



CITY OF RICHMOND
**HOMELESSNESS
STRATEGY**
2019–2029
2025 UPDATE



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INTRODUCTION

In 2025, the City of Richmond took a focused and intentional approach to responding to homelessness. The City worked closely with non-profit organizations, Vancouver Coastal Health, faith-based groups, senior levels of government and the community to reduce the number of people without safe and appropriate housing and to support those who were experiencing homelessness. These collaborative partnerships have continued to make a significant difference for many residents at risk of or experiencing homelessness and the City is well-positioned to continue leading this work in 2026.

In March 2025, the City led the implementation of the 2025 Point-in-Time Homeless Count (the Count) in Richmond, which provided a 24-hour snapshot of homelessness in communities across Metro Vancouver. While the count showed a small overall increase in homelessness compared to 2023, Richmond was one of only two communities where the number of people without shelter decreased. However, the challenges facing those who are unsheltered are even more complex with higher rates of health-related and substance use issues. The rising cost of living and a shortage of affordable housing also add to the challenges for those who are currently unhoused.

Homelessness is the result of many interconnected factors and responses which require strong planning, coordination, funding and support from all levels of government and the community. The City of Richmond and its partners are committed to taking action to prevent and respond to homelessness by expanding affordable housing options with appropriate supports for people, preventing and reducing poverty and supporting mental health and well-being, particularly for vulnerable residents. The City has invested significant resources to respond to homelessness and, together with the community, continues to advance actions in *The City of Richmond Homelessness Strategy (2019–2029)* (the Homelessness Strategy).

The Homelessness Strategy, adopted by City Council on September 9, 2019, outlines the framework that guides the City and involvement from many key partners in homelessness-related initiatives. The Homelessness Strategy is framed around the following vision:

By 2029, homelessness in Richmond is rare, brief and non-recurring. Richmond is an inclusive community that works in collaboration to provide a continuum of housing and support services.

To achieve this vision, the strategy outlines five strategic directions:

1. Prevent pathways into homelessness;
2. Support residents who are experiencing homelessness;
3. Provide pathways out of homelessness;
4. Foster collaboration and community-building among community partners; and
5. Communicate, research and monitor homelessness.

Tied to these priorities are 32 priority actions that are scheduled over a 10-year span. By the end of 2025, 31 of these actions are already underway or completed. While no single level of government can respond to homelessness alone, Richmond continues to take meaningful steps to provide both immediate support and long-term prevention.

The Homelessness Strategy 2025 Update highlights the progress made over the past year. More information about community resources related to homelessness can be found on the City of Richmond’s website.





GOVERNMENTS AND SERVICE PROVIDER ROLES

Homelessness has no single cause and there is not one common pathway that leads to individuals becoming homeless. The factors that cause people to lose their homes and become disconnected from their community's social safety net are varied and complex. Addressing homelessness requires collaboration among all levels of government, health authorities, non-profit organizations and community groups. Due to the complex nature of homelessness, coordinating these efforts is essential.

The Government of Canada

The federal government developed *Reaching Home: Canada's Homelessness Strategy (2019–2028)* (Reaching Home) to guide national efforts in preventing and reducing homelessness. The program prioritizes data-driven, locally generated plans for reducing and preventing homelessness. Turning Point Recovery Society is currently the designated community entity responsible for administering Reaching Home funded services in Richmond.

The federal government also launched Build Canada Homes, a new agency dedicated to the construction of affordable housing. Build Canada Homes will work with provinces, municipalities and Indigenous communities and has dedicated up to \$1 billion for transitional and supportive housing for individuals at risk of homelessness.

In 2025, Richmond continued to benefit from other sources of previously announced federal funding, including:

- Rapid Housing Initiative (RHI), which provided \$9.1 million to build Harbour House, 25 transitional housing units for women and children. Additional funding was provided by BC Housing and the building is located on City-owned land; and
- Housing Accelerator Fund (HAF), which provided \$36 million to accelerate housing construction by streamlining approvals for local development, offsetting costs for developers.

The Province of BC

Through the implementation of *Belonging in BC: A Collaborative Plan to Prevent and Reduce Homelessness (2022–2025)*, the Province of BC has identified actions to address the complex issues that intersect with homelessness including providing funding for increased access to shelter and housing. Key actions in 2025 include:

- Introducing legislation to amend the Mental Health Act to clarify when involuntary treatment may be used; and

- Opening new secure treatment beds for people with severe mental health and addiction challenges at Surrey Pretrial Services Centre and Alouette Homes. Alouette Homes, located in Maple Ridge, supports people requiring long-term involuntary care with a safe, home-like setting and specialized care that meets their unique needs. It is a partnership between Connective, a community-based non-profit organization, and Vancouver Coastal Health.

Other provincial supports and their areas of responsibility include:

- BC Housing, a provincial Crown Corporation, is responsible for providing funding and programs related to emergency shelters, supportive and affordable housing, prevention programs and encampment response;
- Ministry of Social Development and Poverty Reduction connects vulnerable individuals, including those experiencing homelessness, with financial aid, referrals and access to government benefits; and
- Ministry of Health and Vancouver Coastal Health deliver facility-based treatment and outreach support, which provide access to treatment, harm reduction and recovery-oriented services to support individuals with their physical and mental health and/or substance use.

City of Richmond

The City of Richmond, guided by the Homelessness Strategy, remains a leader in responding to homelessness in a compassionate manner and taking efforts towards the prevention of homelessness. The City undertakes this work through a range of actions, including advocacy, planning, funding, data analysis, service provision and convening service providers to facilitate collaboration. The City has made significant contributions to programs and resources to support individuals experiencing homelessness, including developing a Homelessness Outreach Team and providing space and funding for a Drop-in Centre and Temporary Winter Shelters. These services support access to resources and referrals for individuals at risk of or experiencing homelessness and provide safe spaces to connect, get information and escape extreme weather. In 2025, the City continued to adapt to changing needs in Richmond and invested in programs and services to reduce homelessness and its impacts.

Non-Profit, Social Service and Faith-Based Organizations

Non-profit, social service and faith-based organizations play a critical role in delivering services directly for Richmond residents experiencing homelessness. These organizations provide outreach, shelters and supportive housing, food programs, hygiene facilities and life-skills training as well as offer social and recreational activities to build community connections. These organizations share valuable insights about the needs of the people they serve, which help to inform community initiatives and shape future actions.



HOMELESSNESS IN RICHMOND IN 2025

Point-in-Time Homeless Count

Homeless Counts, also referred to as Point-in-Time Counts, have taken place in Greater Vancouver since 2005 and are a survey of people experiencing homelessness in the region. These counts are done with the help of service providers, volunteers and researchers. Using the current system of data collection, the Count shows the minimum number of people experiencing homelessness on that specific day since some individuals may not be using services, be hard to locate or not choose to participate. The strength of the data from the Count is in the ability to track trends over time because the same method is used each time a Count is completed. Changes in numbers are indicators that there are likely actual changes in the community.

In Richmond, the 2025 Homeless Count (the Count) took place on March 10 and 11, 2025. It included those staying in shelters, transition houses, safe houses, hospitals and police holding cells as well as those who were unsheltered and staying outdoors or in vehicles. Participation in the Count is anonymous, confidential and voluntary. For an individual to be identified as experiencing homelessness at the time of the Count, respondents were asked four screening questions, including if they currently had a place to pay rent, which is the definition of homelessness used for the Count. Individuals who were experiencing homelessness at the time of the Count and were located but chose not to participate or to respond to the screening questions were not counted.

In addition to the screening questions, participants could choose to answer follow-up survey questions or decline. In Richmond, 47–60 per cent of people answered these follow-up questions. When looking at the results, it is important to consider these response rates. For questions with very few answers (five or fewer), data was combined or not reported to protect privacy.



Key Findings from the Data

The 2025 Count¹ identified 175 people as experiencing homelessness in Richmond. This number included 104 individuals experiencing unsheltered homelessness and 71 individuals experiencing sheltered homelessness. The following figures show key demographic information derived from the data collected during the 2025 Count (Figures 1, 2 and 3).

Figure 1: Age of Persons Experiencing Homelessness in Richmond, 2025

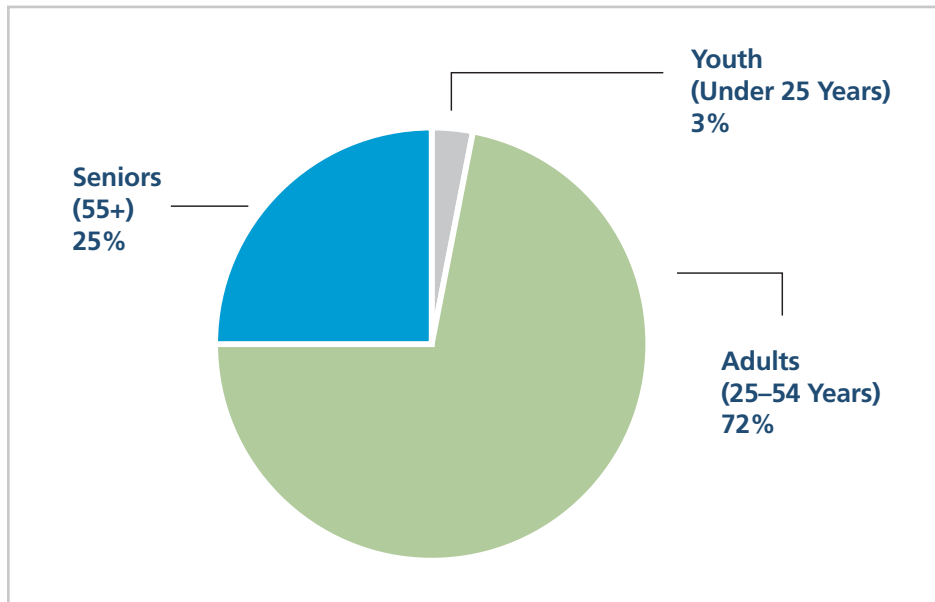
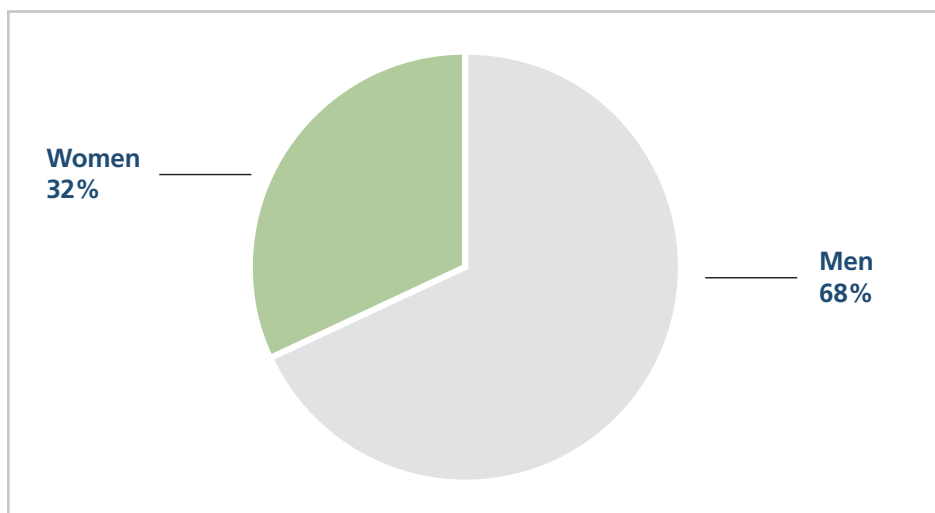


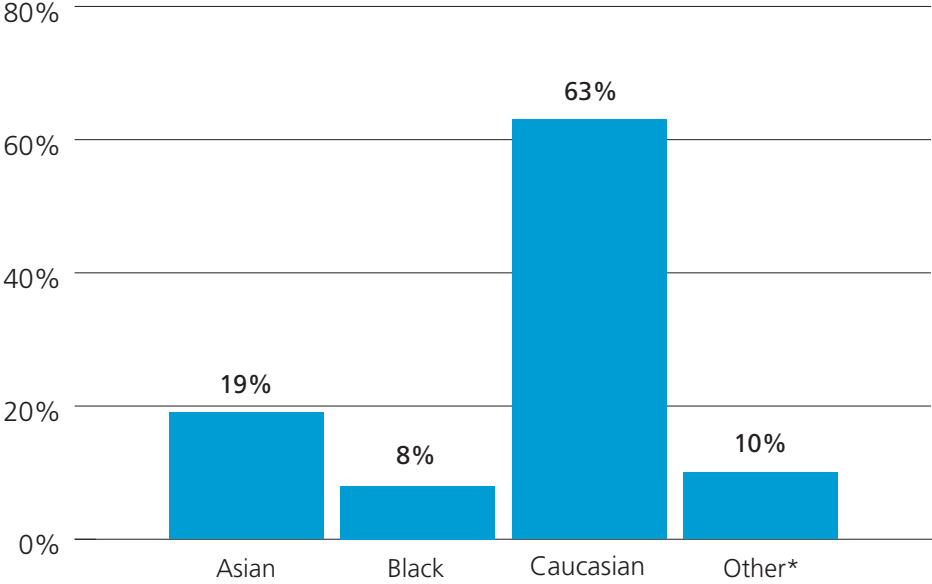
Figure 2: Gender of People Experiencing Homelessness in Richmond, 2025



1. 2025 Point-in-Time Homeless Count in Greater Vancouver: Final Report, prepared for Lu'ma Native Housing Society by Homelessness Services Association of BC (September 2025). Vancouver, BC



Figure 3: Racial Identity of People Experiencing Homelessness in Richmond, 2025



*Other consolidates Arab, Latin American and 'Not Listed' racial identities in order to protect respondent confidentiality due to low counts.

Themes and Patterns Over Time

The following highlights the key themes and patterns from the 2025 Count for Richmond:

- Homelessness in Richmond increased at a slower rate between 2023 and 2025 than in the previous period between 2020 and 2023. In 2020 there were 85 individuals who participated in the Count. In 2023 there were 162 and in 2025 there were 175. This trend was consistent with Greater Vancouver trends.
- The number of people experiencing unsheltered homelessness in Richmond decreased from 80 people in 2023 to 71 in 2025 (Table 1).

Table 1: Sheltered and Unsheltered Homelessness in Richmond, 2023 and 2025

	2023		2025	
	#	%	#	%
Sheltered	82	51%	104	59%
Unsheltered	80	49%	71	41%
TOTAL	162	100%	175	100%

"When I first arrived at the shelter, I felt overwhelmed by medical appointments, housing procedures, and daily realities of living with a disability. The staff treated me with dignity, respect and kindness. Moreover, I was able to move toward independence instead of fear."

Richmond House
Emergency Shelter client

- Most people currently experiencing unsheltered homelessness are long-term Richmond residents who have lived in the community for at least 10 years. The reasons people are unhoused are complex and individuals interviewed during the Count communicated that they lost their housing for various reasons such as not enough income for housing (48 per cent), landlord/tenant conflict (20 per cent), substance use (17 per cent), mental health issues (16 per cent) and conflict with a spouse or partner (16 per cent).
- Individuals experiencing homelessness have complex health conditions and were more likely to report a mental health issue or brain injury in 2025 than in 2023. The most commonly reported health conditions included mental health (68 per cent), substance use (49 per cent), medical condition/illness (33 per cent) and brain injury (29 per cent).
- One quarter (25 per cent) of people experiencing homelessness are seniors (55 years and older). This is a decrease from 31 per cent in 2023.
- More men (68 per cent) were experiencing homelessness than women (32 per cent) in 2025. In Richmond, the percentage of men experiencing homelessness decreased from 77 per cent of the total homeless population in 2023 to 68 per cent of the total homeless population in 2025. The percentage of women experiencing homelessness increased from 20 per cent of the total homeless population in 2023 to 32 per cent of the total homeless population in 2025.
- Indigenous individuals continue to be overrepresented in the Count (14 per cent) when compared to the overall population of Indigenous individuals in Richmond (0.7 per cent).

In 2025, Richmond's Homelessness Count showed trends consistent with those noted by service providers. The data helps the community understand who is experiencing homelessness and what their individual needs are so that services can better match those needs.

Responding to Community Need

The City and service providers must stay flexible to meet changing needs due to the complexity of homelessness, particularly for people living outdoors. Data, community experience and input from people with lived and living experience are important to enhance the quality and relevance of programs. In 2025, Richmond's response to homelessness focused on four areas:

- Policy and planning;
- Advocacy;
- Facility-based services; and
- Outreach in the community.

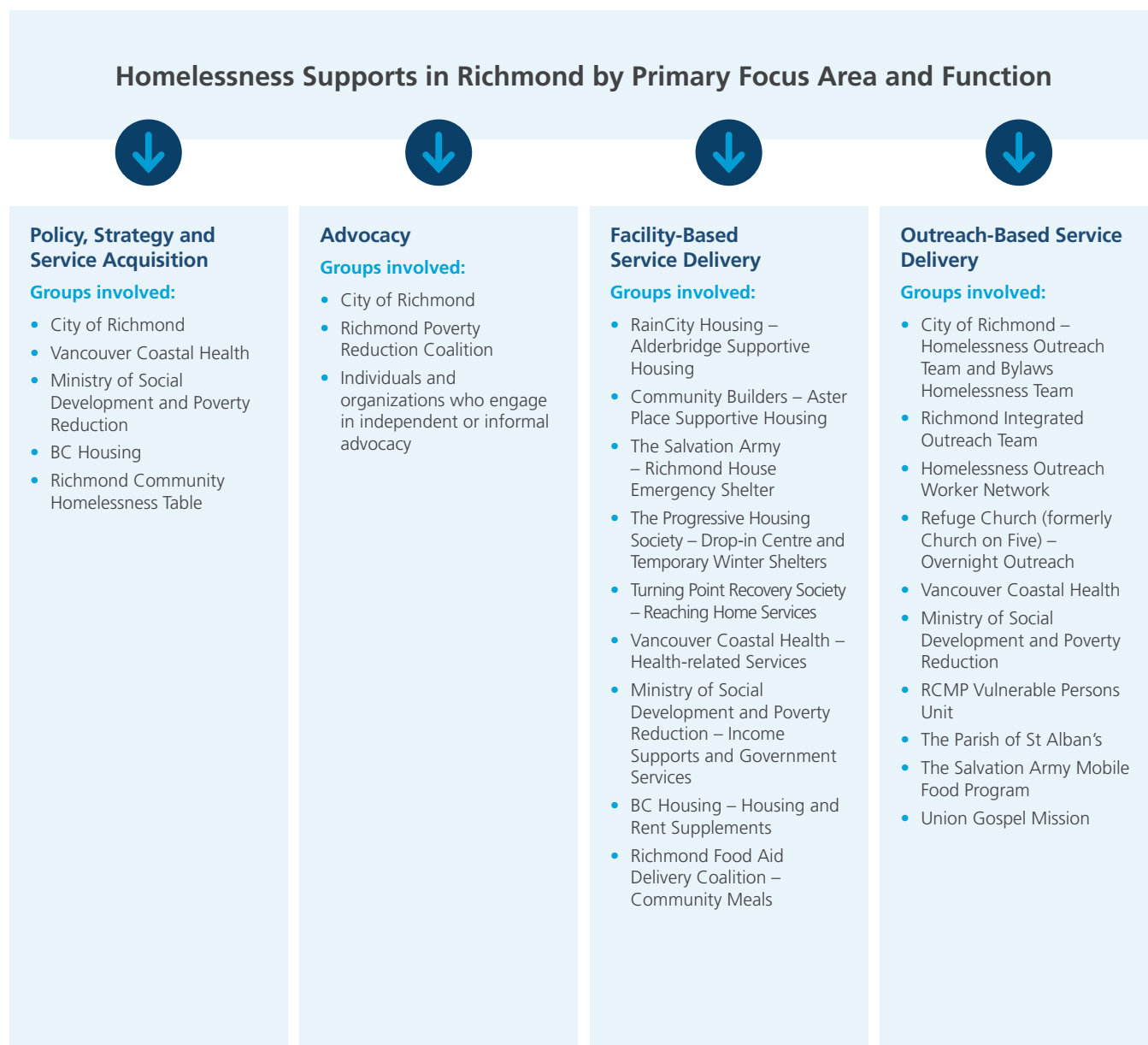
The City was active in all of these areas to address the priorities in the Homelessness Strategy.



Community Collaboration and Service Integration

Many organizations, government entities and volunteers played a critical role in supporting people experiencing homelessness in Richmond in 2025. Services included food programs, outreach, referrals, social supports and advocacy. Information sharing and collaboration helped avoid duplication and made services more effective. Figure 4 outlines the primary functions of groups in Richmond that provide support to individuals experiencing homelessness.

Figure 4: Homelessness Supports in Richmond



Collaboration and information sharing by the many organizations in Richmond continued to be vital to delivering a range of programs and supports to individuals at risk of or experiencing homelessness while also creating efficiencies and focusing valuable time where it is most effective. This is especially important in relation to overall community planning and between facility-based and outreach services. The purpose, scope and current membership of three specific City-led groups focused on these critical areas is outlined in Table 2.

Table 2: Current Richmond Homelessness-related Groups

Name	Purpose	Members
Richmond Community Homelessness Table	The Table provides strategic advice related to the Council-adopted Homelessness Strategy by identifying emerging issues, best practices, opportunities and policy changes as well as identifying gaps in existing services.	BC Housing, City of Richmond, Ministry of Social Development and Poverty Reduction, Vancouver Coastal Health, The Progressive Housing Society, Chimo Community Services, Community Builders, RainCity Housing and Support Society, The Salvation Army and Turning Point Recovery Society.
Richmond Integrated Outreach Team	The Team is engaged in interagency case planning regarding clients who have provided informed consent to share information between member agencies and who would benefit from being served by multiple member agencies. The purpose is to reduce duplication, provide consistency and support individuals to secure appropriate shelter, housing and health supports.	Government or government-funded agencies with a mandate to support homelessness that provide direct case management with clients and have privacy infrastructure and consent practices in place.
Homelessness Outreach Worker Network	The Network provides a venue for sharing resources, referral options and service information, and supports relationship building, cooperation and communication between individuals engaged in outreach activities in Richmond.	Participation is open to any individual, group, organization or government agency that is directly involved in the delivery of street outreach to individuals experiencing homelessness in Richmond.

Many organizations and individuals played a role in supporting individuals who were unsheltered or precariously housed in Richmond in 2025. These groups and organizations have directly contributed to enhanced services, expanded outreach capacity and positive outcomes for people experiencing homelessness in Richmond.

Homelessness Coordination in Richmond

In recent years, the City of Richmond has provided operating funding for a range of resources to address homelessness, including a City Outreach Program, extra City Bylaw staff, funding to support a Drop-in Centre and Temporary Winter Shelters, and the provision of City spaces to operate these programs. In 2025, these efforts continued to evolve with more funding from senior governments and stronger coordination across City departments, including Community Bylaws and Licencing, Community Social Development, Customer Service, Facility Services, Environmental Programs, Parks Services and Parks, Recreation and Culture Administration.

“Just having someone to talk to when you’re laid out on the street and have no one to talk to means a lot.”

**City of Richmond
Homelessness
Outreach client**

Throughout 2025, various City departments worked closely together to coordinate their response to homelessness in the community. The Homelessness Outreach Team frequently coordinated with the new Bylaws team, who have specific expertise in working with vulnerable individuals, to provide a balance of support and enforcement when necessary. Bylaws also worked with Environmental Programs to clean up abandoned sites where individuals had been sheltering. In 2025, 91 truckloads of materials were removed from Richmond parks, dikes and trails. To ensure that the needs of individuals experiencing homelessness were addressed when preparing for extreme weather, environmental hazards or community-wide emergencies, the City's Emergency Programs and Homelessness staff worked together and revised emergency plans to consider this segment of the population.

Enhancing and Expanding Services

In 2025, the City further advocated for and strengthened services for people at risk of or experiencing homelessness. These included both daytime and overnight programs to support people who may be sheltering outdoors, in vehicles or precariously housed.

Drop-in Centre

The City continued to provide space at the Brighthouse Pavilion and fund the operation of a Drop-in Centre where people at risk of or experiencing homelessness can access basic services and resources. In April 2025, operational responsibility transferred from Turning Point Recovery Society to The Progressive Housing Society (Progressive). The Drop-in Centre offers showers, laundry, meals and individualized help navigating services and accessing housing. Progressive partnered with community groups to provide new supports such as haircuts, foot care, flu shots and bike repair. Additional information and data on the use of these services can be found on page 17.

Emergency Shelter

Through the City's advocacy to BC Housing, Richmond secured funding for an increase in permanent shelter beds. Richmond House Emergency Shelter expanded from 55 permanent beds to a maximum capacity of 60 permanent beds, giving more people access to safe shelter and supports. The evolution of permanent and temporary shelter spaces in Richmond from 2019 to 2025 is outlined in Table 3.

"I am extremely grateful for the countless services (food, showers, laundry, first aid, referrals, computer, mail) I have received here. Every staff I have met has always been welcoming, understanding non-judgmental, friendly and helpful. This program is beyond valuable to me."
Drop-in Centre client

"The staff at these facilities are beyond professional. And the empathy they have and the patience and caring they show to the people that need this shelter is humbling. I was embarrassed and felt sheepish checking myself into this shelter. The staff made me feel confident and sent me in a positive direction. I feel blessed to have found these shelters."
Winter Shelter client

Table 3: Evolution of Shelter Spaces in Richmond

Program Location	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025	2025/2026
Richmond House Emergency Shelter	30 beds* 15 weather activated spaces*	30 beds* 15 weather activated spaces*	45 beds*	45 beds*	45 beds* April 1 increase to 55 beds 10 weather activated spaces*	55 beds*	60 beds*
Brighthouse Pavilion	—	—	—	15 weather activated spaces**	15 weather activated spaces* Dec. 2023 change to nightly***	15 winter shelter spaces*&*** Nightly	15 winter shelter spaces* Nightly
South Arm Outdoor Pool Building	—	15 weather activated spaces**	15 weather activated spaces**	15 weather activated spaces**	21 weather activated spaces** Dec. 2023 change to nightly ***	20 winter shelter spaces* Nightly	20 winter shelter spaces* Nightly
Total shelter spaces	30 permanent beds 45 in extreme weather Plus Covid response beds**	30 permanent beds 60 in extreme weather Plus Covid response beds**	45 permanent beds 60 in extreme weather	45 permanent beds 75 in extreme weather	45 permanent beds 81 during winter 91 in extreme weather	55 permanent beds 90 during winter	60 permanent beds 95 during winter

* Funded by BC Housing
 ** Funded by UBCM grant
 *** Funded by City of Richmond



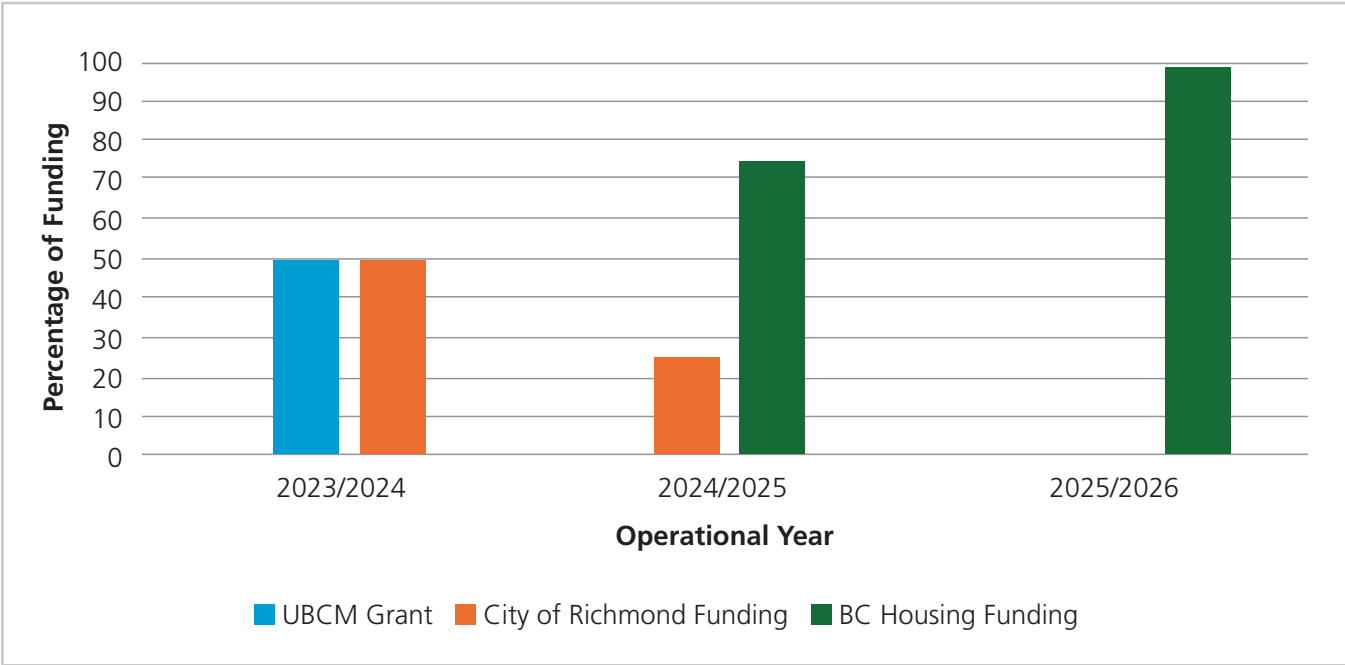
Winter Shelters

During the fall and winter of 2024/2025 and 2025/2026, the City provided use of two buildings for Temporary Winter Shelters and 35 additional shelter spaces were available for people experiencing homelessness in the community. For both seasons, Progressive was the operator and the details were as follows:

- 2024/2025 season – 20 shelter spaces at South Arm Outdoor Pool building and 15 shelter spaces at Brighthouse Pavilion, with 75 percent of funding from BC Housing and 25 per cent from the City;
- 2025/2026 season – Both shelters were fully funded by BC Housing with 20 spaces at South Arm Outdoor Pool and 15 at Brighthouse Pavilion. New services included morning transportation from South Arm to community amenities and health services and a daytime outreach worker to connect clients with resources and follow up on referrals initiated overnight with the staff in the shelters.

Additional information and data on the use of these services can be found on page 18. A summary of the funding allocations for seasonal indoor overnight spaces between 2013 and 2025 is outlined in Figure 5.

Figure 5: Funding sources for Winter Shelters in the City of Richmond from 2023–2026



Working closely with partners, the City delivered a wider range of high-quality supports for individuals experiencing homelessness. These efforts reflect the priorities of the Homelessness Strategy and an overview of the achievements and highlights for 2025 are included in the following sections of this document.

HOMELESSNESS STRATEGY HIGHLIGHTS IN 2025

Strategic Direction 1: Prevent Pathways into Homelessness

The City and community partners are committed to taking a proactive approach to preventing homelessness before it occurs. People at risk of losing their housing benefit from support that fits their unique situation, such as rent supplements, affordable housing and services. Prevention practices include reducing structural barriers (such as low annual income and lack of affordable housing options), providing intervention measures for households that are at risk of experiencing homelessness (such as rent supplements) and providing supportive housing and services for people who have experienced homelessness to help stabilize their lives. From a municipal perspective, the role of the City is to ensure an appropriate mix of housing options are available to meet the housing needs of vulnerable residents and to facilitate collaboration among community partners to develop prevention services.

Actions and Achievements

- Several supports were available in 2025 for residents facing short-term challenges with paying rent:
 - Chimo Community Services (Chimo) operated Richmond’s new Rent Bank program, providing interest-free loans and flexible repayment plans for Richmond renters who had experienced a crisis that impacted their ability to pay rent or utilities;
 - Chimo also administered the Homeless Prevention Program, which offered rental supplements and supportive services for targeted populations to help them access rental housing in the private market; and
 - Turning Point Recovery Society received grant money through the federal government’s Reaching Home program. This funding supported eviction prevention, short-term rental assistance, utility arrears and treatment services such as assistance with hoarding.

- Individuals at risk of or experiencing homelessness continued to have access to the Community Services Pop Ups at the Brighthouse library on a monthly basis. In 2025, the Pop Ups transitioned to being fully led and financially supported by the library, with the City remaining an active participant. The Pop Ups connected 828 attendees with supports from 26 local community organizations, offering information on affordable rental housing, mental health and substance use resources and community food programs.



- Richmond Public Library also expanded the Community Services Connectors Program in 2025 to reach more residents. Originally based at Ironwood library, the program grew to include Cambie library. Both locations offered weekly drop-in sessions to help residents, including those who are at risk of or experiencing homelessness, navigate social services and government systems. In 2025, the Connectors had 355 interactions with individuals seeking support in Richmond. In addition, Snacks and Facts workshops were offered at Ironwood library. These programs were facilitated by community organizations on topics relevant to low-income residents. In 2025, two Snacks and Facts workshops were delivered and a total of 27 individuals participated in the programs.
- Established in 2024, the City's Housing Office continued to support residents needing affordable housing. In 2025, the Housing Office implemented programs and developed resources to advance initiatives that will help deliver additional housing along the housing continuum. Through funding from the federal government's Housing Accelerator Fund, they are working towards the development of non-market housing, including housing intended to serve those who require supports to maintain housing stability. In 2025, the Housing Office also continued monitoring Low-End Market Rental (LEMR) homes and linking eligible residents with landlords. It developed a program to provide personalized support to help reduce barriers in navigating the application process. Implementation will begin in 2026.
- The City worked in partnership with the Canadian Mortgage and Housing Corporation (CMHC) and BC Housing to open Harbour House, a 25-unit affordable housing development for women and women with children who are at risk of, or experiencing, homelessness. Completed in 2025, the development was made possible with investment from all three levels of government. The City of Richmond contributed land and allocated \$2.21 million in capital funding through its Affordable Housing Reserve Fund. The Federal Government, through CMHC, contributed \$9.1M in capital funding through its Rapid Housing Initiative (RHI) program and BC Housing added capital funding to increase the number of homes from 18 to 25. Further, BC Housing is providing ongoing operating funding to Turning Point Housing Society, the local non-profit housing operator managing the development.
- Construction is complete on Rio Vista, a second housing project, which will be operated by Pathways Clubhouse Society with occupancy underway. The development will provide 80 units of below-market rental housing with three tiers of affordability to support low income residents and those at risk of homelessness. The development received a funding contribution from the City and both capital and operating funding from BC Housing.

Strategic Direction 2: Support Residents who are Experiencing Homelessness

Each person's experience of homelessness is unique, and communities need a range of services to meet those diverse needs. Richmond continues to strengthen its network of service providers so that individuals experiencing homelessness can access programs in a coordinated, compassionate and non-judgmental way. The City helps by building partnerships, encouraging collaboration and advocating to higher levels of government for sustainable resources. Under this strategic direction, the City's role is to facilitate partnerships and collaboration among service providers and to continue to advocate to senior levels of government for sustainable resources to support the complex needs of the homeless population. The City is also involved in funding vital programs to address the needs of the community.

Actions and Achievements

- In 2025, the City's Homelessness Outreach Team worked directly with individuals experiencing homelessness who were sheltering outdoors or in vehicles. This team responded to increasingly complex challenges and supported people in achieving their personal goals to exit homelessness through shelter, detox, recovery or housing. Over the year, the team engaged in over 1,200 service interactions, helping 80 transitions into shelter, housing, treatment or reunification with family.

For those who were not ready to make major life changes, the team focused on building professional, trusting relationships and connecting them to support to meet immediate needs. In 2025, the Outreach Team provided over 700 referrals to services such as medical and dental care, mental health and substance use support, pet care, food services and income-related assistance. They also distributed essential items including food, clothing, personal care supplies and provided support with transportation. These actions contributed to positive change for vulnerable residents without housing.

"They helped me get into my place now. I've recovered a lot from where I was at when I was on the street. I'm not worried every day that I'll get thrown out, kicked out or told it's time to leave. I can rest and prepare for the future, I get adequate nutrition, I couldn't walk [when they found me], now I can walk on my own."

City of Richmond
Homelessness
Outreach client



- Following a public procurement process in 2025, the City contract to operate the Drop-in Centre in Richmond transitioned from Turning Point Recovery Society to The Progressive Housing Society. The Drop-in Centre provided services to individuals experiencing homelessness Monday to Friday from 9:00am to 4:00pm.
- The Progressive Housing Society and its partners expanded the range of services offered at the Drop-in Centre, adding support such as haircuts, foot care, flu shots, bike repair, library connections, recreational activities, mail delivery and access to art materials. These new services complemented the existing core offerings of daily lunches, computer and Internet access, service navigation and referrals as well as shower and laundry facilities. Details regarding participation in these services are outlined in Tables 4, 5 and 6. During the transition between operators, some data was not available. This is also noted below.

Table 4: Brighthouse Drop-in Centre Usage by Month in 2024 and 2025

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
2024*	1,053	804	778	512	383	303	370	370	315	405	357	506	6,156
2025**	547	538	527	n/a	n/a	1,021	1,238	1,124	1,034	1,234	988	1,037	9,288

* Data represents individual visits to the Drop-in Centre

** Data represents individual visits January to April and ‘individual services used’ from May to December

Table 5: Lunches Served at the Brighthouse Drop-in Centre by Month in 2024 and 2025

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
2024	806	625	702	581	498	515	655	534	444	526	412	440	6,738
2025	432	432	529	n/a	320	600	634	600	533	595	501	481	5,657

Table 6: Showers Provided at the Brighthouse Drop-in Centre by Month in 2024 and 2025

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
2024	83	68	67	46	44	35	51	55	53	51	63	92	708
2025	80	101	96	n/a	40	80	99	79	94	114	32	46	861

"You guys have very very big hearts by providing us beds, food, sometimes clothes and shelter. This shelter helps people with no homes or food to find a place to sleep, dream and a place to eat. There are very good staff here and they help a lot."

Winter Shelter client

- At the beginning of 2025, Richmond House Emergency Shelter, operated by The Salvation Army on City-owned land with funding from BC Housing, provided 55 permanent shelter beds along with three meals a day, showers, laundry facilities and assistance in finding housing, services and recreational opportunities for individuals experiencing homelessness in Richmond. Midway through the year, the shelter expanded its capacity to 60 beds—40 designated for men and 20 for women.
- Temporary Winter Shelter options were available in Richmond during both the 2024/25 and 2025/26 winter seasons. Two Temporary Winter Shelters, operated by Progressive, offered overnight accommodation for people experiencing homelessness. In 2024/25 these were funded by the City (25 per cent) and BC Housing (75 per cent) and in 2025/26 100 per cent of funding was provided by BC Housing. These shelters, located in City-owned buildings, provided a safe, warm space to rest, evening meals, snacks, washroom access and referrals to additional services. During the 2024/25 season, visits increased by 28 per cent compared to the previous winter, highlighting the growing demand for these supports. Details of the Temporary Winter Shelters’ usage are outlined in Tables 7 and 8.

Table 7: Temporary Winter Shelter (TWS) Usage November 2024 to April 2025

Location	Dates	Funding Sources	Average Individuals Per Night	Total Visits
TWS at Brighthouse Pavilion	November 19, 2024 to April 14, 2025	City of Richmond, BC Housing	16	2,654
TWS at South Arm Outdoor Pool Building	November 10, 2024 to April 19, 2025	BC Housing	13	1,879
Total Visits				4,533

Table 8: Temporary Winter Shelter (TWS) Usage November to December 2025

Location	Dates	Funding Sources	Average Individuals Per Night	Total Visits
TWS at Brighthouse Pavilion	November 1 to December 31, 2025	BC Housing	13	814
TWS at South Arm Outdoor Pool Building	November 15 to December 31, 2025	BC Housing	13	604
Total Visits				1,418

- Working under the direction of the Emergency Programs Manager from Richmond Fire-Rescue, Richmond Public Libraries were activated as designated Cooling and Clean Air Centres for six distinct days from August to September, welcoming over 22,000 community members across all four library locations. The library plays an essential role in providing a physical refuge to members of the public during times of extreme weather. The library, together with the City, is committed to ensuring that members of the public, specifically vulnerable and high-risk populations, are provided with climate-controlled spaces with clean air.



Strategic Direction 3: Provide Pathways out of Homelessness

The increase in homelessness over the past several years, combined with the increased complexity of individual needs has heightened the urgency to provide pathways out of homelessness. The City’s role is to support community service providers to coordinate service delivery and to advocate to the provincial and federal governments for increased funding for affordable and supportive housing in Richmond.

A lack of affordable housing in the community prevents movement along the housing continuum and creates a significant barrier for individuals seeking to transition out of homelessness. Supportive housing enables individuals to move out of shelters or off the street and is critically important, however, affordable housing units and non-market housing are also required to enable individuals who are ready to move from supportive housing to more independent housing in the community to do so. Ongoing work continued in Richmond in 2025 towards the expansion of the continuum of housing in the community.

Actions and Achievements

- The City’s Homelessness Outreach Team provided one-on-one, individualized case planning for individuals experiencing unsheltered homelessness. The team helped connect people to resources such as income assistance, housing applications and medical services. Their work focused on building personalized pathways out of homelessness and ensuring residents could access the support they needed. Additional details on the team’s role and outcomes are outlined on page 16.
- In 2025, the Drop-in Centre, operated by Turning Point Recovery Society and then operated by The Progressive Housing Society, served as a vital hub for immediate support for people experiencing homelessness. It helped connect people to health, wellness and housing services with the goal of stabilizing their lives and accessing safe, affordable housing. Over the course of 2025, Turning Point Recovery Society and The Progressive Housing Society supported a total of 53 individuals to exit homelessness and enter a shelter, housing, treatment or detox.
- Richmond has two supportive housing sites for individuals exiting homelessness: Alderbridge Supportive Housing, operated by RainCity Housing and Support Society since 2019, and Aster Place Supportive Housing, operated by Community Builders Group since 2022. Supportive housing provides residents with two meals a day, case planning, critical incident response, recreational programming and life skills training. These services are essential to helping individuals transition out of homelessness.

"They helped me in many ways. I was houseless, not homelessness, and I told them I'd never leave my van. It turns out it was my time, it's terrific to be inside."

City of Richmond
Homelessness
Outreach client

"Since I came here I've found out there are great people to help those who are lost. They helped me get a place. Without their help I would still be sleeping in a park."

Richmond House Emergency
Shelter client



Strategic Direction 4: Foster Collaboration and Community-building

Homelessness is a complicated issue that no single government or organization can fix on its own. To support people who are homeless or at risk, government agencies and service providers need to work together and listen to the experiences and ideas of people who have or are experiencing homelessness. By working together to coordinate services, share information and align resources, communities can be more effective and build overall capacity. The City's role related to this strategic direction includes providing leadership for the Community Homelessness Table, Integrated Outreach Team and Homelessness Outreach Worker Network, which connect key homelessness service providers, support collaboration and reduce the duplication of services.

Actions and Achievements

- In 2025, the City provided \$118,584 through the Health, Social and Safety (HSS) Grants to support Richmond organizations addressing homelessness and food insecurity. Funded programs included a food distribution initiative by Food Link Society (formerly Immigrant Link Centre Society), community food outreach by The Kehila Society of Richmond, after-hours food outreach by Refuge Church (formerly Church on Five), and meal programs for community members, including individuals experiencing homelessness and isolation, operated by Fraserview Mennonite Brethren Church, Parish of St. Alban's, Peace Mennonite Church, Richmond Presbyterian Church and St. Joseph the Worker Parish. In addition to the funds provided through the HSS Grants, additional funding of \$131,416 was awarded to Refuge Church, Parish of St. Alban's and The Salvation Army to support initiatives related to homelessness.
- A new initiative supported by an HSS Grant in 2025 was an employment-readiness program offered by Mission Possible Compassionate Ministries Society in collaboration with RainCity Housing and Support Society that operates Alderbridge Supportive Housing. The program delivered job readiness workshops to residents of Alderbridge Supportive Housing and provided three-month employment contracts to two of the residents, offering valuable work experience, one-on-one coaching and access to wraparound supports.
- The Richmond Community Homelessness Table, comprised of 10 representatives from different government agencies and government-funded community-based homelessness services, met regularly throughout 2025. The Table provided a strategic opportunity to collaborate, support the Homelessness Strategy, identify emerging issues and best practices and advise on service gaps in the community. It also played a key role in shaping new initiatives to meet the needs of individuals experiencing homelessness in Richmond.



- The Homelessness Outreach Worker Network met monthly in 2025, bringing together representatives from 10 organizations directly involved in street outreach. At the end of 2025, these organizations included the City, Vancouver Coastal Health, Ministry of Social Development and Poverty Reduction, The Progressive Housing Society, Turning Point Recovery Society, The Salvation Army (Richmond House Emergency Shelter and Mobile Food Program), Union Gospel Mission, St. Alban's Outreach and Refuge Church. The network created opportunities for outreach workers to share information, build relationships and strengthen support for individuals experiencing homelessness.
- In 2025, the Homelessness Outreach Worker Network hosted presentations from guest speakers who shared best practice information and updates on community programs. Topics included the ReACT Program and Adult Guardianship Act, the Richmond Rent Bank and Homelessness Prevention Program, the RCMP Domestic Violence and Vulnerable Persons Units, emergency programs for seasonal weather events, new services from Richmond Addiction Services, an overview of Narcotics Anonymous and information on the Mental Health Act presented by the Provincial Chief Scientific Adviser for Psychiatry, Toxic Drugs and Concurrent Disorders.
- Staff with enhanced training and experience and an identified responsibility for supporting individuals at risk of or experiencing homelessness within the City continued to provide expertise and support to staff from different departments across the organization. Resources and group discussions helped ensure consistent, person-centred service delivery. Two seasonal Homelessness Services Staff Resource Guides were distributed to customer-facing locations, including City Hall, libraries and community centres.
- To better support individuals experiencing homelessness, City Hall, libraries and community centres were provided with Seasonal Comfort Kits to distribute to individuals who might be experiencing homelessness and who accessed their facilities. These kits contained emergency supplies such as hats and gloves, rain ponchos and emergency blankets, hygiene items, snacks and contact information for local and provincial resources.
- The Richmond Public Library visited the Drop-in Centre at Brighthouse Pavilion on three occasions beginning in August 2025. These visits helped to build relationships with those who are experiencing homelessness, to meet people in places where they gather, and to inform them about library services and programs that may be relevant to them. To date, the library has had 30 interactions with individuals at the Drop-in. Information has been provided to participants about the Community Services Pop-Ups and Connectors, job fairs, and upcoming Low-Income Tax Clinics.

"I have worked in close partnership with the City of Richmond's Homelessness Outreach program to support coordinated, evidence-informed responses to homelessness. This collaborative approach has enhanced service coordination and contributed to more timely, integrated, and person-centred supports for individuals experiencing homelessness in Richmond."

Richmond Mental Health and Substance Use Services, Vancouver Coastal Health

"Having seasonal comfort kits available at the library has assisted our staff in building positive relationships and reaffirms our role as a safe and welcoming community hub that provides essential, free, and accessible resources for everyone."

Ironwood Library, Richmond Public Library

- To further support individuals experiencing homelessness, the City updated and disseminated a range of resources in 2025 to improve access to community information and necessary services. This information included the Homelessness Resource Guide, a crisis support mini-reference card, information on the Drop-in Centre, information on low cost/no cost meals, locations of drinking fountains and details on how to access emergency shelters. This information was shared with vulnerable individuals to better enable access to a range of programs to address housing, physical or mental health issues, substance use treatment and harm reduction resources.
- Advocacy continued to senior levels of government to secure more funding for needed services. In 2025, the City was successful in securing full funding from BC Housing for both Temporary Winter Shelters for the 2025/26 winter season. The City continues to engage in discussions with BC Housing and the Province regarding the need for additional permanent shelter beds in Richmond.



Strategic Direction 5: Communicate, Research and Monitor Homelessness

Richmond is dedicated to building an inclusive community for everyone. Homelessness is not always visible and therefore many residents may not realize the challenges faced by those experiencing it. This lack of awareness and understanding can lead to stigma and make it difficult for individuals in need to access housing and services. Using accurate and up-to-date data, the City works to raise awareness about homelessness, helping to create a more welcoming and supportive community.

Actions and Achievements

- The City continued to work closely with local service providers to monitor ongoing trends in homelessness, with particular attention to the changing needs of individuals experiencing homelessness. Information about the prevalence, characteristics and identified needs of Richmond residents informed the City's advocacy efforts with senior levels of government.
- To strengthen community-level data collection, the City led the implementation of the 2025 Homeless Count. The Count took place on March 10 and 11, 2025. The City coordinated the efforts of multiple community agencies and volunteers, ensuring individuals experiencing homelessness were located and respectfully interviewed. Richmond Public Library supported the 2025 Homelessness Count by acting as a designated survey collection centre. The City's Homelessness Outreach Team also participated directly in the Count reaching individuals in hard to reach locations. By actively engaging in the 2025 Homelessness Count, the City helped ensure an accurate snapshot of Richmond's most vulnerable population. Additional details of the results are outlined on pages 5–8.
- The City proclaimed October 11–18, 2025 as Homelessness Action Week in Richmond to encourage residents to recognize and support efforts to end homelessness. The proclamation emphasized that effective action requires collaboration across all levels of government, non-profit organizations, Indigenous and community groups, and the private sector. Activities and information were shared with City departments during the week to expand understanding of Richmond's approach to supporting individuals experiencing homelessness and to foster greater social inclusion. A community barbecue was held at the Drop-in Centre with the support of volunteers from Homeless Connect, a group comprised of volunteers from St. Alban's Parish. In addition to the barbecue, hygiene kits were distributed to participants.



- In 2025, the City initiated the development of a Homelessness Strategy Guiding Framework for 2026–2029 (the Framework) which will act as a companion document to the Council-adopted Homelessness Strategy. Despite the progress made on many of the actions outlined in the current strategy, changes in the societal landscape since 2019 have been significant and have impacted the diversity of community needs, especially for those experiencing homelessness. The purpose of the Framework is to identify current key priorities. Through a comprehensive engagement process, including service providers in the community, government agencies, individuals with lived experience and the public, a set of strategic initiatives to support individuals experiencing or at-risk of homelessness will be identified that reflects the current context and needs identified in Richmond. This will include those related to shelter and housing, physical and mental health, and substance use and addiction. The Framework will further the City's and community partners' heightened response to the current homelessness situation in the community in an informed and focused manner.



CONCLUSION

Richmond's Homelessness Strategy is guided by the vision that:

By 2029, homelessness in Richmond will be rare, brief, and non-recurring. Richmond is an inclusive community that works in collaboration to provide a continuum of housing and support services.

In 2025, the City, government partners, Vancouver Coastal Health, non-profit service providers, faith-based organizations and community members made meaningful progress toward this vision. Since the Homelessness Strategy was approved in 2019, many of its 32 planned actions have been initiated or completed. Through strong advocacy, Richmond secured more emergency supports. The 2025/26 winter season had the highest number of shelter spaces available in Richmond for vulnerable individuals since the COVID emergency response.

The 2025 Homeless Count shows that homelessness is still a serious issue in Richmond. Despite ongoing challenges, the City and local service providers have shown strong leadership and continue working together to meet the complex needs of residents without housing. Richmond-based service providers are well-connected, understand the unique needs of members of the community who are experiencing homelessness and continue to work together to build capacity to meet the evolving needs of the community.

Looking ahead to 2026, Richmond will build on this progress with the development of the Homelessness Strategy Guiding Framework 2026–2029. The City will also continue to build on the excellent work being done in the community and provide direct support to residents without homes while also advocating to senior levels of governments for more funding with the goal of ending homelessness in Richmond.





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