



# Temporary units with supports

## 250 Terminal, Nanaimo

### *Community Conversations*

**Alyson Gourley-Cramer** Monogram Communications  
**Joan Brown** Chief Administrative Officer, Snuneymuxw First Nation  
**Jennifer Fox** Regional Director, Vancouver Island Region, BC Housing  
**Jose Wong** Development Manager, BC Housing  
**Christy Wood** Manager of Social Planning, City of Nanaimo  
**Violet Hayes** Executive Director, Island Crisis Care Society (ICCS)  
**Sandra Fox** Newcastle Place Program Manager, ICCS

**February 27, 2024**



# Land Acknowledgement

*We acknowledge, with gratitude, that the area we are discussing today is situated on the traditional territory of the Snuneymuxw First Nation.*



## For our time together

### We commit to:

- Come together in the spirit of community
- Share information openly and transparently
- Balance time for sharing information and answering questions

### We ask all participants to:

- Use respectful, people-first language
- Ask brief, genuine questions and allow space for answers
- Consider that some people in the room may be experiencing homelessness

## Meeting details

### Mute and chat functions

- All participants will be muted/unmuted by the facilitator
- Chat messages will only appear to the facilitator

### Q&A

- Q&A after the presentation
- Request to unmute by “raising your hand” on Zoom
- (or) type questions in the Zoom chat
- This session is not being recorded



## Technical support

### Contacts

- [communityrelations@bchousing.org](mailto:communityrelations@bchousing.org)
- 604-209-9325 (Zoom host)

### Connect by phone

- 1-204-272-7920 (Zoom audio)
- Meeting ID number: 664 9195 6657



# Agenda



## 250 Terminal Ave

- Background
- What's happening
- Looking ahead
- Lessons learned



## Newcastle Place Update

- Meet the operator
- Community wellbeing
- How it will work



## Homelessness in Nanaimo

- Point-in-Time counts
- The bigger picture



## Questions & Answers





## About Newcastle Place & 250 Terminal Ave

- Temporary workforce housing for people experiencing homelessness
- Opened in 2018
- BC Housing owns the land
- Proposal to build 50 new permanent purpose-built supportive homes with supports + future affordable housing
- Site currently undergoing rezoning before construction can begin
- Keeping 50 units of temporary housing open until construction can start



# Future plan for 250 Terminal Ave.

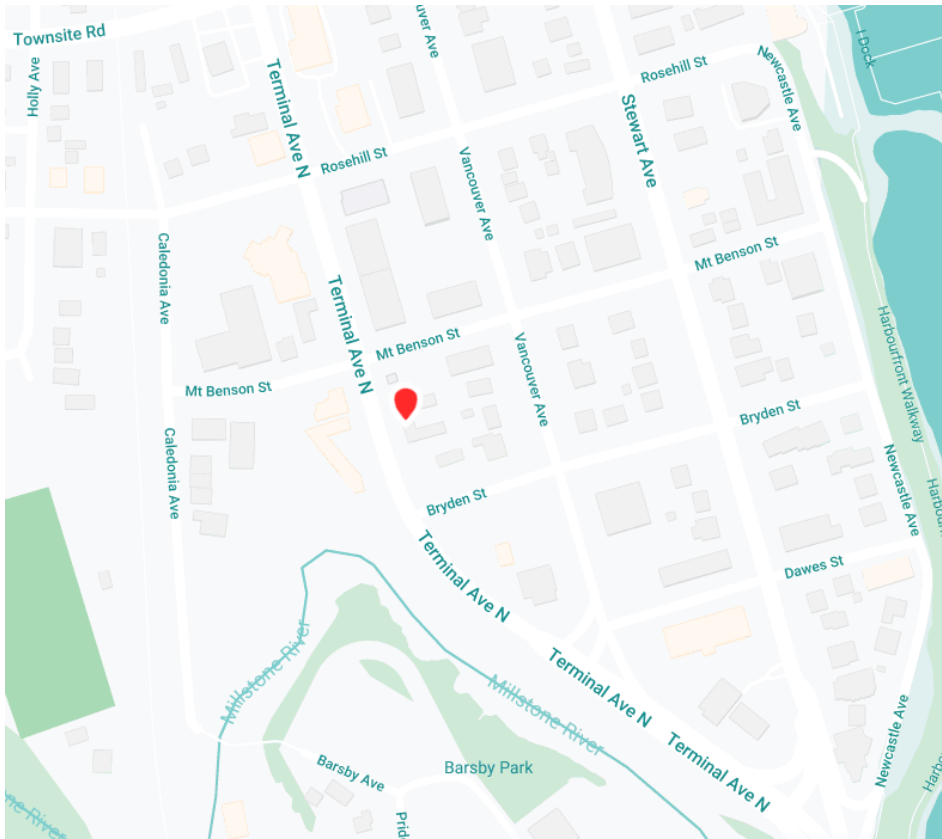
Open House  
March 11, 2024  
6-8 pm

Beban Park  
Recreation Centre,  
2300 Bowen  
Road





# What's next?



Current residents of Newcastle Place will move to permanent supportive housing at Cornerstone (285 Prideaux) in the coming weeks.

50 units at Newcastle Place will then be re-opened to welcome long-term shelter guests while we work to develop permanent housing on the site.



Newcastle Place  
(250 Terminal)



Cornerstone, 285 Prideaux (41 homes)  
Opened February 2024

# Temporary units at 250 Terminal

- A transitional step between a shelter and a permanent home
- Can be occupied quickly
- Part of a broader plan to reduce homelessness in Nanaimo
- MOU between BC Housing and the City of Nanaimo

**Goal: To make homelessness rare, brief, and  
a one-time occurrence**



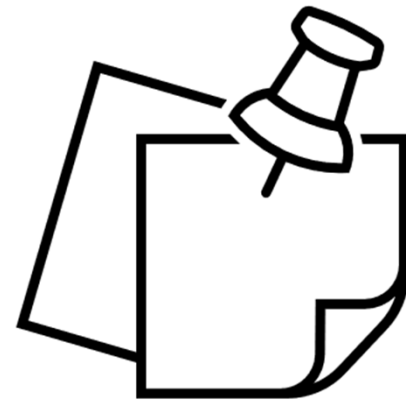
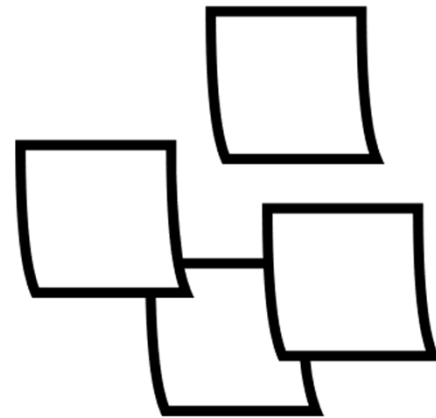
# Lessons Learned

## Newcastle (250 Terminal) and 2020 Labieux Rd.

- Temporary workforce housing
- Rapid response to an encampment (2018)
- = Rapid tenanting process
- = Community disruption (now resolved)

## Update: Coordinated Access and Assessment

- No direct move-ins from encampments
- Prioritizing long-term shelter guests
- Already connected to services
- Frees-up more overnight shelter spaces for people living outdoors, in vehicles, etc.



# Shelter as a Gateway to Housing



Unsheltered

COORDINATED ACCESS  
&  
ASSESSMENT



**Shelters (98 beds in total)**  
 Unitarian Shelter (25 beds)  
 New Hope Centre (24 beds)  
 St. Peters (35 beds – winter )  
 Samaritan Place (14 shelter beds for women)



**HEARTH Temporary Housing**  
 250 Terminal  
 1300 Island Highway  
 Other Sites TBC

TRANSITION TO  
PERMANENT HOUSING



**Housing with supports**

Haven Transition House – Fall 2025  
 355 Nicol – Opening 2025  
 250 Terminal (Perm) – Opening 2027  
 Other housing TBC



**Subsidized housing**



**Market rentals with supported rent supplements**

# Island Crisis Care Society



- Registered non-profit society in Nanaimo that helps people in crisis stabilize and find the support and resources they need.
- Has operated Newcastle Place since it opened. Also operates:
  - Samaritan Place, Nanaimo
  - Orca Place, Parksville
- Selected based on experience, programs, culture, and commitment to safe, healthy communities.

# Supports to help people prepare for housing

People living in the 50 temporary units at Newcastle Place will have access to:

- Daily meals
- Skills training
- On-site laundry
- Support navigating the housing system

**"Never once in my life did I think I'd become homeless. My mom passed away and I just couldn't go on.**

**Newcastle Place took me in over three years ago and they became my new family. They made sure that I received anything I needed."**

**Renee**  
Resident at Newcastle Place





# Project Rise

Residents will have access to pre-employment and employment skills training and work placement program, through Project Rise. This is an ICCS program for people who have experienced homelessness but are ready to re-integrate more fully into community life, and gain independence and employment

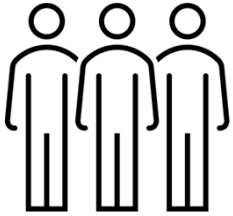


# Community and resident safety

- Security cameras
- A fenced property with controlled access for the security of the participants.
- Regular sweeps of the property and the immediate area by staff and residents.
- Residents will sign and be expected to abide by a Program Agreement that addresses expectations about appropriate and respectful behaviour.



# Staff and Security



The most important security feature for everyone is staffing:

- The site is staffed 24 hours a day, seven days a week, to provide support for residents and manage the building.
- Staff will be available to respond to any concerns from neighbours.
- ICCS will have three staff on site 24/7 which does not include kitchen and janitorial staff who also help ensure safety on-site during their shifts.
- Key contacts are available on the *Who To Call / When to Call* info sheet provided to neighbours, and is available on BC Housing's Let's Talk web page.

# Homelessness in Nanaimo

- 406 people without homes
- 63% of respondents reported they have been homeless for more than one year
- 36% have always lived in Nanaimo
- 67% were unsheltered



6,000 PEOPLE

*in Nanaimo are living on the edge  
of homelessness*



1,800 PEOPLE

*experience homelessness over the  
course of a year*



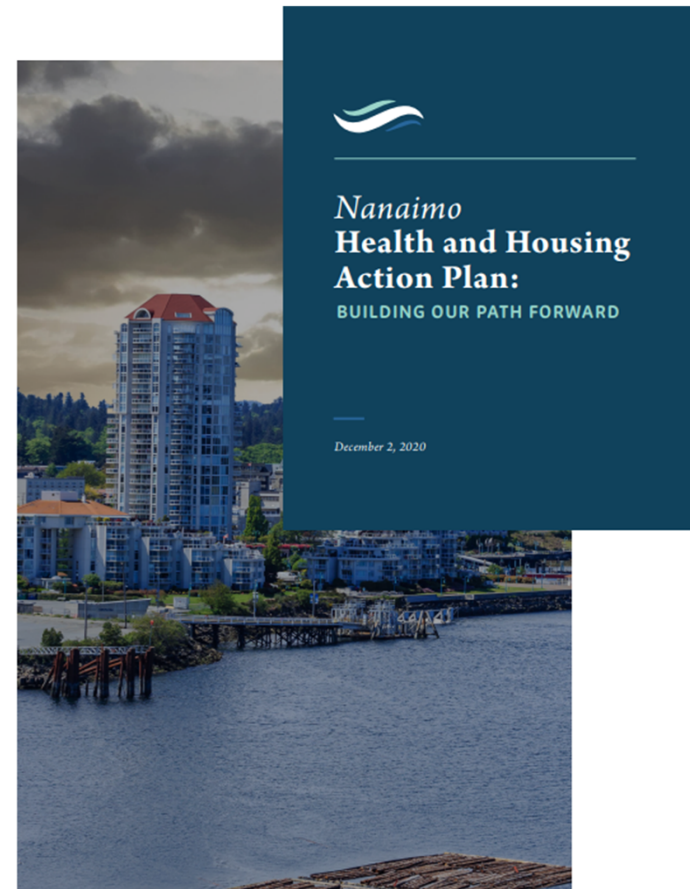
ABOUT 180 PEOPLE

*are experiencing long term, chronic  
homelessness*

# Looking ahead

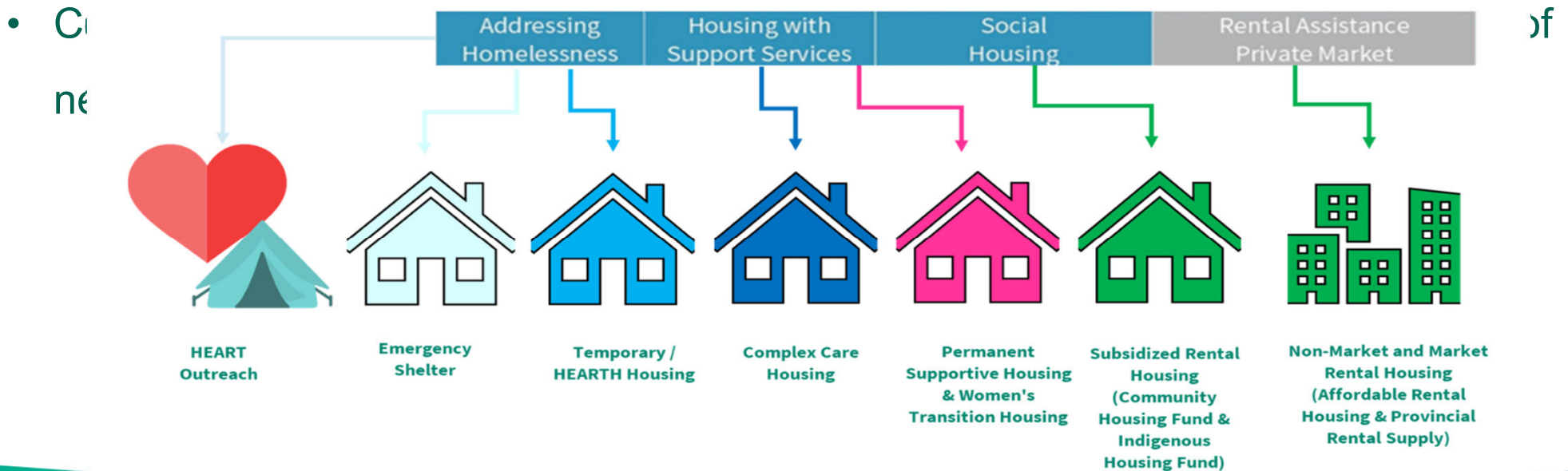
The City continues to develop additional initiatives to address concerns about homelessness in the community, including:

- Health and Housing Action Plan (2020)
- OTHER?



# Looking Ahead

- Increasing outreach and support services to people living outdoors and in encampments.
- Creating more temporary housing to help move people through stages of housing.





## Intended outcomes

A person's  
time spent  
homeless  
outdoors or  
in a shelter is  
decreased

Number of  
people  
finding  
permanent  
homes  
increases

Number of  
people  
returning to  
shelter or  
outdoor  
encampments  
is decreased

# Temporary Housing funding at 250 Terminal

People experiencing homelessness are living in unsafe conditions.

- HEART and HEARTH are two new programs designed to help people living outdoors and in encampments with better access to support services, shelters, and housing.
- HEART AND HEARTH supports coordinated, multi-agency outreach to people living outdoors and in encampments.
- 250 Terminal program.



EARTH

# Community Discussion

## How to participate

- “Raise hand” to be unmuted or type a question in the Zoom chat.

## Please remember to

- Use respectful, people-first language.
- Ask brief, genuine questions and allow space for answers.
- Consider people in the space who may be experiencing homelessness.



# CONNECT, LISTEN, LEARN TOGETHER



**Learn more and ask questions at**  
[letstalkhousingbc.ca/Nanaimo](https://letstalkhousingbc.ca/Nanaimo)



**Email questions and input to**  
[communityrelations@bchousing.org](mailto:communityrelations@bchousing.org)