

INFORMATION & DISCUSSION GUIDE

NEIGHBOUR DIALOGUE SESSION
1030 OLD VICTORIA ROAD, NANAIMO
SEPTEMBER 22, 2026

We acknowledge, with gratitude, the site we are discussing today is located within the Traditional Territory of Snuneymuxw First Nation.

WHY WE'RE HERE TODAY

Reflect on the First Year: Learn about the first year of operations at 1030 Old Victoria Road and how residents, neighbours, staff, and community partners have worked together to support neighbourhood integration.

Share Your Experience: Share your experiences and perspectives about the role of the temporary housing in the community.

Help Inform What's Next: Discuss opportunities to strengthen relationships, address challenges, and support continued neighbourhood integration moving forward.

NEIGHBOURHOOD INTEGRATION PLAN

The Neighbourhood Integration Plan (NIP) was developed by BC Housing, Vancouver Island Mental Health Society (VIMHS), the City of Nanaimo, the South End Community Association, and the Chase River Community Association to support communication, community inclusion, and positive relationships around the housing at 1030 Old Victoria Road.

ONE YEAR LATER

SNAPSHOT OF THE PROJECT

- Open since July 2025
- 59 homes with supports for people who would otherwise be experiencing or at risk of homelessness
- Operated by Vancouver Island Mental Health Society (VIMHS)
- Neighbourhood Integration Plan implemented in collaboration with partners

WHAT WE'VE LEARNED DURING THE FIRST YEAR

- Ongoing communication between residents, neighbours, staff, and community members is important to building positive relationships.
- Community feedback has helped identify opportunities to improve the site and its operations, including adjustments to lighting and upgrades to site fencing.
- Access to stable housing, supports, and community connections can help people make progress toward personal goals and strengthen their sense of belonging.

GUIDING QUESTION:

- What has been your experience living near the temporary housing over the past year?
- Do you have any suggestions to help further promote the success of this temporary housing in the community?



RESIDENT EXPERIENCES AND OUTCOMES

Temporary housing with supports is designed to help people achieve greater housing stability, improve their well-being, and make progress toward their individual goals. Because every person's journey is different, success can look different for each resident.

FINDING WELLNESS AND ROUTINE: RESIDENT JOURNEY

-  **Experienced homelessness:** Previously lived outdoors in North Nanaimo and was referred through the Nanaimo Sobering and Assessment Centre.
-  **Moved indoors:** After moving into temporary housing at 1030 Old Victoria Road, it took several months to feel safe indoors and adjust to having a home.
-  **Connected with supports:** Experienced significant improvements in both physical and mental health.
-  **Building community and routines:** Pursues painting as a creative outlet and regularly visits the Nanaimo Aquatic Centre to support wellness.
-  **Working toward personal goals:** Currently obtaining identification and exploring a return to work as a flagger.



FINDING HOME: RESIDENT STORY

Before moving to 1030 Old Victoria Road, Resident A had experienced homelessness for more than a year.

// It was so nice. Clean rooms, nice privacy. You can close your door.

Resident A's story reflects the impact that stable housing can have on a person's sense of safety and well-being. For people who have experienced homelessness, having a place to call home can provide a foundation for improved health, stronger community connections and progress toward personal goals.

LIFE AT 1030 OLD VICTORIA ROAD (HEARTH)



Many residents have customized their units with plants and pictures



Monthly “Fine Dining Fridays” where residents dress up and the cook adds extra flourishes to the meals

GUIDING QUESTION:

- After hearing about these resident experiences, what stands out to you and what should we consider moving forward?

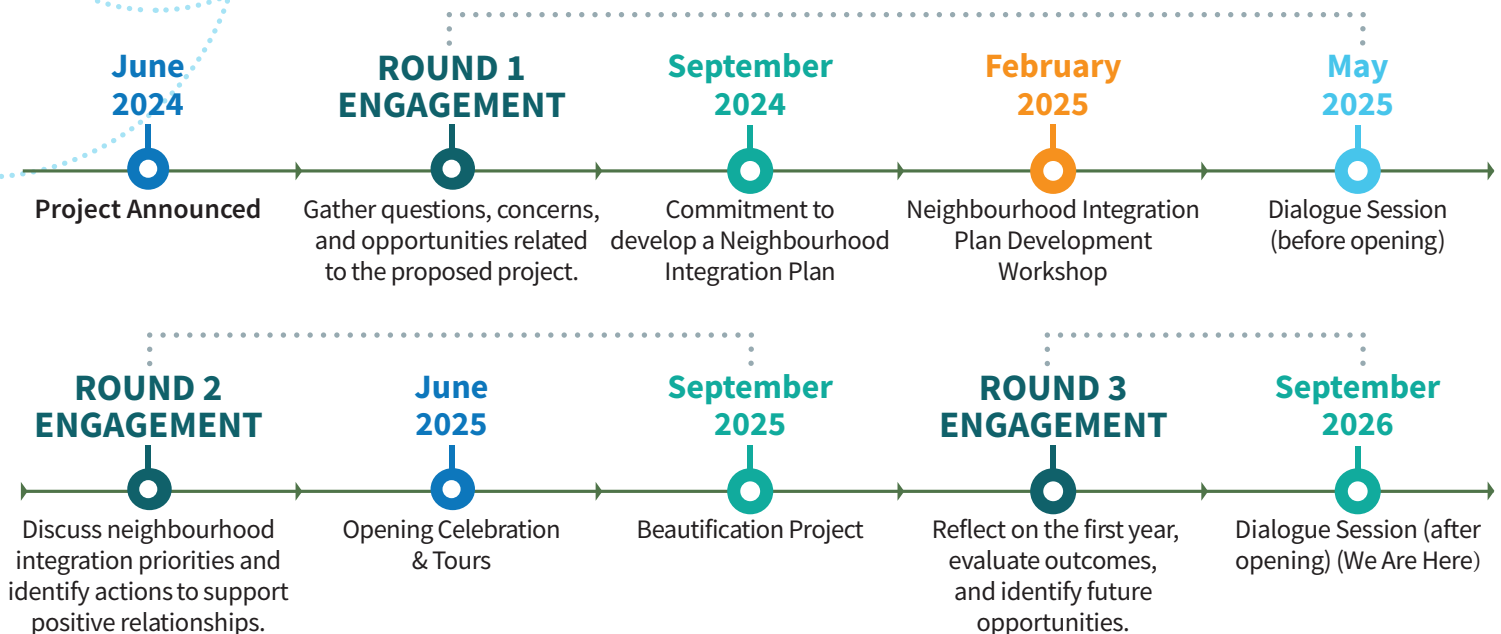
BUILDING COMMUNITY TOGETHER

The Neighbourhood Integration Plan created opportunities for neighbours, residents, staff, and community partners to share feedback, build relationships, and work together to support neighbourhood integration.

COMMUNITY FEEDBACK IN ACTION

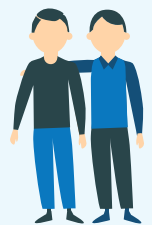
COMMUNITY INPUT	ACTIONS TAKEN
Lighting concerns (shining into neighbouring properties)	Lighting adjusted
Site boundary & privacy concerns	Fencing improvements
Requests for information & engagement	Tours and dialogue sessions
Interest in neighbourhood integration and a safe, welcoming, and inclusive neighbourhood for all community members	Dialogues, tours and community-building activities hosted
Concerns about neighbourhood safety	Daily staff walkabouts, and proactive management of nearby vacant and grassy areas

OUR NEIGHBOURHOOD INTEGRATION JOURNEY



NEIGHBOURS SUPPORTING NEIGHBOURS: STAFF STORY

Acts of kindness and support from neighbours have helped foster a welcoming environment for residents and staff.



We had a couple neighbours across the street, they're absolute wonderful human beings. They came over with a whole bunch of coffee creamers, popcorn, clothing and games.

- Staff, Vancouver Island Mental Health Society

GUIDING QUESTION:

- What has your experience been with neighbourhood integration?
- What has worked well, and what could be improved?

WHERE HEARTH FITS

Communities need a range of housing options to meet different needs and circumstances.



1030 OLD VICTORIA ROAD

The HEARTH temporary housing at 1030 Old Victoria Road is one part of this continuum, helping address the immediate housing needs of people experiencing homelessness in Nanaimo.

FINDING STABILITY: RESIDENT STORY

Before moving to 1030 Old Victoria Road, Resident B had lived in a “sobering house” and later experienced homelessness.



// When I started living here, it was like paradise for me because living on the street is a little bit tough.

Resident B’s story reflects the impact that stable housing can have on a person’s health, well-being and sense of security. It also illustrates why Nanaimo needs a range of housing options, as different housing models support people with different needs and at different stages of their housing journey.

LOOKING AHEAD

We aim for continued resident success through:

- Ongoing supports
- Community-building activities
- Health and wellness services

We commit to continued communication with neighbours, including:

- Open communication channels with VIMHS and BC Housing
- Timely responses to concerns
- Neighbourhood Inclusion Plan summary report

We are working towards more permanent, continuum-wide housing solutions in Nanaimo, including:

- Supportive housing
- Recovery-oriented housing
- Complex Care Housing
- Subsidized housing for low to moderate income earners



GUIDING QUESTION:

- Where have you noticed housing needs in Nanaimo?

NOTES: