

## Temporary Modular Shelter – 2313 Bartley Road

### Partner Frequently Asked Questions

Last updated June 15, 2021

#### ***Key messages:***

- We all want to address homelessness in our city.
- BC Housing has submitted a Temporary Use Permit (TUP) application to operate a temporary shelter at 2313 Bartley Road in West Kelowna for people at risk or experiencing homelessness.
- This temporary shelter will replace the current one located at the West Kelowna United Church on Brown Road.
- We will continue to work with the City of West Kelowna and community partners on temporary and permanent housing solutions for people who are living outside.

#### ***What is happening?***

- BC Housing has submitted a TUP to the City for a shelter at 2313 Bartley Road. This proposal will be brought to City Council in early Summer 2021.
- The goal is to open the shelter in fall 2021.

#### ***Has an operator been selected?***

- Turning Points Collaborative Society, an experienced non-profit operator, will operate the building and provide support services including daily meals, access to sanitary and hygiene facilities, and storage for belongings.
- Turning Points are also the current operators of the Brown Road shelter and will be transitioning with shelter guests to the new Bartley Road site.
- Staff will also provide residents with referrals to health and wellness programs.

#### ***Why is this needed?***

- The current and only shelter in West Kelowna is currently located at the West Kelowna United Church, 3672 Brown Road and houses up to 36 residents. The church has been sold which has created an immediate need to find housing for these shelter guests.
- The City of West Kelowna and Westbank First Nations recorded 72 people experiencing homelessness during the last Point-in-Time survey in 2018.
- The COVID-19 pandemic and concurrent opioid crisis has put an increased strain on services. More people are experiencing homelessness than previously, and pandemic protocols such as physical distancing mean that fewer people are allowed in shelters.

#### ***Who will be living there?***

- Guests at the new temporary Bartley Road shelter will have been living in shelter accommodation previously in West Kelowna

#### ***Was the neighbourhood notified of the Temporary Use Permit (TUP) submission?***

- BC Housing has reached out to neighbourhood associations, local businesses and other stakeholders and will be happy to meet with anyone that wants to learn more about the temporary shelter.
- Updates on the temporary shelter, including how to contact BC Housing can be found at: <https://letstalkhousingbc.ca/west-kelowna-2313-Bartley>

#### ***When will residents move in?***

- The temporary shelter will be a modular construction. During the summer, preparation to the land will take place, then the modular units will be transported to West Kelowna and set up, with work to continue on preparing the site for use.
- We estimate it will be fall 2021 before shelter guests move in.

#### ***How would this shelter benefit the community?***

- West Kelowna has a population of people who are experiencing homelessness. People are living on the streets, in parks, in cars and precariously housed in our community. This shelter will provide a warm, safe environment for people to stay.

#### ***How is a modular shelter different from others?***

- This temporary shelter is modular and has several benefits to both the community, shelter guests and staff
  - Modular housing is faster to construct thereby shortening the length of construction, and reducing disruption and noise to neighbours.
  - Modular housing provides safe, individual units for shelter guests. This provides independence and can help residents progress to that next stage of housing.
  - This modular construction has designated space for kitchen, hygiene facilities, common areas and individual sleeping areas, making it safer for shelter guests and staff given the current COVID-19 pandemic.

#### ***What is provided at a shelter like the one you are proposing?***

- We are still discussing operations and the services that would be provided if this shelter is approved; however, typically a shelter of this type would provide:
  - meals
  - storage space
  - wellness checks
  - referrals to community services
  - other supports

- Turning Points staff will be onsite 24/7 to support guests and manage operations.
- A modular shelter provides additional safety for shelter guests and staff. The shelter will not be a large open space; shelter guests will have their own space with a bed. This can both help from a safety perspective given the current COVID-19 pandemic and give them their own space which can help guests progress to that next stage of housing.

#### ***Why this location?***

- Available shelter space in West Kelowna is difficult to find. BC Housing and the City of West Kelowna have been working collaboratively to find an appropriate site for this temporary shelter.

#### ***How long will the temporary shelter be in place?***

- If passed by the City of West Kelowna Council, the Temporary Use Permit (TUP) would be granted permission to operate for three years if needed.

#### ***Does the building require rezoning?***

- No. We are moving forward with the opening as a temporary shelter.
- BC Housing has submitted a Temporary Use Permit to the City of West Kelowna to operate as a temporary shelter. This application will go through the regular City process.

#### ***How can the neighbours ensure they are safe?***

- We recognize that some of the assumptions people make about shelters need to be addressed and we need to have those conversations about where those concerns come from.
- People who live in shelters include young adults, seniors, people with disabilities, people who have experienced trauma or poverty and people who have struggled with the high cost of housing.
- There will be policies and supports in place with this building to foster the safety of both the residents and the surrounding community.
- Turning Points and BC Housing will reach out to the neighbourhood to foster positive relationships and open communication. Turning Points would also be responsible for managing the building, the area around the property and providing support services to the residents.
- BC Housing and Turning Points will be setting up a Community Advisory Committee (CAC) that will oversee the temporary shelter's integration within the community and will address any concerns raised by people in the neighbourhood.
- Staff will be on site 24/7 to manage the building and provide residents with services.

- There would be a phone number for the building available 24/7 for any building or resident related issues.

#### ***How will you address community and neighbourhood concerns?***

- Turning Points will set up a Community Advisory Committee (CAC) that will oversee the temporary shelter's integration within the community and will address any concerns raised by people in the neighbourhood.
- CAC's are a key part of how we ensure that supportive housing buildings integrate well into their neighbourhoods, and our experience is that they have been very effective at helping communities work together to address concerns and endure a positive connection with neighbours.
- Neighbourhood questions can also be sent to [communityrelations@bchousing.org](mailto:communityrelations@bchousing.org).
- In addition, Turning Points will provide a phone number to call if a neighbour identifies an issue.

#### ***How will garbage in the neighbourhood be dealt with?***

- Both staff and guests would be committed to keeping the direct area surrounding the property maintained, just as any other responsible neighbour.
- If garbage or needles are discovered on site or in the immediate area around the shelter, the public can call the Turning Points designated phone number.

#### ***Will alcohol or drug use be permitted on-site?***

- Residents may make personal choices regarding their consumption habits.
- BC Housing follows the widely recognized and proven Housing First model. A harm reduction approach means staff are available to support any residents who are in various phases of substance use.
- In order to help people who use substances, we need to first give them a safe and secure place to sleep, food to eat, and access to services so that they can move forward with their lives.
- There will be an Overdose Prevention Site (OPS) located in the shelter for the safety of the residents.

#### ***What services will be available to shelter guests?***

- Shelter guests will have access to beds, showers, meals, and staff to support guests in accessing community services and to help with case management planning.

#### ***How will you be engaging the community?***

- BC Housing has been working with community partners, community associations and organizations including the City of West Kelowna.

- BC Housing is happy to answer any questions community members may have about the temporary shelter.
- Turning Points along with BC Housing, will be creating a Community Advisory Committee. Representatives from Turning Points, BC Housing, community organizations and community members will be invited to participate and apply. The purpose of the CAC is to provide the project team and a broad cross-section of the community with a mechanism to:
  - Build and maintain positive relationships amongst the community, the building operators and the program partners
  - Facilitate information sharing and dialogue
  - Identify and resolve any issues, opportunities and concerns related to the building