

# Land acknowledgment

We acknowledge, with gratitude, that the area we are discussing today is located on the unceded traditional territory of the Wet'suwet'en and Witset Nations.





**BC HOUSING**

# **Online Question & Answer Session**

**Proposed Interim Shelter  
3892 3rd Avenue, Smithers**

May 21, 2026



# Agenda

- Introduction and Housekeeping
- Proposed Project Presentation
- Questions and Answers
- Closing Remarks

# Housekeeping

## Note-keeping

We will be taking notes of all questions and feedback shared today.

An engagement summary report, including questions and answers from the May 13 Community Open House, will be shared with Smithers Town Council and posted on the project webpage in early June 2026.

## Technical Support

For technical assistance during the meeting:

Contact [communityrelations@bchousing.org](mailto:communityrelations@bchousing.org)

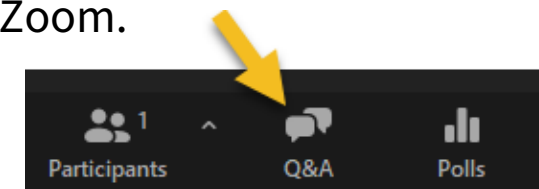
OR call +1 647-374-4685 or +1-647-558-0588 (Zoom audio)

Meeting ID number: 978 2552 5711

## How to Ask Questions

We will start by responding to questions submitted during our Community Open House on May 13, 2026.

Participants today can submit additional questions using the Q&A function in Zoom.



All participants will remain muted during today's presentation. This will help maintain clear audio and maximize the time for Q&A.

## Recording

This session is being recorded. A video link will be posted on BC Housing's project webpage.

# Introductions

**Alyson Gourley-Cramer** – Monogram Communications, Facilitator

**Terry Waterhouse** – BC Housing, Regional Director, North

**Amy Wong** – BC Housing, Director Regional Development North Region

**Kirsten Baillie** – BC Housing, Senior Manager of Development

**Erin Tulle** – BC Housing, Operations Manager, North Region

**Jillian Legare** – BC Housing, Non-Profit Portfolio Manager

**Molly Coldwell** – BC Housing, Program Specialist, Supportive Housing & Homelessness Programs

# For our time together, **We commit to:**



Come together in the  
spirit of community



Share information openly  
and transparently



Balance time for sharing  
information and  
answering questions

# For our time together, **We ask that all participants:**



Use respectful,  
people-first language



Ask brief, genuine questions  
and allow space for answers

# Homelessness in Smithers

- **77 people** were identified as experiencing homelessness in Smithers.  
*(Point-in-Time Homeless Count, April 2025)*
- This is a **35% increase** since the last Point-in-Time count in 2023.  
*(Point-in-Time Homeless Count, April 2025)*
- The proposed interim shelter at 3rd Avenue would help reduce the impact of homelessness in the community while we continue developing permanent supportive housing and shelter on Alfred Avenue.



Image Source: [smithers.ca](http://smithers.ca)

# Purpose of a Shelter - As a Gateway to Housing



## Unsheltered

People without shelter are often only able to focus on basic survival needs.



**Homeless  
Outreach &  
Service  
Provider  
Referrals**



## Shelters

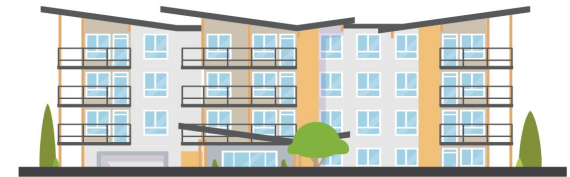
When people can come indoors and access services and supports, it helps stabilize their lives and supports them to a pathway of permanent housing.



**Coordinated  
Access &  
Assessment  
Process**



**Transitional/permanent  
housing with supports**



**Subsidized housing**



**Market rentals with  
supported rent supplements**

# Pathway to Housing and Stability



## Unsheltered

People without shelter are often only able to focus on basic survival needs.



## Shelters

When people can come indoors and access services and supports, it helps stabilize their lives and supports them to a pathway of permanent housing.



## Supportive/Transitional Housing

In supportive housing, like at Alfred Avenue, experienced non-profit housing staff provide services to help residents maintain stable housing and work towards other life goals.



# HEART & HEARTH

## HEART

**Homeless Encampment Action Response Teams (HEART)** bring together local and provincial outreach teams to better support people sheltering outside and in encampments to stay safe and healthy and more quickly transition indoors.

## HEARTH

**Homeless Encampment Action Response Temporary Housing (HEARTH)** projects provide critical safe, indoor spaces as the Province continues to build more permanent supportive and affordable homes.

**The Province identified Smithers as a HEART & HEARTH community in February 2026.**

# Interim Shelter Operations & Services

- Staff on site 24/7 to manage the building and provide services to shelter guests
- Daily meals
- Health care referrals and wellness checks
- Connection and referral to community services or support groups
- BC Housing will select a non-profit operator through a fair and open process



# 3892 3rd Avenue, Smithers



## Why this location?

- Close to services including transit, grocery stores and community supports
- The right size and in condition to operate as a shelter
- Previously used as a temporary winter shelter, which operated until March 31, 2026
- Meets timeline needs, considering cost, zoning and required permits so the building can operate in winter 2026

# What's the difference?

Until March 31, 3892 3rd Avenue operated as a Temporary Winter Shelter. When this site re-opens for Winter 2026, it will operate as an interim HEART and HEARTH shelter. These are the differences:

## Temporary Winter Shelter

- 10 shelter beds
- 2 staff on site 24/7
- Emergency shelter funding
- Open seasonally (October 1 to April 30) each year
- Reactive response to weather conditions

## Proposed Interim Shelter

- 25 shelter beds
- 3 staff on site 24/7 to provide support services
- Exterior renovations to help the building better integrate into the neighborhood
- Funded by the Province's HEART and HEARTH program. Proactive response to homelessness and encampments
- Open year-round. Operates until a permanent shelter and housing opens on Alfred Avenue

# Proposed Interim Shelter

All upgrades will follow the Town of Smithers' permitting processes, including a Temporary Use Permit (TUP) and Building Permit (BP). These improvements are intended to support residents while helping the building integrate into the surrounding neighbourhood.

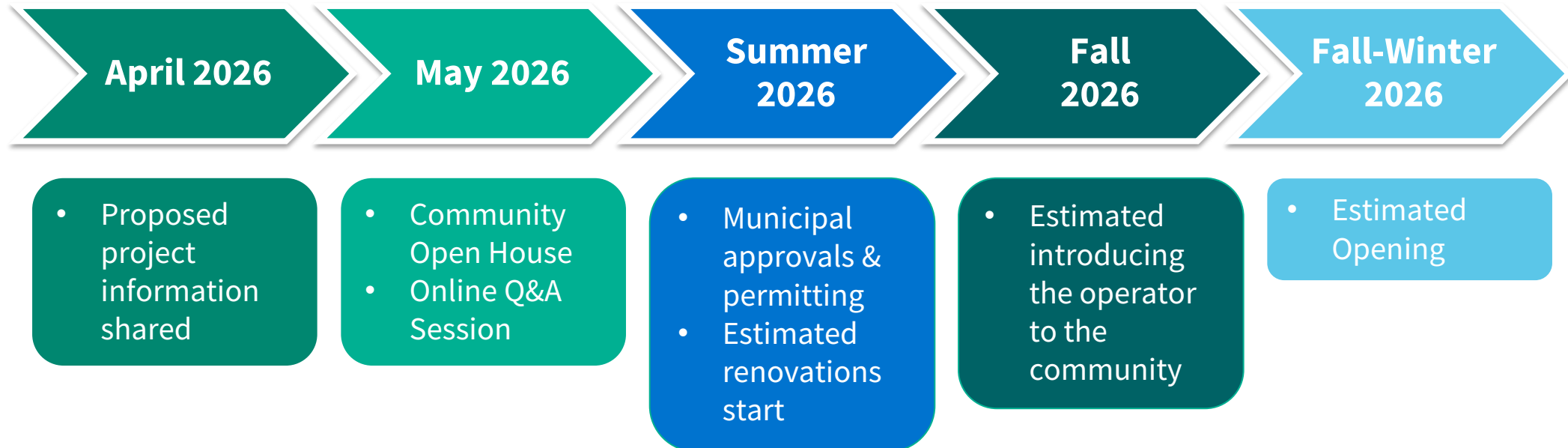


Building rendering only. Subject to change.

## Building Upgrades and Features

- 25 year-round beds
- Renovated common and program areas including a central kitchen and updated washroom facilities
- Exterior improvements including:
  - Fresh paint, landscaping and privacy fencing
  - Covered outdoor common area and on-site parking
  - Additional storage space

# Proposed Project Timeline



# What We Heard – Your Questions

## From the May 13 Community Open House:

### Questions submitted:

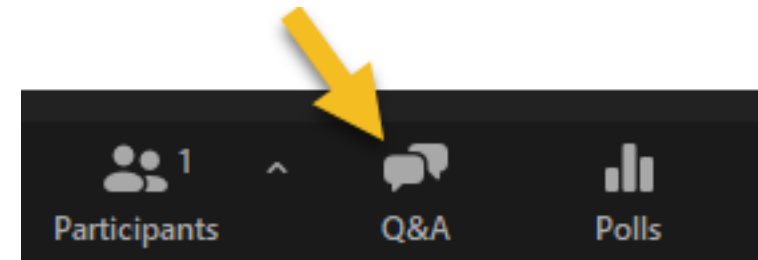
- 1. What supports will be provided for shelter guests?**
- 2. Are training programs available for outreach workers?**
- 3. Will there be a storage locker system on site?**
- 4. Will 3rd Avenue eliminate tent city?**
- 5. Will 3rd Avenue comply with Smithers' form and character guidelines?**

An Engagement Summary Report with these and more questions and answers will be published on the project webpage following this session.

# Live Q&A – Your Questions

## Please use the Q&A function to ask questions:

- To make sure everyone can hear clearly, and we can respond to as many questions as possible, all participants are muted
- If we can't get to your question today, we will follow up by email from **[communityrelations@bchousing.org](mailto:communityrelations@bchousing.org)**



# Thank you for participating.

For more information about the project, please visit:

**[bchousing.org/projects-partners/  
projects/smithers-3892-3rd-avenue](https://bchousing.org/projects-partners/projects/smithers-3892-3rd-avenue)**

We welcome questions or comments by email to

**[communityrelations@bchousing.org](mailto:communityrelations@bchousing.org)**