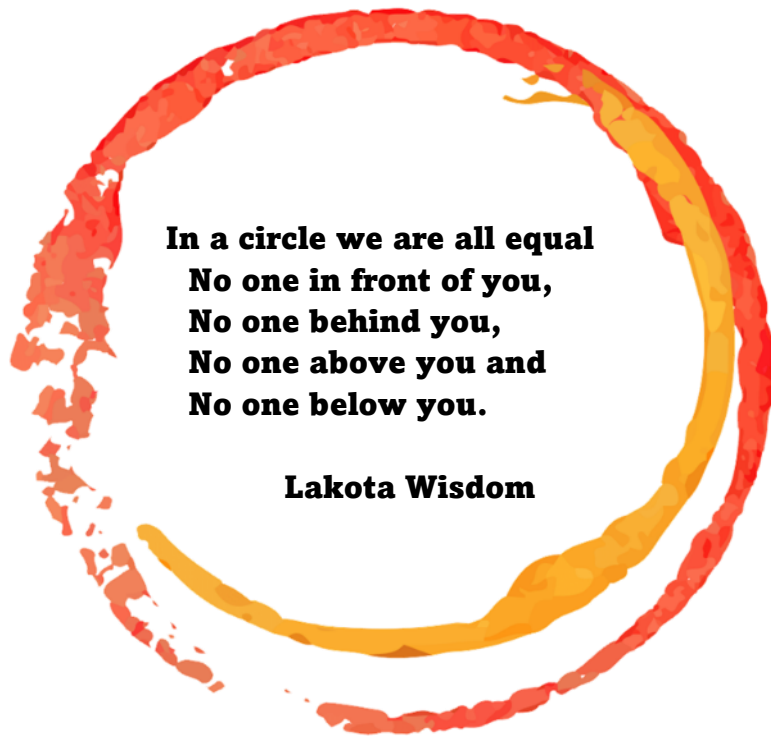




# JOURNEYS & RECOMMENDATIONS FOR PERSON-CENTRED SUPPORTIVE HOUSING IN THE CAPITAL REGION OF BRITISH COLUMBIA

Date Submitted:  
September 2025



This work is dedicated to the voice of Lived and Living Experience and member of Alliance to End Homelessness in the Capital Region's Lived and Living Experience Council.

## Table of Contents

Journeys & Recommendations for Person-Centred Supportive Housing in the Capital Region of British Columbia .....	i
Supportive Housing in the Capital Region of British Columbia: Journeys & Recommendations .....	1
Indigenous Acknowledgement .....	1
Person-centred Supportive Housing .....	2
Supportive Housing .....	3
Lived and Living Experiences of Homelessness .....	4
The Lived and Living Experience Council .....	5
<b>Housing as a Human Right .....</b>	<b>8</b>
The Costs of Homelessness .....	8
Canada's Journey to Housing as a Human Right .....	9
British Columbia and Housing as a Human Right: Where Are We? .....	9
<i>What Does Adequate Housing Mean?</i> .....	10
Supportive Housing Journeys .....	10
Supportive Housing Issues and Gaps .....	13
Supportive Housing Recommendations .....	13
Supportive Housing Recommendations: Key takeaways .....	14
Moving Forward .....	17
<b>References .....</b>	<b>19</b>
Annexes .....	24
Annex A: User Centered Design of Supportive Housing .....	24
Annex B: BC Housing Documentation for Proof of Income & Assets .....	27
Annex C: The Lived and Living Experience Council – Purpose and Timeline .....	29

## List of Tables and Figures

<b>Table 1</b> Annual Per Person Cost of Housing/Care (2012 dollars) .....	8
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# **Supportive Housing<sup>1</sup> in the Capital Region of British Columbia: Journeys & Recommendations**

The Alliance to End Homelessness in the Capital Region (AEHCR) started in 2008 as the Greater Victoria Coalition to End Homelessness (GVCEH) with a mission to end homelessness in the Capital Region. The AEHCR consists of local housing, health & social service providers, non-profit organizations, all levels of government, businesses, post-secondary institutions, the faith community, people with lived & living experiences of homelessness, and members of the general public. This diverse membership, referred to as the Alliance Partners, comes together to collectively address the needs of individuals experiencing homelessness in the Capital Region.

Our Vision:

A region, a province, and a country where everyone has a safe place to call home.

Our Mission:

To ensure experiences of homelessness in the Capital Region by 2030 are rare, brief, and non-recurring, and that housing and supports are culturally adaptive, creative, caring, and person-centred.

## **Indigenous Acknowledgement**

The territory that we now refer to as the Capital Regional District has a long and storied history as the traditional territory of the Lkwungen (Lekwungen) and W̱SÁNEĆ peoples, and the Schian'exw (Beecher Bay), T'Sou-ke (Sooke), Elwha Klallam, and Makah First Nations.

We acknowledge and thank these peoples and communities for their continued stewardship, care, and leadership of these lands.

The disproportionate representation of unhoused, homeless, or precariously housed individuals from the Indigenous community points to deficiencies in the system to address the long-standing trauma.

The Alliance to End Homelessness in the Capital Region stands in solidarity with all the Nations to redress the colonial legacy that these lands and her people continue to endure.

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<sup>1</sup> In British Columbia, supportive housing is subsidized, long-term housing with on-site support services for individuals who need assistance to live independently and maintain housing stability; it is not limited to short stays. Supportive housing is generally operated by non-profit organizations with provincial funding. Groups supported include single adults, seniors, and people with disabilities at risk of or experiencing homelessness. Residents have voluntary access to on-site non-clinical support services. In special cases, such as rehabilitative or therapeutic programs, supportive housing occupancy may be conditional on actively receiving treatments or services.

## Person-centred Supportive Housing

4.3 million homes are needed for very low- and low-income households, 3.9 million for moderate- and median-income households, and 1.4 million for high-income households, resulting in an overall need of 9.6 million new homes by 2031.

Whitzman, 2023, p.5

The Office of the Federal Housing Advocate's 2023–2024 Annual Report to the Minister, titled "*Putting People First*," highlighted the persistent lack of housing affordability and choice, particularly for marginalized groups across Canada, including those who are low-income, racialized communities, veterans, Indigenous peoples, 2SLGBTQIA+, seniors, and others.

As many marginalized groups continue to fall further and further behind, there are many who are unhoused living in conditions that are either inadequate to their needs or unsafe largely due to a lack of housing options. The Office of the Federal Housing Advocate stresses that investing in permanent, affordable non-market housing is crucial to resolving our housing crisis.

While living in their rental unit, people with **lower income** reported having maintenance issues disregarded by landlords **19.08 per cent** more often than higher income people, were **300 per cent** more likely to experience landlord aggression, and were **27.92 per cent** more likely to have their boundaries violated by their landlord.

Earle, Hodson & O'Manique, 2025, p.26

While living in their unit, people who identified themselves as **having a disability** were **66.7 per cent** more likely to be expected to follow different rules, were **316.67 per cent** more likely to experience landlord aggression and were **20.37 per cent** more likely to have their boundaries violated by their landlord when compared with people who did not identify as having a disability.

Earle, Hodson & O'Manique, 2025, p.26

While the urgent need for more affordable housing across Canada is clear, there has been much research highlighting community concerns and opposition to new developments, especially supportive housing, commonly referred to as NIMBYism (Not in My Backyard). This attitude complicates the search for suitable locations to address the housing crisis (Foster & Warren, 2021).

Supportive housing that is person-centred and well-designed is one way to meet the housing crisis in Canada.

### **We are not there yet.**

The voice of lived and living experience is integral to understanding homelessness and ensuring that instances of homelessness are rare, brief and non-recurring for all individuals. This voice

must be at the centre of all engagements, discussions, fact-finding and research for any solution proposed to be effective, sustainable and far-reaching.

## **Supportive Housing**

Supportive housing lies on the housing continuum as one of the housing options available to Canadians. Supportive housing offers subsidized rentals (where rent is based on income) and a place to live that is safe, secure, and home-like with 24/7 support and access to essential services such as health care and community resources. Support services often provided at a supportive housing site may include meals, housekeeping, and social and recreational activities. Supportive housing is designed to maximize independence, privacy and dignity for the individuals living there (BC Housing, n.d.; Canadian Mental Health Association, 2022; Canadian Mortgage and Housing Corporation, 2018). As such, supportive housing is designed to provide the agency individuals need to find and maintain stable housing.

In 2024, the Residential Tenancy Act (RTA) was amended to include a definition of supportive housing units, where supportive housing is defined as being

- located on residential property,
  - operated by a supportive housing operator,
  - occupied by a tenant assessed by the housing operator to be experiencing/at risk of homelessness and would benefit from supportive housing,
  - having at least one tenant who has accessible housing stability support,
- and
- not temporary.

In an attempt to balance tenant need with operational flexibility for organizations, the RTA was amended in early 2024. Supportive housing operators ('landlords') are exempt from the enforcement of quiet enjoyment (sections 28). Further, landlords are able to enter tenant units (sections 29 exemption) and are able to enforce guest restrictions (sections 30(1)(b) exemption) [am. B.C. Regs. 249/2008; 278/2016, Sch., s. 2; 3/2024, s. 2.].

These amendments allow supportive housing operators to conduct wellness checks and establish guest management policies that align with key principles/standards outlined in BC Housing's Operational Standards for Guest Management & Wellness Check Policies (BCH Operational Standards, 2024). The key principles outlined by BC Housing include (i) promoting a safe environment for the wellbeing of tenants and staff, (ii) upholding human rights through rights-based policies, (iii) using an equity, diversity, inclusion, and belonging lens, (iv) ensuring policies are transparent, and (v) providing policies and processes for tenant feedback and complaint resolution for the supportive housing guest management and wellness check policies in place.

Although supportive housing operators are not required to establish guest management policies or conduct wellness checks, they are required to provide BC Housing with written guest

management policy for supportive housing tenants and guests and a written wellness check policy. BC Housing funded buildings with 24/7 support services, regular health and wellness checks for tenants must be conducted and include escalation procedures if a tenant has not been seen or heard from for an extended period not exceeding 48 hours, according to service agreement rules (BC Housing, 2020).

Changes to the RTR have not been without controversy as there is a lack of precision when it comes to whether housing is temporary or not. Ministry spokesperson Liam Butler has stated that what counts as temporary will be decided on an individual basis. As well, some argue that the “changes mean staff can confidently implement certain measures without the fear of possible legal challenges” (Skrypnek, 2024, February 21). However, this leaves supportive housing tenants without the ability for dispute resolution if they believe the guest management or wellness check policies are untenable, with tenants thinking that they are not respected.

## **Lived and Living Experiences of Homelessness**

The voice of lived and living experience must be present in any discussion of housing, particularly as it relates to homelessness. This voice is needed to ensure that any systemic and structural change occurring promotes advances to Functional Zero, where instances of homelessness are rare, brief and non-recurring and safeguards appropriate and meaningful approaches to this end. These voices must be at the centre of all engagements, discussions, fact-finding, research and policy for any solutions proposed to be effective, sustainable, just, ethical and far-reaching.

Voices of lived and living experience are essential in moving the dial towards fruitful and systemic change, ensuring that interventions and policies directly address real needs, rather than theoretical assumptions. There have been numerous calls to establish permanent lived/living experience advisory panels with adequate financial and educational support for their participation. In 2017, an advisory committee on homelessness chaired by Adam Vaughan (Parliamentary Secretary to the Minister of Families, Children and Social Development) was struck to support the redesign of the Employment and Social Development Canada’s Homelessness Partnering Strategy. The advisory committee’s Advisory Committee on Homelessness – Final Report (Employment and Social Development Canada, 2018) outlined several recommendations as part of this redesign. The first recommendation was establishment of a “Permanent Lived Experience Advisory Panel”, with lived experts on the panel who would reflect the full diversity of experiences and who were financially compensated and technically supported. Further, Nelson (2020) suggests that organizations in the homelessness serving sector “reflect critically on the ways in which power and privilege can shape the dynamics of ... interactions” (p. 84) with persons who have lived or living experiences of homelessness.

To bring lived experience perspectives to the work being done to prevent and end homelessness in Canada, the Canadian Lived Experience Leadership Network – CLELN (<https://cleln.ca/>) was established in October and is an allied network of the Canadian Alliance to End Homelessness (CAEH). Allied networks such as CLELN, advisory panels and similar

organizations in Canada and the United States have been advocating for the meaningful inclusion of persons with lived/living experiences of homelessness in shaping solutions in an effort to prevent exclusion or tokenism in policy processes. Networks such as CLELN tirelessly work to disrupt power imbalances and reframe authority around those most impacted by homelessness.

In order to ensure that lived experts can be represented at every level of decision making across the homelessness sector, the very *structure* of organizations, management, and leadership must also shift to confront the inequality and privilege that currently rests there.

Nelson, 2020, p. 97

While allied networks such as CLELN are available to support policy development and research, there has been little research into the efficacy of consultation with these voices. In a 2022 secondary analysis of publicly available research and reports, Levac, Buchnea, Malenfant, Annan and Pin reviewed 300 documents to examine what the role of those with lived experience of homelessness and/or were in core housing was in generating housing-related knowledge. Of the studies reviewed, only 51 included persons with lived experience as researchers and not just research subjects, with 44 being research studies and 7 being community housing and/or homelessness plans. Although sparse, this shows a trend to include persons with lived or living experience as researchers and co-developers of knowledge and policy actors. These 51 studies and reports highlight the “nuanced and important details about ongoing issues related to housing affordability and adequacy, access to housing supports, and unmet housing needs” (Levac, et al., 2022, p. 37) that persons with lived and living experience bring to policy development and best practices conversations. Further, the articles found provided much information about promising practices for engaging with people with in research and policy development.

Though not new, robust collaboration [with persons with lived and living experience of homelessness] represents an ethical best practice for work related to homelessness and housing insecurity.

Nelson, 2020, p. 84

## The Lived and Living Experience Council

The Lived and Living Experience Council (LLEC) has been a central advisory body of the Alliance to End Homelessness in the Capital Region (AEHCR). Comprised of individuals with current and past experiences of homelessness, the Council was formally established in 2013, evolving from earlier initiatives such as the Social Inclusion Advisory Committee, the People With Lived Experience Steering Committee and the Speakers Bureau. Its purpose has been to ensure that the voices of those with lived and living experience meaningfully shape decision-making, policy and community engagement.

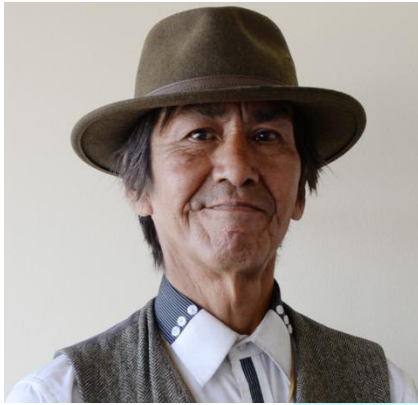


The Council has played a vital role in fostering accountability and belonging with LLEC members participating in decision-making tables, offering advice and solutions grounded in lived experience, and informing new initiatives. Members have also supported and led engagement activities, communicated findings and recommendations across the Alliance network, and represent lived experience perspectives on different groups and committees.

The LLEC has deep roots in community inclusion. Early efforts included the creation of the Street Survival Guide in 2013, the launch of the Speakers Bureau and the formation of the Social Inclusion Advisory Committee (SIAC) that provided feedback on housing policy, co-organized community events like Homeless Persons' Memorial Day, and expanded opportunities for peer leadership. Over time, these initiatives grew into the People with Lived Experience Steering Committee and Inclusion Team, who engaged in outreach, hosted community lunches and contributed to major reports. In 2023–2024, the Council consulted with residents of supportive housing and shelters to co-develop the User-Centered Design of Supportive Housing Report, offering recommendations across nine themes, including healthcare and wellness, stigma reduction, safety, harm reduction, and opportunities for empowerment.

Through these activities, the LLEC ensured that lived and living experience was at the heart of homelessness response, building a stronger, more inclusive and more accountable community system.

For a timeline and summary of LLEC work, see [Annex C](#).



August 21st  
2025

Thank you ☺ God ☺  
Amen.....

We're at..... the Alliance to End.....

Homelessness

From: Quat'whey Tun = Leonard R. James

My gratitude for this terrific Organization

That has helped me. Speak My..... Truth ☺

Being Introverted! And change to! Extrovert ☺

I've had Many.... Good Dreams. Prophecies ☺

Learning journey of traditional Ceremonies!

The Matriarchal Way ☺ (Is) Soo Cool ☺

Praying for All Concerned.....

On Indian Land ☺

All my Relations

Leonard R. James

Of Cowichan Nation..... 70 year Old.

## Housing as a Human Right

In 1948, the United Nations (UN) developed a declaration of human rights, stating that

[e]veryone has the right to a *standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control* (UDHR 1948, art.25, italics added).

Although the right to housing was originally outlined over three-quarters of a century ago in the 1948 Universal Declaration of Human Rights (UDHR), this fundamental right was not enshrined in government policy in Canada until much later, 2019, and is yet to be enforceable for individuals.

### The Costs of Homelessness

The cost of housing and supporting an individual in Canada is lower than the cost associated with that person experiencing homelessness in terms of direct expenses and the broader impact on society. Aggregated across all the individuals experiencing homelessness in a city, in a province, in the country – the cost savings for providing supportive housing rather than relying on shelter beds, jails or hospitals can be dramatic.

Based on research published in 2012 (Gaetz), the annual cost to provide supportive housing for an individual for a year was \$13,000–\$24,000, while it cost \$13,000–\$42,000 for a shelter bed, \$51,996 if incarcerated (or \$4,333/month), and \$130,800 (or more than \$10,900/month) if receiving hospital care. If a person is experiencing chronic homelessness costs can run between \$72,444–\$134,642 for a year to cover emergency care, policing and institutional stays. Costs are up to \$75,000 a year for an individual experiencing both homelessness and coping with a severe mental illness. Since 2012, the costs have risen markedly, especially in light of the 2020 – 2023 global pandemic.

**Table 1**

*Annual Per Person Cost of Housing/Care (2012 dollars)*

Scenario	Estimated Annual Cost (CAD)
Supportive Housing	\$13,000–\$24,000
Shelter Bed (homelessness)	\$13,000–\$42,000
Provincial Jail (per month/year)	\$4,333 / \$51,996
Hospital Bed (per month/year)	\$10,900 / \$130,800
Chronically homeless with complex needs	\$72,444–\$134,642
Homeless with severe mental illness	\$75,000

Simply put, the cost savings to provide housing and support for an individual can range from one-quarter to one-half as much as having the same individual remain homeless. This amounts to substantial public funds savings, as well as producing better social outcomes when compared

to the high and ongoing costs of homelessness, particularly for people with complex needs (Gaetz, 2012).

## Canada's Journey to Housing as a Human Right

The Canadian Charter of Rights and Freedoms (Canadian Charter, 1982, s 6(2)(b)) has been the foundation of human rights for Canadians, outlining seven key categories of human rights: fundamental freedoms, democratic rights, mobility rights, legal rights, equality rights, official language rights, and minority language educational rights. While the *Canadian Charter* does not explicitly guarantee the right to housing, adopted as a fundamental right through the National Housing Strategy Act, NHSA (National Housing Strategy Act, 2019), it does protect the right to life and security of the person, which some argue includes the right to shelter.

In 2016, the Federal Government of Canada officially adopted the UN Declaration on the Rights of Indigenous Peoples (UNDRIP) outlines the rights of Indigenous peoples worldwide and affirms that Indigenous peoples have the right, without discrimination, to the improvement of their economic and social conditions, including housing (UNDRIP, 2007, Article 21), as well having the right to be actively involved in developing and determining housing and other economic and social programs affecting them, and, as far as possible, to administer such programs through their own institutions (UNDRIP, 2007, Article 23). This has also marked a step forward in renewing Canada's relationship with Indigenous communities to work towards reconciliation.

The starting point to ensure that housing is provided for everyone, meeting their needs and that is affordable, appears to have been the launching of the federal government's first-ever National Housing Strategy (NHS) in 2017 (Government of Canada), with the strategy acknowledging that housing is a human right and emphasizing the importance of creating more policies to address housing shortages. To this end, the Federal Government of Canada formally recognized housing as a fundamental human right through the National Housing Strategy Act, NHSA (National Housing Strategy Act, 2019), acknowledging that adequate housing is essential to a person's dignity and well-being, and committing to the realization of this right, including improving housing outcomes for those most in need, including vulnerable and marginalized populations. Although the NHSA does not create an individual right enforceable in courts, it establishes mechanisms for systemic accountability and protects the right to housing as a public policy objective, including a National Housing Council and Federal Housing Advocate (Canadian Human Rights Commission, n.d.; Morrison, 2019; National Right to Housing Network, n.d.).

Furthering the right to housing means taking steps to improve housing outcomes for everyone in Canada. The right to housing ensures access to housing that is safe and affordable. It can also take the form of legislation, policies and programs, as well as other administrative and social measures.

## British Columbia and Housing as a Human Right: Where Are We?

As of the writing of this white paper, although the Federal Government of Canada has recognized housing as a fundamental human right (National Housing Strategy Act, 2019), British

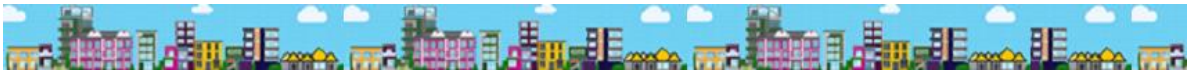
Columbia has yet to enshrine this right. While there have been strong calls from municipalities, advocacy groups and communities to formally recognize and legislate this right, the BC government has been slow to act. At this point, motions have been passed by nine city councils; Vancouver, North Vancouver, Burnaby, Port Moody, Langley City, Victoria, Saanich, Nanaimo and Langford; calling on the BC government to legislate housing as a human right to address housing affordability and insecurity across the province (BC Poverty Reduction Coalition, 2025; Durling, 2025). While these calls come amid housing prices that remain stubbornly high and the economy remains volatile amid tariffs and uncertain global market conditions, advocates argue that recognizing housing as a right in BC would shift government policies to prioritize affordable, secure, and accessible housing for all residents, particularly marginalized populations such as Indigenous peoples, women, seniors, and those experiencing homelessness. Further, they argue that the recognition would provide a critical framework for policymakers and public institutions to implement long-term, accountable housing strategies that address systemic inequality and elevate the voices of those affected by housing precarity (C Poverty Reduction Coalition, n.d.; Dickson, 2025; Durling, 2025; Greer, 2024).

### ***What Does Adequate Housing Mean?***

Adequate housing in Canada is understood as housing that goes beyond simply providing shelter – adequate housing encompasses a range of conditions to ensure people have security, peace, and dignity. Canadian standards and human rights frameworks state that adequate housing must be secure, meaning residents have legal protection against forced eviction or harassment; affordable, so that housing costs do not impede access to other essential needs; habitable, offering sufficient space, proper maintenance, and protection from health and safety hazards; accessible to people of all abilities; culturally appropriate, respecting the residents' cultural identity; and located in safe areas close to necessary amenities like employment, healthcare, education, and social services (NHC, 2023; Porter, 2021). This understanding has been reflected in national legislation that recognizes housing as a fundamental human right and aligns with Canada's commitments under international human rights law. Conditions for adequate housing also require basic services such as safe drinking water, sanitation, heating and lighting. Taken collectively, these conditions and attributes ensure that housing supports physical and mental well-being and social inclusion, with equitable access to such housing without discrimination based on various personal characteristics.

## **Supportive Housing Journeys**

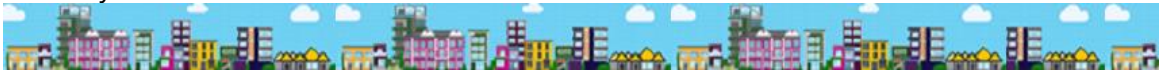
Navigating the complexities in finding and securing supportive housing when you are in need has not been easy. There are so many different twists and turns, and each person's journey is different – though there are some consistent themes. Here are some stories along the path, provided by LLEC members across the years.



The journey into and out of supportive housing is horrible<sup>2</sup>. Recovery seems impossible as you are triggered every time you think about your supportive housing journey. Supportive housing here is one-size fits all. "Policies used by housing providers are based on what works for the masses rather than a person-centred approach" (LLEC Meeting Minutes, 2023/05/23). It is supervised housing or surveillance that is lacking in support. It is not designed to support community living with no accommodation or separation based on disability, mental health, substance use needs.

There are cameras everywhere, watching your every move. Often there is one poorly trained staff to more than 40 tenants. Individual support is absent. There is one meal a day and food allergies and sensitivities are not accommodated. There are suites that are unkempt, filthy and are potential health hazards. The 24-hour room check was to ensure you are still alive, not to check-in with you, never to meet to talk about goals for wellbeing. Supportive housing is often unsafe and, at times, dangerous. There doesn't seem to be an eviction policy, with unwanted guests taking over suites and the staff unable to exert any control over the situation. The noise from outbursts from those in fragile mental health, the continuous noise and toxic smoke fumes can keep you up all night. Many of your health and safety concerns are not taken seriously by health authorities or government agencies, after all you have the stigma of living in supportive housing.

There is no support or planning if you want to move on – we're expected to stay for the rest of our lives. How does someone else, who needs supportive housing, move in? You feel like a failure as your dignity and self-worth are stripped away – you have no hope of recovery.



Once you are in the shelter system it is difficult to make the move to supportive housing. The funds you receive never seem to be enough to help you escape the shelter system. All your extra money is taken by the shelter, so you sit and wait for BC Housing to find a place for you. You have no incentive to put any legitimate effort into finding something on your own (Lived and Living Experience Council).

LLEC Meeting Minutes, 2022/09/16; LLEC Meeting Minutes, 2023/02/13

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<sup>2</sup> LLEC member, 2025/07/189, Personal Communication.



Most supportive housing has been classified as temporary, so it falls outside of the Residential Tenancy Act. Without the RTA you have no voice.

LLEC Meeting Minutes, 2023/05/23

If you have been couch surfing with friends or staying with family long past the time you want to be you are one of the many hidden homeless. You do not qualify for supportive housing. To get into supportive housing you must first enter the shelter system and then you get stuck.

LLEC Meeting Minutes, 2022/09/16; LLEC Meeting Minutes, 2025/06/12

Although the Ministry of Social Develop & Poverty Reduction increased shelter rates by \$25.00/month and there will be additional increases, they are still insufficient, and few can afford rent. Further, there are also many rules and conditions that are unrealistic. While it is good for people to have support, it would ideal if supports were what people wanted or chose as opposed to required programs and mandatory service agreements.

LLEC Meeting Minutes, 2023/06/28

The quality of services and conditions within supportive housing seem to be getting poorer. The food provided is getting increasingly worse. Meals rarely account for dietary needs and restrictions, with no choices being offered.

People living in supportive housing are required to sign service agreements and to pay for included services. And meals are costing \$7.00 and being used as a means of wellness checks. Further, there is no way to opt out of included services, nor is there a feedback mechanism to voice concerns. Supportive housing is feeling more and more like supervised housing than supported housing.

LLEC Meeting Minutes, 2022/09/16; LLEC Meeting Minutes, 2023/07/26

“We have been manipulated by large private interests” . The rises in rent prices, mental health and addictions, and intimate partner violence have put enormous pressure on shelters and housing stock.

## Supportive Housing Issues and Gaps

While Supportive Housing operators strive to provide the best possible living environment for their residents, there are several concerning issues and gaps in the housing and supports provided. There are a myriad of interrelated challenges currently facing the non-profit sector in British Columbia, the largest provider of supportive housing operators includes low pay, workforce instability and rising operating costs, which are all exacerbated by recent economic and social trends. Issues of low pay and benefits, funding challenges, demand and capacity mismatch, high turnover and burnout, volunteer shortages, and structural barriers for small organizations that often lead to less-than-optimal conditions for residents in supportive housing (Vantage Point, 2024), and include inadequate staffing at many supportive housing locations.

The main issues with supportive housing in the Capital Regional District (CRD) of British Columbia cited include safety concerns, criminal activity, and legislative challenges that hinder effective management and protection of residents and staff (Harnett, 2025; Housing and Municipal Affairs, 2025; Palmer, 2025). More fully – these concerns are violence and weapons, legislative restrictions, drug trafficking and substance use, safety for residents and workers, and the insufficient supply of housing relative to need. In May of this year, the BC Coalition for Safe and Sustainable Supportive Housing (SaSSH<sup>3</sup>) asked the BC provincial government to address these concerns (News and Events Pacifica Housing, 2025). In response, this August the BC provincial government announced the formation of a time-limited working group that includes housing providers, law enforcement, union reps and tenant advocates and tasked the group with recommending actions in an effort to ensure safer, more stable housing environments in the CRD (Housing and Municipal Affairs, 2025).

## Supportive Housing Recommendations

Supportive housing recommendations were developed through the support of the LLEC, and include information gathered from the LLEC meeting minutes as well as work done for the User Centered Design of Supportive Housing project<sup>4</sup>. These recommendations were reviewing and categorized into the following recurring themes

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<sup>3</sup> The BC Coalition for Safe and Sustainable Supportive Housing (SaSSH) is a group of more than 20 experienced and innovative providers of low-barrier supportive housing who came together to address the growing needs and challenges of combatting homelessness.

<sup>44</sup> Original categories from the User Centred Design of Supportive Housing project have been altered to accommodate information added by the LLEC.



- **Communication**
- **Healthcare and Wellness**
- **Food and Community**
- **Empowerment**
- **Privacy, Security, and Safety**
- **Harm Reduction**
- **Housing Design**

Specific recommendations are based on the LLEC meeting minutes collected between January 2022 and August 2025, as well as the results of 12 talking circles for 6 supportive housing buildings and shelters with more than 100 participants talking freely about their experiences.

The following recommendations are actionable strategies that can be implemented in the current supportive housing units and future builds.

## **Supportive Housing Recommendations: Key takeaways**

### **Communication**

#### ***Anxiety and mistrust occur when communication is not ongoing and clear***

- provide clear and stable communication from staff to residents and to other staff
- provide frequent, access, and quality communication about available programs and resources
  - install multiple community boards in various accessible and visible places and all floors of the site
  - ensure community bulletin boards updated and well utilized to provide clear and frequent communication
- convene regular resident meetings (e.g., biweekly or monthly) on alternating days of the week
  - use meetings and have residents guide policy, rules and the future of the site, allow residents vote on rules and actions
- create lists and systems to facilitate family and friends connecting and finding loved ones
- provide ways for residents to anonymously report stigmatizing events
  - have a peer who is not staff be a silent witness to document issues and any alleged abuses
- provide access to a list of services and resources that is easily always accessible by residents (e.g., Greater Victoria Public Library system will be housing the Alliance to End Homelessness in the Capital Region's resource guides)

- provide computer room with computer/multiple computers with a simple word processor installed and a printer, to also be used for socializing
- provide cell phones for residents, as needed

## **Healthcare and Wellness**

### ***Wellness checks should be more than just knocking on doors***

- provide peer resident advocate on each floor of the site and include training for the peer resident advocate, this could include implementation of a Resident Advisory Committee<sup>5</sup>
- provide access to an Elder
- provide access to an overnight counsellor
- bring in traditional Indigenous cultural practices that are open to all and include practices from other cultures
- provide access to life skills coach, especially for new residents
- provide person-centred, individual support where plans for reuniting back into the community living independently is an option, if desired
- create robust advocacy services to be available to provide direct help, e.g., a supportive housing ombudsperson, as there is no single source of assistance with supportive housing tenants' rights<sup>6</sup>
- provide relevant training for all residents, staff, and other relevant peers
  - emergency mental health first aid training
  - first aid health training
  - trainings must be trauma-informed and include compassion and empathy as backbone concepts

## **Food and Community**

### ***Food builds and fosters community***

- ensure food accommodates residents' allergies/sensitivities/other needs
  - have whole grains, fruits and veggies available for all meals
- host community events around food
- tie food to wellness checks

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<sup>5</sup> The Travel Lodge Resident Advisory Committee is an example of something that was piloted, used and proven a success during the COVID-19 pandemic and was found to empower Travel Lodge residents. Similar types of committees can be created in the supportive housing sites and used to create a healthy community within the supportive housing buildings.

<sup>6</sup> In July 2025, the Community Legal Assistance Society (CLAS) point to a possible stripping of supportive housing tenants' rights.

- allow residents to grow food on balconies, in rooms, and in common areas
- make traditional cultural foods accessible
  - done through group events to prepare, and teach how to prepare, the food
- support/hold regular game and movie nights

## **Empowerment**

### ***Residents want to be empowered, not infantilized***

- When you work with individuals and fulfill their needs, opportunities are created for them
- provide residents with opportunities to work at the site where they live
  - hire more peers with lived and living experience as staff
  - provide opportunities for residents to ply previously held trades and apprentice others in their trades
- provide programs that educate workers/residents/surrounding community and foster empathy
  - programs like Face to Face with Stigma, an anti-stigma program run by peers, uses powerful stories to inspire empathy and compassion, educate and reduce fear in the community
- provide better access to clean and proper clothing, hygiene supplies
- find/provide/foster accessible education and training for an evolving world

## **Privacy, Security, and Safety**

### ***Balancing the need for security and safety with the right for privacy and autonomy is a must***

- implement of effective conflict and de-escalation strategies for residents and staff
  - hold regular healing circles and airing of grievances meetings for residents
- provide anonymous reporting methods that are taken seriously by staff and various levels of management
- provide convenient and easy access to outside visitors for community/culture/family/harm reduction/mental health/physical health building
  - provide a safe area(s) reserved as an option for families and elders to wait for/visit residents

## **Harm Reduction**

### ***Harm reduction practices save lives***

- provide at least one cache of harm reduction supplies on every floor of a low barrier supportive housing building

- provide easy 24h access to harm reduction supplies
- train all site staff trained in overdose recognition and prevention
  - more allowances for Narcan supply and training
  - provide periodic Narcan training refreshers for staff

## Housing Design

***There needs to be a living space that is better suited to you for your specific needs***

- creation of a variety of types of supportive housing (i.e., one size does not fit all)
  - more housing for persons working on sobriety
  - more housing for women and gender-diverse individuals
  - more housing for families
  - more Indigenous housing<sup>7</sup>
  - more units in supportive housing that meet the needs of those with physical limitations<sup>8</sup>
  - lower barrier housing that allows for greater independence, not more restrictions

There is enough evidence in the files and archives of documents of years of what the lived experience have succeeded in completing and actually making prototypes of different scenarios that we have proven to be effective in solutions to ending homelessness and even making life better for those living in supportive housing. [Will the] years of lived experience work ... sit on shelves and collect dust because the lived experience are probably not going to get control of "our" work and "our" documents.

LLEC member, 2025/08/07, Personal Communication

## Moving Forward

To ensure that supportive housing is successful, all levels of government, healthcare, the social services sector must collaborate. Each and every one of us needs to be involved.

<sup>7</sup> The Dual Model of Indigenous Housing is a Culturally Supportive Housing model that includes traditional foods, plants and medicines, Elder support, cultural activities, traditional healing practices, building community, family reunification, and Indigenous harm reduction programming for alcohol and substance use (Aboriginal Coalition to End Homelessness, 2025)

<sup>8</sup> A new standard, CAN/ASC-2.8:2025, was published as a National Standard of Canada in May 2025. It provides specific requirements for accessible-ready housing with focus on accessible entrances, circulation paths, washrooms, kitchens, and emergency egress, among others. Further, in British Columbia, there is a building code that is complemented by the Accessible British Columbia Act (2021) and guides like the 2020 Building Accessibility Handbook.

Emily Rogers (Together Against Poverty Society) noted that supportive housing units are individuals' long-term homes, "not temporary shelters or transitional housing." For that reason, supportive housing should come with "the same basic rights as any other rental housing." Removing tenancy rights, particularly those related to the ability for dispute resolution by individual supportive housing tenants if they believe the guest management or wellness check policies are untenable, increases the risk of homelessness for supportive housing residents and "directly undermin[es] the goal of providing safety and support to people facing significant challenges." "What we really need is to ensure supported housing is properly funded and well staffed so it can provide meaningful support and a stable living environment to its residents". (Harnett, 2025).

There is a fine line between providing safety and security and taking away freedoms to be able to live in a manner that include personal choice as is guaranteed in Canada through the Charter of Rights and Freedoms (Canadian Charter, 1982). How can we expect, in good conscience, people to live in a place and space where some of their most basic rights are not protected and provided?

Much time has been spent studying the major issues in supportive housing and homelessness and providing countless recommendations based on evaluative evidence, with little progress in sustaining the programs, interventions and policy frameworks that work, or in scaling them in ways that meet the depth and breadth of community need. Many effective strategies underutilized. Further, homelessness prevention to address root causes of homelessness has received minimal funding.

We cannot move forward without including gathering a more fulsome understanding of the needs of Indigenous individuals. Little to no work has been done to assess the impact of and provide information on implementing recommendations for the Aboriginal Coalition to End Homelessness' Dual Model of Indigenous Housing for Culturally Supportive Housing.

We must ensure that the voice of Lived and Living Experience of Homelessness is not tokenised at all levels: government, healthcare, social services, supportive housing organizations. To do this we must ensure that Lived and Living Experience:

- equitably participate in decision making tables
- equitably participate in development of new initiatives, ensuring previous reports and recommendations are considered
- presence in community is increased by supporting and leading engagement activities
- equitably participate in monitoring, learning and evaluation processes.

When we do not listen to the voice of lived and living experience – those with the knowledge and expertise to provide recommendations for effective and lasting change – we will continue to see people living rough without the services and supports that would see them thrive as they continue on their journey.

LLEC Meeting Minutes, 2025/04/24

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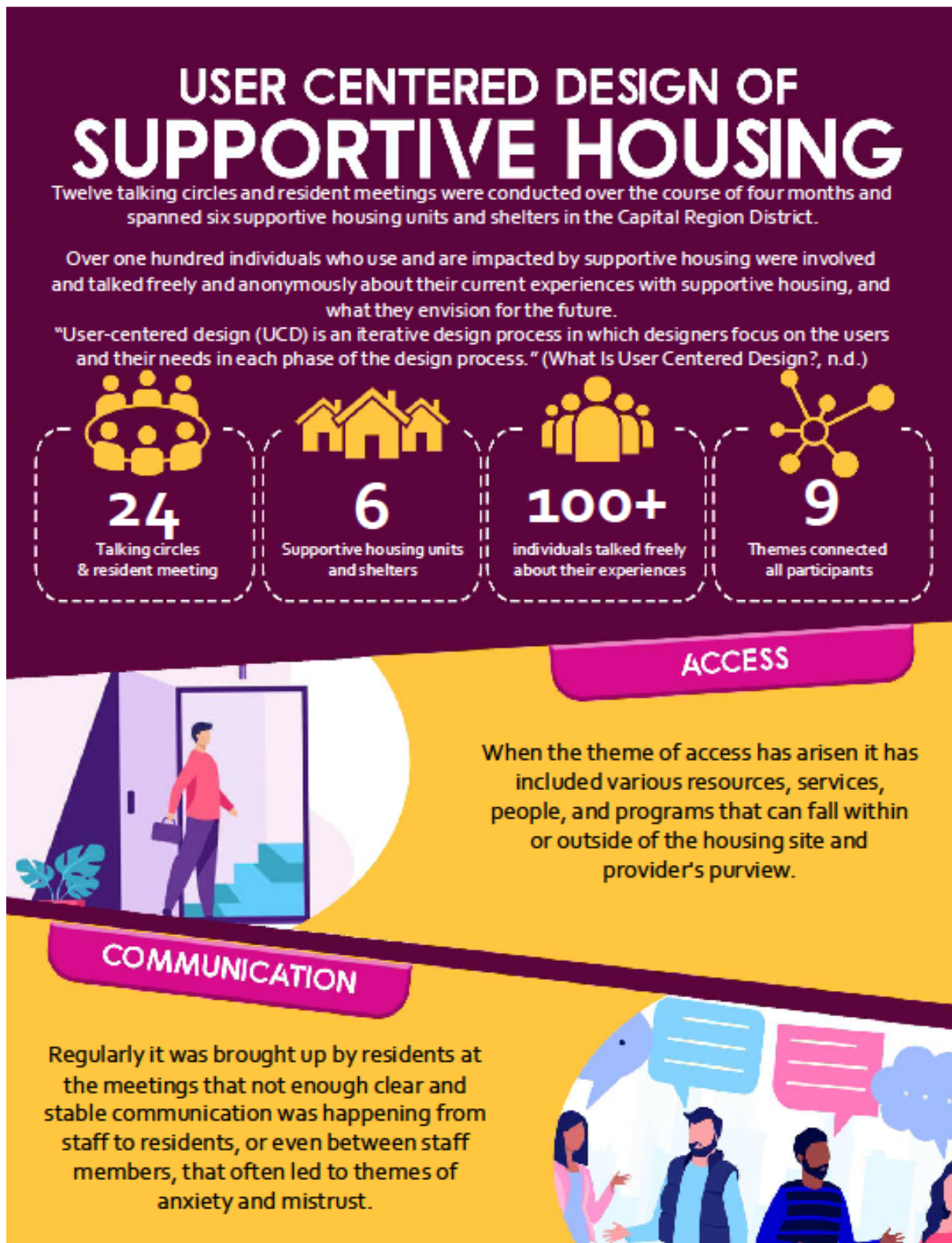
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## Annexes

### Annex A: User Centered Design of Supportive Housing



## HEALTHCARE & WELLNESS

To those who attended and spoke at the meetings, health was a priority that encompassed not only access to healthcare professionals and medicine, but also mental healthcare in the forms of counselors, therapy, and life skill coaches.

## FOOD & COMMUNITY

Not only did those who participated in our talks speak to the need for healthy and appropriate food in their diet, but another common theme involved speaking to the need for BBQs and other events that involved food to build and foster community.



## STIGMA

For those who live in any supportive housing stigma is inescapable regardless of how much or little experience they have had with homelessness or substance use. Stigma can come from external sources and it can be internalized, and harms the mental health of those affected and their ability to access resources and opportunities.

## EMPOWERMENT

When meeting participants spoke about how they want more work opportunities where they live, how rules and events are dictated to them without their input, and how staff members and service providers do not listen to them, the heart of what they were saying spoke to how empowering or infantilizing their conditions are.





## PRIVACY, SECURITY, & SAFETY

For those who spoke at the meetings the needs to feel safe, secure, and private from both staff that they felt stigmatized from or could not trust yet and those others from the outside who would exploit them was a constant concern.

## HARM REDUCTION

Everyone who participated in these talks have been touched by loss in some fashion because of substance use and addiction, and they are all aware how harm reduction practices can save lives and provide opportunities to escape harmful and abusive dependency cycles.



## OPPORTUNITIES

Having a place to call home is often a big step forward for many, but most of those who spoke wanted to move beyond that to achieve what they consider a healthy life. This is shown when they discuss ideas career fairs, trying to find ways of getting their own independent housing, and wanting to use their previously held professional skills to make a real living for themselves and their loved ones.

**Steven Crombie | Community and Peer Belonging Coordinator**

**Greater Victoria Coalition to End Homelessness**

**Unit 211 – 611 Discovery Street, Victoria BC V8T 5G4 Homeland of the lək̓wəŋən People [scrombie@victoriahomelessness.ca](mailto:scrombie@victoriahomelessness.ca)**

**250 – 580 – 1923**

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homelessness**  
**hope has found a home**

## Annex B: BC Housing Documentation for Proof of Income & Assets



### Proof of Income & Assets Guide

Note: All income and assets, both taxable and non-taxable, must be declared for all household members 19 years or older for the purpose of rent calculation. Supporting documents must be dated within 3 months (excludes Income Tax Return / Notice of Assessment<sup>1</sup> and Income Tax Return may be requested at the discretion of the Housing Provider.

This guide is not exhaustive and required documents may vary based on individual circumstances.

Income Source	Acceptable Proof
Employment	<ol style="list-style-type: none"> <li>At least three current consecutive pay stubs reflecting gross average earnings; or</li> <li>Letter from employer stating gross monthly salary.</li> </ol> <p>Important: If employment is in the service industry, tips must be declared.</p>
Seasonal/Fluctuating Employment	<ol style="list-style-type: none"> <li>Notice of Assessment<sup>1</sup> from Canada Revenue Agency and corresponding detailed Income Tax Return from the most recent tax year.</li> <li>Proof of number of months employed during the taxation year (ie: Record of Employment, letter from employer).</li> </ol>
Self-employment	<ol style="list-style-type: none"> <li>Notice of Assessment<sup>1</sup> from Canada Revenue Agency, the corresponding detailed Income Tax Return, and T2125 Statement of Business or Professional Activities from the most recent tax year; or</li> <li>If in first year of operation and no Tax Return, complete financial statements.</li> </ol>
Employment Insurance	<ol style="list-style-type: none"> <li>Letter from Service Canada stating weekly entitlement before taxes; or</li> <li>Copy of detailed account statement from the Service Canada website; or</li> <li>Employment Insurance cheque stub.</li> </ol>
Pensions and Disability Income (excluding Income Assistance PWD)	<p>Includes: OAS/GIS, CPP, Private Pensions, Foreign Pensions, Superannuation, RRIF, WCB, LTD and others.</p> <ol style="list-style-type: none"> <li>Current Letter of Entitlement from all pension providers; or</li> <li>Copy of pension cheque or cheque stub; or</li> <li>Copy of bank statements showing pension deposit.</li> </ol>
Income Assistance (including PWD)	<ol style="list-style-type: none"> <li>Income Assistance cheque stub; or</li> <li>Ministry Release of Information stating support and shelter.</li> </ol>
Alimony, or Family/Friends/Community Support	<ol style="list-style-type: none"> <li>Confirmation of alimony support from court orders or other legal documentation; or</li> <li>Three consecutive bank statements showing the support deposits; or</li> <li>Written documentation from the person(s) providing the alimony or support; or</li> <li>Notice of Assessment<sup>1</sup> from Canada Revenue Agency and corresponding detailed Income Tax Return from the most recent tax year if the tenant is declaring on Tax Return.</li> </ol> <p>Note: Effective April 1, 2018 Child Support is exempt.</p>
Rental Income	<ol style="list-style-type: none"> <li>Notice of Assessment<sup>1</sup> from Canada Revenue Agency and corresponding detailed Income Tax Return from most recent tax year, if the tenant is declaring on Tax Return; or</li> <li>Copy of current rental agreement and three consecutive bank statements</li> </ol>

<sup>1</sup> Unable to locate the Income Tax Return or Notice of Assessment? Tenants can contact Canada Revenue Agency, at 1-800-959-8281 or 1-800-959-2221 and request a Detailed Notice of Assessment or an "Option C" print out

## Proof of Income & Assets Guide

	showing rental income deposits and monthly mortgage payments. Use the greater of rental income or imputed rate of return on equity – see rent calculation guide for details.
<b>Income Source</b>	<b>Acceptable Proof</b>
No Income	<ol style="list-style-type: none"> <li>1. Notice of Assessment<sup>1</sup> from Canada Revenue Agency and corresponding detailed Income Tax Return from the most recent tax year.</li> <li>2. Proof that they are not eligible for other sources of income, such as Employment Insurance, WCB, OAS/GIS, or Income Assistance; and</li> <li>3. Proof of any other cash flow, including support. Review bank statements for all adults in the family group.</li> </ol> <p><b>Note:</b> Unless residents can provide proof that they have applied for and are not eligible for Income Assistance or Employment Insurance, they will be charged the Flat Rent based on family size, as if they are in receipt of Income Assistance.</p> <p><b>Important:</b> If living off assets, proof is required to verify they are sufficient to cover monthly rent and other expenses. If living off line of credit, supporting proof is required.</p>
Other Income Sources	Contact BC Housing for assistance or refer to the Rent Calculation guide for more information on incomes that are included or excluded for the purposes of rent calculation.

<b>Asset Type</b>	<b>Acceptable Proof</b>
Chequing/savings and TFSA accounts	<ol style="list-style-type: none"> <li>1. Three months current statements for all accounts; and</li> <li>2. Account summary printout from financial institution showing all accounts.</li> </ol>
Investments, i.e.: Stocks, bonds, mutual funds, term deposits	<ol style="list-style-type: none"> <li>1. Most recent financial statement (can be monthly, quarterly or annual depending on the financial institution); and</li> <li>2. Account summary printout from financial institution showing all accounts.</li> </ol>
Equity in real estate	<ol style="list-style-type: none"> <li>1. Copy of most recent Property Tax Assessment showing assessed value; and</li> <li>2. Statement of outstanding mortgage on the property.</li> </ol>
Business equity	<ol style="list-style-type: none"> <li>1. Three months consecutive business and personal bank statements (all accounts); and</li> <li>2. If Limited or Incorporated Company, Financial Statements or copy of CRA form T1178 General Index of Financial Information.</li> </ol>

<b>Students</b>	<b>Acceptable Proof</b>
Full time students who qualify as a dependant	<ol style="list-style-type: none"> <li>1. Ages 19 to 24: Student status from the educational institute or a BC Housing Student Verification Form, confirming a minimum of nine units of study, equaling nine hours per week, with a minimum duration of six months in a twelve-month period.</li> <li>2. Ages 25 and up: Are considered their own family group and must declare all income and assets.</li> </ol>

<sup>1</sup> Unable to locate the Income Tax Return or Notice of Assessment? Tenants can contact Canada Revenue Agency, at 1-800-959-8281 or 1-800-959-2221 and request a Detailed Notice of Assessment or an "Option C" print out.

## Annex C: The Lived and Living Experience Council – Purpose and Timeline

The purpose of the Lived and Living Experience Council (LLEC) has been to foster a culture of accountability and community belonging, as well as ensuring the participation and perspective of lived and living experiences (LLE) of homelessness in present in all activities of the Alliance to End Homelessness in the Capital Region (AEHCR).

The duties and responsibilities for the LLEC have been to provide advice, solutions and a lived and living experience perspective, aligned with previous community-based research activities, reports, and recommendations, to the AEHCR Board of Directors through the Lived and Living Experience Board Directors. The LLEC also communicated findings, updates, recommendations, meeting materials to the broader community via LLE networks, the Alliance network and Alliance Working Groups, including the System Transformation Working Group (STWG) and the Health and Housing Steering Committee. Further, the LLEC has informed and influenced the Capital Region Homeless Response System Transformation.

### 2012/2013

**Speakers Bureau:** The Speakers Bureau first meeting was on April 10th, 2013. The Speakers Bureau was composed of individuals with lived experiences of homelessness who wanted to share their story to address a variety of issues from mental illness, drug addiction, domestic violence, disability issues, and unemployment. In addition to the problems surrounding homelessness in Greater Victoria, the speakers discussed solutions and their personal successes.

**Street Survival Guide:** The Greater Victoria Coalition to End Homelessness (GVCEH, also known as the Alliance to End Homelessness in the Capital Region) released the first ever Greater Victoria Street Survival Guide (Street Survival Guide) February 2013. The Street Survival Guide has provided information on resources and services available in Victoria to survive, and move on from, homelessness. The guide was originally created by a group of volunteers with experience of homelessness.

**Social inclusion Advisory Committee:** Meeting monthly, SIAC was composed of people with experiences of homelessness in Greater Victoria. In November 2013, the Coalition hosted a mixed tables dinner with SIAC, Leadership Council (LC) and Management Committee (MC) members. The dinner was an opportunity to discuss the issue of homelessness all together, and for the SIAC to connect with LC and MC members ahead of strategic planning meetings. Members of the SIAC Committee played a lead role co-organizing Homeless Persons' Memorial Day with members of the Committee to End Homelessness. Homeless Persons' Memorial Day was held on December 21, 2013, the longest night of the year, and is an opportunity to honour and remember those who have died on the streets of Greater Victoria.

### 2014/2015

**Social Inclusion Advisory Committee:** During the 2014-2015 fiscal year, SIAC engaged an estimated 40 individuals. The group also worked on several different initiatives with GVCEH staff, including:

- Social & Economic Inclusion PRIORITY
- Fall 2014 Communications Campaign
- Annual Street Report event
- Project Connect planning



- Mixed Tables Dinner event
- Creating Homes, Enhancing Communities report
- Fall 2015 Communications Campaign

Speakers Bureau: Speakers Bureau members made more than 30 community presentations in 2014/15. The group also meets monthly with the Social Inclusion Coordinator to share their successes and learnings.

## **2015/2016**

Social Inclusion Advisory Committee: During the 2015-2016 fiscal year, SIAC established the SIAC Steering Committee. The committee was created to ensure that there would be ongoing and meaningful leadership opportunities within the SIAC. The four members of the SIAC Steering Committee had staggered terms to allow the group to maintain and pass on knowledge to new members as each term ended. SIAC held regular outreach hours at Our Place Society, Rock Bay Landing and Sandy Merriman House. The group has also held outreach at AIDS Vancouver Island, Anawim House and REES. SIAC held lunches that were regular opportunities for the group to invite speakers and receive presentations about topics related to housing and homelessness.

Speakers Bureau: The Speakers Bureau booked 22 different speaking engagements with at least one speaker engaged during the 2015-2016 fiscal year. Speaking engagements took place at a range of locations including: Camosun and CDI College, Uvic, four high schools in the region, faith groups, a radio station, camps, BC association of Social Workers workshop, and a golf course.

## **2016-2017**

Speakers Bureau: Continuing to provide articulate and powerful voices, the Speakers Bureau shared their lived experiences of homelessness, explored solutions and celebrated their successes at several engagements.

## **2017/2018**

Social Inclusion Advisory Committee: During the 2017-2018 fiscal year, SIAC continued to support people in community who experienced, or who were experiencing, homelessness.

Additional committees included the People With Lived Experience Steering Committee and the Peer Housing.

## **2018/2019**

People with Lived Experience Steering Committee: The People with Lived Experience Steering Committee (PWLE SC) approved job descriptions and a hiring process for the Inclusion Team in the spring of 2018. Since coming together in July of 2018, the team has had a major impact at the Coalition and beyond. 2018/19 has seen an uptake in PWLE memberships with the GVCEH as people are encouraged to engage and step in at the lunches.

- SIAC and PWLE SC Members actively participated in the Home in the City Project and development of the Victoria Declaration
- SIAC and PWLE SC were represented at all GVCEH Working Groups
- Team Members are active participants at the Coordinated Access and Assessment Advisory Committee and Placement Tables.

- The PWLE SC expanded from 4 to 11 members
- The PWLE Steering Committee continues to host a monthly drop in lunch in space graciously donated by the Greater Victoria Public Library.

Speakers Bureau: In 2018/19 Speakers spoke at schools from middle school to university, community groups and at other service providers; experiences of homelessness were shared from the perspective of youth, women, seniors, Indigenous persons and persons living with a disability.

## **2019/2020**

Social Inclusion Advisory Committee: Team members participated in conversation café and facilitation training, to support discussions, sometimes around difficult topics, at the Monthly Community Lunches for People With Lived and Living Experiences of Homelessness. SIAC engaged in activities with the Pandora Task Force Consultation Work, including a BBQ and Charette on the 900 Block of Pandora Avenue.

## **2020/2021**

City of Victoria grant: GVCEH received a grant to engage people living in encampments to collaboratively creating solutions for community safety and community harm reduction for all Victorians, foster a shared understanding of peoples' current lived experience, and facilitate community-driven stabilization. Findings were used to inform future encampment guidelines, designs and operations. Project work done included:

- engagement of 13 Peer Researchers with current/previous lived experience of homelessness who participated and received training
- 95 completed questionnaires & 6 focus groups facilitated
- weekly talking circles at 2 encampments
- weekly Peer Researcher and Central Park Resident meetings at Royal Athletic Park facilitated in partnership with the North Park Neighbourhood Association (NPNA)
- NPNA & GVCEH hosted a Friendship BBQ, planned in partnership with Peer Researchers and included a panel of NPNA Board & persons sheltering outdoors

## **2021/2022**

People With Lived Experience Steering Committee: In 2021 PWLE-SC rebranded as the Lived and Living Experience Council (LLEC). The Council was co-chaired by GVCEH Lived Experience Board Directors and supported by the GVCEH Inclusion Coordinator. The LLEC was represented at the System Transformation Working Group (STWG) and the Health & Housing Steering Committee (HHSC).

The work done by the LLEC included:

- consultation on GVCEH and broader community projects, providing feedback to ensure projects are informed by lived experience of homelessness
- review of training materials for the City of Victoria Warming Centres, greatly improving the sessions for trainees
- worked closely with the GVCEH Communications Coordinator to update the Street Survival Guide

Social Inclusion – User-centred Design of Supportive Housing: Members of the LLEC sat down for coffee with other people who have lived and living experience of homelessness asking them “Apart from housing, what is the biggest need for people experiencing homelessness?”. Responses were used to create an infographic about the community’s top priorities. This information was presented to the STWG, the HHSC, and the GVCEH Board of Directors, adding to the wealth of data demonstrating the needs of people with lived and living experiences of homelessness and poverty.

## **2022/2023**

Lived and Living Experience Council: continued with the work being done in 2021/2022

## **2023/2024**

Lived & Living Experience Council: Following consultation by the LLEC and Inclusion Coordination with residents of supportive housing buildings and shelters, a report on User Centered Design of Supportive Housing was completed and launched in May. The report included recommendations on 9 main themes including Access, Communication, Healthcare & Wellness, Food & Community, Stigma, Empowerment, Privacy, Security & Safety, Harm Reduction, and Opportunities.

The LLEC was consulted on AEHCR and broader community projects, providing feedback to ensure activities were informed through the lens of someone who understands the experience of homelessness. LLEC work included:

- review and feedback on key themes of engagement outlined in the 2025-2030 Community Plan for Functional Zero Homelessness
- organized and hosted the Dec 21, 2023, Victoria Memorial event recognizing National Homeless Persons’ Memorial Day
- planned a return to pizza lunch engagements for the coming fiscal year

## **2024/2025**

Lived & Living Experience Council: After many years of being an integral part of the AEHCR, the work of the LLEC culminated in the *Journeys & Recommendations for Person-Centred Supportive Housing in the Capital Region of British Columbia* white paper and infographic.