

# The Salvation Army Richmond House Emergency Shelter Relocation

## Frequently Asked Questions

The emergency shelter is relocating to 12040 Horseshoe Way. A diverse range of housing choices for families and individuals of all different incomes and circumstances is an important part of creating a liveable and inclusive community in Richmond. Shelter spaces that are accessible to women and persons with disabilities were identified as a community need through public consultation and the Richmond Housing Affordability Profile (November 2016).

Below are answers to frequently asked questions regarding the emergency shelter relocation.

### Community Need and Relocation

**Are there emergency shelters currently in Richmond?**

Yes, the current Richmond House Emergency Shelter is located at 3111 Shell Road. It is located in a residential, family neighbourhood and has 10 beds for men only. It is not accessible and cannot accommodate women.

**Why a relocated shelter?**

The current shelter site is privately owned and is being redeveloped. A new location was needed to continue to provide and expand emergency shelter services.

**Why an expanded shelter?**

An expanded shelter provides an opportunity to provide services to vulnerable residents, including women and persons with disability experiencing homelessness. The 2017 Metro Vancouver Homeless Count found 70 homeless individuals in Richmond, representing an 84% increase since 2014. Service providers estimate that there are more than 120 individuals experiencing homelessness in the community. The current shelter is always at capacity and turns away approximately 130 clients a month.

**Why 12040 Horseshoe Way?**

The City of Richmond, in partnership with The Salvation Army and BC Housing carefully considered options over the past 9 months and selected this location as the most appropriate site for the relocation of the emergency shelter.

**Is an emergency shelter a permitted use?**

Yes, the site is zoned as an Industrial Business Park (IB1), which permits the use of government services, including emergency and social services.

**What are the community benefits?**

The expanded shelter will offer safe spaces to some of Richmond's most vulnerable residents and provide a gateway into housing. It will be inclusive of men, women and persons with disabilities. Shelter staff will provide 24/7 support and will connect individuals to the services they need and provide assistance to find stable housing.

**Who will be using the shelter?**

Richmond residents who are experiencing homelessness.

**Why do people become homeless?**

Homelessness can be attributed to a number of factors such as: lack of adequate income, access to health supports and affordable housing options, experiences of discrimination, traumatic events and personal crisis, physical health problems, disability of mental health concerns. The Salvation Army has an excellent history of connecting clients to supportive services and stable housing, which results in better life outcomes. Currently, 40% of the clients at the Richmond House Emergency Shelter are working and saving to afford rental accommodation.

**Will my property value be impacted?**

Will my property value be impacted? Research studies show that emergency and supportive housing does not negatively impact the values of adjacent residential properties. Specific research from Simon Fraser University found there was no significant effect on the sale price of adjacent properties in 18 different examples throughout Canada.

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### Operations and Management

**Who will operate the shelter and how will it be managed?**

The Salvation Army, a trusted and experienced operator with over 20 years of experience in the Richmond community will be responsible for the management of the expanded shelter. A Good Neighbour Agreement is being developed and residents are encouraged to contact The Salvation Army so that any arising concerns can be addressed. The Salvation Army is also developing a Community Advisory Committee as a forum to discuss any concerns with local businesses and residents.

**How long will clients be at the shelter?**

Clients can stay at the shelter for a maximum of 30 days. During this time, staff work with clients to connect them to the services that they need and provide assistance to find stable housing.

**How will clients get to and access the shelter?**

Clients are typically referred to the shelter by other non-profit service providers during the day. Shelter staff work with clients to ensure that they can reach the shelter, through transit or taxi vouchers.

**What programming will be available at the shelter?**

A variety of programs will be available at the shelter including access to showers, laundry and meals. Staff will develop an individual plan for each client, which may include referrals to healthcare, mental health and social support services and assistance finding stable housing.

**Will there be drug use on site?**

The Salvation Army will not allow drug or alcohol use on site.

**How will the site and surrounding area remain clean?**

The Salvation Army will conduct daily custodial services of the shelter site and immediate area to ensure that it remains clean.

**Will neighbourhood safety be negatively impacted?**

Research and experience demonstrates that supportive and emergency housing does not negatively impact safety in communities. The shelter will be staff 24/7 and partnerships with City Bylaw officers and the local RCMP detachment (11411 No. 5 Road) will allow quick response to any incidences.

**What safety procedures will be in place?**

Shelter staff are working with BC Housing, Vancouver Coastal Health and the RCMP to develop a risk mitigation plan should any situation arise.

**Are there similar shelters like this in Metro Vancouver?**

There are many emergency shelters operating successful throughout Metro Vancouver and the Fraser Valley. Shelters range in size from 10 – 45 shelter beds and are located in various neighbourhoods, including light business and industrial areas. There is also a very successful emergency shelter operating in close proximity to a school in Victoria. The operators of these shelters continue to work with community groups and surrounding neighbours and business to ensure that clients are provided with the support that they require to move into stable housing.

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### Building and Design

**What is the timeline for opening?**

The City of Richmond, BC Housing and The Salvation Army are currently meeting with the design team to finalize the renovation. A timeline and designs will be made available on the website ([richmond.ca/emergencysshelter](http://richmond.ca/emergencysshelter)) once known.

**What will the building look like?**

The outside of the building will not change significantly. Outside landscaping will help to create privacy for the clients and nearby businesses. More information on the renovations and landscaping will be made available once finalized.

**What will be inside the building?**

The inside of the building will have up to 36 shelter beds, separated emergency shelter rooms for men and women, showers and lockers, a commercial kitchen and dining area, amenity space and administrative offices, reception and multipurpose spaces for programming.

**Note:** *This document will continue to be updated as more information becomes available.*