



# Communications and Engagement Summary Report

3892 3rd Avenue, Smithers, BC  
Interim HEART & HEARTH Shelter

April - May 2026

# Table of Contents

INTRODUCTION ..... 2

PROJECT OVERVIEW..... 2

PROJECT COMMUNICATIONS ..... 2

COMMUNITY ENGAGEMENT EVENTS ..... 4

COMMUNITY RELATIONS INBOX ..... 5

WHAT WE HEARD ..... 6

COMMUNICATIONS AND ENGAGEMENT OUTCOMES ..... 13

NEXT STEPS .....14

## Introduction

This report provides an overview of communications and neighbourhood engagement during April and May 2026 regarding BC Housing's proposal to renovate the former Temporary Winter Shelter at 3892 3rd Avenue in Smithers into an interim year-round shelter. This interim shelter would remain open until the Alfred Avenue project (supportive housing and permanent shelter) opens in Fall 2028.

The proposed interim shelter would contain 25 sleeping spaces. Renovations to the existing building on the site as well as ongoing operations would be funded through the Provincial HEART and HEARTH program.

This report shares:

- How project plans were communicated to site neighbours and the wider community
- How equitable, accessible and inclusive outlets were provided for community questions, concerns and feedback about the project
- Key questions/themes that emerged
- Responses to common questions and concerns
- Engagement outcomes and project updates

This report was submitted to the Town of Smithers on June 10, 2026 for consideration at the Town Council meeting of June 16, 2026. BC Housing also submitted a larger Smithers Shelter Plan at the same time for Council consideration. Council approval of the Smithers Shelter Plan is required prior to completion of proposed renovations and selection of an operator for the proposed 3rd Avenue interim shelter.

## Project Overview

If the Plan is approved by Council, this 25-space interim shelter proposed for 3892 3rd Avenue would be funded through the Province's [Homeless Encampment Action Response Temporary Housing \(HEARTH\)](#) program.

Once renovations are complete, this shelter would offer immediate places to stay for adults (19+) who are experiencing or at risk of homelessness. It would operate 24/7, and shelter staff would actively support each guest to move toward stable, permanent housing.

This proposed project would operate in the same building that hosted the Temporary Winter Shelter that closed on March 31, 2026. The renovation project would comply with life safety, servicing, and other municipal standards. It does not require a rezoning and BCH will apply and obtain permits from the Town of Smithers prior to commencing the renovations.

## Project Communications

In February 2026, Smithers Mayor and Council passed a Motion requesting that BC Housing complete a Shelter Plan that engagement with the community around shelter needs, including a BC Housing-recommended HEARTH interim shelter site. Mayor and Council also asked that a report be brought back for Council consideration on June 16, 2026.

To meet this timeline, BC Housing staff added information and feedback opportunities regarding the 3rd Avenue interim shelter proposal to a Community Open House event that was already planned for May 13, regarding the supportive housing and permanent shelter project in development at 3879 Alfred Avenue.

On May 21, 2026, BC Housing hosted an additional online Question and Answer Session, focused on the 3rd Avenue interim shelter project. This session provided another opportunity for Smithers residents to learn about the project and ask questions about it.

### **Project information letters & open house invitations**

On April 22, 2026, BC Housing Indigenous Relations emailed a [Community Open House letter and invitation](#) to both the Witset and Wet'suwet'en Nations band offices, addressed to both Chiefs and Councils. Chiefs and Councillors then shared the information with Nation members. The letter and invitation reached approximately **130** Nation members and Elders.

On April 23, 2026, BC Housing mailed the [letter](#) to **313** residential and businesses addresses within a 200 m radius of the proposed 3rd Avenue interim shelter site. The same letter was also mailed to **114** residential and business addresses within a 200 m radius of the Alfred Avenue project site.

This communication included:

- A brief update about the Alfred Avenue project and naming of the operator
- An introduction to the proposed 3rd Avenue interim shelter project
- An invitation to register for the May 13 Community Open House
- A direct email address for questions

On April 24, 2026, The Town of Smithers also posted [information](#) about the May 13 Community Open House to its website.

### **Email to IAPs – 3rd Avenue residents and businesses**

On April 24, 2026, BC Housing emailed project information and the open house invitation to a list of **13** interested and affected parties (IAPs). These IAPs comprised local businesses and community services that operate closest to the proposed interim shelter site and the Alfred Avenue site.

This communication included:

- A brief update about the Alfred Avenue project and naming of operator
- An introduction to the proposed 3rd Avenue interim shelter project
- An invitation to register for the May 13 Community Open House
- An invitation to preview the May 13 open house and speak directly with project partners prior to the wider community
- A direct email address for questions

### **Q&A postcard invitation**

[Invitation postcards](#) for a follow-up online Q&A session on May 21, 2026, regarding the 3rd Avenue interim shelter proposal were distributed to approximately **65** participants at the May 13 Community Open House.

### **BC Housing Project Webpage**

On May 23, 2026, BC Housing published a project webpage at [bchousing.org/projects-partners/projects/smithers-3892-3rd-avenue](https://bchousing.org/projects-partners/projects/smithers-3892-3rd-avenue). This webpage contains the latest information about the project.

# Community Engagement Events

## Community Open House

**VIP Preview** - Wednesday, May 13, 6:00 – 6:30 p.m. – Muheim Memorial Elementary School

**All Community** - Wednesday, May 13, 6:30 – 8:30 p.m. – Muheim Memorial Elementary School

**Purpose:** This Community Open House served two purposes:

- To share design updates and introduce the newly chosen operator of the Alfred Avenue supportive housing and shelter project to the community
- To provide an opportunity to share project details, answer questions and hear feedback about the 3rd Avenue interim shelter proposal

**VIP Preview Attendance:** 6:00 - 6:30 p.m. session – **0** attendees

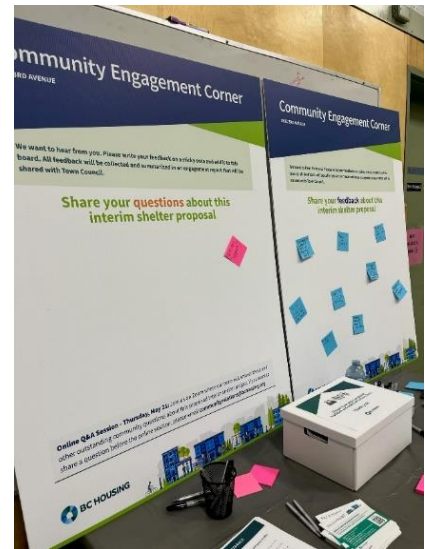
**All Community Attendance:** 6:30 – 8:30 p.m. session - **76** attendees

The Community Open House featured large posterboards that attendees could peruse in a self-guided format:

- Subject matter experts (10) were positioned at boards to answer questions and engage in conversations.
- An Indigenous Relations Welcome table provided navigation and information to Nation members in attendance.

A “Community Engagement Corner” offered the opportunity for attendees to fill out comment cards and post any remaining questions or comments about the 3rd Avenue interim shelter project on sticky-notes for follow-up discussion at the May 21 online Q&A session. [The poster boards](#) from the Community Open House were made available for download via the project webpage. Other materials provided at the event included information from BC Housing:

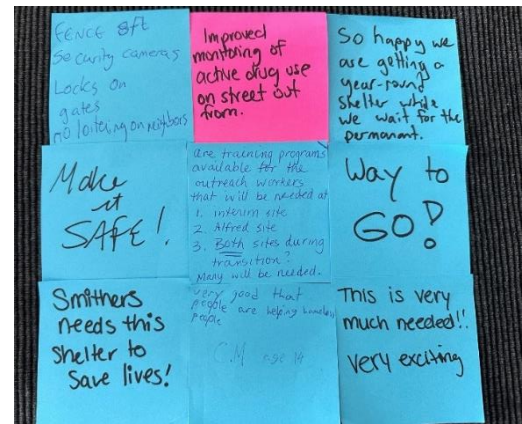
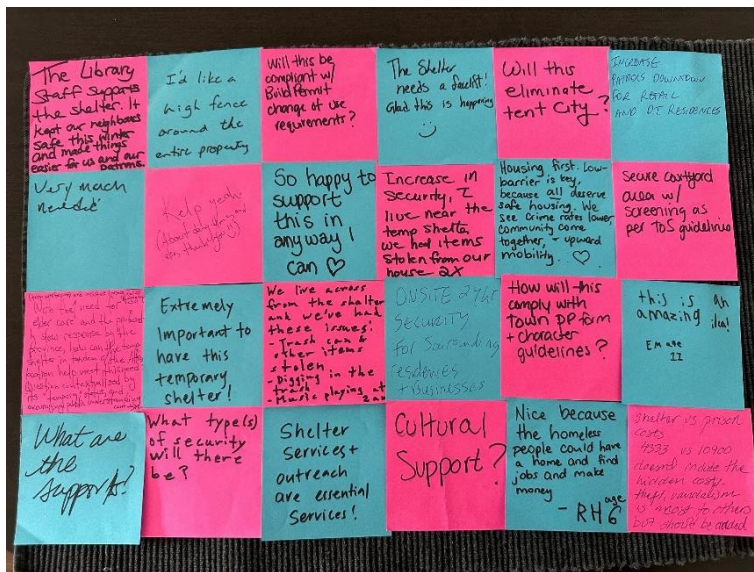
- [Community Benefits of Supportive Housing](#)
- [Supportive Housing Resident Outcomes Report](#)
- [Interim Shelter Feedback and Questions Forms](#)
- [Invitations to the May 21 Online Question & Answer Session](#)
- Subsidized housing, and affordable rent (RAP & SAFER) brochures
- Community Relations contact cards



*Attendee comments collected on sticky notes at the May 13 Community Open House for the 3rd Avenue interim shelter project.*



*The May 13 Community Open House for the 3rd Avenue interim shelter was well attended.*



Community Open House attendees shared their comments and questions on sticky notes and comment cards at the May 13 Community Open House.

## Community Online Question & Answer session

Wednesday, May 21, 6:30 – 8:30 p.m. – Zoom meeting

**Purpose:** To give residents and businesses a second opportunity in an additional format to have their questions answered and concerns addressed about the 3rd Avenue interim shelter proposal.

**Q&A Attendance** – 9 attendees

This session was hosted online on Zoom and facilitated by a professional third party:

- The session opened with a 15-minute presentation sharing information about the proposed 3rd Avenue interim shelter.
- A Q&A period opened with the five questions that were left on either the sticky-note boards or on comment cards from the May 13 Community Open House.
- BC Housing leaders attended the online session to answer questions.
- The floor was then opened to questions from online participants.

Topics from this session are included in the “What We Heard” section below.

**Q&A Attendance** – 9 attendees

## Community Relations Inbox

BC Housing’s Community Relations inbox ([communityrelations@bchousing.org](mailto:communityrelations@bchousing.org)) received a total of 4 email inquiries related to the Smithers projects between April 23 and March 28, 2026. BC Housing responded to 91% of inquiries within 5 business days, 96% within 10 business days, 100% within 20 business days.

BC Housing’s community relations team continues to respond to all inquiries regarding this project. Common themes, questions, and feedback received via this inbox are included in the What We Heard section of this report (below).

## What We Heard

The following provides a summary of the main topics and themes that arose during this communications and engagement period and our responses to them. These topics were gathered at the Community Open House, at the online Q&A session and from emails sent to the BC Housing Community Relations inbox

### HEART and HEARTH

Community members raised questions about the program:

- HEART and HEARTH program design and associated services

**Response:** Compared to the site's previous operation as a Temporary Winter Shelter, the HEARTH funding and program would include:

- More outreach staff (3 vs 2 as a temporary winter shelter)
- More funding to ensure year-round, 24/7 operations and services for guests
- Funding for exterior renovations to help the building better integrate into the neighbourhood
- Funding for interior renovations to improve guest comfort, including window and kitchen upgrades

### Project Aesthetics, Space Planning, Construction

Community members asked questions about:

- Interim shelter compliance with Smithers form and character guidelines
- Limited interior space for beds
- Construction delay on the Alfred Avenue supportive housing and shelter project

**Response:** BC Housing will work with Town of Smithers staff to determine how best to approach exterior renovations to ensure they align with the mountain theme and feel of the downtown core.

Regarding space limitations: We acknowledge that the former Fabrication building is a small space. However, BC Housing is accustomed to working within spaces that aren't ideally suited for shelter and housing. That's why we rely on the expertise of architects and designers who can provide innovative solutions to our space challenges. We are confident that we can provide 25 beds in a way that protects dignity and privacy.

Regarding Alfred Avenue construction: In 2025, the proposed Alfred Avenue project underwent a redesign to include a permanent shelter. Although this has delayed our design and construction start, the project that will now be built is a much closer match to community need. The proposed interim shelter would be an important way to fill this urgent need in Smithers until the new shelter is complete.

**OUTCOME #1** – *Following community feedback, BC Housing consulted with the Town of Smithers on May 20, 2026, and agreed to include new paint, wooden accents and landscaping in the proposed exterior improvements.*

### Parking and Traffic

Community members raised concerns about:

- Access to driveways
- Lack of street parking

**Response:** BC Housing will meet with Smithers staff to explore parking issues around the 3rd Avenue interim shelter site.

**OUTCOME #2** – *Following community feedback, BC Housing will explore with Town of Smithers the possibility of providing sufficient on-site designating parking for staff and deliveries.*

### **Renovations and Upgrade Costs**

Community members asked questions about:

- Renovation costs
- Building condition report, location, and worker/guest health and safety
- Renovations to justify longer than proposed use as an interim shelter
- Ownership or lease of the interim shelter site
- Lease rate for site when it was designated a Temporary Winter Shelter (TWS)

**Response:** BC Housing is currently finalizing the renovation budget for this proposed site. The budget for this work will be available after the project is approved.

Regarding building condition, location and guest/worker safety: BC Housing acknowledges that the age of the former Fabrication building poses challenges to the renovation process. To protect the health and safety of the shelter guests and workers, our renovation plan will minimize the disturbance to existing walls, and the interior layout of the building won't be altered.

BC Housing worked with the Town of Smithers to identify possible sites and then explored multiple potential locations for this proposed interim shelter. The 3<sup>rd</sup> Avenue site was our best option. It best meets the criteria to support the interim shelter, including the size and location of the site, access to health care and other services, as well as public transportation access. As the site previously operated as a Temporary Winter Shelter, we know this space can support those sheltering outdoors and deliver an interim rapid solution to those experiencing homelessness, whilst the permanent shelter and supportive housing and Alfred Avenue is built.

Regarding renovation costs justifying indefinite operations: The interim shelter would operate with funding from the provincial HEART and HEARTH program. Funding for it is temporary. Renovation costs will not serve as justification for keeping the interim shelter open for longer than planned. There are no long-term dollars available to keep the 3rd Avenue interim shelter operational past opening of the Alfred Avenue project.

Regarding ownership of site: BC Housing would lease the site from a private landowner.

Regarding monthly lease cost of TWS: From November 2025 to March 2026, BC Housing paid \$2,700 per month to lease the site for use as a Temporary Winter Shelter.

### **Shelter Guests, Services & Operations**

Community members asked questions about:

- Shelter guest selection and priority access
- Supports available for shelter guests

- The length of stay for shelter guests
- Training for shelter staff
- Sufficient onsite storage at interim shelter
- Interim shelter beds and the encampment's future existence
- Interim shelter staffing classifications
- Loitering around interim shelter
- Assessment criteria for transition from shelter to supportive housing
- Resident stabilization rates from shelter to supportive housing
- Interim shelter operating hours

**Response:** BC Housing uses a community-based process (involving BC Housing and local service providers) to offer beds to people based on their individual needs, situation and the specific supports available at the shelter, such as life skills training, employment assistance, and help with accessing social and health care services. This process, called Coordinated Access and Assessment (CAA), helps ensure residents are set up for success and more likely to remain housed. It also guarantees fair access to available shelter beds.

Regarding supports available for shelter guests: Support services are designed to meet immediate and long-term needs, including 24/7 onsite staff support, daily meals, life-skills and employment training, access to health care, connections to community and social supports, and pathways to permanent housing when available.

Regarding length of stay: A shelter offers free, immediate places to stay for adults (19+) who are experiencing or at risk of homelessness. A guest may stay in a shelter space for one night to a few months or longer, depending on their need. Shelter staff work with guests to move on to other forms of housing, such as supportive housing, as they stabilize their living situation and continue along their housing journey.

Regarding training for shelter staff: Training would be provided and required of the staff that are employed at the interim shelter. The specific types of training required for staff would be set out in the Operator Agreement between BC Housing and the 3rd Avenue operator when they are in place.

Regarding sufficient storage spaces: Original renovation plans for the 3rd Avenue interim shelter site included some interior storage spaces for guest's possessions.

**OUTCOME #3** – *Following community feedback, BC Housing has agreed to include both interior AND outdoor storage spaces for shelter guests.*

Regarding the future of the Smithers encampment: The number of beds at the proposed interim shelter exceeds the current number of known encampment occupants. However, it is not known at this time how many people may choose to occupy a space at the encampment in the future. We are hopeful that most campers will move inside to the interim shelter, as they will be prioritized. BC Housing's role in providing shelter and housing does not extend to enforcement.

Regarding staffing classifications at the interim shelter: Should the Town of Smithers accept and ratify the decision to have HEART and HEARTH in its community, BC Housing will employ two (2) full-time outreach workers to work in Smithers and support the community, encampment residents and other unhoused individuals in their journey toward housing.

- **Outreach workers** operate within the community, engaging directly with individuals experiencing homelessness in locations such as encampments and on the street. Their role focuses on building connections and facilitating access to housing and support services.
- **Shelter staff** work within a shelter environment, where they are responsible for providing day-to-day care, ensuring safety, and supporting the overall operations for residents. Accordingly, staff working inside the 3rd Avenue Interim Shelter would be classified specifically as shelter staff.

Regarding shelter guests and loitering: Benefits of 24/7 shelter operations for guests include additional staffing, case planning and programming as well as more consistent access to meals, hygiene, health supports and other social services. Shelter guests can stay on-site, and access supports and services throughout the day. In the community, 24/7 shelter operations reduce congregating and sheltering outdoors as well as pressures on emergency and outreach services.

Regarding criteria for shelter guests to transition into supportive housing: Each shelter guest is different and has different needs. People eligible for supportive housing must be able to maintain tenancy and benefit from the supports that are offered in a supportive housing program. You can find more information about supportive housing eligibility here: <https://www.bchousing.org/housing-assistance/housing-with-support/supportive-housing>

Regarding resident stabilization rates from shelter to supportive housing: We know that housing with supports works in stabilizing people's lives. A [2019 BC Housing study](#) on modular supportive housing in Vancouver showed that:

- 94% of residents remained housed six months after moving in
- 84% of survey respondents reported improvements to their overall well-being
- 54% of survey respondents reported improved access to employment opportunities and employment support services
- While not everyone who moves into supportive housing has a substance use disorder, 39% of all survey respondents reported improvements in addiction issues six months after moving in

Regarding operating hours: The interim shelter will be a year-round, 24/7 shelter. Issues related to loitering are greatly reduced when shelter services and programs are available at all times. By comparison, the previous Temporary Winter Shelter only operated overnight and throughout the winter months.

### **Substance Use at Interim Shelter**

Community members raised concerns about:

- Potential increases in open drug use in the area

**Response:** Adequate shelter is crucial in a person's health journey. After a person can access a warm bed, washrooms and meals, they are in a much better position to improve their well-being, including accessing health care including substance use treatments.

It is also important to note that not all shelter guests use substances, and shelter staff would not supply illicit or illegal substances to shelter guests.

For guests who do use substances, the operator would provide harm reduction services on-site and linkages to stabilization and recovery services as is appropriate based on the person's health and wellness goals. Harm reduction is an important life-saving health care practice. It has also been proven to increase social and professional functioning and *reduce* public disruption related to substance use.

### **Site Security, Safety, Health Services**

Community members raised questions about:

- The community benefits of opening more shelter beds
- Safety and security measures at the interim shelter
- Safety measures in the wider neighbourhood
- Shelter staff and guest expectations for respecting the neighbourhood
- Visitor policies and potential loitering in the neighbourhood
- Neighbourhood Inclusion Planning and neighbour participation
- What is available in Smithers for addiction services and other healthcare-related programs that shelter guests may need

**Response:** Shelters are an important part of community safety. Having safe, accessible and minimal barrier shelter in a community means there are fewer people sheltering outdoors. This increases people's personal safety and well-being and contributes to community safety overall.

Regarding safety and security measures at the interim shelter: Staff would be on site 24/7 to support shelter guests and provide a point of contact for neighbours. Staff would commit to working with shelter guests and the surrounding community on an ongoing basis to address any safety concerns on the shelter site quickly and collaboratively.

We would provide a direct contact number for the shelter once it is available. Staff would be on site 24/7 to support shelter guests and provide a point of contact for neighbours. Staff commit to working with shelter guests and the surrounding community on an ongoing basis to address any safety concerns on the shelter site quickly and collaboratively.

Regarding safety measures in the wider neighbourhood: BC Housing and our operators are committed to being good neighbours. Neighbourhood safety must also be a collective effort. In Smithers, the RCMP stated that there was a 60 per cent reduction in theft-related calls after the Temporary Winter Shelter opened compared to the same time in 2024. We expect similar effects from an interim shelter that operates 24/7 with more staff and services.

We remain committed to working with partners who are best positioned to address safety issues beyond our housing sites. These include bylaw, law enforcement, or other emergency services for whom public safety is their mandate. As in all neighbourhoods, in an emergency of if neighbours observe illegal activity, they should call 911 and wait for help to arrive.

Regarding shelter staff and guest expectations: Once their basic needs are met, shelter guests often become engaged in the community. This all stems from relationship-building which shelter workers consider core to the supports they provide.

Regarding visitor policies and potential loitering: Given limited shelter capacity, a no-visitor policy will be put in place. Issues related to loitering are greatly reduced when shelter services and programs are available 24/7 as they will be at the interim shelter.

BC Housing would apply CPTED principles in the shelter site renovation to ensuring clear sightlines and reduce areas susceptible to unwanted congregation. The site would be fully fenced, and a single entrance and exit would allow the operator to manage who is coming onto the site at any given time.

This shelter would have secure, monitored indoor and outdoor common areas for resident use. Having such areas available typically prevents loitering in public areas. Specific policies regarding the use of the shelter's outdoor spaces would be determined by the shelter operator. BC Housing and the operator will follow all Smithers bylaws (including the 11 p.m. noise bylaw) and require that staff, residents and visitors do the same.

Regarding Neighbourhood Inclusion Planning: BC Housing is working to more effectively promote the inclusion of new shelters, supportive housing and Complex Care Housing into communities. This new Neighbourhood Inclusion Planning approach recognizes that each community has unique needs, interests and challenges. This approach also aims to centre collaboration and relationships in working towards comfort and safety for housing residents, staff and neighbours alike.

Neighborhood Inclusion Planning is done initially as a collaboration between BC Housing and the city/municipality and can expand to include other local organizations that are mandated and funded to respond to homelessness and/or promote safety in the community. Inclusion initiatives can include regular meetings, communications/updates, events, etc. This process would only begin for the 3rd Avenue interim shelter after the project is approved to proceed.

Regarding the availability of health services: Having three full-time shelter workers at the interim shelter 24/7 will provide a significant improvement for shelter guests who are trying to access treatment and services. While health services will not be available on site, having a third shelter staff member will allow for case management and support of shelter guests when they are completing referrals/treatment packages and connecting with external healthcare providers

We also recognize there is currently a shortage of substance use treatment and recovery services in the North. As part of case planning, shelter staff would help guests access these services, even if that means travelling beyond Smithers.

### **Shelter Guests From Elsewhere**

Community members raised concerns about:

- Increasing the flow of people experiencing homelessness into Smithers from other communities when shelter opens
- Impact of homelessness on the community

**Response:** Smithers urgently needs more shelter and supportive housing, for people who live in Smithers. The 2025 Point-in-Time Homeless Count identified 77 people experiencing homelessness in Smithers. This is a 35% increase from the previous count of 57 in 2023. Many people who are experiencing homelessness in Smithers (approx. 91%) have lived in the community for more than one year. Approximately 17% have called Smithers “home” their entire lives.

In our experience, the opening of a shelter (interim, temporary or permanent) does not attract people experiencing homelessness from other communities. When we meet people experiencing homelessness where they already live, this allows them to maintain connections to the resources and communities that they need to live healthy, stable lives. For this reason, BC Housing works with all communities to develop plans to provide appropriate housing services in their community, mitigating the need for people to relocate for vital housing services.

Regarding community impacts of homelessness: We know that housing/shelter with supports works in stabilizing people's lives. Closer to home, a [2019 BC Housing study](#) on modular supportive housing outcomes showed that:

- 94% of residents remained housed six months after moving in
- 84% of survey respondents reported improvements to their overall well-being
- 54% of survey respondents reported improved access to employment opportunities and employment support services
- While not everyone who moves into supportive housing has a substance use disorder, 39% of all survey respondents reported improvements in addiction issues six months after moving in

### **Impact on Property Values**

A community member voiced concerns about:

- The impact to home sales near the proposed interim shelter site

**Response:** Homelessness affects people, families, neighbourhoods and communities. As such, shelters are an important part of community safety. Having shelter spaces in a community means there are fewer vulnerable people sheltering outdoors. This increases people's personal safety and well-being and contributes to community safety overall.

Most research on this topic focuses on property values near supportive housing developments. [Research completed in 2019 of 13 BC supportive housing sites](#) showed that property values immediately surrounding 10 sites either kept pace or surpassed municipal trends.<sup>1</sup> Property values for the other three sites were not notably different compared to municipal trends. It is also important to note that communities are healthier, safer and more vibrant when all residents are housed and have their basic needs met.

Additional property value-related research findings: Research has demonstrated that the introduction of supportive housing projects does not significantly impact neighbouring property values in BC, and nearby property values in the neighbourhood usually keep pace or surpass market trends.<sup>2</sup>

Properly managed and funded supportive housing initiatives help reduce crime rates and homeless encampments by providing stable housing, and services and supports for people experiencing homelessness which also promotes safe communities and preserves property values.<sup>3</sup>

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<sup>2</sup> BC Housing. (2020, January). [Exploring the impacts of non-market housing on surrounding property values: Overview report](#).

<sup>3</sup> Nelson Committee on Homelessness. 2019. [Reaching Home: Long-Term Solutions for Homelessness – 11th Annual Report Card on Homelessness for Nelson](#).

A 2021 study of five neighbourhood supportive housing projects in Alberta demonstrated that the introduction of supportive housing had no significant negative effects on local property values, and the new builds improved the aesthetics of the neighbourhoods by reducing the rates of homelessness and rejuvenating aging and declining housing stock.<sup>4</sup>

### Smithers Town Council Consideration

A community member raised a question about:

- The date of the next council meeting that residents can attend to hear Town Council's consideration of the proposed interim shelter

**Response:** BC Housing will present a Shelter Report and Community Engagement Summary at the June 16, 2026 meeting of Smithers Town Council.

## Communications and Engagement Outcomes

The combination of direct communication to neighbours and the surrounding community, a publicly accessible webpage and email inbox, a Community Open House-style information session (with VIP viewing session) and an online Question and Answer session gave Smithers residents opportunity to access accurate, up-to-date information about this temporary housing project, ask questions and provide feedback.

Overall, BC Housing produced communications and shared information about this project that was simplified in format and language. We also facilitated equitable, accessible and inclusive opportunities for community members to obtain accurate project information, ask questions and share feedback. These communications and engagement efforts have allowed BC Housing to start building relationships with neighbours and the surrounding community and open lines of communication about the proposed shelter project.

### In Total

- We shared our information letter and invitation to the May 13 Community Open House with Witsset and Wet'suwet'en Nations band offices, reaching approximately **130** Nation members and Elders.
- We reached out to **340** immediate neighbours (residents/occupants/businesses) – either by Canada Post or email – with project information and direct invitations to our VIP and Community Open House.
- These invitations resulted in **76** people attending our Community Open House on May 13, 2026. We received **0** attendees to the Community Open House preview that ran 30 minutes prior to the Community Open House.
- We shared invitation post cards to the majority of **76** attendees at the May 13 Community Open House and encouraged them to register for the online Question and Answer session.
- We hosted **9** attendees at the Community Online Question and Answer session on May 21, 2026.

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<sup>4</sup> Cividá. 2021. [Affordable Housing, Crime, and Social Disorder: Myth vs. Fact.](#)

- As of May 28, 2026, the BC Housing project webpage has logged approximately 85 visits from around 70 visitors.
- As of May 28, 2026, BC Housing's Community Relations inbox ([communityrelations@bchousing.org](mailto:communityrelations@bchousing.org)) has received emails relating to the projects from 4 community members.

## Engagement Outcomes

Throughout this communications and engagement period, BC Housing committed to implement feedback where possible. The following project updates are outcomes of this community engagement:

### Outcome #1 – Aesthetics, Form and Character

Following community feedback, BC Housing consulted with the Town of Smithers on May 20, 2026, and agreed to various exterior improvements to the 3rd Avenue interim shelter site that would help the project adhere to the town centre's mountain theme. All exterior improvements are subject to Town of Smithers approval. These include:

- New paint which is in line with the earth tones outlined in the Town of Smithers form and character guidelines (outlined in the Official Community Plan). The updated paint colour would be stone grey with black accents *More sticky note comments and questions*
- Wooden accents added to the windows and entrance to incorporate elements of the mountain theme
- Landscape improvements, including planters, to be added to enhance the site's visual appeal and improve the pedestrian experience

### Outcome #2 – Designated shelter parking

Following community feedback, BC Housing will explore with Town of Smithers the possibility of providing sufficient on-site designating parking for staff and deliveries.

### Outcome #3 – Outdoor Storage

Following community feedback, BC Housing agreed to include both interior AND outdoor storage space for guests. This will offer more storage space overall for guests' belongings given the building's indoor space limitations. Allocation and usage of all storage spaces would be managed by the shelter operator.

## NEXT STEPS

BC Housing community relations will continue to respond to inquiries by email throughout the development of the proposed 3rd Avenue interim shelter project.

We plan to reach out to the community again after selecting a non-profit operator for this shelter. We will share updates with neighbours at project milestones, such as construction start and when the interim shelter opens. We also look forward to sharing an opportunity to celebrate the completion of this project together.