

September 2, 2026

City of Powell River

c/o Sundance Topham
Chief Administrative Officer
6910 Duncan Street
Powell River, V8A 1V4
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Dear City of Powell River,

**Re: Supportive Housing, Complex Care Housing and Shelter at 5010 Joyce Avenue,
Powell River – Letter of Commitment**

This letter expresses BC Housing and Vancouver Coastal Health Authority's (VCH) dedication and commitment to collaborate with the City of Powell River, the contracted housing and shelter operator(s), neighbours and other local partners to support the successful neighbourhood inclusion of supportive housing, Complex Care Housing and shelter programs at 5010 Joyce Avenue.

This project is an important part of our collective effort to respond to issues of homelessness in Powell River. We are driven by the principle that people without access to basic shelter must focus solely on survival. After people can access the necessities including a warm bed, washrooms and meals, they are in a much better position to improve their personal situation and well-being. Having sufficient shelter and housing in a community also means there are fewer vulnerable people sheltering outdoors, and this contributes to community safety overall.

BC Housing Commitments

Acaring community can contribute greatly to the well-being of our most vulnerable neighbours. BC Housing also recognizes that this project would bring change to the community. Our aim is for this to be a positive change. As such, we commit to being a good neighbour, fostering positive relationships and open communication, and actively promoting the inclusion of this housing and shelter in the community.

To support this, BC Housing makes the following commitments:

1. Design Commitments

- a. BC Housing will incorporate Crime Prevention through Environmental Design (CPTED) in the building renovation and share a report about these elements with the City of Powell River. This includes security measures such as fenced grounds, controlled access, 24/7 staffed reception, security cameras and lighting.
- b. BC Housing will provide a designated smoking area that complies with the City of

Powell River's **Smoking Regulation Bylaw No. 2232** prohibiting smoking in inside buildings or other premises open to the public, or within 6 metres of any door, window that opens, or air intake of a building.

2. Operational Commitments

- a. BC Housing will provide funding for the operation of the supportive housing and Complex Care Housing at 5010 Joyce Avenue according to the Province's [Supportive Housing Program Framework](#) and [Complex Care Housing: Draft Strategic Framework](#).
- b. BC Housing will provide funding for the operation of the shelter at 5010 Joyce Avenue according to the Province's [Emergency Shelter Program Framework](#).
- c. BC Housing will require the housing and shelter operator(s) to adhere to an **Operating Agreement** which includes expectations for consistent and effective housing and shelter operations.
- d. Prior to occupancy of the housing and/or shelter, BC Housing will share an **Operations Management Plan** with the City of Powell River that summarizes the contents of the Operating Agreement. This plan will document commitments relating to operational expectations of the shelter and housing including:
 - i. Staffing levels (minimum 2 frontline staff 24/7, dedicated manager, kitchen staff and maintenance team for each program)
 - ii. Staff training requirements (including first aid/CPR, crisis prevention, de-escalation, substance use safety, trauma-informed practice)
 - iii. Resident support services (one hot meal daily, life skills training, access to health care and long-term housing)
 - iv. Documentation, reporting and reviews
 - v. Resident policies and expectations
 - vi. Staff policies
 - vii. Issues response plan
- e. BC Housing will require the housing and shelter operator(s) to conduct daily inspections of the property at minimum each morning and evening and keep the buildings and grounds in good condition and clean of litter.
- f. BC Housing will require the housing and shelter operator(s) to establish and communicate clear expectations with housing residents and shelter guests regarding respectful behaviour in the surrounding neighbourhood, for example via a Good Neighbour Agreement.
- g. BC Housing will require the housing and shelter operator(s) to have a no-tolerance policy for behaviour that threatens the safety, security, or well-being of residents, staff, or the community.
 - i. BC Housing will require the housing and shelter operator(s) to report any such activity observed on the housing and shelter property or in the immediate area surrounding the housing to Powell River RCMP and cooperate with investigations.
- h. BC Housing will require the housing and shelter operator(s) to contact emergency

services (911) in the event of any emergency situations observed or reported on the housing and shelter property or in the immediate area surrounding the housing and shelter, including fires and medical emergencies.

- i. BCHousing will require the housing and shelter operator(s) to comply with the City of Powell River's **Noise Control Bylaw No. 1913** protecting residents' quiet, peace, rest, comfort, or convenience and encourage housing residents, shelter guests, staff and visitors to do the same.
- j. BCHousing will require the housing and shelter operator(s) to comply with the City of Powell River's **Smoking Regulation Bylaw No. 2232** prohibiting smoking inside buildings or other premises open to the public, or within 6 metres of any door, window that opens, or air intake of a building and encourage housing residents, shelter guests, staff and visitors to do the same.
- k. BCHousing will require the housing and shelter operator(s) to comply with the City of Powell River's **Property and Building Maintenance Standards Bylaw No. 2649** preventing unsafe, unsightly or nuisance property conditions that negatively affect the community, including additional structures, outdoor storage or accumulation of items.
- l. BCHousing will require the housing and shelter operator(s) to comply with BC's **Fire Safety Act** and the **BC Fire Code** regarding fire safety requirements and prevention of fire hazards on the housing and shelter property.

3. Neighbourhood Inclusion Commitments

- a. When the housing and shelter opens, BCHousing will publish and distribute a *Who to Call / When to Call* flyer to the City of Powell River, site neighbours, local businesses and key community locations as recommended by the City of Powell River. This flyer will include:
 - i. A direct phone number for the housing and shelter,
 - ii. Other local emergency contacts as agreed upon by BCHousing, Lift, VCH and the City of Powell River.
- b. BCHousing will and will require the housing and shelter operator(s) to acknowledge and investigate any community concerns about activities on the housing and shelter property as they are received.
 - i. BCHousing will and will require the housing and shelter operator(s) to work to resolve any issues as quickly as possible, collaborating with neighbours, community members, Vancouver Coastal Health and/or the City of Powell River as the situation may require.
 - ii. BCHousing will and will require the housing and shelter operator(s) to make reasonable efforts to provide an initial response to community members regarding any reported concerns within 5 business days.
 - iii. If a community concern regarding the housing or shelter is conveyed to the City of Powell River, BCHousing and/or the housing operator will meet with City representatives, share pertinent information and work together towards a positive outcome.

- c. BCHousing will require the housing and shelter operator(s) to submit a quarterly written update on tenancy, shelter usage and operations to the City of Powell River.
 - i. BCHousing will and will require the housing and shelter operator(s) to make reasonable efforts to respond to questions from the City regarding these reports.
- d. BCHousing will facilitate the launch of a **Housing Inclusion Table** within one (1) month of the housing and/or shelter opening. The purpose of this table is for members to actively collaborate within their respective mandates and funding to promote the successful inclusion of the housing and shelter in the community during its initial operations.
 - i. This table would include representatives from:
 - a. BCHousing's operations branch
 - b. The housing and shelter operator(s)
 - c. The City of Powell River
 - d. Bylaw
 - e. RCMP
 - f. Vancouver Coastal Health
 - g. Fire Department
 - h. Other community representatives as agreed to by members
 - ii. All Housing Inclusion Table members will agree to and sign the Neighbourhood Inclusion Table Terms of Reference.
 - iii. BC Housing or a designated representative will provide professional facilitation for no more than four (4) regular meetings of the Housing Inclusion Table.
 - a. BCHousing will make all reasonable efforts to host the first Housing Inclusion Table meeting within (1) month of the housing and/or shelter opening.
 - b. Cadence of the four meetings (i.e. monthly, quarterly) is flexible and may be decided upon by Table Call flyer.
 - c. Should the Housing Inclusion Table choose to continue beyond the initial four (4) meetings, representatives from BC Housing commit to participate, provided that the meetings are professionally facilitated by other Table member(s) or a designated representative that is agreed upon by all table members.

Vancouver Coastal Health Commitments (Complex Care Housing)

Vancouver Coastal Health (VCH) recognizes that access to stable housing with enhanced health, cultural and social support is essential to the safety and well-being of people with complex care needs. This, in turn, increases safety and well-being in the wider community.

4. Operational Commitments (VCH)

- a. VCH, through its contracted partners, will provide funding for individualized clinical

care and support services in accordance with the [Complex Care Housing: Draft Strategic Framework](#) for the proportion of clients within the building who are clients of the Complex Care Housing (CCH) program.

- b. VCH and their CCH contracted partners will work collaboratively with BC Housing, the housing and shelter operator(s), neighbours, community members and/or the City of Powell River to address and resolve related community concerns as they arise.

5. Neighbourhood Inclusion Commitments (VCH)

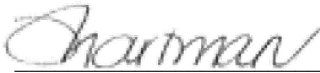
- c. VCH will actively participate in the Housing Inclusion Table.

Compliance with this Letter of Commitment

Should the City of Powell River identify concerns regarding compliance with the commitments in this letter, BC Housing and/or VCH commit to working collaboratively with the City of Powell River on a response plan that outlines steps and timelines for resolving the identified issues. The plan will identify the corrective actions, assign responsibility for each action, and establish timelines for implementation.

Signatures

The undersigned acknowledge and agree to the contents of this Letter of Commitment:



Hedi Hartman
Associate Vice President,
Supportive Housing and Homelessness
BC Housing

September 2, 2026

Date



Dr. Patricia Daly
Vice President and Chief Medical Health Officer
Vancouver Coastal Health Authority

September 2, 2026

Date