



West Kelowna Bartley Court Shelter Report from Turning Points Collaborative Society (TPCS): 2021 – 2024

Bartley Court Shelter West Kelowna is a temporary shelter which replaced the previous location at West Kelowna United Church. This shelter provides 42 spaces for individuals experiencing homelessness and is intended as a short-term interim housing until a longer-term solution is in place.

Location: 2515 Bartley Court, West Kelowna

Operating hours: 7 days a week, 24 hours a day.

Eligibility: Anyone over the age of 19 who is facing barriers to housing or experiencing homelessness. In order to be eligible, people must also be willing to follow house rules, including no bullying, and good neighbourliness.

Registration: In-person registration takes place between 2 pm and 4 pm Monday to Friday at 2515 Bartley Court. Registration is on a first-come, first-serve basis.

Free Services Provided: While staying at the shelter, residents can access case planning, referrals, laundry, showers, and meal services. This facility also has a resource room with books, games, movies, and a bulletin board for jobs and apartment rentals.

Additional Information:

- there are no fees to stay at Bartley Court Shelter in West Kelowna.
- this facility is funded by BC Housing.

For more information please contact: 778-583-4881

Program Statistics (Fall 2021 – Jan. 2024):

- **Total number of clients supported in the Shelter since 2021:**
 - We have supported 305 unique individuals since 2021.
- **Total number of clients housed since 2021:**
 - We have housed 39 clients since 2021.
- **Total number of clients referred to programs (treatment/detox/transitional housing) since 2021:**
 - We have referred 45 clients to these programs. The remaining number of clients are either still being supported, have left community, or are being supported at other various shelters.



- **Total number and examples of programs and services offered to support residents/clients at the Shelter (provided by TPC or other organizations i.e. HOPE Outreach):**
 - HOPE Outreach, Piers Partners in Resources, Ministry of Social Development and Poverty Reduction and Pharmacy all come to Bartley Shelter on an on-going basis to support clients.
 - TPCS offers Overdose Prevention Services, Case Management, 3 nutritional meals, laundry services, hygiene services (washrooms/showers)

Initial Concerns from Council regarding the Bartley Court Location:

- **Health and wellbeing of shelter guests due to exposure of silica dust and asphalt fumes:**

There have not been any clients presenting with a diagnosis of any conditions relating to silica dust and asphalt fumes.
- **Industrial area, high traffic of heavy-duty trucks, no sidewalks:**

The newly constructed roundabout established at intersection of Bartley Rd., Shannon Lake Rd., and Stevens Rd, has improved the safety of the intersection for vehicles and pedestrians.
- **Lack of green space/recreation space:**

Garden beds, trees were planted on the hillside, all outdoor spaces are wellness focused including two covered gathering gazebos in the back of the property. There is much more outdoor green space at this Shelter than most.
- **Poor transit via bus route, isolation of shelter guests; Poor access to amenities, community supports and services:**

The bus exchange is across the highway in front of the Super 8 Motel, and public transit can meet the needs of the clients as well, TPCS supports clients with case planning, which includes applying for bus passes. As well, community program facilitators and outreach staff come to the Shelter to offer programs and services such as: HOPE Outreach, Piers Partners in Resources, Ministry of Social Development and Poverty Reduction and Pharmacy all come to Bartley Shelter on an on-going basis to support clients.