

## Russell, Shannon CITZ:EX

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**From:** Riley, Karl CITZ:EX  
**Sent:** June 18, 2018 2:51 PM  
**To:** Russell, Shannon CITZ:EX  
**Subject:** FW: Preparation for June 27/28 - CITZ Items  
**Attachments:** CITZ Priority 1 - Connectivity.docx; CITZ Priority 2 - Procurement.docx; CITZ Priority 3 - FOI.DOCX

Hey Shannon,

Not sure if you had received these so wanted to forward them just in case.

See below.

Best,

Karl

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**From:** Cook, Jeannette CITZ:EX  
**Sent:** Friday, June 15, 2018 2:01 PM  
**To:** Riley, Karl CITZ:EX  
**Cc:** Fleurant, Kathleen CITZ:EX; Molyneux, Jennifer CITZ:EX  
**Subject:** Preparation for June 27/28 - CITZ Items

Hi Karl,

As Jill mentioned at the roundtable yesterday, attached are the three top priorities for CITZ that Jill provided to Don Wright's office yesterday.

We'll be adding this to the June 25<sup>th</sup> roundtable as part of the prep for the retreat.

Thanks.

JC

**Jeannette Cook** | Director, Executive Operations  
Deputy Minister's Office | Ministry of Citizens' Services  
**Ph:** 250 387-8817 | **e:** [jeannette.cook@gov.bc.ca](mailto:jeannette.cook@gov.bc.ca)

Page 02 to/à Page 07

Withheld pursuant to/removed as

s.12;s.13

## Russell, Shannon CITZ:EX

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**From:** Riley, Karl CITZ:EX  
**Sent:** June 18, 2018 8:04 AM  
**To:** Sims, Jinny CITZ:EX  
**Subject:** FW: Modular Housing tour tomorrow at 3PM  
**Attachments:** attachment 1.docx; ATT00001.htm; attachment 2.pdf; ATT00002.htm

Good Morning Minister,

I received these documents late last night for the modular housing tour this afternoon. Please see attached.

Best,

Karl

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**From:** Djonlic, Matt MAH:EX  
**Sent:** Sunday, June 17, 2018 9:12 PM  
**Subject:** Modular Housing tour tomorrow at 3PM

Hey Surrey offices,

Sorry this is coming last minute. Attached are some backgrounds on the modular housing projects for tomorrow's tour.

The private tour begins at 3:00PM tomorrow (Monday June 18th). The site is at <sup>s.15</sup>  
<sub>s.15</sub>

they are working with the city to paint the outside and do nice landscaping.

The tour will be led by Brenda Prosken. She is the BC Housing Regional Director for Surrey. Her email and number are:

[bprosken@bchousing.org](mailto:bprosken@bchousing.org)  
<sub>s.22</sub>

If you have any questions feel free to call me.

**Surrey Temporary Modular Tour/Relocation  
Questions & Answers  
June 14/19, 2018**

*Advice to Minister of Municipal Affairs and Housing*

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**Key Messages:**

- The Province recognizes the urgent need to provide housing and support services to those who are experiencing homelessness in Surrey.
- These homes will provide people with vital amenities like bedding and toiletries, showers and meal services because change can't begin for someone living on the side of the road in the cold and the rain – change begins with a roof over a person's head.
- The homes will also help people to transition to more stable housing by offering them supportive environments where they are treated with dignity and respect.
- These temporary homes are an effective way to house people quickly – an important first step to getting people inside and receiving services while the City of Surrey continues the process of identifying suitable locations for permanent modular housing.
- The permanent housing will be part of the Building BC Rapid Response to Homelessness program we launched last September with a province-wide investment of \$291 million to build 2,000 homes throughout B.C., and more than \$170 million over three years for 24/7 staffing and support services.
- Since the fund was created in September 2017, over 1,700 new homes for people most in need have started development in 19 communities throughout the province.
- Budget 2018 provides further supports for people experiencing homelessness, with the announcement of an additional 2,500 new homes with 24/7 support services.
- Surrey is not alone in trying to address a homelessness problem. The Province will be working with people with lived experience, local governments and community partners to develop a Homelessness Action Plan, to reduce homelessness through permanent housing and services.

**Secondary messaging on any people refusing to move:**

- We recognize that moving is stressful. We will work with each person to determine the next steps so that they feel comfortable and their needs are met.
- We encourage everyone to take the first step to transitioning towards a more stable life by moving off the streets.
- People will not only have a place to call their own – they'll get round the clock support so they can begin the process of rebuilding their lives.

**Secondary messaging on permanent sites:**

- The temporary housing will be replaced with 250 units of permanent modular housing through our *Building BC: Rapid Response to Homelessness program*.
- The goal is to have the first new permanent supportive housing site ready by the end of 2019.
- The Province and the City are currently working together to identify sites for these new homes.
- Once sites have been identified, public engagement sessions will be held to inform the public and seek feedback on the proposed locations.

#### **Secondary messaging on temporary exterior design:**

- We need to get people off the streets and into safe and securing housings quickly. This is a temporary solution to respond to the urgency of the situation.
- Each home is equipped with a private bathroom and kitchen and will keep people warm and dry while the permanent modular homes are being constructed.
- This housing is only a temporary solution and the replacement permanent housing will be designed to fit within the architectural style of the neighborhoods.

#### **General**

##### **Q1: What's happening on June 19-21?**

- Starting June 19, individuals struggling with homelessness in Surrey, including those living at the 135A Street encampment, will be offered lodging in shelters or transitional accommodation.
- Over the course of approximately three days, staff from BC Housing, Lookout Health and Housing Society, and Fraser Health will support individuals as they move into their new homes, including assisting with packing and transporting belongings and providing any necessary health services.

##### **Q2: Why is this needed?**

- In the 2017 Metro Vancouver Homeless Count, 411 people were identified as experiencing homelessness in Surrey City Centre. Of these, 238 were sheltered and 173 were living on the streets. We are responding to this urgent need for more housing and support services.
- Depending on assessed need, transitional accommodation or shelter is the first step in helping individuals struggling with homelessness transition to a more stable life.

##### **Q3: Where will people be offered lodging?**

- People living on 135A Street will be offered housing with support services at one of three new temporary accommodation sites or a space in the Parkway, Gateway, Boulevard or Guildford shelters. Some shelter guests will be offered a temporary accommodation unit. Approximately 160 temporary housing units will be in three locations:
  - 10662 King George Boulevard
  - 13550 105 Avenue

- 13425 107A Avenue

**Q4: How will temporary housing differ from the 250-unit permanent supportive housing coming to Surrey? When will those be ready? And who will they be intended for?**

- The 160 units of temporary housing are a short-term emergency solution to meet the urgent need of people experiencing homelessness. They are built from repurposed modular housing to allow for faster delivery and installation.
- The sites will be replaced by 250 permanent supportive housing units, once additional sites have been identified and the new housing is completed. The goal is to have the first site ready by the end of 2019.
- These will be purpose-built modular buildings with self-contained studio units which include bathrooms and kitchens. Everyone who is living at the transitional accommodation will have a plan developed for their next stage of housing.

**Q5: How have individuals been selected for shelters or temporary supportive housing? Why are some people being offered shelter beds?**

- Over the past year, Lookout, Fraser Health, BC Housing and other service providers have been supporting people living on 135A Street and in the shelters. During this time, they've gotten to know the people, including who they are, how long they have been waiting for housing, what their needs are, and what type of housing would work best for them at this time.
- Based on their thorough assessment, some people will be offered temporary accommodation and some shelter beds.
- Shelters are important to providing access to support services and a safe, warm and dry place to sleep.

**Q6: What type of services will be available at the shelters and the transitional accommodation units?**

- Shelters bring people indoors by providing temporary shelter beds, food, and support to move into housing.
- Temporary accommodation provides housing and 24/7 on-site support services including meals, health supports, and employment and life skills training, with the goal to help individuals transition towards independent housing.

**Q7: Will individuals be allowed to keep their belongings? Their pets?**

- Yes, every person will be provided with up to two containers to store their belongings which will be transported to their destination. Pets will also be welcome in either the shelters or the temporary accommodation units.

**Q8: What is an Intensive Case Management (ICM) team? Where will it be located? Who will be allowed to access those services?**

- The ICM team will be based out of one of the temporary accommodation sites. The team will provide outreach services to support people who may be facing significant challenges with health, substance use, mental health, poverty, education and housing by connecting them to support services and treatment.
- The ICM team will be co-led by Fraser Health, and Lookout Housing and Health Society, and First Nations Health Authority to support individuals' complex needs.

**Q9: What happens to individuals who don't want to move?**

- We recognize that moving is stressful. We will work with each person to determine the next steps they feel comfortable with and that will meet their needs.
- We will encourage everyone to take the first step to transitioning towards a more stable life by moving off the streets.

**Q10: What will happen to the 135A Street site?**

- Living on the street is not an appropriate environment for anyone, especially those with health and/or substance use disorders.
- Options will be offered to all people currently living on 135A Street. Once everyone has been moved into a new bed or home, 135A Street will revert to a public sidewalk and there will be no reason for anyone to camp on 135A Street.

**Q11: What kind of expectations are there of residents at the temporary housing?**

- Residents will sign a Program Agreement that will address expectations about appropriate and respectful behaviour, especially as it relates to the health and safety of themselves, staff, and community.
- Lookout Society staff will work with tenants and neighbours to foster good neighbourhood relations.

**Q12: Will drug use be allowed on site?**

- We want to ensure that it is an easy decision for people living on the street and with dependency issues to transition into more stable housing.
- Residents of supportive housing live independently and will make their own choices regarding lifestyle.
- Staff will take a harm reduction approach to drug use, which means staff will be available to support individuals who are in various phases of their substance use and meet individuals where they are at to support healthier choices.

**Q13: Will there be a safe injection site?**

- There will not be safe injection sites in any of the buildings. Staff will take a harm reduction approach to drug use, which means staff will be available to support individuals who are in various phases of their substance use and meet individuals where they are at to support healthier choices.
- We know that statistics show that many people who die from overdoses do so when they are alone, and so facilities will be set up with the ability to provide a safe consumption space for residents only, to ensure the safety of residents who are active substance users. As part of the program, residents make their own choices regarding lifestyle and are supported in efforts to work on their health and well-being.

-30-



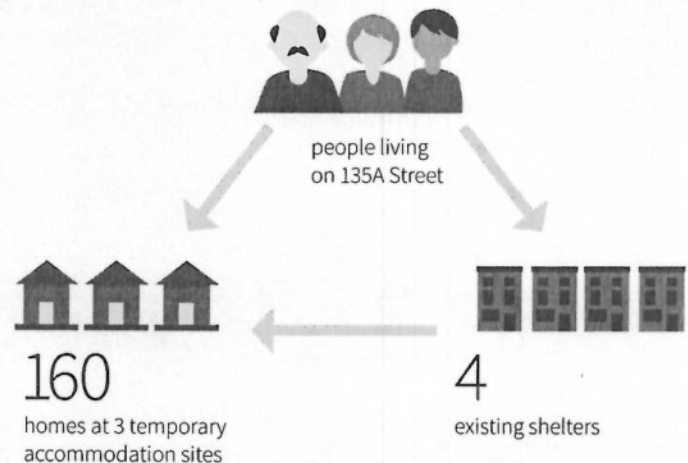
# New Supportive Housing for Surrey



## What's Happening?

**Beginning on June 19th, more than 160 people who are experiencing homelessness in Surrey will be offered a safe, warm place to sleep.**

People living on 135A Street will be offered housing with supportive services and help to move into one of three new temporary accommodation sites or a space in the Parkway, Gateway, Boulevard and Guildford shelters. Some shelter guests will also be offered a temporary accommodation unit.



## Addressing Homelessness in Surrey

The Province, through BC Housing and Fraser Health, in partnership with the City of Surrey is committed to offering everyone a safe, secure place to call home. Approximately 160 new studios are being offered at three new temporary accommodation sites, which will be operated by Lookout Housing & Health Society. Additional shelter spaces are also being made available to ensure everyone currently living on 135A Street has a safe, warm space to sleep.

This is the part of the interim solution to meet the urgent need of people experiencing homelessness in Surrey. This housing will be replaced by 250 units of permanent supportive housing, once additional sites have been identified and new housing is completed. The goal is to have the first permanent site ready by the end of 2019.

### A. Phase I - New Temporary Accommodation Sites

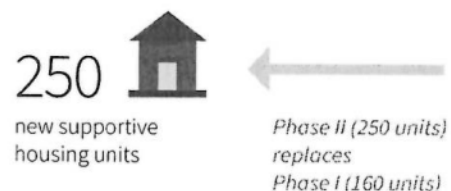


**Site 1**  
(10662 King George Blvd.)  
55 units

**Site 2**  
(13550 105 Ave.)  
46 units

**Site 3**  
(13425 107A Ave.)  
60 units

### B. Phase II - New Permanent Units





## New Temporary Accommodation with Supports

Each of these studios will include a private bathroom with access to meals, counseling and health services, 24/7 staffing and life and employment skills programming.

## Intensive Case Management Team

To assist people with complex challenges who are homeless in the community, Fraser Health, in partnership with Lookout Housing and Health Society and First Nations Health Authority, will provide an Intensive Case Management (ICM) team to support people living in the temporary accommodation buildings.

Following a 'Housing First' philosophy that supports people who are homeless to obtain and maintain housing, the ICM team will help people who may be facing challenges with health, substance use, mental health, poverty, education and housing by connecting them to support services and treatment.

## Timeline



**162** days from site identification to occupancy

December 2017 – Sites identified

January 2018 – Announcement

January to April – Renovations underway

May 2018 – Modulares delivered to the site

June 2018 – Buildings ready to move in

## Community Need

2017 Metro Vancouver Homeless Count found **411** people experiencing homelessness in Surrey City Centre



**238**

sheltered



**173**

unsheltered living on 135A Street

## Quick Facts

The Province, through BC Housing, is allocating approximately \$15.8 million in capital funding and approximately a million in operating funding per site per year to provide new temporary accommodation with supports in Surrey.

