



# Community Engagement Report

Courtenay – 925 Braidwood Road & Ryan Road  
Purpose-Built Shelter & Supportive Housing

November – December 2025

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## INTRODUCTION

This report provides a summary of community engagement held in December 2025 regarding the proposed purpose-built shelter and supportive housing development at 925 Braidwood Road and Ryan Road in Courtenay, BC.

The project would provide:

- approximately 73 shelter spaces, and capacity for extra spaces during extreme weather responses
- 70 long-term supportive homes for local people experiencing or at risk of homelessness
- Services for residents such as cultural supports, 24/7 staff presence, wellness checks, life skills training, employment assistance and connection to other services.

The purpose of this engagement was to fulfill our commitment to return to the community since initial engagement in July 2024. With this engagement our goals were to introduce the operators to neighbours, provide clear project timeline updates, and offer accessible and inclusive opportunities for questions and feedback.

Read more about our initial community engagement and outcomes: [2024 Community Engagement | Courtenay - Braidwood & Ryan Road | Let's Talk Housing BC](#)

## ENGAGEMENT COMMUNICATIONS – NOVEMBER/DECEMBER 2025

### Neighbourhood Update Letter and Invitation – November 2025

On November 10, 2025, BC Housing sent an update by mail (**Appendix A**) to neighbours within 200 m of the proposed project site at 925 Braidwood Road and Ryan Road (**978 addresses**). This letter included:

- Information about both selected operators for the purpose-built shelter and permanent supportive housing.
- An invitation to a Meet the Operators Open House (In-Person) on December 8, 2025.
- The [communityrelations@bchousing.org](mailto:communityrelations@bchousing.org) email for questions or concerns.

### Webpage Updates

At the same time as the mailout, BC Housing updated the Let's Talk webpage with information about upcoming engagement and information about the selected operators. The City of Courtenay also shared the details of the open house on their webpage: [Shelter and supports | City of Courtenay](#).

## Newspaper Article

An article about the December 8 Meet the Operators Open House was published in the *Comox Valley Record* on November 26, 2025: [BC Housing selects operators for Courtenay’s Braidwood supportive housing property | Comox Valley Record](#).

## ‘MEET THE OPERATORS’ OPEN HOUSE – EVENT SUMMARY

<b>Event Name and Date</b>	<b>Meet the Operators Open House</b> Monday, December 8, 2025, 5:30 – 7:30 pm Glacier View Secondary School, 241 Beecher Pl, Courtenay, BC
<b>Project Representatives</b>	BC Housing <ul style="list-style-type: none"> <li>• Tara Schmidt, Acting Regional Director, Development, Vancouver Island</li> <li>• Jennifer Fox, Regional Director, Operations, Vancouver Island</li> <li>• Nicole Yang, Development Manager</li> <li>• Jerry Michael, Coordinated Access and Assessment Manager</li> <li>• Michael Ho, Supportive Housing Advisor</li> <li>• Wesley Zacharias, Non-Profit Portfolio Manager</li> <li>• Nelly Irankunda, Supportive Housing Advisor</li> <li>• Adeola Adegoke, Supportive Housing Advisor</li> <li>• Emily Kendy, Senior Communications Advisor, Project and Community Engagement</li> <li>• Laura McLeod, Senior Communications Advisor, Media Relations and Issues Management</li> <li>• Maggie Sheeshka, Senior Communications Specialist, Project and Community Engagement</li> </ul> Connective <ul style="list-style-type: none"> <li>• Chris Kinch, VP, Service Delivery</li> <li>• Andrew Ferguson, Director, Vancouver Island</li> <li>• Anne Marie Tosh, Senior Program Manager</li> </ul> Lookout Housing and Health Society <ul style="list-style-type: none"> <li>• Shayne Williams, CEO</li> <li>• Tamara Speira, COO</li> <li>• Lee Fox, Director of Operations, Vancouver Island</li> <li>• Wendy Sproule, Program Manager, Junction</li> </ul>
<b>Presentation Materials</b>	<a href="#">Community Open House Display Boards</a>

<b>Event Audience</b>	Attendees included neighbours, local businesses, interested community members, MLA Brennan Day and several City councillors.
<b>Number of Attendees</b>	76

## WHAT WE HEARD – SUMMARY

### Tone

- Most attendees arrived with curiosity
- Some attendees voiced frustration, concern and skepticism about the project
- Several neighbours stated that they were reassured after security and operational questions were addressed.

### Key Themes

- Concerns about neighbourhood impact, including traffic impacts, pedestrian safety, property values, increased visibility of homelessness, and new shelter guests/residents (e.g., loitering, smoking, etc.)
- Questions about site selection and construction timing.
- Questions about access for guests coming from the existing CONNECT shelter on the other side of town, substance use management, and site staffing.
- Interest in future plans for the rest of the site (i.e., planned affordable housing pending funding)
- Interest in future engagement, including requests continued neighbourhood communication.

## FREQUENTLY ASKED QUESTIONS (FAQs)

- View our responses to the above key themes and other project-related questions by visiting: [FAQs | Courtenay - Braidwood & Ryan Road | Let's Talk Housing BC](#)

# Appendix A — Neighbourhood Update Letter and Invitation



November 10, 2025

## Neighbourhood Update

925 Braidwood and Ryan Road, Courtenay

Dear Neighbour,

We are writing to share that BC Housing has selected **Connective** to operate the purpose-built shelter and **Lookout Housing and Health Society** to operate the permanent supportive housing planned for 925 Braidwood and Ryan Road. These experienced non-profit operators will manage the buildings, maintain the properties, and provide support services to residents.

### Meet the Operators Open House (In-Person)

We are inviting neighbours to meet representatives from both Connective and Lookout at an open house on Monday, December 8, 2025. Join us to get the latest updates about the shelter and housing developments and ask questions.

**Date:** Monday, December 8, 5:30 pm – 7:30 pm

**Location:** Glacier View Secondary School, 241 Beecher Place, Courtenay

**Format:** Drop in any time between 5:30 and 7:30 pm. View the latest project information on poster boards and chat with representatives from Connective, Lookout and BC Housing.

### About the Operators

**Connective** is a non-profit social services organization with decades of experience supporting people across B.C. and the Yukon. Connective offers a range of holistic programs including housing, employment, outreach, justice and community services. Their goal is to create safe, healthy and inclusive communities for all. Learn more about Connective by visiting [connective.ca](https://connective.ca).

**Lookout Housing and Health Society** is a non-profit organization that has been helping people for over 50 years. Every day, Lookout supports more than 6,000 people across B.C. Their housing and health programs aim to foster resilience, independence and community well-being. Learn more about Lookout by visiting [lookoutsociety.ca](https://lookoutsociety.ca).

### Questions?

Get the latest information about these purpose-built shelter and permanent supportive housing developments by visiting [letstalkhousingbc.ca/courtenay-925-braidwood-road](https://letstalkhousingbc.ca/courtenay-925-braidwood-road).

We continue to welcome questions at any time to [communityrelations@bchousing.org](mailto:communityrelations@bchousing.org).

Kind regards,  
BC Housing