open House

Dear Community Member,

We are writing to invite you to an in-person Community Open House to learn more about the Glenfair Redevelopment project and the Kamloops Complex Care Housing project. Please see the postcard invitation attached for event details. Here is the link to reserve your spot at the open house: [Public Open House - Glenfair Redevelopment and Kamloops Complex Care Tickets, Thu, May 22, 2025 at 5:00 PM | Eventbrite](#).

We look forward to seeing you there.

Sincerely,  
Tanya Melanson  
Manager, Community and Tenant Affairs

# You're Invited



## Community Open House

Join us to learn more and ask questions about the Glenfair Redevelopment and Kamloops Complex Care Housing.

**Date:** Thursday, May 22, 2025

**Time:** 5:00 pm to 7:30 pm

**Location:** Delta Hotel, 540 Victoria Street, Kamloops (Rivers Ballroom)

**Format:** View poster boards, meet project partners and ask questions one-on-one.

**RSVP is encouraged for planning purposes:**

<https://glenfair-redevelopment-open-house.eventbrite.ca>

Or scan the QR code:



Questions? Visit [letstalkhousingbc.ca/kamloops-1100-glenfair-dr-redevelopment](https://letstalkhousingbc.ca/kamloops-1100-glenfair-dr-redevelopment) or email [communityrelations@bchousing.org](mailto:communityrelations@bchousing.org)

## Appendix G: Poster Boards – Open House

# Welcome

## Glenfair Redevelopment and Kamloops Complex Care Open House

May 22, 2025 | 5:00 – 7:30 pm



We are working, with partners, that the area we are discussing today is situated in the shared historical territory of the Tsimshian people.

## Glenfair Redevelopment

**Build 340 new homes to replace the aging buildings on site, including 80 rent-geared-to-income affordable homes for seniors.**



- This is an opportunity to modernize Glenfair Senior's Housing and to create additional, much-needed low to middle income housing for Kamloops.
- As with any redevelopment, of this scale, considerable tenant engagement, planning and design work has, and continues to take place before construction can begin.
- 1100 Glenfair Drive is owned by BC Housing and currently operated by Interior Community Services (ICS).



## GLENFAIR REDEVELOPMENT – Subdivision to create two separate sites

Current property (2025)



Future properties (2027+)



## Glenfair Redevelopment Process



## GLENFAIR REDEVELOPMENT – Tenant Relocation



- Construction will take place in phases to minimize tenant relocations and disruption.
- No one will be without a home because of the development process.
- Interior Community Services and BC Housing are working directly with 21 tenants in Phase 1, to find alternate housing over the coming 6-10 months.
- The first building is expected to be complete in 2026 and will accommodate all current tenants from Phase 1.
- All tenants will be given the first opportunity to move into new homes.



## Kamloops Complex Care Housing

- **Separate property, with one building.**
- Site for this project will be subdivided from the Glenfair Senior's Redevelopment.
- It will have a separate entrance and landscaping to ensure privacy of all residents.
- **20 studio apartments** with heat and other supports provided in their home.
- Construction: 2025
- Occupancy: 2027 – 2028



Architectural rendering of proposed Kamloops Complex Care



## What is Complex Care Housing?

- Complex care housing will give people facing or at risk of homelessness, a better chance at leading healthy, stable lives.
- 20 homes for adults (19+) of all genders, including seniors.
- This housing is for people with complex health issues, including mental, health and substance use challenges.
- This includes people with functional needs, brain injuries, intellectual or developmental disabilities, trauma, chronic illnesses, mobility impairments, substance use challenges, and other physical or mental health needs.
- Ongoing care is provided through a variety of health, cultural, and social supports in a home environment.
- Operated by an experienced non-profit housing provider with 24/7 staff.
- Interior Health provides health staff (nurses, social workers, allied health, etc.).
- All residents pay rent, sign program agreements and develop personal care plans.

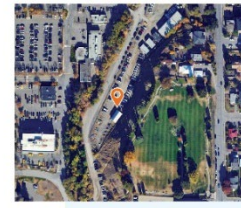


BC HOUSING

Shelter at 1055 Glenfair Drive

## Future Shelter at 1055 Glenfair Drive

- Working to create a 24/7, year-round shelter at 1055 Glenfair Drive.
- Project was announced on June 24, 2024.
- Up to 40 spaces mainly for seniors and older adults experiencing or at risk of homelessness from the local area.
- BC Housing selected The Mustard Seed through a fair and open process to operate shelter and provide services to guests. Learn more about The Mustard Seed at [TheMustardSeed.ca](https://www.mustardseed.ca).
- Currently expect construction to begin in late 2025.



Visit [shelterat1055glenfairdrive.ca](https://shelterat1055glenfairdrive.ca) or scan the QR code for the latest project information.



For questions about this shelter project, please contact BC Housing by emailing [community@bcshousing.org](mailto:community@bcshousing.org).

BC HOUSING

## BC Builds

- 525, 523, and 527 Columbia St. is currently being redeveloped into 249 rental homes for middle-income households – such as teachers, nurses, transit operators, construction workers, and small business owners.
- The previously contained two provincial office buildings.
- Studios, 1, 2, and 3 bedroom units will be available, with a focus on accessibility, connectivity, community, and site ecology.
- Construction starts Spring 2026.
- BC Builds is an accelerated rental housing program that speeds up the development of homes that middle-income households can afford.



After rendering

BC HOUSING

## BC Housing Continuum: Developments in the Columbia Precinct



BC HOUSING

## Columbia Precinct Overview

- BC Housing is working with provincial, municipal and community partners to build different types of housing at what is known as the Columbia Precinct area in Kamloops.
- The planned housing addresses a variety of community needs and includes four separate projects.
- Nearly 1,000 new low- to middle-income homes.
- 40 shelter beds for seniors experiencing homelessness.
- Ideal location because:
  - Provincially-owned land
  - Uses fit with municipal zoning
  - Close to health services, transit, nature



BC HOUSING

## Share Your Feedback

BC HOUSING



## Appendix H: Factsheet – Open House

### FACTSHEET

#### BC Housing Projects - Columbia Precinct, Kamloops

May 2025

BC Housing is working with provincial, municipal and community partners to build different types of housing on what is known as the Columbia Precinct lands in Kamloops. The Province of B.C. owns these lands and maintains the responsibility to provide the highest and best use of them for the people of B.C. The four BC Housing projects in this area are part of a bigger picture plan to support the growing and diverse housing needs of the City of Kamloops and complements the goals of the municipality's Housing Needs Report. This plan will contribute almost 1,000 new homes to the area.

The Province and BC Housing will continue to work closely with the city to create an integrated and cohesive community where all those who live, work and play nearby will feel welcome.



#### Glenfair Seniors Housing Redevelopment



**Address:** 1100 Glenfair Drive **Housing Type:** Affordable Rental Housing

**Who will live here:** seniors, middle-income households

**Number of Units:** 340 homes to replace the existing 80 homes

**Operator:** Interior Community Services (ICS)

**Anticipated Construction Timeline:** 2027 -

The Glenfair Redevelopment project aims to replace the existing aging buildings with 340 new homes including 80 rent-geared-to-income affordable seniors' homes. As with any redevelopment of this scale, considerable tenant engagement, planning and design work has and continues to take place prior to construction. Construction will take place in phases to minimize tenant relocations and disruption.

**For more information visit:** [letstalkhousingbc.ca/kamloops-1100-glenfair-dr-redevelopment](http://letstalkhousingbc.ca/kamloops-1100-glenfair-dr-redevelopment).

#### BC Builds, Middle-income Rental Homes

**Address:** 515, 523 and 527 Columbia Street

**Housing Type:** Income Tested Market Rental

**Who will live here:** Middle-income households—such as teachers, nurses, transit operators, and construction workers.

**Number of Units:** 249 rental homes

**Operator:** Connective Kamloops

**Anticipated Construction Timeline:** 2026-2028

This BC Builds project will include studios, one-, two-, and three-bedroom units with a focus on accessibility, connectivity, community and site ecology. BC Builds is an accelerated rental housing program that speeds up the development of homes that middle-income households can afford.

**For more information visit:** [bcbuildshomes.ca/about](http://bcbuildshomes.ca/about).



#### Kamloops Complex Care Housing



**Address:** To be decided - To be built on a subdivided portion of 1100 Glenfair Dr.

**Housing type:** Complex Care Housing

**Number of units:** 20 homes for adults (19+)

**Who will live here:** People with complex health issues

**Operator:** To be decided - An RFP for an operator of this site is expected to be issued in spring/summer 2025.

Complex care housing gives people facing, or at risk of homelessness, and who have complex health challenges, a better chance at leading healthy, stable lives. This housing is for people with functional needs, brain injuries, intellectual or developmental disabilities, trauma, chronic illnesses, mobility impairments, substance use challenges and/or other physical or mental health needs. Supports include on-site health, cultural and social services. Staff will be on-site 24/7 to support residents with health, cultural and social services, as well as provide a point of contact for neighbours.

**For more information visit:** [letstalkhousingbc.ca/kamloops-complex-care-housing](http://letstalkhousingbc.ca/kamloops-complex-care-housing).

#### 1055 Glenfair Shelter

**Address:** 1055 Glenfair Drive **Housing Type:** Year-round shelter

**Number of Units:** Up to 40 spaces

**Who will live here:** Seniors and older adults experiencing homelessness

**Operator:** The Mustard Seed

**Anticipated construction timeline:** Construction expected to begin in late 2025

This project is a 24/7, year-round shelter mainly for seniors and older adults experiencing or at risk of homelessness. The site will be operated by The Mustard Seed.

**For more information visit:** [letstalkhousingbc.ca/kamloops-1055-glenfair-drive](http://letstalkhousingbc.ca/kamloops-1055-glenfair-drive).



For further questions please reach out to [communityrelations@bchousing.org](mailto:communityrelations@bchousing.org).

