

Frequently Asked Questions

2570 Bartley Road, West Kelowna

About the Project

What is a shelter?

Shelters offer free, immediate places to stay for people who are experiencing or at risk of homelessness. Guests are adults (19+). This can include seniors and people with disabilities.

A guest's length of stay in the shelter varies depending on their individual needs and goals. Shelter staff work with each guest to help them move toward stable, permanent housing.

Why is this shelter needed?

Shelters are an important first step for people who are transitioning out of homelessness. People without access to basic shelter must focus solely on survival. After a person can access a warm bed, washrooms and meals, they are in a much better position to improve their housing situation and well-being.

According to the [2024 Westside Unique Identifier Count by the City of West Kelowna](#), (over a 46-day collection period), approximately 85 people reported experiencing homelessness in West Kelowna. This is a 37% increase from the 2022 report. Of these:

- 20% are seniors (65+)
- 95% have been homeless for several years
- Most people who reported experiencing homelessness were from the Okanagan region.

What about the other shelter in West Kelowna?

The current shelter operating at 2500 Bartley Court is temporary. This shelter is on City-owned land. It would close once the new, permanent shelter at 2570 Bartley Road opens.

The City of West Kelowna has granted us a Temporary Use Permit (TUP) to operate the shelter at 2500 Bartley Court. This permit currently expires in July 2027. BC Housing plans to apply for an extension to this TUP. This would allow the current temporary shelter to stay open until the new permanent shelter is complete.

Development

What is the project timeline?

If the rezoning amendment is approved, we currently expect construction to begin in 2027. We would share an updated timeline when it's available.

Would there be common spaces for shelter guests?

Yes, there would be indoor and outdoor spaces for registered shelter guests on the shelter property. This includes a living and dining area for guests to use throughout the day.

Would there be fencing and other security features?

The shelter property would be fully fenced, including outdoor common areas. There would also be safety and security features for the benefit of shelter guests, staff and the surrounding community. These include controlled entry into the shelter, security cameras and lighting.

What are the benefits of a purpose-built shelter?

A purpose-built shelter allows us to thoughtfully design spaces for guests and staff.

The shelter would include:

- Living and dining area
- Indoor and outdoor amenity spaces
- Bike storage
- Offices for Turning Points shelter staff
- Library and computer room
- Clinical spaces to support health and safety services, including overdose prevention and wellness supports
- Dedicated areas for health, wellness, and supportive programming

The library and computer space would provide guests with access to housing searches, employment opportunities, resume building, education, online appointments and government and other essential resources.

Operations

Who would manage this shelter?

BC Housing selected Turning Points through a Negotiated Request for Proposals (NRFP). Turning Points would operate the shelter, maintain the property and provide services to guests. Turning Points has operated the temporary shelter at 2500 Bartley Court since 2021.

Turning Points is an experienced housing and outreach provider serving West Kelowna and the Okanagan. Learn more by visiting turningpoints.ngo.

Turning Points staff would be on-site 24/7 to manage the shelter and support guests.

How would people access this shelter?

This shelter would operate as an emergency shelter. The model would allow guests to register for available beds. While specific details are still being finalized, guests would need to meet shelter expectations and criteria to stay.

Would people be able to drop in and use shelter services?

No. Shelter supports and services would be for registered shelter guests only.

Would guests stay at the shelter during the day?

Yes. Registered shelter guests would be able to stay at the shelter 24/7. Unlike overnight-only shelters, benefits of a 24/7 shelter for guests include additional staffing, case planning and programming as well as more consistent access to meals, hygiene, health supports, case planning and other social services.

In the community, 24/7 shelter operations reduce congregating and sheltering outdoors as well as pressures on emergency and outreach services.

What supports and services would be available for shelter guests?

Supports and services for registered shelter guests would include:

- 24/7 staff onsite
- Safe and secure sleeping spaces
- Storage for personal belongings
- Daily meals
- Washroom, shower and laundry facilities
- Life skills and employment programming
- Personalized case planning
- Referrals to health care, housing programs and community supports
- Compassionate, trauma-informed environment

Life skills programming would include cooking, cleaning, budgeting, and daily living support, helping clients build confidence, strengthen independence, and develop skills that support long-term housing stability and overall well-being.

Would guests be allowed to use substances at the shelter?

Stable 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 such as substance use treatment and recovery.

It is important to note that not all shelter guests use substances.

If a shelter guest chooses to use substances on site, Turning Points would engage with guests with compassion and follow a harm-reduction approach. They would also provide linkages to mental health and substance use recovery services.

This shelter would not be a substance-use recovery facility. Staff would not supply illicit or illegal substances at the shelter.

What is a harm reduction approach?

Harm reduction is an important and life-saving health-care practice, especially in the current toxic drug crisis. It aims to educate people about how to keep themselves safe and minimize death, disease and injury from any activity or behavior that involves risk.

Harm reduction programs and services are proven to not only reduce harms such as infections injuries and deaths, they have also been proven to increase social and vocational functioning, and to reduce public disorder.

Safety and Security

How are you considering safety in and around this shelter?

Shelters are an important part of community safety. Having safe, accessible and low-barrier shelters 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.

BC Housing and Turning Points are committed to being good neighbours. We would share a direct phone number for the shelter when it opens. Staff would be onsite 24/7. We would address any concerns regarding the shelter site quickly and collaboratively.

Safety concerns beyond the shelter site may require a coordinated response from multiple partners. Depending on the situation, we would work openly with bylaw, RCMP, community services or other emergency services for whom public safety is their mandate.

As in any community, for emergencies such as urgent medical needs, crimes in progress or active fires, neighbours should call 911 and wait for help to arrive.

Who can neighbours contact with questions or concerns about this development?

For questions about shelter operations and programming, please email Turning Points at **info@turningpoints.ngo**.

For general questions about the project and development, please email BC Housing at **communityrelations@bchousing.org**.