

ADMINISTRATIVE REPORT TO COUNCIL
ON
WINTER SHELTER UPDATE

PURPOSE

The purpose of this report is to provide Council with an update on winter shelter services for winter 2023/2024.

COUNCIL STRATEGIC PLAN

This report supports Council's strategic priorities and areas of focus regarding:

- **Safety and Security**
 - Safety: We prioritize the safety of our community for residents, businesses, and visitors.
 - Housing: We proactively create opportunities to increase the inventory of diverse housing supply so that residents can access and move throughout the housing continuum.
 - Social Supports: We intentionally collaborate with key partners to create innovative solutions that respond to and address the community's needs.
 - Emergency Preparedness and Response: We build community resiliency, mitigate the impacts of emergency events, streamline response, and ensure our protective services align with evolving needs.
- **Governance and Service Excellence**
 - Truth and Reconciliation: We take action to advance Truth and Reconciliation through the guidance and leadership of our Indigenous partners.
 - Community Engagement: We promote purposeful, available, and innovative engagement opportunities to ensure a range of voices are heard, thus informing decisions, creating transparency, and cultivating relationships.
- **Livability and Sustainability**
 - Healthy Community: We foster an environment that supports and promotes healthy living through community, recreation, and social connection.
 - Inclusivity: We reduce barriers for underrepresented groups to bring inclusivity, diversity, and fairness to our community.

SUMMARY

On extreme weather nights during winter 2022/2023, the 240-bed combined capacity of year-round, winter, and extreme weather response shelter beds in Kamloops experienced full occupancy and an additional 30–40 individuals per night were counted in warming areas at the Stuart Wood and Kamloops Alliance Church sites.

There are currently 190 beds in Kamloops' shelter system. A report on the results of the 2023 Point-in-Time Count will be presented to Council and shared with the public at an October

Council meeting. However, preliminary data indicates a substantive increase in the unhoused population from the 206 unhoused individuals identified in the 2021 count.

Council has supported temporary winter shelter use at the Stuart Wood gymnasium site and at the Yacht Club for winter 2023/2024. BC Housing has been informed of this direction and been encouraged to identify and/or secure operators, where needed, so that the sites can be operationalized and open by November 1, 2023.

The Mustard Seed and Kamloops Alliance Church are in conversation about the potential of hosting an extreme weather response shelter at the church site during winter 2023/2024. If the Yacht Club and Kamloops Alliance Church sites are operationalized with a similar bed capacity as in winter 2022/2023, it will bring the city's shelter system capacity to 210 beds on a nightly basis throughout the winter, with 240 beds (plus additional warming areas) available on extreme weather nights.

RECOMMENDATION:

For Council information only.

SUPPORTING COUNCIL AND CORPORATE DIRECTION

- Memorandum of understanding between BC Housing and the City of Kamloops (2022)
- February 6, 2023, Special Closed Council Meeting - Council authorized Administration to enter into a one-year lease with renewal options with BC Housing at a lease rate of \$1 per year for shelter use in the Stuart Wood gymnasium, pending Tk'emlúps te Secwépemc and Crown approval.
- July 11, 2023, Closed Council Meeting - Council authorized Administration to establish a short-term facility licence with BC Housing for temporary winter shelter use at the Yacht Club between November 1, 2023, and March 31, 2024.

DISCUSSION

245 St. Paul Street - Stuart Wood Gymnasium

The Out of the Cold Shelter Society is the current operator at the 25-bed Stuart Wood gymnasium shelter site and has been providing shelter services there since November 2022. The Canadian Mental Health Association - Kamloops Branch operated a winter shelter at the site during winter 2017/2018 and 2021/2022. In addition to providing inclusive, low-barrier, and culturally safe services for shelter guests, the current operator has been consistently responsive when community concerns have arisen and has practised effective site and building management.

When winter shelter use was extended at the site, the operator expanded services to include daytime outreach staff, who connect unhoused individuals to services and supports during daytime hours. BC Housing and the operator added fencing with screening to the site to reduce impact and to provide privacy and designated amenity space for shelter guests. Within that amenity space, staff and shelter guests built a garden featuring planter boxes and seating areas.

The operator has also built relationships with area businesses and residents and with community groups that use the site. In April 2023, the operator hosted an information table at

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the Kamloops Farmers' Market. In July 2023, the operator worked in partnership with a childcare provider that utilizes playground space on the Stuart Wood site to create a public art project. The operator; City Parks staff; and a City-funded, peer-based clean team hosted by The Mustard Seed work in coordination to pick up litter and substance use paraphernalia around the site. The operator works in coordination with RCMP, Community Services Officers, Kamloops Fire Rescue, and other protective and emergency services as and where needed. The Executive Director for the Out of the Cold Shelter Society is also an active member of the Safe and Secure Kamloops Social Agencies Engagement Group and participates on several community coordination tables.

At the February 6, 2023, Special Closed Council Meeting, Council authorized an extension of the lease for shelter use in the Stuart Wood gymnasium, pending Tk'emlúps te Secwépemc and Crown approval. In March 2023, Tk'emlúps te Secwépemc Council provided a letter of support and a signed agreement to support continued shelter use at the Stuart Wood site through to October 31, 2023. Tk'emlúps te Secwépemc Council indicated they would most likely support winter shelter use again as well, pending City staff returning in the fall to provide an update on shelter services and seek approvals prior to winter shelter use. Following the meeting with Tk'emlúps te Secwépemc Council, City staff submitted a land use request to the Crown via the Ministry of Forests for a land use authorization to support continued shelter use at the Stuart Wood site. Authorization was received on April 3, 2023.

City staff will return to Tk'emlúps te Secwépemc Council on September 12, 2023, to provide an update on shelter services and seek approvals for winter shelter use at the Stuart Wood site through winter 2023/2024. Pending approvals from Tk'emlúps te Secwépemc Council, City staff will again submit a land use authorization request with associated documents for Crown approval. The City and BC Housing are in frequent communication, and BC Housing is aware that Council supports a continuation of shelter services at the site through the upcoming winter.

1140 River Street - Yacht Club

During winter 2022/2023, The Mustard Seed provided an extreme weather response shelter at the Yacht Club for the first two weeks of November, a nightly program for the third and fourth week, and then transitioned to a 24/7 temporary winter shelter for the duration of the winter. The site provided 20 beds, meals, shower and washroom facilities, housing assistance, transportation via outreach shuttles and taxi vouchers, and connections to support services.

At the July 11, 2023, Closed Council Meeting, Council authorized Administration to establish a short-term facility licence with BC Housing for temporary winter shelter use at the Yacht Club between November 1, 2023, and March 31, 2024. Staff subsequently notified BC Housing and encouraged them to identify and secure an operator as soon as possible. Similar to winter 2022/2023, community groups booked into the Yacht Club during winter 2023/2024 have been notified and relocated to other community facilities.

The intent is for the Yacht Club to operate during winter 2023/2024 using a model similar to what was provided for the majority of winter 2022/2023. The shelter operator would coordinate outreach efforts with the Community Services Officer Outreach and Response team, other outreach teams, and other shelter operators. The City would continue to support broader planning and coordination efforts through, among other groups, the Outreach Coordinated Response Group, Kamloops Social Agencies Leadership Table, and Safe and Secure Social Agencies Engagement Group, all of which are hosted by the City.

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200 Leigh Road - Kamloops Alliance Church

During winter 2022/2023, Kamloops Alliance Church and The Mustard Seed partnered to provide a 30-bed extreme weather response shelter at the church site. The shelter opened on 21 separate nights between December 14, 2022, and March 31, 2023. The extreme weather threshold for opening the shelter was an Environment and Climate Change Canada forecast for temperatures of -10°C (sustained or including wind chill) or lower and/or where inclement weather (5 cm+ snowfall and/or freezing rain) was indicated. The extreme weather shelter was well managed and included a robust engagement framework developed by Amplify Consulting working in partnership with the church and the operator.

As noted in their final project report in May 2023, The Mustard Seed and Kamloops Alliance Church are in discussions around the church again hosting an extreme weather response shelter at the site during winter 2023/2024. If the site is confirmed, City staff will inform Council, and The Mustard Seed and Kamloops Alliance Church will engage area residents, businesses, and other stakeholders.

North Shore Access Hub

The City and BC Housing continue to work in coordination with community partners to identify a location for a shelter site on the North Shore. Recent conversations have brought the City, BC Housing, Interior Health, the North Shore Business Improvement Association, shelter operators, and non-profit housing providers together to discuss the immediate need for shelter services and the broader vision of an access hub.

The access hub model would be a made-in-Kamloops solution that includes shelter services, social and health supports, storage for belongings, daytime amenity space, safe and supervised consumption, food services, hygienic facilities, and laundry facilities. The site would be fenced and screened with lighting, security cameras, and other elements to provide a safe and secure environment in and around the site. The site and surrounding area would be managed and maintained, and the service providers would engage with and be responsive to surrounding residents, businesses, and landowners.

City staff will establish a leadership steering committee to advance this vision. The intent is to confirm a location and establish shelter services on the North Shore as soon as possible while developing and refining the access hub model and continuing to explore opportunities to expand the model to other parts of the community.

Future Shelter Sites

The City and BC Housing also continue to work in coordination to identify potential shelter sites in other parts of the community. Site selection considerations for future shelter and housing sites are identified in sections 5.2(g) and 5.2(h) of the memorandum of understanding between BC Housing and the City (Attachment "A"). With regard future shelter sites, site selection considerations are also informed by the perspective of shelter guests, as gathered through a shelter guest survey conducted in partnership with shelter operators in 2022 (Attachment "B").

Social and Affordable Housing

Shelters are a crisis response to homelessness, not a housing solution. Adding more shelter beds helps keep people alive and provides an opportunity for unhoused individuals to be connected to health and social services and supports, shelters alone will not alleviate the

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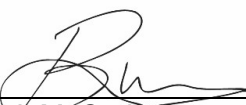
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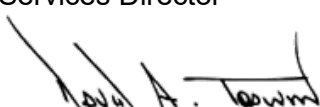
homelessness crisis. Communities will not see a significant or sustainable reduction in homelessness until the housing crisis begins to trend in a more positive direction. While this report is focused on winter shelter services, the City also continues to work with BC Housing and community partners in pursuing opportunities for social and affordable housing development in Kamloops.

There are more than 180 supportive and 500 affordable units that are in development and/or identified within the memorandum of understanding between BC Housing and the City. These numbers do not include hundreds of additional units that will be achieved in future years through projects that will be funded through applications to senior government funding programs by non-profit organizations working in partnership and with the support of the City. These numbers also do not include additional affordable or attainable units that will be achieved through other tools and initiatives, including density bonusing for housing affordability, the Kamloops Community Land Trust, or provincial rent supplement programs for low-income working households.

COMMUNICATIONS PLAN

The City and BC Housing communications teams will coordinate communications and engagement efforts once extension (Stuart Wood) and opening (Yacht Club) of temporary winter shelter services are confirmed. As has been done previously, the City will encourage BC Housing to provide surrounding residents and businesses with a direct notification that includes details on shelter operations and contact information for the shelter operator, BC Housing, and protective and emergency services (RCMP, Kamloops Fire Rescue, Community Services). As per best practice, the operators will also be encouraged to conduct direct engagement with and be responsive to community concerns that arise from residents, businesses, and other stakeholders.


B. J. McCorkell
Community and Protective
Services Director


Approved for Council

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CM/kjm

Attachments

MEMORANDUM OF UNDERSTANDING

This MEMORANDUM OF UNDERSTANDING ("MOU") made as of March ____, 2022

BETWEEN:

BRITISH COLUMBIA HOUSING MANAGEMENT COMMISSION,
Suite #1701 - 4555 Kingsway, Burnaby, British Columbia V5H 4V8
(**"BC Housing"**)

AND:

CITY OF KAMLOOPS, 7 Victoria St West, Kamloops, British Columbia
V2C 1A2
(**the "City"**)

WHEREAS:

- A. BC Housing was constituted by order in council 3746/67 and continued under the Ministry of Lands, Parks and Housing Act of British Columbia;
- B. The City is a municipality incorporated by letters patent under the *Local Government Act* and the *Community Charter* of British Columbia;
- C. The parties wish to work collaboratively, in advance of the purchase, lease, or redevelopment of land and/or buildings, for the purpose of developing future shelter, supportive, and affordable housing projects in Kamloops and to maintain strong communication and liaison on existing projects; and
- D. The parties wish to enter into this MOU for the purpose of setting out their respective objectives, interests, and expectations,

NOW THEREFORE this MOU witnesses the parties' non-binding intentions and understandings about the following matters:

1. PURPOSE

- 1.1 The purpose of this "MOU" is to set out the desired communication and business terms and conditions upon which BC Housing and the City intend to proceed with discussions and negotiations for the planning, development, and operation of future shelter, supportive, and affordable housing projects in Kamloops.

2. MANDATE

- 2.1 BC Housing is responsible for fulfilling the directives of the Attorney General and Minister Responsible for Housing's yearly mandate letter (see Appendix A). BC Housing's responsibilities related to housing reflect an order-in-council under the *Ministry of Lands, Parks and Housing Act* that established the British Columbia Housing Management Commission (BC Housing) in 1967. BC Housing's obligations related to strengthening

consumer protection for new homebuyers and improving the quality of residential construction comes from the Homeowner Protection Act established in 1998.

2.2 The City of Kamloops Official Community Plan (OCP) identifies three housing goals related to housing affordability, housing diversity, and housing for vulnerable populations:

- (a) Housing Affordability: Ensure there is an adequate supply of housing to meet population growth and improve affordability across the housing continuum;
- (b) Housing Diversity: Increase the diversity of housing types to create inclusive and complete neighbourhoods; and
- (c) Housing for Vulnerable Populations: Provide a range of housing options for persons with disabilities, seniors, low-income individuals and families, and those who require ongoing supports.

2.3 While the City does not have a mandate to build and operate social or affordable housing, the City can preserve, acquire, sell, and provide land for housing, and develop partnerships and incentives to support housing development. The City also supports and assists with public communications and community engagement efforts related to social and affordable housing in the community.

3. NATURE OF MOU AND COMMITMENT TO COMMUNICATION

3.1 While this MOU is not intended to, and will not, create legally binding rights or obligations, the parties wish to confirm their intent to work together in a co-operative and collaborative manner to support the community vision and housing goals within the City's OCP in planning for future development, and to negotiate and finalize, with all reasonable due diligence and timeliness, the arrangements, transactions, and agreements contemplated in this MOU.

3.2 Both parties acknowledge that any other agreements arising from or contemplated under this MOU and all rights and obligations of BC Housing (including but not limited to those under this MOU) will be subject to approvals by BC Housing's Executive Committee and Board of Commissioners, as well as Treasury Board and Ministry of Attorney General and Minister Responsible for Housing ("Ministry"), as required; and all rights and obligations of the City (including but not limited to those under this MOU) will be subject to approvals by the City's Senior Management Team and City Council, as required.

3.3 No public announcements shall be made regarding this MOU without the prior written consent of both parties.

3.4 BC Housing and the City are committed to annually reviewing this MOU and preparing an overview addendum of additions or changes, if required.

4. DEFINITIONS

4.1 Definitions for key terms used in this MOU are provided in Appendix B.

5. BACKGROUND AND INTENT

5.1 Background and Description

- (a) The homelessness and housing affordability crisis in Kamloops and other BC municipalities continues to expose significant need across the housing spectrum.
- (b) The 2021 Point-in-Time (PiT) Count, conducted in April 2021, identified 206 individuals experiencing visible homelessness in Kamloops.
- (c) Excluding motel units being used for temporary shelter, as of late winter 2022 there are approximately 150 year-round shelter beds and 20 temporary winter shelter beds in Kamloops. These shelters operate 24 hours a day, 7 days per week. The shelter system is also able to expand and respond during extreme weather events and emergency situations to provide additional shelter spaces for people experiencing homelessness. However, there is a deficit of year-round shelter spaces and additional capacity will need to be identified to provide sufficient shelter spaces for people experiencing homelessness.

Table 1: Year-Round Shelter Capacity, 2022, Kamloops

Address	Name	Bed Count	Status
271 Victoria Street West	Emerald Centre	40	Permanent; 55 bed capacity prior to the COVID-19 pandemic, capacity to be reviewed post-pandemic
181 Victoria Street West	The Mustard Seed	20	Temporary; up to 12 additional women's-only beds anticipated in 2022
600 Kingston Avenue	Moir House	40	Temporary; 3-year lease with 2 one-year rights of renewal
725 Notre Dame Drive	Merit Place	50	Temporary; lease expires spring 2023

- (d) While emergency shelters provide an important service to those without homes and temporary supportive housing provides a short-term housing solution, there is a need for more permanent supportive housing to provide long-term housing stability coupled with support services that meet a diversity of residents' mental and physical health needs required for daily living. There are approximately 200 individuals in Kamloops who are on the BC Housing Coordinated Access list, which is a waitlist for people transitioning out of homelessness and those in need of housing with supports.

- (e) There is also a need for more affordable housing for lower-income families, seniors, people with disabilities, and other individuals who are insecurely housed due to a lack of suitable, affordable housing options. The 2016 Census identified that nearly 47% of renter households in Kamloops were living in unaffordable housing and spending 30% or more of their income on housing costs. While the 2021 Census data is not yet available, rents have continued to increase over the past five years.
- (f) The availability of rental housing stock is also an issue in Kamloops. As per rental market data from the Canadian Mortgage and Housing Corporation, Kamloops has consistently had a vacancy rate below a healthy threshold (between 3% and 5% vacancy rate) since 2014. The rental vacancy rate in Kamloops declined from 2.1% in 2019 to 1.9% in 2020, and to 0.9% in 2021.
- (g) The City's Housing Needs Assessment Report (2020) identified gaps in existing supply and barriers to finding and maintaining housing, while also projecting future need across the housing continuum. The report identified the need for between 130 and 205 new supportive housing units and over 1,300 new affordable rental units in Kamloops by 2030.
- (h) Supportive and affordable housing projects in Kamloops that are currently under construction or where development applications have been submitted are shown in Tables 2a and 2b below. Project names are subject to change.

Table 2a: Supportive Housing Projects in Development, March 2022, Kamloops

Address	Project Name	Demographic	Unit Count
560-562 Tranquille Road	Katherine's Place	Youth	39
654 Fortune Drive	TBD	General	28

Table 2b: Affordable Rental Housing Projects in Development, March 2022, Kamloops

Address	Project Name	Demographic	Unit Count
445 5th Avenue	Diversity Flats	General	60
501 Tranquille Road	Smeeton House	General	40
396-410 Tranquille Road	TBD	Families	44

5.2 Intent

- (a) The intent of this MOU is to create a framework for BC Housing and the City to respond to the current homelessness and housing affordability crisis with strategic and targeted investments achieved through a collaborative approach in respect to future shelter and housing projects in Kamloops.
- (b) Where BC Housing is the owner (through the Provincial Rental Housing Corporation) and/or primary funder of the shelter or housing projects, the City and BC Housing, in collaboration with non-profit housing providers, will work together to determine the location, design (BC Housing is required to adhere to established provincial design

guidelines) and construction or conversion/renovation of potential projects, wherever possible. For clarity, references to shelter and housing projects in this MOU are those where BC Housing is the owner (through the Provincial Rental Housing Corporation) and/or primary funder of the projects.

- (c) BC Housing and the City will work collaboratively with a goal that future housing projects align with the OCP's vision while meeting the housing needs of the community and the intent of BC Housing's provincially funded programs.
- (d) BC Housing commits, on a best effort basis, to working through the City's development application and building permit process, unless requested by the City not to or otherwise agreed to by both BC Housing and the City.
- (e) The City may provide tax exemptions, waive development cost charges (DCCs), or make contributions from the City's Affordable Housing Reserve, as and where applicable in accordance with provincial legislation, municipal bylaws and Council policies, to support the affordability being targeted by BC Housing.
- (f) The City may ensure the affordability and occupancy type of identified social and affordable housing units, in alignment with BC Housing funding programs associated with the development, through housing agreements with the registered owner of future housing sites unless otherwise agreed upon by both the City and BC Housing.
- (g) Selection of sites shall take into consideration a range of factors, including, but not limited to, the following:
 - i. Whether the use and proposed density is compatible with the City's land use policies and zoning regulations, or potential City support for OCP amendments and zoning amendments, where required;
 - ii. Whether the use is compatible with other adjacent uses;
 - iii. Availability of sites owned by either the City or the Provincial Rental Housing Corporation;
 - iv. Availability of vacant or underutilized sites that may be acquired for future housing development and infill redevelopment opportunities;
 - v. Proximity to health, social, and cultural supports and services that are appropriate for the target demographic and the needs of residents;
 - vi. Adequacy of lot size and shape for the proposed use;
 - vii. Access to transit and active transportation infrastructure;
 - viii. Potential availability of utilities and servicing connections to the site;
 - ix. Potential for the site to accommodate additional density to meet future capacity needs;
 - x. Proximity to existing shelters, social housing sites, and support services, with the intent of avoiding an overconcentration of housing types and income levels in a given area;
 - xi. Potential for the site to meet targeted affordability and demographic needs in accordance with identified BC Housing funding programs; and

- xii. Engagement and partnership with Tk'emlúps te Secwepemc, which may be related, but not limited, to the cultural sensitivity of the identified site.
- (h) The City and BC Housing will also consider:
- i. Land tenure and project duration;
 - ii. Building construction type based on proposed lifespan;
 - iii. Building design and inclusion of spaces to provide supports that meet residents' needs for each project, which may include office space and amenity areas; and
 - iv. Potential inclusion of other non-residential uses that help address potential neighbourhood impacts and improve site management.

6. ROLES AND RESPONSIBILITIES

6.1 The City and BC Housing will commit to regular and ongoing communication and collaboration with respect to any future shelter and housing projects in Kamloops. Specific roles and responsibilities are detailed below.

6.2 The City will:

- (a) Work with BC Housing to identify potential sites for future shelter and housing projects, and liaise with private owners or government agencies to lease/license sites as required;
- (b) Provide leases, licences, or subleases, as applicable, to BC Housing for identified sites that have received Council approval, on terms agreeable to the parties;
- (c) Coordinate the activities of all relevant City divisions and departments as needed to support future shelter and housing development;
- (d) Support BC Housing where needed in proceeding through the development and building permit process for future shelter and housing projects;
- (e) Coordinate communications efforts and assist BC Housing with public and stakeholder engagement and/or notification processes associated with shelter and housing development;
- (f) Coordinate CPTED (Crime Prevention Through Environmental Design) assessments of future shelter and housing sites and support BC Housing in implementing safety and security recommendations; and
- (g) Ensure that operators of any future shelter or housing projects sign a Good Neighbour Agreement that includes commitments to site management, risk mitigation, and compliance with the City's *Good Neighbour Bylaw*.

6.3 BC Housing will:

- (a) Work with the City to identify potential sites for future shelter and housing projects;
- (b) Communicate with the City on matters related but not limited to land acquisition, site and/or building leases, and the provision of rent supplements to local service providers and housing operators;
- (c) Purchase/secure sites for future development, pending funding requirements, availability and BC Housing's Executive Committee and, if required, BC Housing's Board of Commissioners approval, Treasury Board and Ministry approvals, to meet the need for both new and replacement of existing shelters and social and affordable housing units;
- (d) Work with government, non-profit, and private sector partners to deepen the community's understanding of funding and financing options available under both the Building BC and HousingHub programs;
- (e) Coordinate the activities of all relevant departments within BC Housing as needed to support future shelter and housing development in Kamloops;
- (f) Comply with the City's development and building permit processes and ensure that future shelter and housing projects comply with the BC Building Code, BC Fire Code, and provincial design guidelines, as well as the City's OCP, Zoning Bylaw, and other applicable municipal bylaws, regulations, and guidelines, unless otherwise requested by the City and agreed to by the City and BC Housing, or in the event of an emergency situation;
- (g) Where, as referenced in paragraph 6.3(f) above, the City and BC Housing are in agreement that BC Housing will rely on the Statutory Immunity provided by Section 14(2) of the *Interpretation Act* to address the urgent need for shelter space or housing, BC Housing will ensure that projects comply with the BC Building Code, BC Fire Code, and provincial design guidelines wherever possible and will work cooperatively with the City to address life safety and fire safety considerations prior to commencement of shelter or housing operations;
- (h) Coordinate communications efforts with the City and initiate public and stakeholder engagement and/or notification processes in advance of future shelter and housing development, wherever possible;
- (i) Select shelter and housing operators as appropriate for the housing type and resident health, and support service needs through a fair process;
- (j) Establish third-party agreements that outline operating and service requirements;

- (k) Support housing operators to engage, be responsive to, and build relationships with area businesses, neighbourhood associations, and community groups in discussing and addressing emergent or ongoing issues related to shelter or housing operations;
- (l) Utilize the provincial Coordinated Access and Assessment process to support resident selection for supportive housing projects;
- (m) Provide security services, as deemed appropriate by the City and BC Housing, for currently operating or future shelter or supportive housing sites based on best practices and which may include peer-led and peer-driven approaches; and
- (n) Implement safety and security recommendations from CPTED assessments of future shelter or supportive housing sites, where possible.

6.4 The City and BC Housing will:

- (a) Collaborate with Interior Health, non-profit housing operators, social service agencies, local First Nations/Indigenous communities, and other provincial ministries, as appropriate, to help connect social and health services and supports to shelter and housing projects as and where required to meet residents' needs; and
- (b) Work together to establish a process to assess the safety and suitability of locations where rent supplements may be administered in compliance with City bylaws.

7. PROSPECTIVE PROJECTS

7.1 Communications and Confidentiality

- (a) Both parties are committed to ensuring that a detailed communication strategy is developed collaboratively by the City and BC Housing for each of the potential projects noted in this MOU, as well as for future projects.
- (b) Each project will have unique letters of understanding that will become addendums to this MOU upon both parties' agreement.
- (c) Except where required by law, the projects of interest and the details of this MOU related to specific projects will remain confidential and will not be publicly disclosed by either party until such time that both parties agree to the form and content of public communication.

7.2 Emergency Shelters

- (a) By spring 2022, there will be approximately 150 year-round shelter beds in the City (excluding temporary winter shelter spaces and spaces in motel units), with up to 12 additional shelter beds pending.

- (b) As noted above, the approximately 50 beds at 725 Notre Dame Drive will not be available after the lease for shelter use at the site expires in the spring of 2023.
- (c) The 2021 PiT Count identified, at minimum, 206 people experiencing homelessness in Kamloops, and PiT Counts are generally considered to be undercounts that do not capture the hidden homeless or individuals who are precariously housed. Given this, at approximately 40 beds per shelter site, there is a need for up to three additional year-round shelters.
- (d) In 2022, the City will conduct a land use analysis to identify areas which may be suitable for future shelter sites. The land use analysis will be a mapping exercise using criteria linked to social and community planning principles, including, but not limited to:
 - i. Access to health and social services;
 - ii. Access to transit and active transportation infrastructure;
 - iii. Access to commercial amenities required for daily living;
 - iv. Avoiding hazard lands and undevelopable areas; and
 - v. Proximity to existing shelter and social housing sites.
- (e) BC Housing will participate and provide feedback in the identification of potential shelter sites.

7.3 Supportive Housing

- (a) As noted above, there are currently approximately 200 individuals on BC Housing's Coordinated Access waitlist. These individuals have generally been assessed as being ready to transition from the shelter system or other living situations to permanent housing with support services that meets their needs.
- (b) The City's Housing Needs Assessment Report (2020) identified the need for between 130 and 205 new supportive housing units in the city. While these numbers do not account for the inflow and outflow of homelessness, and while BC Housing and the City recognize that systemic issues and impacts will continue to affect the need for supportive housing in the coming years, this MOU uses these statistics to help support future planning.
- (c) The sites in Table 3 are identified for future supportive housing development. Other future supportive housing projects will become addendums to this MOU upon both parties' agreement.

Table 3: Identified Future Supportive Housing Sites

Address	Common or Former Name	Current Use	Neighbourhood
654 Fortune Drive	Fortune Motel	Vacant	North Kamloops
777-809 Mission Flats Road	Mission Flats Manor	Temporary Supportive Housing	Mission Flats

- (d) The intent with these sites and other future supportive housing projects is to provide housing with support services that meet residents' needs. Housing for the following demographic groups, as well as others not listed here, may be identified through future projects that will become addendums to this MOU upon both parties' agreement:

- i. Women fleeing violence*;
- ii. Youth;
- iii. Seniors;
- iv. People in recovery from substance use;
- v. People with disabilities;
- vi. Racialized identities; and
- vii. 2SLGBTQ individuals.

*In the case of women fleeing violence, given the need for confidentiality, specific addresses may not be identified.

7.4 Motel Conversions

- (a) Currently, many older motels in Kamloops are informally being used to provide affordable rental housing in the private market, some of which is achieved through the provision of rent supplements. The intent in purchasing older motel sites is to prevent displacement of existing residents and to provide housing with supports that meet residents' needs.
- (b) The conversion of older motels for supportive housing may or may not involve demolition of existing buildings. The City may support the use of older motels for supportive housing as an interim measure to help prevent displacement of existing residents.
- (c) Where existing buildings are repurposed for supportive housing by BC Housing (through the Provincial Rental Housing Corporation) or funded by BC Housing, BC Housing will (or, if the applicant is the future housing operator, BC Housing will work with the future housing operator to):
- i. Submit development permit applications, where necessary, that focus on meeting the applicable development permit area guidelines through the provision of various elements, including but not limited, to soft landscaping, amenity areas for residents, sidewalks along street frontages (where required), and exterior building façade treatments;
 - ii. Meet landscaping, screening, fencing, amenity, and off-street parking requirements in the City's Zoning Bylaw as per the applicable zone;
 - iii. Apply for building permits to address life safety and fire safety in accordance with the BC Building Code and BC Fire Code;
 - iv. Plan for future site and building redevelopment in accordance with applicable municipal bylaws, the BC Building Code, and BC Fire Code as and when existing buildings reach their end of lifespan.

- (d) A key objective in any redevelopment project is to prevent displacement. Resident relocations will be assessed and managed on an individual basis. Residents will be supported in moving to units appropriate for their level of need, which may include new or existing supportive, subsidized, or affordable rental housing, or to the private market through the provision of rent supplements.

7.5 Subsidized and Affordable Rental Housing

- (a) The following sites are identified for future subsidized (rent geared to income) and affordable market rental (low end of market or below market) housing. The intent with these sites is to provide affordable rental housing for people with a low income who can live independently, including seniors, families, people with disabilities, and other individuals and couples. The sites in Table 4 are identified for future affordable housing development. Other future affordable housing projects will become addendums to this MOU upon both parties' agreement.

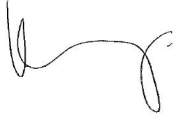
Table 4: Identified Future Affordable Housing Sites

Address	Common or Former Name	Demographic	Neighbourhood
346 Campbell Avenue	Vacant site behind 377 Tranquille Road	Seniors and families	North Kamloops
1100 Glenfair Drive	Glenfair	Seniors	Downtown (Columbia Precinct)
800 Victoria Street	Vacant site	Métis families	Downtown

- (b) Following a request from the City, BC Housing commits to holding back a portion of land for future development at the Glenfair redevelopment site at 1100 Glenfair Drive. BC Housing, the City, and Interior Health are currently in conversation around the future use of this site.
- (c) The City is also working to develop a community land trust model to facilitate further affordable housing development, which may include affordable home ownership units. As the model is established and potential sites are identified and secured, the City will engage BC Housing and these future projects may be added as addendums to this MOU upon both parties' agreement.

This MOU executed by the parties this 8 day of April, 2022

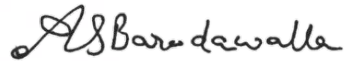
BRITISH COLUMBIA HOUSING
MANAGEMENT COMMISSION by its authorized
signatory(ies):



Authorized Signatory

Name: Vincent Tong

Title: Vice President, Development & Asset Strategies



Authorized Signatory

Name: Abbas Barodawalla

Title: Chief Financial Officer

CITY OF KAMLOOPS by its authorized
signatory(ies):



Authorized Signatory

Name: **Amanda Passmore, Acting Corporate Officer**

Title:



Authorized Signatory

Name: **Kenneth L. Christian, Mayor**

Title:

APPENDIX A - BC HOUSING MANDATE LETTER 2021/22

The following priorities are identified for BC Housing within the 2021/22 mandate letter from the Attorney General and Minister Responsible for Housing:

- In coordination with the Ministry of Attorney General and the Crown Agency Secretariat, continue to implement, support and report on BC Housing programs included in Homes for BC: A 30-Point Plan for Housing Affordability in British Columbia as well as subsequent government commitments in Budgets 2019 and 2020 to create more permanent affordable and social housing, including those with the 10-year targets under the Building BC programs:
 - 14,350 units through the Community Housing Fund
 - 1,500 units through the Women's Transition Housing Fund
 - 1,750 units through the Indigenous Housing Fund
 - 2,500 units through the Supportive Housing Fund
- Support the Ministry of Attorney General, in collaboration with other relevant ministries, in the development and implementation of a homelessness strategy—including development and continued delivery of permanent supportive housing, emergency shelter and homelessness outreach programs.
- Deliver more affordable housing through Housing Hub partnerships by:
 - providing low-interest construction loans;
 - expanding partnerships with non-profit and co-op housing providers to acquire and preserve existing rental buildings; and
 - developing new home ownership program streams through the affordable homeownership program, and other new equity-building programs.
- Support the Ministry of Attorney General and Minister responsible for Housing in their work with the Ministry of Mental Health and Addictions and other ministries and partners to explore and develop new models of higher intensity supports than those currently provided in supportive housing.

APPENDIX B - DEFINITIONS

The following definitions are provided to help articulate some of the key terms used in this MOU. Most of the BC Housing definitions can be found in a glossary on the BC Housing website, while the City definitions can be found in the OCP, Zoning Bylaw, or DCC Bylaw. Where appropriate, some of the definitions have been abbreviated or shortened.

Term	BC Housing definition	City definition
Affordable Housing	Housing is considered affordable when 30 per cent or less of your household's gross income goes towards paying for your housing costs.	OCP: Rented or owned dwelling units occupied by residents who earn less than the median income in Kamloops and who do not pay in excess of 30 percent of their gross annual income on housing, including rent, mortgage, taxes, insurance, and utilities.
Affordable Market Rental and Below-Market Rental Housing	Housing with rents equal to, or lower than, average rates in private-market rental housing. (Note: BC Housing provides a definition for Below-Market Rental Housing and does not provide a definition for Affordable Market Rental Housing).	Zoning Bylaw: Multi-family residential housing that cannot be subdivided or strata titled into individual units, and for which rent does not exceed the average market rent for purpose built rental housing (affordable market rental definition) or 80% of average market rent for the size of unit (below-market rental definition), as derived from Canada Mortgage and Housing Corporation's Annual Rental Market Survey.
Emergency Shelter	Immediate, short-stay housing for people who are homeless or at risk of becoming homeless.	Zoning Bylaw: Temporary communal accommodation for individuals who are otherwise temporarily or permanently homeless, or lack fixed, regular or adequate accommodation, or may be in a crisis or emergency situation.
Housing Continuum	A linear progression from homelessness or housing need to homeownership. Used around the world, it's an approach to visually depict different segments of housing.	OCP: The range of shelter and housing options, from emergency shelters and transitional housing to supportive housing for vulnerable populations including seniors and people with mental illness, to public and not-for-profit affordable rental housing, to market rental, to home ownership.
Housing Income Limits (HILS)	Dollar amounts that represent the maximum annual income, before taxes, that a household can earn for suitable housing in their location.	Zoning Bylaw: Determined by BC Housing, HILS are the income required to pay the average market rent for an appropriately sized unit in the private market.

Term	BC Housing definition	City definition
Low-Income	Household earnings in relation to housing. BC Housing uses different ways to describe low income, depending on the program or service it relates to.	Zoning Bylaw (Low-Income Households definition): individuals or families whose household income does not exceed the HILS determined by BC Housing, which is the income required to pay the average market rent for an appropriately sized unit in the private market, using no more than 30% of household income and where the average market rent is derived from Canada Mortgage and Housing Corporation's Annual Rental Market Survey.
Non-Profit Housing Provider	An organization, society, developer, or other BC Housing partner that operates places to live for renters with low incomes.	(no definition)
Not-for-Profit Rental Housing	Affordable rental housing that is owned and/or operated, and/or operated by a not-for-profit housing provider.	DCC Bylaw: Rental housing that is: provided to low-income households that have an affordability problem (pay in excess of 30% of their income on housing) and earn less than the median income for Kamloops, but are capable of independent living; subsidized by the province or a non-profit agency, which enables rents to be provided below-market rates on a "geared to income" basis; and typically publicly owned or owned and operated by a non-profit agency.
Rent Supplements	Government-funded payments that bridge the gap between what an individual or family can afford to pay and what the actual cost of housing is. They are geared at reducing housing cost to the rate of affordability.	(no definition)
Rent Geared to Income	A type of subsidized housing where the housing provider matches your rent to how much income you earn.	(Note: reference to Rent Geared to Income is found in the Not-for-Profit Rental Housing definition in the DCC Bylaw and in the Social Housing definition in the Zoning Bylaw).

Term	BC Housing definition	City definition
Social Housing	A housing development that the government or a non-profit housing partner owns and operates. This may include, but is not limited to, affordable housing, below-market housing, and supportive housing.	Zoning Bylaw: Multi-family residential housing that is owned and/or operated by the government or is directly subsidized by the government on an ongoing basis to ensure that rent is geared to income or is otherwise affordable for low-income households. (Note: the City's Zoning Bylaw uses Social Housing as an umbrella term that includes Subsidized Housing and Supportive Housing)
Subsidized Housing	A type of housing for which the provincial government provides financial support or rent assistance.	(Note: the City's Social Housing definition in the Zoning Bylaw includes Subsidized Housing)
Supportive Housing	A type of housing that provides on-site supports and services to residents who cannot live independently.	OCP: Housing that combines rental or housing assistance with individualized, flexible, and voluntary support services for people with high needs related to physical or mental health, developmental disabilities, or substance use. Supportive housing units may be located in one building or mixed with non-supportive units. Social and health-related services may be delivered to residents within the units by the regional health authority, and/or by not-for-profit organizations, and units may be owned and operated by private or not-for-profit housing providers.

City of Kamloops

2022 Shelter Guest Survey

Results Report

Summary

To learn from the perspective of people with a lived or living experience of homelessness, the City developed and worked with shelter operators to conduct a shelter guest survey during the week of May 9 to 13, 2022, at six shelter sites with 61 shelter guests voluntarily participating, as shown in Table 1 below. This sample size represented approximately 44% of the weekly average of 139 shelter guests staying in shelters in Kamloops at the time. Prior to administering the survey, City staff gathered feedback on the survey questions from the Safe and Secure Kamloops Social Agencies Engagement Group. Staff worked with shelter operators whose staff administered the survey to shelter guests at each shelter site.

Table 1: Shelter Guest Survey, May 2022, Participation By Shelter

Name	Surveys Completed
Emerald Centre	21
The Mustard Seed (mat program)	13
Moir House	12
Merit Place	9
Interior Community Services Youth Shelter	3
Y Women's Emergency Shelter	3

The survey included multiple-choice questions related to where shelter guests access food, health and medical care, and social services; what transportation modes shelter guests use to get around; and what the most important services and amenities are to have within walking distance of a shelter. Key results are shown in Table 2 below and include the following:

Table 2: Shelter Guest Survey, May 2022, Key Results

Question	Top Responses
What are the most important things to have in walking distance from a shelter? (Check all that apply)	<ul style="list-style-type: none"> Places to work (67%) Bus stops/transit exchanges (61%) Places to get support (i.e. social agencies, counselling services) (52%) Health services (i.e. medical clinic, pharmacy, hospital) (51%)

Question	Top Responses
Where do you mainly access food? (Check all that apply)	<ul style="list-style-type: none"> • Shelter (80%) • Grocery store (36%) • Food Bank (34%)
How often do you access health care, medical care, or social services in community? (Select one answer)	<ul style="list-style-type: none"> • Once a week or more (combined) (35%) • Once every few weeks (28%) • Less than once a month (23%)
Where have you accessed medical care in the past year? (Check all that apply)	<ul style="list-style-type: none"> • Hospital emergency room (88%) • Walk in clinic or community clinic (combined) (79%) • Ambulance (62%)
In a typical day, how do you get around (Check all that apply)	<ul style="list-style-type: none"> • Walking (82%) • Taking the bus (64%) • Riding a bike (16%)
Which area would you feel most comfortable and safe attending a shelter? (Check all that apply)	<ul style="list-style-type: none"> • Downtown (47%) • North Shore (40%) • Sahali (28%)
What gender do you identify with? (Check all that apply)	<ul style="list-style-type: none"> • Man (70%) • Woman (30%) • Other responses (options included Two-Spirit, Trans Woman, Trans Man, Non-Binary (Genderqueer), Don't Know, Decline to Answer, and Other) (0)
How old are you? [OR] What year were you born?	<ul style="list-style-type: none"> • Average age: 46 • Youngest respondent's age: 17 • Oldest respondent's age: 75
Do you identify as First Nations (with or without status), Métis, or Inuit, or do you have North American Indigenous ancestry?	<ul style="list-style-type: none"> • No (56%) • Yes (42%) – First Nations (29%), Métis (10%), Indigenous ancestry (3%) • Don't Know, Decline to Answer, Other (2%)

Site Selection Considerations

Some high-level considerations for shelter site identification and location based on these results include the following:

- Importance of access to employment: “Places to work” was the most frequently selected when respondents were asked about the most important things to have in walking distance from a shelter. This also contradicts the stigmatizing narrative that unhoused individuals are unable to or uninterested in work.
- Importance of access and proximity to transit: “Bus stops/transit exchanges” were the second most frequently selected as the most important things to have in walking distance

from a shelter, and “taking the bus” was the second most frequently selected way of getting around in a typical day.

- Importance of access and proximity to social and health services and supports: “Places to get support (i.e., social agencies, counselling services)” (52%) and “health services (i.e., medical clinic, hospital, pharmacy)” (51%) were each more frequently selected as the most important things to have in walking distance from a shelter than “public washrooms” (41%), “places to get food” (34%), “sidewalks and bike lanes” (33%), and “green spaces” (23%). In addition to the value respondents place on having access to social and health services and supports, more than one-third of respondents (35%) access health/medical care or social services once a week or more.

Section 5.2 (g) of the MOU lists factors that shall be taken into consideration in the site selection process for future shelter or housing projects. Site selection considerations within the MOU that directly align with the voices and perspectives of people with a lived or living experience of homelessness identified above include the following:

- Proximity to health, social, and cultural supports and services that are appropriate for the target demographic and the needs of residents
- Access to transit and active transportation infrastructure

Other site selection considerations identified in the MOU that are generally applicable to this exercise include the following:

- Availability of sites owned by either the City or the Provincial Rental Housing Corporation
- Availability of vacant or underutilized sites that may be acquired for future housing development and infill redevelopment opportunities
- Adequacy of lot size and shape for the proposed use
- Potential availability of utilities and servicing connections to the site
- Proximity to existing shelters, social housing sites, and support services, with the intent of avoiding an overconcentration of housing types and income levels in a given area

Survey Methodology

Questions

1. What are the most important things to have in walking distance of a shelter?
2. Where do you mainly access food?
3. How often do you access medical and/or social services in community?
4. Where have you accessed medical care in the past year?
5. In a typical day, how do you get around?

6. Which area would you feel most comfortable & safe attending a shelter?
7. What gender do you identify with?
8. How old are you OR what year were you born?
9. Do you identify as First Nations, Metis, or Inuit or do you have North American Indigenous ancestry?

Locations

Surveys were conducted at six shelters across Kamloops including:

- Emerald Centre
- Kamloops Youth Shelter
- Merit Place
- Moira House
- The Mustard Seed
- Y Emergency Women's Shelter

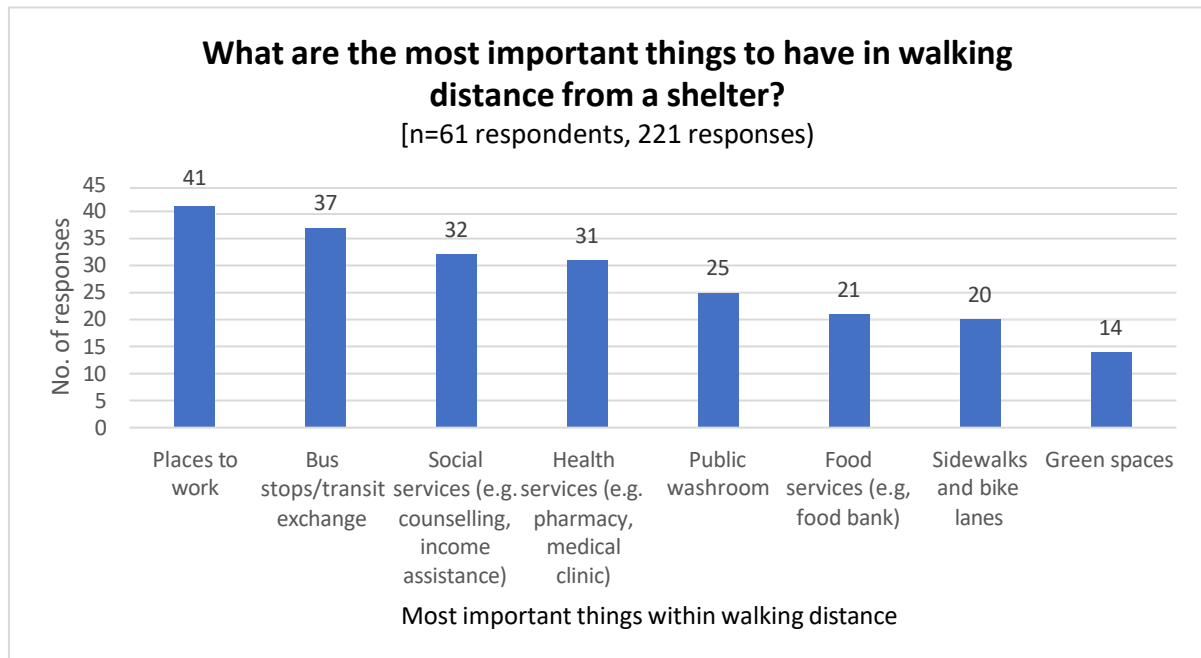
Dates

The shelter surveys were conducted the week of May 9 to 13, 2022.

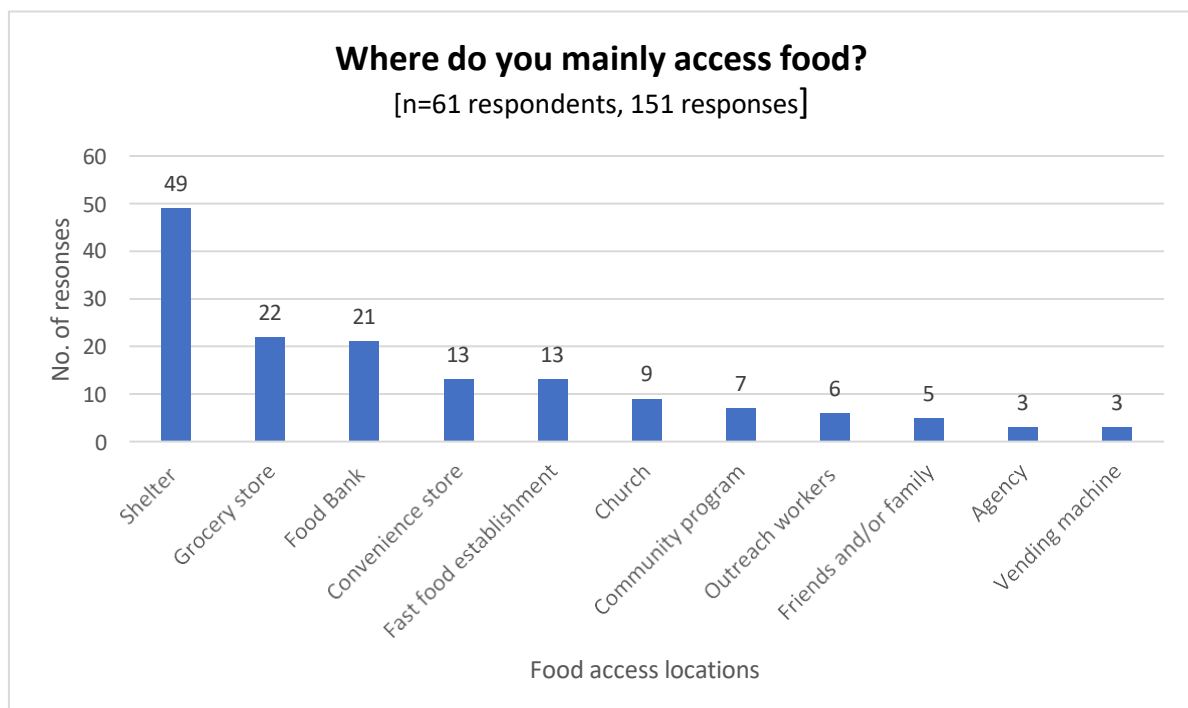
Respondents

There were 61 survey respondents. A weekly average of 139 shelter guests were staying in shelters during the week that the survey was conducted. This represents a sample size of approximately 44% of shelter guests.

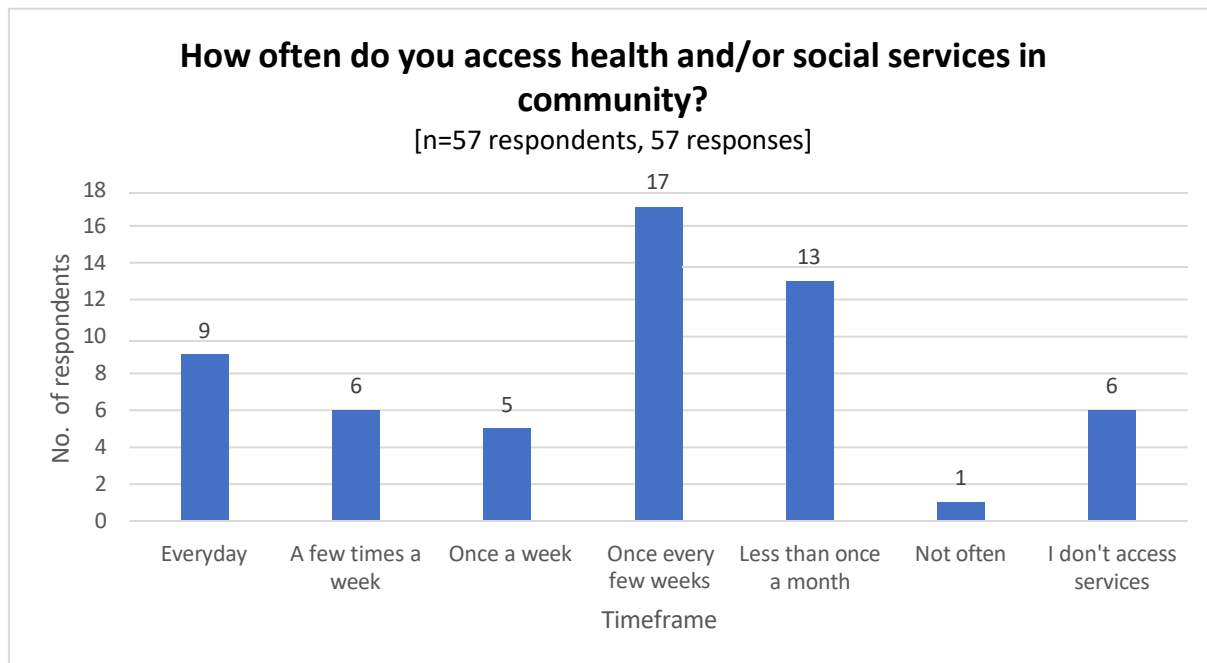
Question 1: What are the most important things to have in walking distance from a shelter?



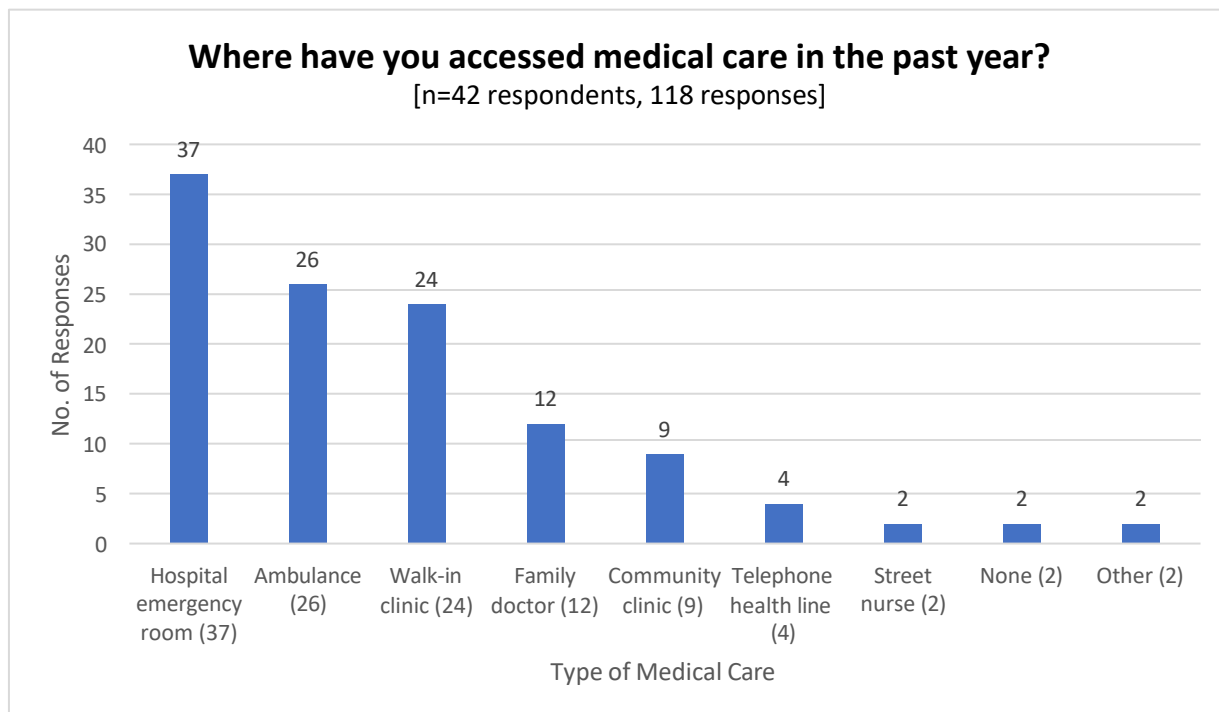
Question 2: Where do you mainly access food?



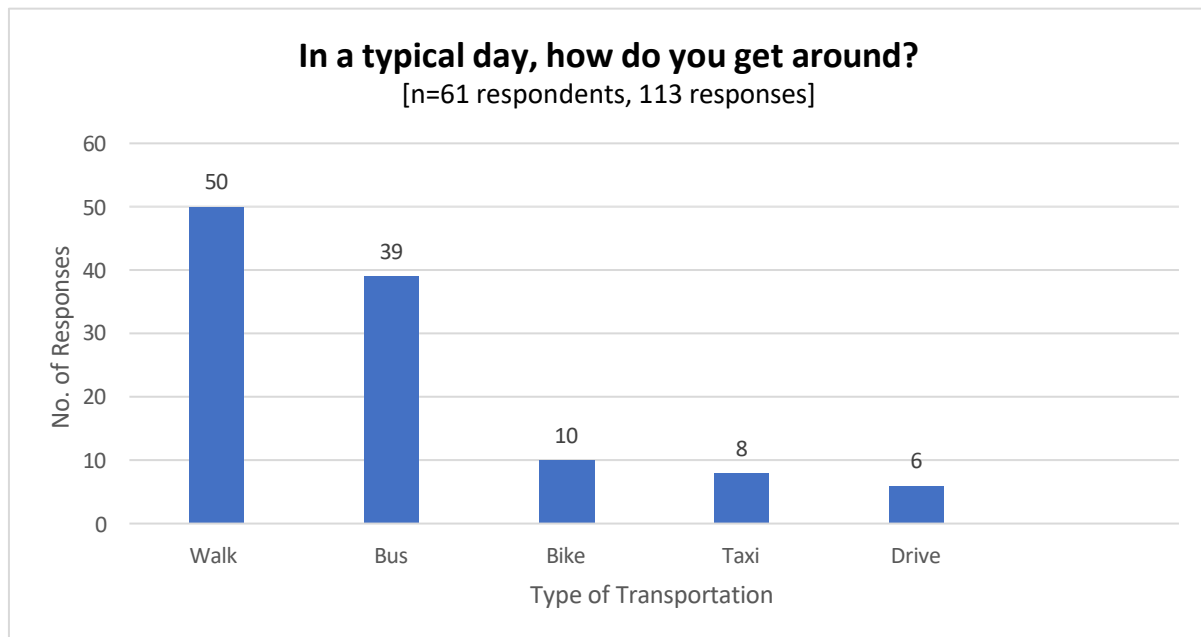
Question 3: How often do you access medical and/or social services in community?



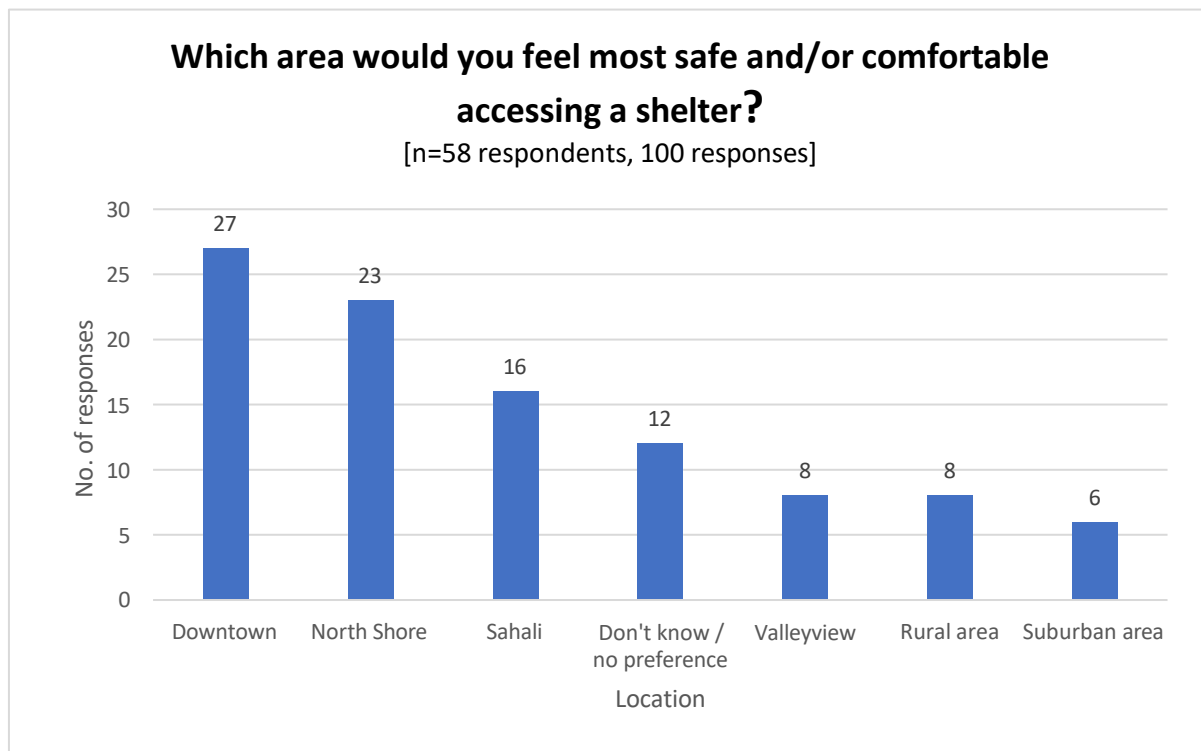
Question 4: Where have you accessed medical care in the past year?



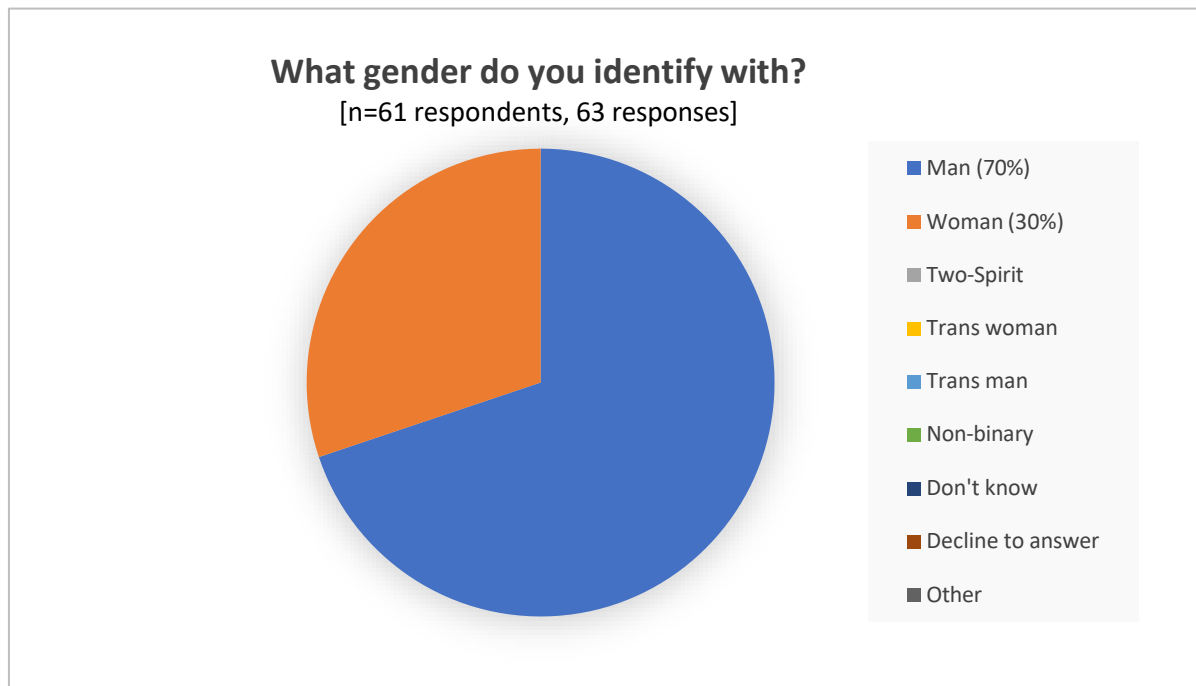
Question 5: In a typical day, how do you get around?



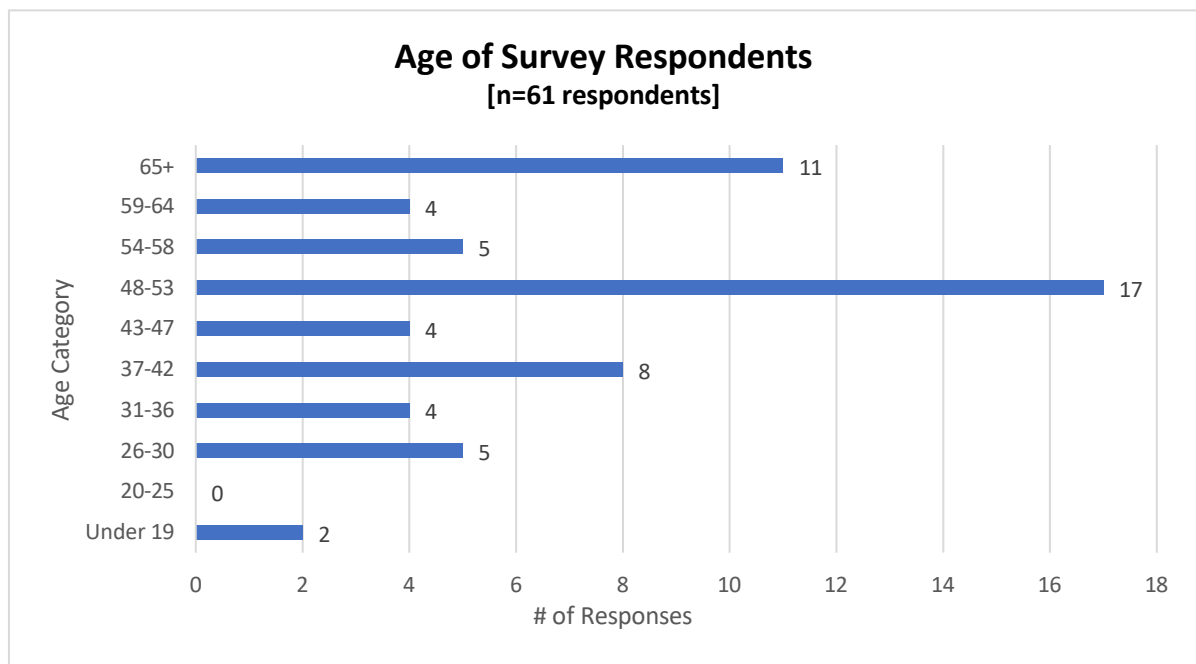
Question 6: Which area would you feel most comfortable & safe attending a shelter?



Question 7: What gender do you identify with?



Question 8: How old are you OR what year were you born?



Youngest respondent: 17 years old

Oldest respondent: 75 years old

Average age of respondent: 46 years old

Question 9: Do you identify as First Nations, Métis, or Inuit or do you have North American Indigenous ancestry?

Do you identify as First Nations, Métis, or Inuit, or do you have North American Indigenous ancestry?

[n=61 respondents, 61 responses]

