



ABBOTSFORD
HOMELESSNESS
ACTION PLAN

2022



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Acknowledgements

The development of this report would not have been possible without the contribution of insights and time from many individuals and organizations. The City of Abbotsford would like to thank those who participated in focus groups and interviews, particularly local residents who shared their personal housing experiences and stories of lived experiences with homelessness.

We wish to thank the Semá:th First Nation, Matsqui First Nation and the Leq'á:mel First Nation. These First Nations are part of the Stó:lō Nation whose people have lived in the Fraser Valley for 10,000 years. It is for this reason that we acknowledge the traditional territory in which we reside and work.

EXECUTIVE SUMMARY

Vision

Abbotsford is a city where everyone has a home.

The Homelessness Action Plan (HAP) is the City's internal strategy document to address homelessness in Abbotsford. It includes immediate actions and future initiatives to be led or supported by the City.

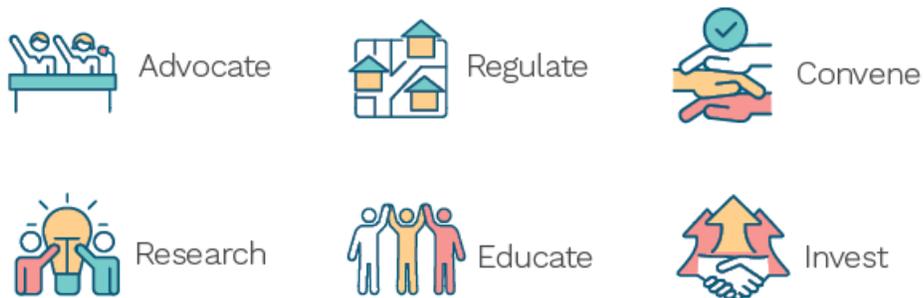
Foundation

Abbotsford's Homelessness Action Plan was informed by:

- Data on homelessness and services
- Interviews and focus groups with stakeholders
- Interviews with individuals with lived experience of homelessness
- An internal review with staff across multiple departments
- Review of current practices in other communities
- Abbotsford's established and ongoing housing & homelessness initiatives

Roles of the City in Homelessness

All levels of government have distinct roles to play in responding to homelessness in our communities. Setting directions and goals through a Homelessness Action Plan is one way municipalities can plan for how to work with senior levels of government to address community needs. The actions set by Abbotsford's HAP carve out important roles for the City to play:



Goals of Abbotsford's Homelessness Action Plan

There are five high-level goals in the Plan. Each goal has corresponding actions which are summarized over the next pages.

1. Strengthen Community-Based Services and Programs



2. Enhance Abbotsford's Internal Responses to Homelessness by Strengthening Policy, Developing Staff Capacity, and Augmenting the Use of City Facilities to Address Homelessness
3. Coordinate and Convene Service and Housing Providers to Strengthen Responses to Homelessness in Abbotsford
4. Advocate for Stronger Federal and Provincial Support
5. Develop and Implement New Strategies for Better Tracking, Understanding and Communicating Progress on Homelessness

Timelines

The HAP has a time horizon of 5-7 years. A range of short and long-term approaches are needed to address homelessness. Each action has an associated timeline.

- Short-term: 1-2 years
- Medium-term: 2-4 years
- Long-term: 4+ years
- Ongoing

View the Executive Summary booklet online at www.abbotsford.ca/homelessness

|  Goal 1: Strengthen Community-Based Services and Programs | |
|---|--|
| 1.1 | Build on the work undertaken in the City's Land Strategy to determine how the City's land assets may be able to be utilized to support the development of additional affordable housing projects in the community |
| 1.2 | Work with internal/external partners to identify properties and locations that may be underutilized or vacant and suitable for affordable housing and/or other supports (e.g. surplus Ministry of Transportation and Infrastructure lands, non-profit & faith community lands) |
| 1.3 | Conduct a needs assessment on the City's role in strengthening culturally-responsive services and supports, and continue to advocate for additional resources to strengthen the delivery of these services. |
| 1.4 | Tackle root causes of homelessness and enhance the City's role in supporting work that addresses these issues by creating partnerships with institutional partners (e.g. SD34, UFV School of Social Work). |
| 1.5 | Monitor and communicate funding opportunities to community service providers to ensure timely responses |



|  Goal 2: Enhance Abbotsford's Internal Responses to Homelessness by Strengthening Policy, Developing Staff Capacity, and Augmenting the Use of City Facilities to Address Homelessness | |
|--|--|
| 2.1 | Ensure the needs of individuals at risk of or experiencing homelessness will be considered and reflected in any upcoming City bylaw and policy updates (e.g., Zoning Bylaw update) |
| 2.2 | Explore opportunities and review how City-owned facilities and other assets could support individuals experiencing homelessness to meet their basic needs (e.g., washrooms, daytime warming programs, etc.) |
| 2.3 | Review/update the City's Emergency Response Plans (i.e., Severe Weather Response) to ensure that the needs of individuals at risk of or experiencing homelessness are included in City response initiatives. |
| 2.4 | Monitor the impact of pre-zoning and other incentives for supportive housing and other types of deeply affordable housing in other jurisdictions and determine whether it is feasible/desirable to implement in Abbotsford |
| 2.5 | Explore opportunities to prioritize affordable housing projects where the City and/or senior governments are a partner |
| 2.6 | Explore the use of the Affordable Housing Reserve to fund priority affordable housing projects |
| 2.7 | Ensure that City staff are adequately trained and supported to provide services to residents experiencing homelessness |
| 2.8 | Consider a Strategic Initiative and Opportunity (SIO) to increase capacity to support the implementation of the Homelessness Action Plan and the Reaching Home Program. |
| 2.9 | Increase opportunities to work with the Business Engagement Ambassador Program (BEAP) to enhance engagement with businesses impacted by homelessness and work with them to address their concerns |
| 2.10 | In partnership with community organizations, regularly engage with residents throughout the City with the aim of creating a culture of understanding across the broader community |
| 2.11 | Work with service providers and landlords to develop a landlord liaison program, supporting access to market rental housing for individuals at risk of or experiencing of homelessness |
|  Goal 3: Coordinate and Convene Service and Housing Providers | |
| 3.2 | Continue to support ongoing efforts around collaboration and coordination on service delivery in the community, including funding applications. |
| 3.3 | Continue to work with City Bylaw and Abbotsford Police Department to ensure that all necessary supports for vulnerable people are provided and coordinated in the course of enforcement. |
| 3.4 | Strengthen relationships between community-based organizations and health services to ensure a continuity of care |



|  Goal 4: Advocate for Stronger Federal and Provincial Support | |
|---|--|
| 4.1 | Identify and communicate key successes in Abbotsford's approach to addressing homelessness to stakeholders and senior levels of government |
| 4.2 | Advocate to senior levels of government for increased investments in the community to address homelessness including complex care housing, population-specific services, and mental health supports for frontline staff |
|  Goal 5: Develop and Implement New Strategies for Better Tracking, Understanding and Communicating Progress on Homelessness | |
| 5.1 | Work with community partners to develop and implement a 'by-name' list as part of a Coordinated Access System to support coordination of resources and understand changes in homelessness in Abbotsford |
| 5.2 | Use data from the "by-name list" and other key sources to develop a dashboard on homelessness in Abbotsford, communicating key successes and personal stories where possible |
| 5.3 | Use existing mechanisms to better track the availability of resources and services in the community and communicate this information to the public, other service providers, neighbouring municipalities and First Nations |
| 5.4 | Develop a communication strategy for the release of the Homelessness Action Plan, that includes avenues (e.g., social media) for regularly communicating with and receiving information from the public about homelessness in Abbotsford |



SPOTLIGHT STORY: A PERSON IN RECOVERY

Mark, an Indigenous man traveled to the lower mainland from the East Coast almost 25 years ago, as high youth at risk, and although he shares that it was his own poor decisions that took him across the country at only 13 years old, there is an underlying tone of regret and self-stigma.

It was the promise of “Beautiful British Columbia” that piqued his curiosity, with an idea that he might create a life here. As a vulnerable young person, Mark shares that he met many types of people on his journey, and sought connection with those that were accepting, had similar life experiences or challenges to his or who could provide comfort and inclusion while he used substances to cope with trauma from adverse childhood experiences, and to block out and forget a painful past. For a time, that sought after connection led him to East Vancouver and the Davie areas where he began to be now fully engaged in substance use, that became an addiction, and he became exploited in sex work at 16 years old.

Had there been Outreach programming for youth, or easier access to income support he believes that he may not have had to participate.

Later it was his partner that brought him to Abbotsford, where together they lived in an apartment for a short time, entrenched in addiction and resorted to survival crime to support their habits and lifestyle which was unsustainable. The couple became homeless, and the relationship dissolved, but Mark remained homeless for 10 more years in the community and continued to rely on survival crime to support his addiction. Mark did not access any services, including any provincial Income Assistance. He sold substances and never stayed in shelters during this time because he felt safer away from the population, and the risk of being robbed. Mark shared that ***there are lots of resources for food and shelter as needed, but the real challenge is the discrimination faced from community and landlords and found that he was discriminated against based on his addiction, being homeless and his mental health.*** The inability to shower or have an alarm clock did not help. He accessed no community programming and would rather go rent a hotel and let someone else stay in shelter.

Looking back, perhaps policies that incentivize landlords to create supportive housing opportunities for vulnerable members of the community would support a more robust rental pool.

One day, Mark woke up with a pocket full of substances and phoned Cedar Outreach for support, he was done and credits the relentless commitment of his worker to saving his life alongside his own determination and ability to find boundaries. ***A support that stayed connected to him through incarceration and was ready when he was and able to support in a myriad of situations.*** Mark shares that the system was helpful even though it did not lead back to Abbotsford for him, that people places, and things all needed to change. When Mark was ready to access shelter services, he found that having a substance free space was helpful and he was able to rekindle a friendship with another resident that would not have been possible if both individuals had been still using.

People really respect the Salvation Army and follow the rules and the people that did not were few and far between. Mark now lives in supportive housing but wishes that there was an ability to have visitors that include support workers, friends, or family. There are no overnight guests allowed, which can make it lonely and at times participants of the co-ed housing program



where he lives are asked to vacate in as little as 30 minutes. Mark feels that at his supportive housing unit, often women and men are not always treated equitably.

When Mark is not pursuing a love of photography, he works as a warehouse manager, where he started operating machinery. He had previously never dreamt this opportunity might be possible. Employment became a reality because he was given a chance through an unlikely employer who understood substance use. The employer had previously lost a loved one through a toxic poisoning and was willing to give Mark a chance. ***People need to have purpose and be able to contribute to their own lives as well as the community.***

Now 7 months into his wellness journey, he credits his job, his supports and spaces that are free from substances. Although Mark understands the value of Harm Reduction spaces, he strongly promotes abstinence because that works for him, he shares that ***there needs to be more timely and accessible pathways to a variety of different treatment options, including more culturally appropriate services.***

What people experiencing homelessness need are people to talk to, someone to believe in them and care, the biggest thing about being homeless is being invisible, a simple conversation can change someone's life.



PART 1 | INTRODUCTION

What is a Homelessness Action Plan?

The Homelessness Action Plan (HAP) is the City’s internal work plan that includes immediate actions and future strategies to be led or supported by the City to address homelessness in Abbotsford.

What Role Does the City Play in Responding to Homelessness In Abbotsford?

All levels of government have distinct roles to play in responding to homelessness in our communities. Table 1 provides an overview of roles played by different levels of government.

Table 1: The Roles of All Levels of Governments in Responding to Homelessness (examples)

| | |
|------------------------------|--|
| Local Government | <ul style="list-style-type: none"> Prepares Homelessness Action Plan to set directions and goals within the community Advocates to senior levels of government for resources and coordinate activities Facilitates partnerships and support local coordination Informs residents through research and data Prepares Official Community Plans and zoning bylaws that regulate land use, building form, and density Prepares and implements policies, such as rental protection, Community Amenity Contributions, and others Utilizes available assets to support vulnerable populations and respond to emergencies and crises |
| Provincial Government | <ul style="list-style-type: none"> Holds the government mandate for providing Housing and addressing Homelessness in BC Through BC Housing, provides capital investments and operating costs for new housing with supports and emergency shelters Establishes income and rental assistance programs for households in need Provides core health services through health authorities, including mental health and substance use services and supports Serves as legislative and regulatory authority, impacting real-estate development, landlord-tenant relations, land use planning, and development finance Oversees Poverty Reduction and Homelessness Strategies and investments |
| Federal Government | <ul style="list-style-type: none"> Responsible through the National Housing Strategy for all Canadians National Goal to support the most vulnerable Canadians in maintaining safe, stable and affordable housing and to reduce chronic homelessness nationally by 50% by fiscal year 2027 to 2028. Invests through the Reaching Home program Develops economic policy affecting incomes and housing supply Develops immigration and financial policy affecting housing demand Provides capital investments and secures bilateral agreements with Provinces |



Purpose of the Homelessness Action Plan

The Abbotsford Homelessness Action Plan is designed to lay out a range of short- to long-term strategies and actions that will be led or supported by the City.

The term of the Homelessness Action Plan is up to the next seven years.

The objectives of this Plan are:

- **Objective #1:** Identify ways for the City to strengthen its supports for community-led services and programs, including through City-owned assets and resources that can be leveraged to address homelessness and support partnerships
- **Objective #2:** Identify the City’s role and ongoing resources required to support the coordination of community homelessness initiatives
- **Objective #3:** Identify opportunities to partner with senior levels of government
- **Objective #4:** Inform City policies, programs, and activities
- **Objective #5:** Determine ways to measure tangible progress in the community’s response to homelessness

The 2022 Homelessness Action Plan builds upon the foundations of Abbotsford’s 2014 Plan which set five strategic directions to act on homelessness. The 2022 Action Plan allows the City to reflect on what has been accomplished, continue progress, and plan for identified areas where additional and ongoing work is required.

Who Was Consulted to Inform the Preparation of The Homelessness Action Plan?

Engagement for the Abbotsford Homelessness Action Plan was comprised of different activities that took place between January and May 2022. Table 2 includes a summary of engagement activities. A full summary of engagement participants and engagement findings can be viewed in Appendix 2: What We Heard Report.

Table 2: Summary of Engagement Activities

| Type of Engagement | Participants | Date |
|--|---|-------------------------|
| 6 Stakeholder Focus Groups with 33 Participants | A total of six focus groups were held and attended by 33 participants, representing Frontline Services, Community Service Providers, Businesses, First Nations and Métis Rightsholders, Shelter Providers, and Institutional Partners | January 2022 |
| 9 Stakeholder Interviews with 18 Participants | Eighteen individuals participated in nine interviews representing Frontline Services, Community Service Providers, First Nations and Métis Rightsholders, Shelter Providers, and Institutional Partners | February and March 2022 |
| 8 Lived Experience Interviews | Eight individuals with lived experience of homelessness participated in interviews representing perspectives of recovery including families experiencing housing insecurity and homelessness, a | January to March 2022 |



| | | |
|---|--|----------------|
| | refugee experiencing intersectional barriers, a shelter user, interactions with bylaw and supportive housing, a woman fleeing abuse and seeking mental health and addictions support, a shelter user with disabilities struggling with regular substance use, and shelter users struggling to transition to subsidized housing | |
| Stakeholder Feedback Workshop with 19 Participants | Nineteen stakeholder representatives participated and provided feedback. Stakeholders participated from across Community Service Providers, Institutional Partners, Shelter Providers, First Nations, and Frontline Services. | April 21, 2022 |

2014 Homelessness Action Plan - Progress Made

Council passed the 2014 Homelessness Action Plan outlining five broad strategic directions. Significant success was achieved on many areas of the plan while some targets require further progress.

Strategic Direction 1: Facilitate A Housing First Approach, Rather Than Housing Only

- Endorsed a Housing First approach and the Homelessness Action Plan
- Established permanent position of Housing and Homelessness Coordinator (2015)
- Increase in market rental housing production is underway, which over time can decrease the pressure on existing and older rental stock (ongoing)
- Emphasis on transitional, supportive, and assisted living options in Affordable Housing Strategy (2020)
- Completed first Housing Needs Assessment and Community Data Book on poverty, aging, childcare, and housing (2021)

Strategic Direction 2: Advocate For Housing And Wrap-Around Support

- Brought new resources into the community, including 40 year-round shelter beds
- Expanded Extreme Weather Response shelters to five locations
- Built two new temporary winter transportation shelters for use during extreme weather
- Secured federal Reaching Home funding for a Coordinated Intake and Referral (CIR) model (2015)

Recent City-led Policy Initiatives

In addition to the accomplishments resulting from the 2014 Homelessness Action Plan, the City of Abbotsford has proactively taken steps that will positively impact homelessness issues in the City.

This includes:

- Completed an Affordable Housing Strategy (2019) which is currently being implemented
- Conducted a Housing Needs Assessment (2021) to better understand all housing needs across the continuum
- Approved bylaw changes that allow supportive housing developments in multi-family zones in the city (2021)
- Developed a Land Strategy to understand civic and non-civic municipal assets (2021)
- Developed a Community Data Book that summarises the key community-wide socio-economic trends and challenges (2021)



- Launched Assertive Community Treatment (ACT) Team (2015)
- Created Inter-Agency Care Team to provide intensive case management and planning support for complex needs (2018)
- Received Status and Funding as Designated Community Entity under Reaching Home (2019)
- Announced new integrated homelessness action response team (2022)

Strategic Direction 3: Initiate A Prevention Program

- Completed internal staff training
- Developed inter-governmental advocacy plan to address issues such as discharge practices
- Initiated partnership with community collaborative on food security issues (In progress)
- Began development of new policy framework for group homes (In progress)

Strategic Direction 4: Promote A Culture Of Awareness, Inclusiveness And Respect

- Offered “Many Ways to Home” online course by University of the Fraser Valley
- Offered ongoing opportunities for community engagement and dialogue

Strategic Direction 5: Foster Collaboration Between Agencies, Community And Government

- The Homelessness Action Advisory Committee (HAAC) has functioned as the Community Advisory Board and established various working groups to focus on priority actions
- Opened the Abbotsford Hub, a one-stop resource for mental health, addictions, and rental support – received Premier’s Award for the model (2018)

Reporting on the Homelessness Action Plan

In the Action Framework (Part 3) we identify actions that the City and its partners can undertake to track progress on homelessness in the community over the next five to seven years. In addition to the ongoing community monitoring dashboard, staff will provide regular reports to Council on progress in implementing the HAP. These annual updates to Council every summer (June/July) and may be timed to coincide with updates on the implementation of the Affordable Housing Strategy.



SPOTLIGHT STORY: A FAMILY EXPERIENCING HOUSING INSECURITY & HOMELESSNESS

Carrie (52) called Abbotsford home for over 30 years and raised 8 children there with supports from extended family, and the faith community but was often housed insecurely due to the size of her family. Unfortunately, after 10 years in a stable rental, she was evicted when the landlord decided to sell. At that time Carrie had a newborn infant and wished she could have found a way to rent to own or knew ahead of time that her housing was at risk.

Losing that home was the beginning of a perilous journey, where she was unable to secure a new home and her life spiraled into addiction, her children were removed from her care, and she became hopeless. Carrie knows that there are supports available now, but at the ***time found it challenging to find the resources she needed on her own, she believes she would have benefited from navigation of services, learning how to network, and building real life skills that increased her self-worth.*** Carrie is adamant that she would only ever recommend the Ministry of Children and families as a last resort because they aren't able to provide the necessary support. There were no adequate rentals available for large families and remembers experiencing stigma within a deeply religious community for having 5 children and being a single mother, and shared that she experienced more stigma and shame in Abbotsford than any other community she has lived in. ***Carrie recommends more development around building a community of care, peer led projects and stigma campaigns. Through her many years involved both accessing and providing support, she believes that there are many informal supports that want to aid but don't always know where to focus efforts.***

The most support she received was when she engaged with the religious community and as a general piece of advice, she shared that she would not recommend a government service provider, rather a non-profit or peer support.

Carrie found herself pregnant, homeless, and using substances, and shares that her first taste of real support came from Xyolhemeylh, an Indigenous organization that supported her in wellness and eventually into subsidized housing. Carrie is now raising her youngest child and a grandchild, lives just outside the community in a **secured access affordable housing building** yet finds it challenging economically to meet basic needs with a rent of 1200.00 on a \$670.00 Income Assistance allowance while raising a second family, even though she is actively employed as a Peer Support with a local group called Drug War Survivors. Carrie is grateful for her home but ***wishes she could trade her baseboard heating for a more affordable option and 14 ft ceiling for more floor space, and a yard with a little privacy so that she could have her family visit more and be able to support her children that are active in addiction.***

For Carrie, seeking support involved taking a risk and making a choice to seek help, which was challenging for an individual who has lived a life full of trauma, neglect, and disappointment. The risk was enormous especially when children are involved. She shared that the drug met the need for connection, a deceptive connection, that only contributed to the shame and self-stigma. It was in a crucial moment in her life, that having a human being create a safe and non-judgmental space for communication, followed by an opportunity to create change that created a positive that was huge.



PART 2 | WHAT WE KNOW ABOUT THE CURRENT STATE OF HOMELESSNESS AND AVAILABLE SUPPORTS IN ABBOTSFORD

Engagement activities and data form the basis of our understanding of who is experiencing homelessness in the city of Abbotsford and sets a baseline for how our actions affect outcomes.

Data, Facts and Figures: Snapshot of Abbotsford Homelessness & Housing Need

This section summarizes key data indicators that will be used in preparing a dashboard. It includes information on known levels of homelessness in the community, available housing, and emergency shelters and their utilization and demand.

Housing For People Experiencing Homelessness

Since 2018 the City of Abbotsford has increased its stock of available housing units that are directly serving people experiencing homelessness by from 173 to 293 units, an increase of 120.

In 2021 there were an average of 81 applicants on the Supportive Housing Registry. Applications must be renewed after six months to remain active. Of all applicants in September 2021, 22% identified as Indigenous and 59 percent as female. Applicants came from all age groups between 19 to over 65 years.

Table 3: Definitions

Homeless Units describes all housing for people who are at risk of homelessness, or formerly homeless with stays for at least 30 days and up to two or three years. It includes on- or off-site support services to help people move towards independence and self-sufficiency.

Supportive Housing is subsidized housing with on-site supports for single adults, seniors, and people with disabilities who are at risk of or are experiencing homelessness.

Homeless Shelters offer temporary but immediate places to stay for anyone who is homeless or at risk of homelessness.



Figure 1: Supportive Housing Applicants who Identify as Indigenous



Figure 2: Supportive Housing Applicants by Gender

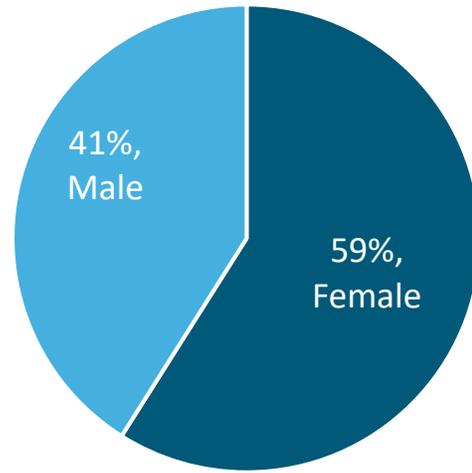
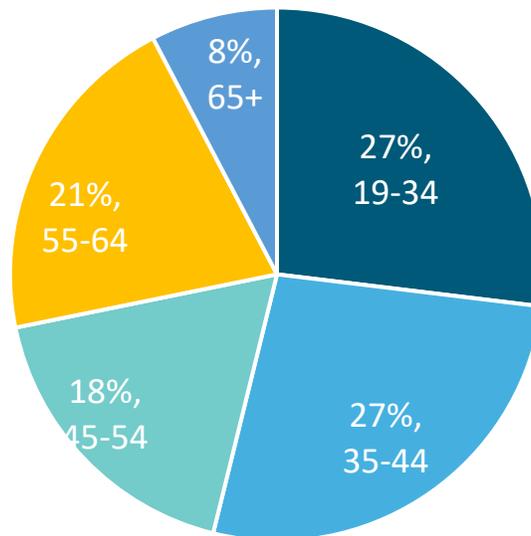
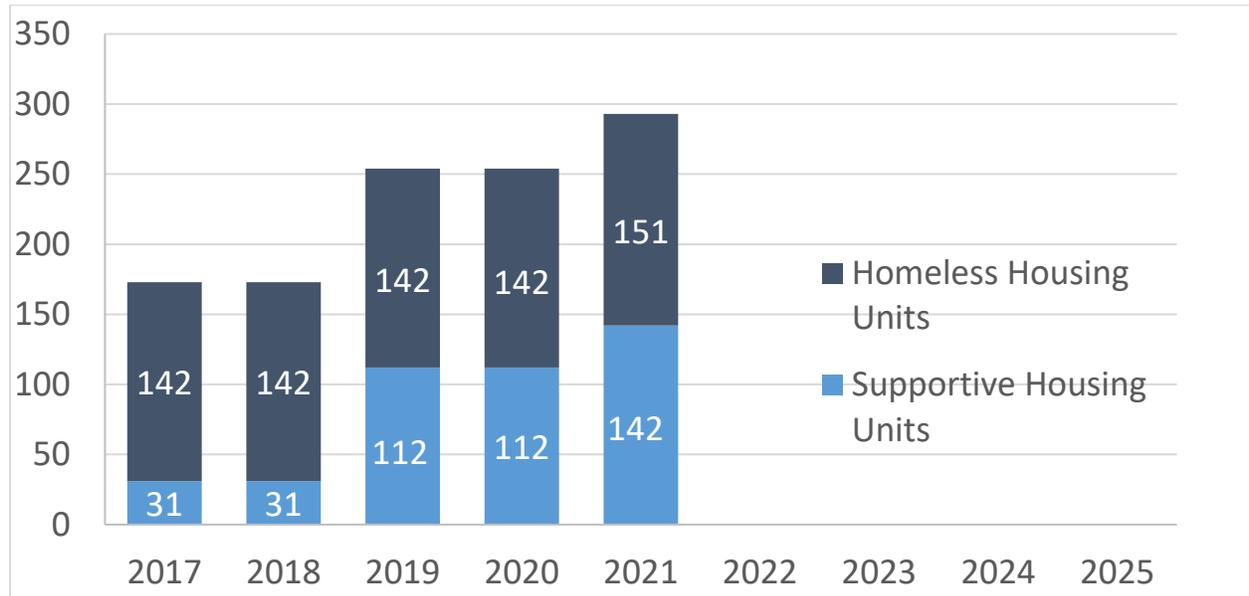


Figure 3: Supportive Housing Applicants by Age



Source: Supportive Housing Registry. BC Housing, Research and Corporate Planning Department, November 2021.

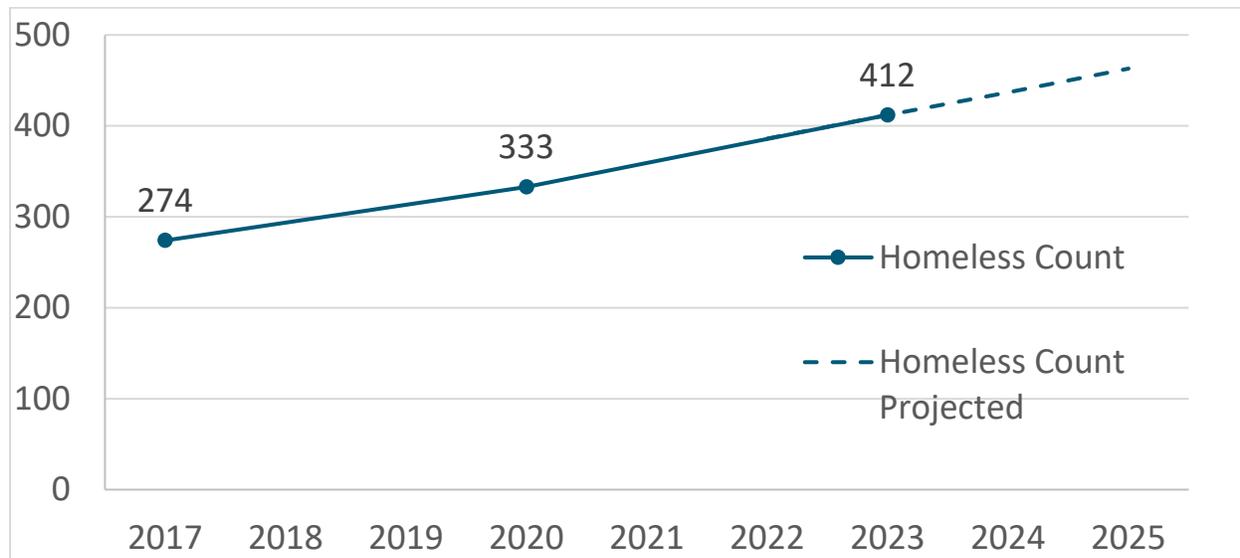
Figure 4: Homeless Housing Units and Supportive Housing



Source: BC Housing, Research and Corporate Planning Department, November 2021.

The most recent Point-in-Time (PIT) homeless count (2020) indicates that 333 people were experiencing homelessness in Abbotsford. This number is projected to increase to more than 400 people in the 2023 homeless count should historic rates continue.¹

Figure 5: Actual and Projected Homeless Count, Abbotsford, 2017-2025



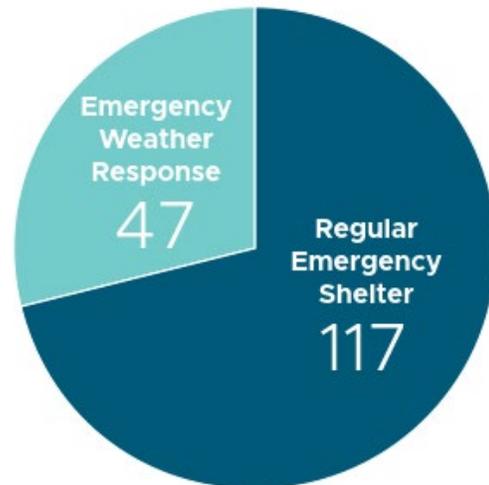
Source: Abbotsford PiT Count 2011, 2014, 2017, 2020. BC Housing, Research and Corporate Planning Department, November 2021; Homeless Units include Centre of Hope, Tim's Manor, Psalm 23 Training Centre & Psalm 23, The George Schmidt Centre, Firth Residence, Legacy Manor, Sunrise Home, Hearthstone Place, Cole Starnes Place, Yalestone, Red Lion Inn.

¹ The historical trendline is dating back to 2011. Based on this data, by 2023, the PiT count is projected to be 412 people (a 24% increase). This projection is a simplistic forecast that assumes new supportive housing supply continues to be built at the same rate as between 2018-2021 levels. Note that this trendline assumes recent supply in supportive housing is continued and does not project growth as if no new supply was built (see next section for further discussion).

Emergency Shelters For People Experiencing Homelessness

Service providers offered 164 shelter spaces and extreme weather mats across seven different locations in Abbotsford in the winter of 2021.

Figure 6: Emergency Shelter Beds/Mats for People Experiencing Homelessness, December 2021

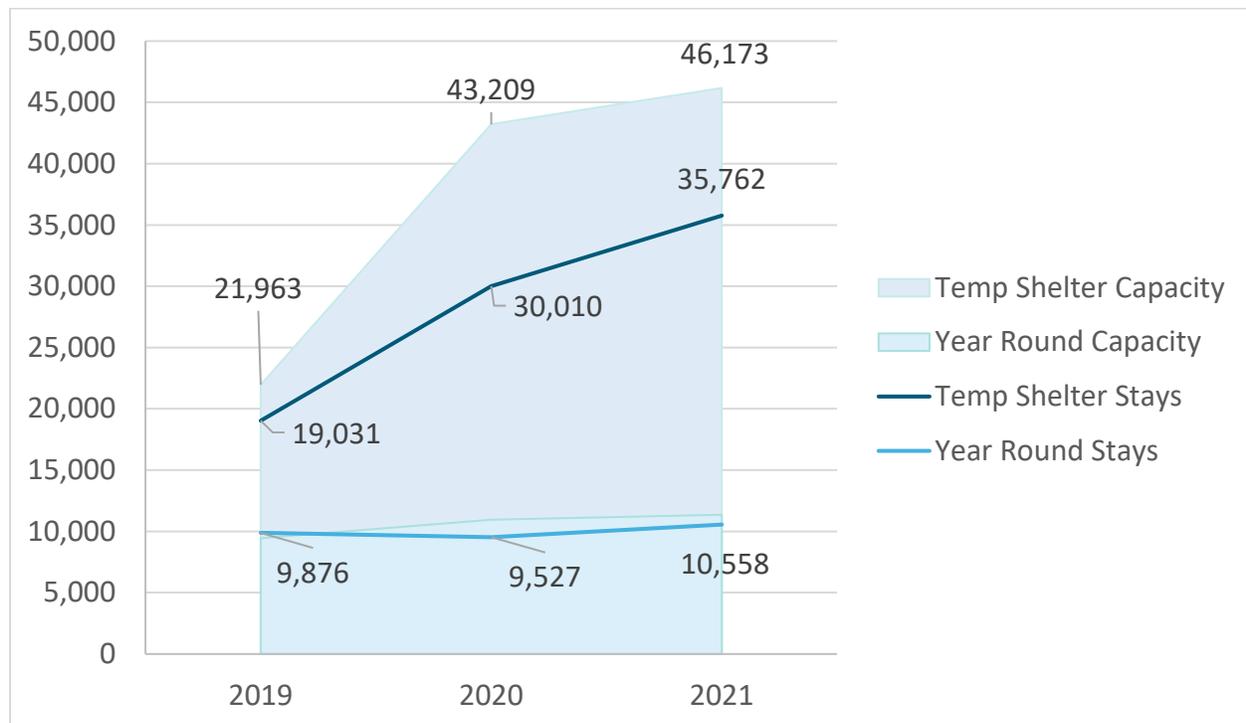


These consisted of 117 regular emergency shelter beds and 47 mats for emergency weather response. As of fall 2021, regular shelter capacity was limited to 102 beds or mats due to COVID-19 restrictions.

Shelter spaces in Abbotsford are almost exclusively funded by BC Housing. Year-round (permanent) shelters are generally operating 24 hours and 7 days a week. Temporary shelters usually operate for a short period of time, either seasonally or longer, in order to meet a community need.

Year-round shelters have been operating at capacity in Abbotsford, indicating greater year-round demand for shelter beds. Additional temporary shelter capacity that was added to meet community demand has not been at capacity between 2019 and 2021.

Figure 7: Shelter Stays by Shelter Type and Year, Abbotsford, 2019-2023



Source: BC Housing, Research and Corporate Planning Department, November 2021.



Income Assistance

As of December 2021, more than 5,000 Abbotsford households received income assistance through the Ministry of Social Development and Poverty Reduction. Of these recipients, more than 300 people were identified as having no fixed address.²

5,127

individuals and households receive income or disability assistance, indicating the need for affordable below-market housing options.

317

households who receive income or disability assistance have no fixed address, a possible indicator of homelessness.

Source: Ministry of Social Development and Poverty Reduction, received December 10, 2021.

Housing Waitlists

The Housing Registry is a centralized applicant management system for non-market housing units. Applicants are required to renew their application every six months. The changing number in applicants is an indicator of overall housing need.

Between 2016 and November 2021, Social Housing waitlists maintained by BC Housing have more than doubled, increasing by 107%.

Families continue to make up the largest number of Housing Registry applicants, but the need for units for seniors, families, and persons with disabilities have all grown.

Over a six-month period between November 2021 and May 2022, the overall number of applicants has increased by 14% from 375 to 427 total applicants.

Table 4: Housing Registry Applicant Households by Category, Abbotsford, 2016-2022

| Household Type | 2016 | 2021 (Nov) | 5-year Growth | 2022 (May) |
|-------------------------|------------|------------|---------------|------------|
| Family | 86 | 179 | 108% | 205 |
| Persons w/ Disabilities | 30 | 62 | 107% | 68 |
| Seniors | 45 | 99 | 120% | 112 |
| Wheelchair Modified | 9 | 15 | 67% | 18 |
| Singles | 11 | 20 | 82% | 24 |
| Total | 181 | 375 | 107% | 427 |

Source: BC Housing, Research and Corporate Planning Department, May 2022

² Having No Fixed Address (NFA) and not being in receipt of the shelter portion of Income Assistance does not specifically identify individuals who are homeless and may include individuals who are: residing at shelters, residing with friends or family, transitioning between addresses, choosing not to disclose their address and/or do not have their address information on file with the Ministry.



Key Data Findings

While the City of Abbotsford has successfully increased its stock of housing units for people experiencing homelessness through partnerships with the Province of British Columbia and the Community Housing sector, the number of homes for people experiencing homelessness does not meet the current need in the community.

The number of people who are experiencing visible homelessness (as they are connected to support services) is estimated to be between 300 to 400 people on any given day. This number would be much higher had the City not increased its pool of housing by 120 units since 2018.



SPOTLIGHT STORY: A DISABLED SHELTER USER STRUGGLING WITH ADDICTION

Rick (51) worked within the transportation sector and lived independently in Langley until he was 45 years old. At the age of 45, he suffered an intense injury that impacted his hips that resulted in him being unable to work. After his accident, Rick moved in with his mother as he was living off disability income and this adjusted income could not cover his previous cost of living. Living with his mother was not ideal, the two struggled to live together amicably and Rick began to use substances during this time. After a year and half his mother kicked him out and he became homeless.

At this point in time, Rick was admitted to the hospital and then referred to a rehab facility in Abbotsford. He completed the program at the rehab facility and was then referred to second stage housing. This was the start of Rick's insecure housing journey within Abbotsford. Rick shared that he did not last long living in the second stage housing because he found it to be a very dirty and disruptive environment. He spent segments of time living on the streets, in alternate second stage housing programs and at various shelters. One specific program Rick mentioned was the second stage housing program at the Salvation Army. Rick admits that this program could have been positive if he could have stayed sober but ultimately, he could not abstain from alcohol and was asked to leave. Another challenge he found was that he could not relate to the person running the program and it was difficult to interact with them daily. Rick felt that it was very hard to have tension with someone in such an intimate environment.

Rick is currently living at a shelter where he has been consistently staying for a year. Although the centralized services offered have been positive, he does not think living at the shelter long-term is ideal for multiple reasons. He misses his independence, doesn't like having to leave the shelter for afternoon hours when it is cold and gets frustrated about the inconsistency amongst staff regarding the rules. His ideal living situation would be to find a single apartment that is affordable and central so he can get around. He feels that it is important to live alone so that he can focus on himself and not have his recovery and lifestyle impacted by others. Overall, Rick feels he can build a life anywhere and has considered moving to the island for a lower cost of living.

Rick strongly feels that there needs to be access to mental health support within the community. Over the last few years, he has had two different counselors referred to him through rehabilitation programs. Rick did not connect with those counselors and doesn't know how to find other mental health services. He recognizes that there could be existing programs in the community that he simply does not know about. He feels mental health services can be improved by making support available to diverse populations and promotion of current programs.

Rick largest need is affordable housing. He stated, "lack of housing sucks and it makes you feel very insecure, sad and unmotivated. It feels like your life is out of your control and it is hard to focus on your goals." He also would like to see other services such as mental health counselling and dental programs more readily available or promotion of pre-existing programs within the community.



Existing Services and Supports

The City of Abbotsford has a rich infrastructure of social services.

As of June 2022, there were 102 organizations and 297 programs on [HelpSeeker.org](https://helpseeker.org) that were identified for people experiencing homelessness.

Programs are grouped into one of the following four categories:

| | |
|----------------------------------|------------|
| Mental Health and Substance Use: | 117 |
| Basic Needs | 131 |
| Housing | 41 |
| Emergency Shelter | 8 |
| Total Number of Programs | 297 |

The City of Abbotsford Service Inventory

The City of Abbotsford has contracted HelpSeeker to maintain a resource inventory for people experiencing homelessness and others seeking help. A full inventory of services listed by HelpSeeker is included in the Homelessness Action Plan in Appendix 4.

If you are a service provider and want to update your service, you can email info@helpseeker.org to review your listing.

The following pages include an overview of services across Abbotsford. The purpose of these maps is to indicate the general areas which services are currently located.

Please note that not all programs are represented on the maps. Refer to Appendix 4 for the complete list as of June 2022. Listings are from an active database and may not represent the most up-to-date information.



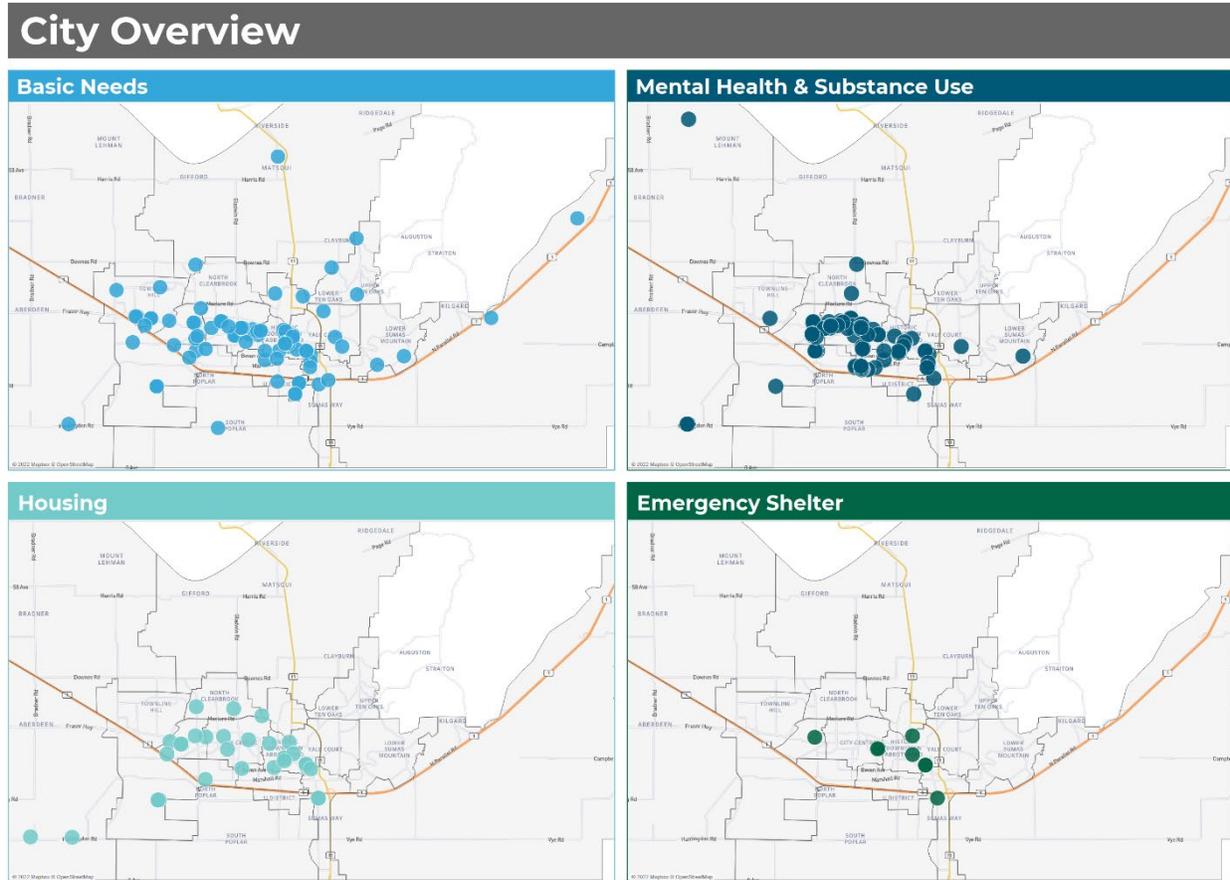
Service Providers Supporting People Experiencing Housing Insecurity and Homelessness in Abbotsford

We thank those staff and organizations whose mission it is to support people to attain housing and supports in our community every day. These community-based and government organizations are important partners in the City's work to respond to issues of housing insecurity and homelessness:

- 5 and 2 Ministries
- Abbey Medical Supplies
- Abbotsford Association for Healthy Aging
- Abbotsford Bibles for Mission Thrift Store (ABFM)
- Abbotsford Community HUB Centre
- Abbotsford Vineyard Church
- Abbotsford Youth Commission
- Agora Employment Essentials
- Alexander Elementary
- Archway Community Services
- Atangard Community Project
- Bakerview Church
- Canadian Red Cross
- Central Heights Church
- Child and Youth Mental Health
- Child Care Resource & Referral
- Christian Life Community Church - Abbotsford
- City of Abbotsford
- CNIB Fraser Valley
- Cyrus Centre
- Dormick Park Elementary School
- Embers
- Food for the Soul Project Society (FFTSP)
- Garden Park Pharmacy
- Gur Sikh Temple
- Health Initiative for Men
- Heritage Alliance Church
- Hidden Treasures Thrift Store
- Immanuel Church - Abbotsford
- Inasmuch Community Society
- John Howard Society of the Fraser Valley
- Joshua house
- KidSport Abbotsford
- Kinghaven Peardonville House Society
- L.I.F.E. Recovery Association
- Lifehaven Women's Support Society
- Lifeline Outreach Society
- Lookout Housing and Health Society
- Lotus Humanitarian Society
- Margaret Stenersen Elementary
- Medical Tower Drugs
- Mennonite Central Committee (MCC) BC
- Ministry of Social Development and Poverty Reduction
- Mission Community Skills Centre Society
- Northview Community Church
- Phoenix Society
- Psalm 23 Transition Society
- Salvation Army Center of Hope
- SARA for Women Society
- Sevenoaks Alliance Church
- South Abbotsford Church
- St. Ann's Abbotsford
- Starfish Pack
- The Open Door Child Care
- The Salvation Army Centre of Hope
- Triangle Community Resources
- Trinity Memorial United Church
- University of the Fraser Valley
- Value Village Thrift Store
- Vibrant Abbotsford
- WorkBC Centre

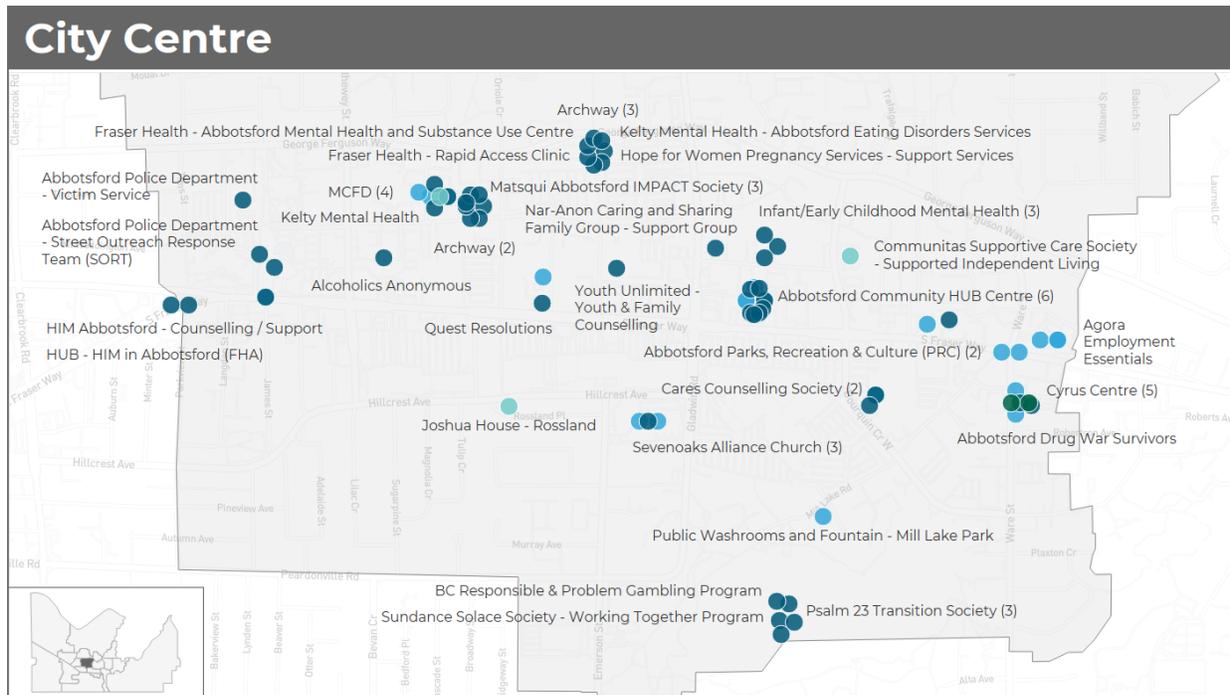
City Overview

Figure 8: Service Providers, City Overview, 2022



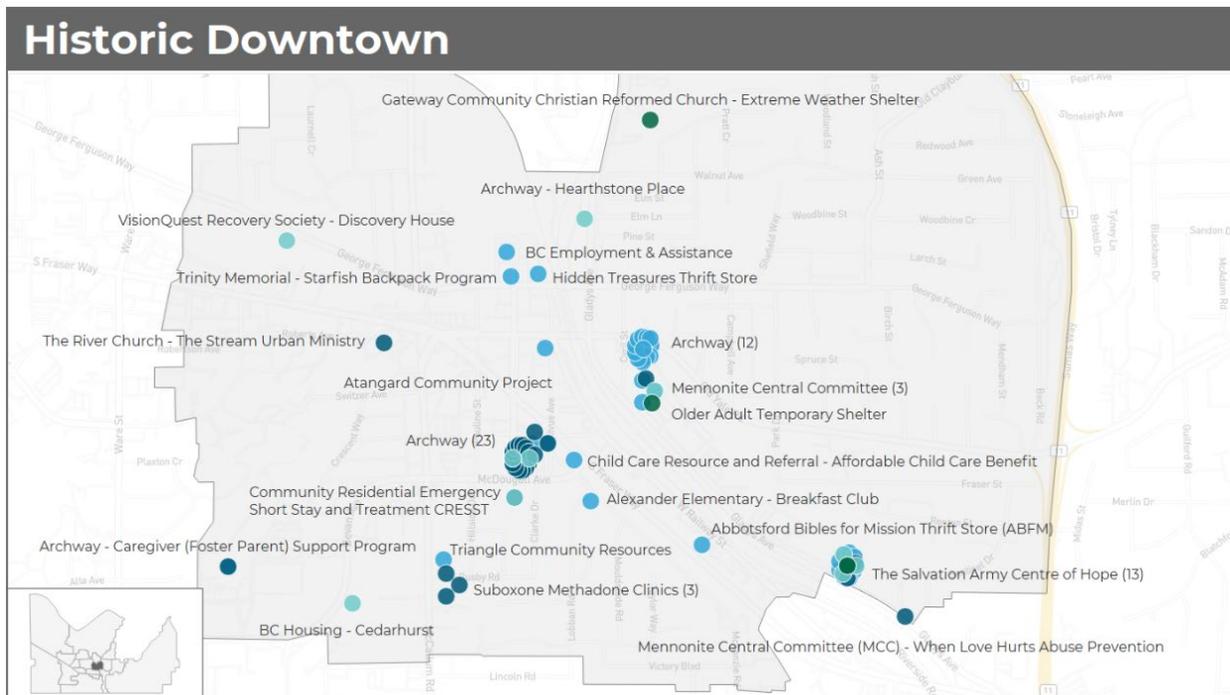
Source: Helpseeker, 2022.

Figure 9: Service Providers, City Centre, 2022



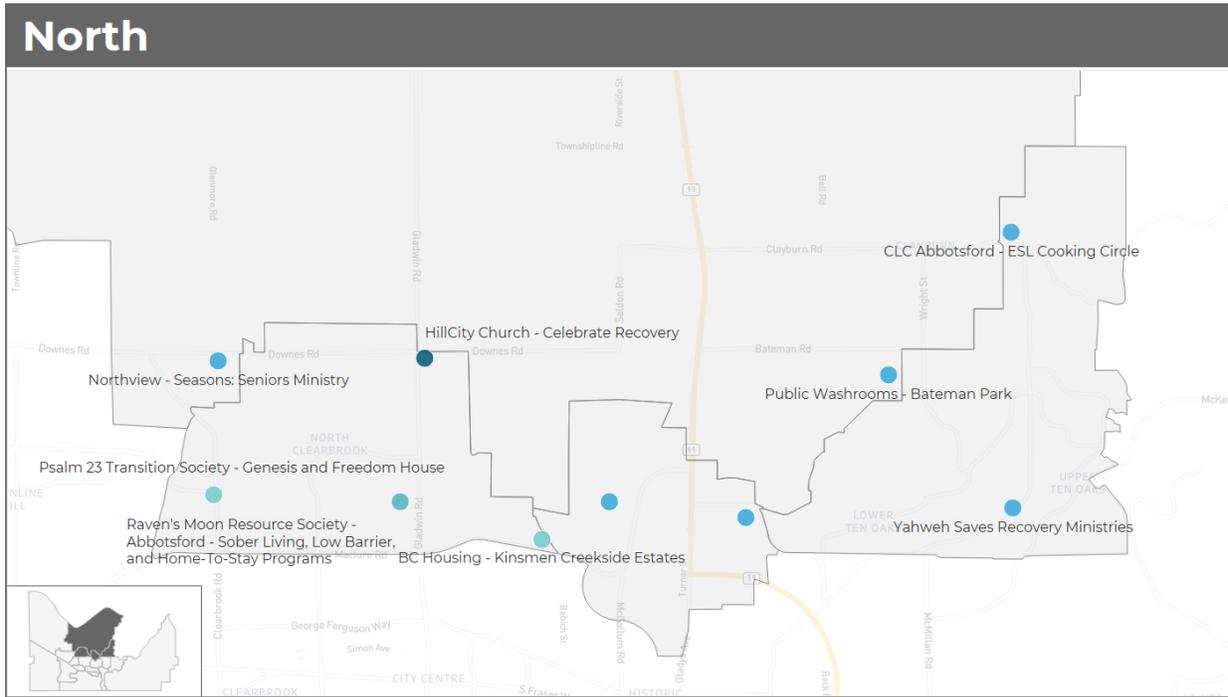
Source: Helpseeker, 2022.

Figure 10: Service Providers, Historic Downtown, 2022



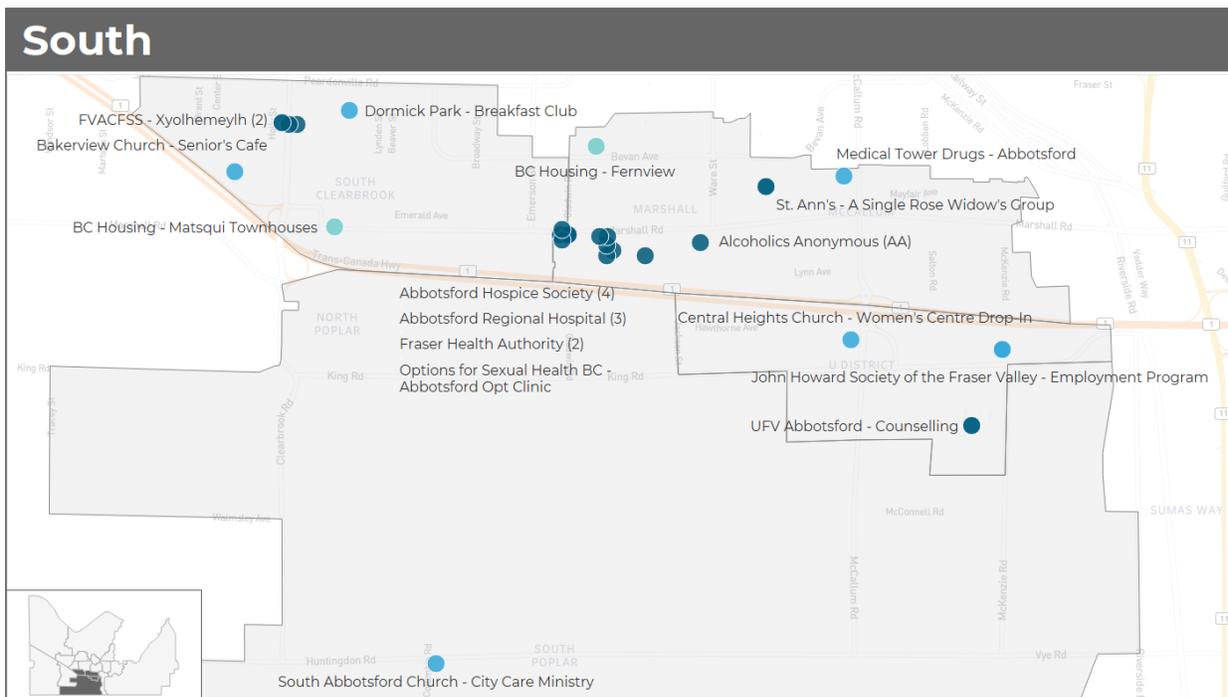
Source: Helpseeker, 2022.

Figure 11: Service Providers, North, 2022



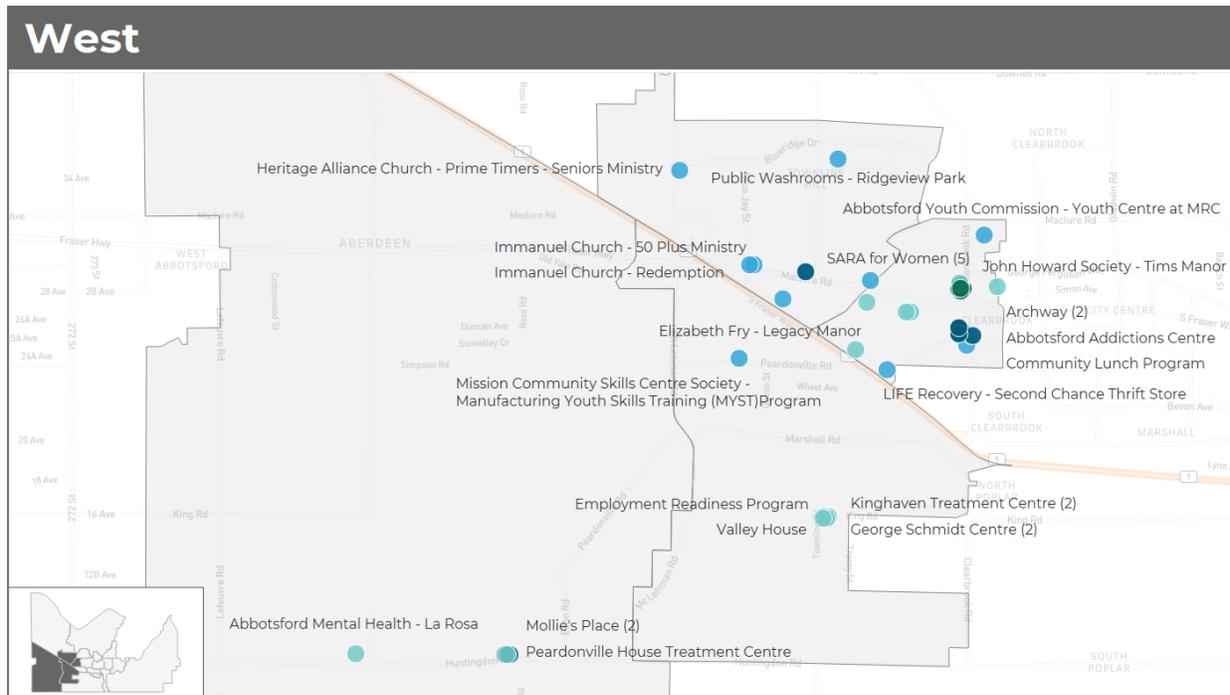
Source: Helpseeker, 2022.

Figure 12: Service Providers, South, 2022



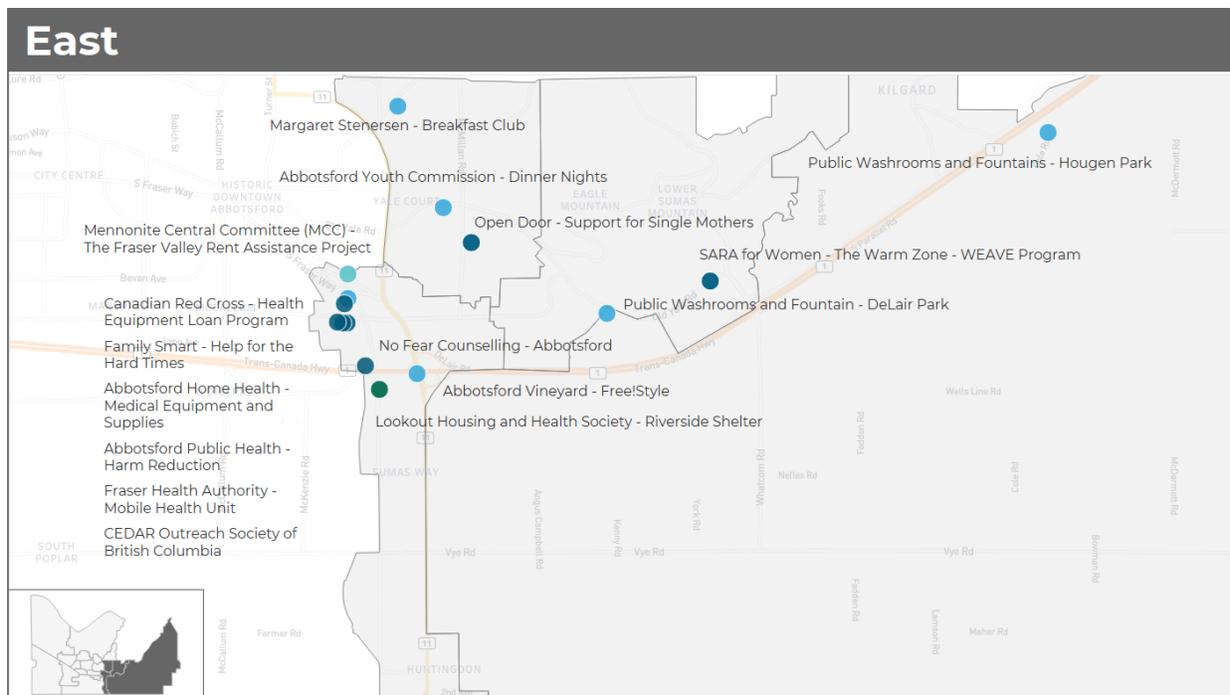
Source: Helpseeker, 2022.

Figure 13: Service Providers, West, 2022



Source: Helpseeker, 2022.

Figure 14: Service Providers, East, 2022



Source: Helpseeker, 2022.



What We Heard: Key Outcomes

The following is a summary of findings from six Stakeholder Focus Groups, nine Stakeholder Interviews and eight Lived Experience Interviews in addition to one Stakeholder feedback workshop. See Table 2 for an overview of engagements conducted.

Key actions identified by stakeholders were noted that directly translated into the action framework.

Community-Based Services and Programs

Topic 1: Service Provider Staff Capacity and Turnover

The homeless-serving sector is seeing high rates of turnover, with many new staff joining long-standing organizations and new organizations joining the landscape of services. The lack of continuity is aggravating the lack of cohesion and connection within the sector in Abbotsford. The degree of stress, trauma, and responsibility placed on staff in the sector is a continued issue often resulting in burnout.

- Mental health supports and resources for staff experiencing trauma and burnout
- Opportunities to build capacity in non-profit housing providers
- Opportunities for service providers to convene and build relationships

Topic 2: Specific Underserved Populations

Based on their experiences, stakeholders identified demographics that were underserved by current services and programs in Abbotsford. These demographics have specific safety, accessibility, and support needs that require targeted support and expansion of services.

- First Nation and Métis individuals
- Seniors and older adults
- LGBTQIA2S+ individuals
- Individuals needing high levels of care
- Women
- Women who are pregnant/expecting mothers
- Couples
- Individuals with pets

Topic 3: Missing Community-Based Services

Service providers are facing lowered capacity and effectiveness as a result of key gaps in the homeless-serving sector. Many services would be able to function with increased success and capacity if key gaps were filled. For example, one service provider noted their staff are having to provide end-of-life care without necessary training, supplies, and support. Without these resources, providing end-of-life care requires significant capacity from their team and takes away from their ability to successfully fulfil their mandate. Missing supports include:

- Access to phones
- Transportation programs
- Daytime and year-round shelter spaces
- Complex care models
- End-of-life care
- Low barrier services



City Policies, Programs and Activities

Topic 4: Community Safety

For local businesses and residents, it was important to recognize the impacts of the homelessness and housing crisis even beyond people experiencing homelessness. Individuals shared concerns for personal safety and that of family members or employees as well as financial impacts to property value and business income as an impact of the crisis.

Topic 5: Physical Spaces for Program Delivery

There is a need for locations to deliver services. It is common for service providers to have the programs and resources to provide important services, but physical space, such as for mobile health care clinics, remains a priority gap. Securing culturally safe spaces without religious affiliation is highly important. In situations where service providers do find potential locations, they are often met with a lack of community support that prevents or deters them from locating services. Challenges were specifically noted around daytime use, storage of personal belongings, and bylaw restrictions. Participants suggested a few possible solutions:

- Offer municipal spaces for community programming
- Review demolition process and timelines
- Consider temporary use programs
- Adjust bylaws for daytime use of parks
- Engage libraries and recreation centres
- Allowances for living in trailers

Topic 6: Basic Facilities

There are a number of immediate needs for facilities to support those experiencing homelessness. Participants referenced that there is often concern from the community when facilities primarily directed at those experiencing homelessness are located in their neighbourhoods. Yet providing facilities to meet basic needs was recognized as a potential action to alleviate community concerns around waste and discarded belongings. Immediate needs include:

- Provide toilets, showers, and sanitation stations
- Provide garbage cans and discard boxes
- Provide storage for personal belongings

Topic 7: Timeline and Complexity of Zoning, Financing and Permits

The complexity, cost, and timeline of permitting and rezoning processes are barriers to effective services. In some instances, these barriers resulted in funding opportunities being missed and participants being unable to serve their intended clients. Participants wanted to see the City change protocols and requirements in the following ways:

- Expedite temporary use permits
- Waive or lower fees for non-profits
- Offer liaisons to support applications
- Identify properties and locations for services



- Pre-zone locations for relevant services
- Continue extending permissive tax exemption supports

Topic 8: Liaising with Residents and Businesses

Participants from businesses and service providers identified a gap in the City's communication with residents and businesses. There was interest in the City acting as a liaison with residents, landlords, and business owners to understand and respond to concerns, create incentives, and share factual information and stories. For businesses and citizens, there was confusion and frustration around knowing who to contact for different issues and being turned away by those that they did reach out to for support. The following suggestions were offered:

- Engage with landlords
- Provide training for employees of businesses
- Improve consultation for projects
- Develop clear contact points

Topic 9: Municipal Culture and Mandate

Participants had a desire to see vocal support from City leadership in the news and at community events, similar to Abbotsford's response to the 2021 floods. Stakeholders generally understood the responsibilities of senior levels of government in homelessness but still felt that the City had room to improve to take on necessary levels of leadership and ownership.

- Invest in City staff working on homelessness
- Advance representation and cultural safety
- Provide training around historically marginalized groups

Coordination of Community Homelessness Initiatives

Topic 10: A Convener and Connection Point

The current lack of coordination between service providers in Abbotsford is a significant issue. Participants recognized that if the City were to play a convening role, it would need to do so with significant investment and capacity for the efforts to be effective. Participants noted that, in acting as a convener, it would be important for the City to work with local experts, focus on the priorities of service providers, and avoid duplication.

- Convene regular meetings with service providers
- Create an up-to-date list of services with contact information
- Increase City staff working on homelessness

Partnerships with Senior Levels of Government

Topic 11: Advocacy to Higher Levels of Government

Participants noted problems stemming from senior government services, such as insufficient health care and social services. Some stakeholders felt challenged in their ability to respond to these issues in ways that would not sacrifice needed funding or break the Lobbyists Transparency



Act. A role was identified for the City in coordinating and advocating for the needs of service providers with senior government.

- Support regular dialogue with Fraser Health
- Advocate for change on behalf of services providers

Topic 12: Securing Funding Opportunities

Participants, particularly those connected to funders in nature, noted that there is room for the City to further leverage and highlight its successes. They also noted that the City may see additional success in procuring funding by being increasingly vocal about the intensity of the need for housing and homelessness solutions in Abbotsford.

Data and Sharing Information

Topic 13: Measuring Progress

Participants were interested in seeing the City measure and share progress with citizens, community-based services, and other governments as an aspect of approaching homelessness. This included engagement with citizens to address community resistance and misconceptions around homelessness. Participants were interested in having the City communicate with service providers and frontline services by convening events and meetings. Neighbouring First Nation rightsholders and representatives also valued direct communication and information-sharing, noting the importance of being given a seat at the table.



SPOTLIGHT STORY: A REFUGEE EXPERIENCING INTERSECTIONAL BARRIERS

James is a landed Immigrant who has been experiencing homeless in Abbotsford for 2.5 years. James came to Canada in 1992 with his wife as a refugee of a war in Iran, sadly his family relationships dissolved a year later, and he shares he has been homeless since. James is unable to work and on a permanent disability, he suffers from various physical comorbidities, and concurrent mental health and substance use disorders including PTSD, that further impact his ability to communicate challenges and access appropriate supports. Communication difficulties are further compounded alongside a language barrier, although James communicates clearly that he has experienced discrimination exponentially within shelters, hospitals, and the court system. Although James is currently on probation for mischief but wishes there was opportunities to talk about the incident or participate in restorative justice and that there are no ways to really address the issues people face.

Currently James lives in a shelter but shares that he has been previously incarcerated and hospitalized for his mental health. James wishes that he had his own place with a clean atmosphere, a kitchen with his own food so he could eat what he wants, and simpler access to his psychiatric care; currently he must travel to see his care provider and shares that his experiences in hospital have been chaotic, partly due to COVID-19.

James has no natural familial supports, and shares that he does not know where his ex-wife or child are and that his mother is 75 and lives far away and is also a refugee.

James shares that the 5&2 shelter is a good service provider, everyone really works hard, and he appreciates that he has the ability to shower and that he is able to volunteer, which provides opportunities to connect with others and contribute to community. Previously, he experienced a lot of bed bugs and poor air quality, he wants for no one to suffer in community and does take advantage of swimming, the saunas and parks when he is able.



PART 3 | ACTION FRAMEWORK

The Plan's Action Framework was prepared as an outcome of the engagement with stakeholders and partners and through an analysis of current trends. It also builds on foundations laid through existing policy and plans (see text box). A review of current practices was conducted for action items that were identified as either high priority for the City or high complexity (e.g., requiring multiple partners to solve or significant resources invested). A summary of current practices is included in Appendix 3.

Overview

The following section outlines the Action Framework that the City is implementing to meet the vision that Abbotsford is “a city where everyone has a home.”

The framework includes five main Goals that will support the City's objectives.

The Foundations for the Homelessness Action Plan

While this framework is intended to serve as a standalone document that guides the City's actions on homelessness over the next ten years, it is also connected to other key work being undertaken by City staff.

- As the City's first HAP, the **2014 Homelessness Action Plan** provides the basis for many of the achievements and successes to date in strengthening resources and supports in the community. Its five strategic directions formed the basis for scoping and considering this update and engaging with stakeholders and partners.
- The City of Abbotsford's **2019 Affordable Housing Strategy (AHS)** outlines key actions for the City to undertake over the next five years that will ensure “Abbotsford is a complete and vibrant community that has diverse and affordable housing options for all stages of life.”¹ Several actions in this 2022 Homelessness Action Plan directly reference the work of the 2019 housing strategy. This HAP is not intended to duplicate the AHS but does identify areas where actions from the AHS will directly inform the work around homelessness being undertaken in the City. To this end, where actions in this HAP align with the AHS, this is noted, with reference to specific AHS actions.
- The City of Abbotsford's **2021 Housing Needs Report**, which identifies homelessness as a priority issue amongst several populations, noted that homelessness was a major theme in Community Circle Dialogues. The findings of that report provide some context to the housing needs that individuals experiencing or at risk of homelessness face in Abbotsford. Further key data indicators are provided in Part 2 of this report.



|  Goal 1: Strengthen Community-Based Services and Programs | |
|--|--|
| 1.1 | Build on the work undertaken in the City's Land Strategy to determine how the City's land assets may be able to be utilized to support the development of additional affordable housing projects in the community |
| 1.2 | Work with internal/external partners to identify properties and locations that may be underutilized or vacant and suitable for affordable housing and/or other supports (e.g. surplus Ministry of Transportation and Infrastructure lands, non-profit & faith community lands) |
| 1.3 | Conduct a needs assessment on the City's role in strengthening culturally responsive services and supports, and continue to advocate for additional resources to strengthen the delivery of these services. |
| 1.4 | Tackle root causes of homelessness and enhance the City's role in supporting work that addresses these issues by creating partnerships with institutional partners (e.g. SD34, UFV School of Social Work). |
| 1.5 | Monitor and communicate funding opportunities to community service providers to ensure timely responses |
|  Goal 2: Enhance Abbotsford's Internal Responses to Homelessness by Strengthening Policy, Developing Staff Capacity, and Augmenting the Use of City Facilities to Address Homelessness | |
| 2.1 | Ensure the needs of individuals at risk of or experiencing homelessness will be considered and reflected in any upcoming City bylaw and policy updates (e.g., Zoning Bylaw update) |
| 2.2 | Explore opportunities and review how City-owned facilities and other assets could support individuals experiencing homelessness to meet their basic needs (e.g., washrooms, daytime warming programs, etc.) |
| 2.3 | Review/update the City's Emergency Response Plans (i.e., Severe Weather Response) to ensure that the needs of individuals at risk of or experiencing homelessness are included in City response initiatives. |
| 2.4 | Monitor the impact of pre-zoning and other incentives for supportive housing and other types of deeply affordable housing in other jurisdictions and determine whether it is feasible/desirable to implement in Abbotsford |
| 2.5 | Explore opportunities to prioritize affordable housing projects where the City and/or senior governments are a partner |
| 2.6 | Explore the use of the Affordable Housing Reserve to fund priority affordable housing projects |
| 2.7 | Ensure that City staff are adequately trained and supported to provide services to residents experiencing homelessness |
| 2.8 | Consider a Strategic Initiative and Opportunity (SIO) to increase capacity to support the implementation of the Homelessness Action Plan and the Reaching Home Program. |
| 2.9 | Increase opportunities to work with the Business Engagement Ambassador Program (BEAP) to enhance engagement with businesses impacted by homelessness and work with them to address their concerns |
| 2.10 | In partnership with community organizations, regularly engage with residents throughout the City with the aim of creating a culture of understanding across the broader community |
| 2.11 | Work with service providers and landlords to develop a landlord liaison program, supporting access to market rental housing for individuals at risk of or experiencing of homelessness |

|  Goal 3: Coordinate and Convene Service and Housing Providers | |
|---|--|
| 3.2 | Continue to support ongoing efforts around collaboration and coordination on service delivery in the community, including funding applications. |
| 3.3 | Continue to work with City Bylaw and Abbotsford Police Department to ensure that all necessary supports for vulnerable people are provided and coordinated in the course of enforcement. |
| 3.4 | Strengthen relationships between community-based organizations and health services to ensure a continuity of care |
|  Goal 4: Advocate for Stronger Federal and Provincial Support | |
| 4.1 | Identify and communicate key successes in Abbotsford's approach to addressing homelessness to stakeholders and senior levels of government |
| 4.2 | Advocate to senior levels of government for increased investments in the community to address homelessness including complex care housing, population-specific services, and mental health supports for frontline staff |
|  Goal 5: Develop and Implement New Strategies for Better Tracking, Understanding and Communicating Progress on Homelessness | |
| 5.1 | Work with community partners to develop and implement a 'by-name' list as part of a Coordinated Access System to support coordination of resources and understand changes in homelessness in Abbotsford |
| 5.2 | Use data from the "by-name list" and other key sources to develop a dashboard on homelessness in Abbotsford, communicating key successes and personal stories where possible |
| 5.3 | Use existing mechanisms to better track the availability of resources and services in the community and communicate this information to the public, other service providers, neighbouring municipalities and First Nations |
| 5.4 | Develop a communication strategy for the release of the Homelessness Action Plan, that includes avenues (e.g., social media) for regularly communicating with and receiving information from the public about homelessness in Abbotsford |



Goal 1: Strengthen Community-Based Services and Programs

Action 1.1:

Build on the work undertaken in the City's Land Strategy to determine how the City's land assets may be able to be utilized to support the development of additional affordable housing projects in the community

Rationale:

The City of Abbotsford is currently finalizing a Land Strategy that will support the repurposing and disposal of City-owned lands. Throughout this process, the City has worked to facilitate and support the development of affordable housing on City sites where feasible and appropriate. Recent examples of City contributions to affordable housing include:

- Hearthstone, 2719 Gladys Ave
- Riverside Shelter, 1640 Riverside Rd
- Cole Starnes, 1640 Riverside Rd

Service providers noted during engagement that they spend extensive amounts of time looking for locations to provide housing, services, and programs. As the City proceeds with finalizing its Land Strategy, the analysis conducted during this work can support the work of the Housing & Homelessness team in identifying whether any City-owned sites are suitable for affordable housing to prevent homelessness or associated service uses. Additionally, there is an opportunity for staff to explore opportunities through the Land Strategy to invest in affordable housing opportunities. This task links with Action 1.c.i. from the City's Affordable Housing Strategy.

Description and Tasks:

City staff, led by Housing & Homelessness and Planning & Development Services, can identify any municipal sites identified through the Land Strategy as surplus (those that are not earmarked for repurposing or disposal) to determine the feasibility of locating supportive and affordable housing and associated services on that site.

- Work with Planning & Development to use proximity measures (e.g., proximity to transit, amenities, and other support services) and feasibility criteria (e.g., ability to accommodate an appropriate number of units) to identify sites best suited for supportive and affordable housing
- Identify any barriers or opportunities on existing sites, such as existing servicing, rights of ways, current zoning (for affordable housing), etc.
- Review the Affordable Housing Reserve Fund and identify opportunities for strategic land opportunities to enhance and or utilize this fund.



Action 1.2:

Work with internal/external partners to identify properties and locations that may be underutilized or vacant and suitable for affordable housing and/or other supports (e.g., surplus Ministry of Transportation and Infrastructure lands, non-profit & faith community lands)

Rationale:

Limited availability of land represents a major barrier to the delivery of more housing and services in Abbotsford. In addition to reviewing municipal lands to support housing, the City can also work with partners to identify other vacant or under-utilized sites that may be appropriate for additional housing and support services. In recent years, many community partners have identified a need to redevelop their underutilized lands to achieve internal strategic goals. For example, a number of faith groups in Metro Vancouver have identified affordable housing developments as a way to better utilize their lands while revitalizing the building for their place of worship. Additionally, there may be surplus provincial lands that are currently unused that may be suitable for housing/service locations. This task links with Action 1.c. from the City's Affordable Housing Strategy.

Description and Tasks:

City staff, led by Housing & Homelessness, can identify any partners with sites that may be suitable for redevelopment, and approach those partners to explore the potential for partnership opportunities.

- Work with City GIS staff to identify lands that are currently vacant/underutilized and owned by key partners including:
 - Faith organizations
 - Non-profit housing and service providers
 - Provincial ministries (e.g., Ministry of Transportation and Infrastructure)
- Use proximity measures (e.g., proximity to transit, amenities, and other support services) and feasibility criteria (e.g., ability to accommodate an appropriate number of units) to identify sites best suited for supportive and affordable housing
- Identify any barriers or opportunities on existing sites, such as existing servicing, rights of ways, current zoning (for affordable housing), etc.
- Work with provincial ministries (where possible) to explore land transfer or partnership opportunities
- Prioritize key sites and reviewing potential opportunities for a land partnership to support housing and service location development



Action 1.3:

Consider population-specific needs when advocating for increased resources from senior government and when tracking data on housing and support needs

Rationale:

Stakeholders identified specific demographic groups that were underserved by current services and programs in Abbotsford. For example, First Nation and Métis individuals were noted as being highly overrepresented among people experiencing homelessness but are not adequately served by available programming. Participants noted that both targeted support and expansion of services, specifically for underserved groups, were needed. Targeted supports consider an individual's unique needs, informed by their culture, background, and trauma to be provided by service providers. Specific demographics have distinct safety, accessibility, and support needs. A lack of population-specific support can impact services' levels of success. There is also a need for sufficient resources to support the delivery of such services.

More specialized housing and shelter options are needed to meet the specific needs of seniors and older adults, LGBTQIA2S+ individuals, and individuals needing high levels of care. Women who are pregnant/expecting mothers need safe places to stay.

Description and Tasks:

- Consider the needs of specific populations as the City moves to develop and implement new strategies for tracking, understanding, and communicating progress on homelessness through “by-name lists” or other tools
- Report on emerging needs of specific populations in the City's annual progress report, considering specific identities and life experiences, including:
 - Age
 - Couples or singles
 - Gender
 - Indigenous identity
 - Presence of a disability
 - Racial and ethnic identity
 - Sexual orientation
- Use and make available existing data to strengthen funding applications for services and housing and to advocate for specific services and supports
- Work with service providers to identify their goals and barriers to providing culturally appropriate and targeted supports and collaborate on plans to address barriers (e.g., seek training and resources for service provider staff)
- Advocate for increase and provision of population-specific and culturally responsive services and supports



Action 1.4:

Enhance the City's role in supporting work that addresses root causes of homelessness by creating partnerships with institutional bodies (e.g., Abbotsford School District 34, University of Fraser Valley's School of Social Work)

Rationale:

Municipalities like the City of Abbotsford are limited in their mandate and capacity to respond to many of the social issues that contribute to homelessness. However, through its ability to build relationships with other public sector institutions, the City can support initiatives that focus on education, research, capacity development, and public communication on many cross-sectoral, deep-rooted issues that contribute to people experiencing homelessness. These root causes may include poverty, discrimination and other forms of stigmatization, continued legacies of residential schools, colonization and inter-generational trauma, family system breakdown, among others.

Description and Tasks:

- Build strategic partnerships with the University of the Fraser Valley, Fraser Health, the Abbotsford Library System, Abbotsford School District 34 and other educational institutions to support upstream initiatives that aim to address root causes of homelessness
- Actively support emerging opportunities, coming from the private sector, non-profits, or faith-based community organizations, including through letters of support for funding opportunities and providing civic assets and resources for community use where appropriate and within reason

Action 1.5:

Monitor and communicate funding opportunities to community service providers to ensure timely responses

Rationale:

Funding for homelessness related initiatives is provided by various ministries at the provincial and federal level. Funding is often provided through competitive calls for proposals. At times these applications require significant lead time, mandate implementation partnerships, and require knowledge and resources for grant writing.

In the past, Abbotsford service providers have missed opportunities to submit applications for funding (e.g., Community Housing Funds).

Description and Tasks:

The municipality holds a critical function as convenor of potential applicants and facilitator of partnerships. Specific activities to consider include:

- Maintain up-to-date information on critical housing and support needs for people experiencing homelessness to inform funding applications
- Convene service providers to minimize competition and maximize collaboration
- Provide letters of support to community-based organizations



SPOTLIGHT STORY: A HOMELESS SHELTER USER

Sam (50) identifies as male and has currently lived at the Red Lion Shelter for about 6 months, he has called Abbotsford his home for his entire life since moving to the area from Ontario at 3 years old. Although he is not currently working or looking for work due to a recent heart attack and due to covid, he has experience within the agriculture and livestock industry in the community. Sam credits harm reduction workers for supporting him to secure a temporary home at the shelter, prior to being there he was homeless and sleeping rough somewhere between 6 months to a year bouncing between insecure housing situations with others that experience substance use challenges, shelters and what he shares as “just walking the streets”. Sam dreams of having an apartment or basement suite one day and doesn’t wish to have a roommate.

Sam shared that he did not feel discriminated against while looking and that there was help available when he began searching. Resources he feels that are accessed include the shelter he stays at, as well as income assistance. Other services that he recommends include The Salvation Army, Lookout and Triangle but he wasn’t sure what exact services worked well or could be improved upon. A need that he deemed important but that is not currently offered included low barrier and free substance use services including treatment, detox and harm reduction services. One thing that was challenging for Sam, and that he believes may act as a barrier to accessing services was the stigma of being associated with being homeless and using substances or “being lumped into a bunch of weirdos”. One small thing that would make Sam’s life better would be the ability to have his bike at the shelter. He worries about it getting stolen. As a final reflective remark, Sam shared that overall, he did find it difficult to obtain a bed within the shelter and wondered if there was ability to have a first come first served model versus a waiting list and having an emergency situation move a person forward on a list.



Goal 2: Enhance Abbotsford's Responses to Homelessness by Strengthening Internal Supports and Policies, Developing Staff Capacity, and Supporting Communications Efforts on the Topic of Homelessness

Strengthening Internal Supports and Policies

Action 2.1:

Ensure the needs of individuals at risk of or experiencing homelessness will be considered and reflected in any upcoming City bylaw and policy updates (e.g., Zoning Bylaw update)

Rationale:

Through its bylaw processes, the City is the regulator of many activities in Abbotsford. Many areas of regulation and policy can affect – both negatively and positively – people who are at risk of or are experiencing homelessness. These areas of influence range from parking bylaws controlling the use of City streets, which may affect van-dwellers, to zoning bylaws that may hinder the creation of emergency shelters or other types of social housing, to tenant relocation policies that can prevent homelessness in the course of redevelopment.

Description and Tasks:

During the City's ongoing review processes of policies and bylaws, staff, and elected officials will critically reflect on inadvertent impacts on people at risk of or experiencing homelessness.

- Ensure that changes in policies always consider how those who are more vulnerable are equitably supported to ensure their well-being, and that policies reflect a language inclusive of individuals at risk of or experiencing homelessness
- Bring awareness of policy changes and bylaw update schedules to Homelessness and Housing staff
- As the Bylaw updates take place, identify potential barriers to facility usage by individuals experiencing homelessness (e.g., park closures at night, locked washrooms, etc.)

Example: Saturday Morning Outreach, City of Vancouver

The Kitsilano Community Centre, supported by the Vancouver Parks Board, offers a program with hot breakfast and to-go lunches, showers with toiletries and a clean change of clothes, haircuts, and a valet service for carts and dogs. The program focuses on establishing respect and restoring dignity while providing basic services. The outreach program also functions to connect clients to outreach services and foster relationships with volunteers. The program has been operating for more than two decades.



Action 2.2:

Explore opportunities and review how City-owned facilities and other assets could support individuals experiencing homelessness to meet their basic needs (e.g., washrooms, daytime warming programs, etc.)

Rationale:

People experiencing homelessness often lack access to many of the facilities and amenities to meet some of their most basic needs. Stakeholders identified basic sanitation services such as showers and washrooms, storage, and sufficient areas for trash collection as some of the basic needs of individuals experiencing homelessness that are not being met. As a result, for some people, much of their time throughout the day is spent trying to meet these needs.

The City holds public amenities that could ease their daily living while experiencing homelessness. The City is in a position to explore how it might use these resources to this end, while ensuring the needs of all of its users are considered.

Description and Tasks:

- Explore developing a shower pilot program, including short-term storage of belongings and removal of financial barriers
- Review internal operational procedures at City-owned facilities to reduce barriers to individuals experiencing homelessness
- Strengthen City staff's capacity and knowledge of issues faced by people experiencing homelessness to reduce access barriers
- Advocate for increased resources to support sharps management across City facilities
- Engage with organizations in City-owned facilities (e.g., library, arts organizations, sports organizations, etc.) to identify and address barriers to accessing programs and facilities by individuals experiencing homelessness
- Study the feasibility and operating model for a short- to medium-term storage program for the personal belongings of individuals experiencing homelessness

Action 2.3:

Review and update the City's Emergency Response Plans (e.g., Severe Weather Response) to ensure that the needs of individuals at risk of or experiencing homelessness are included in City response initiatives.

Rationale:

Severe weather is an increasingly common occurrence that creates challenging conditions for Abbotsford residents, including people experiencing homelessness.



For example, during the 2021-2022 winter season the community saw record-level floods of the Sumas and Fraser Rivers due to severe rainfall. The floods affected thousands of people in and around the city who were forced from their homes. In the summer of 2021, southern British Columbia experienced unprecedented heat that affected many people, especially the elderly and people with chronic health conditions.

These severe weather events cause challenging conditions for many people in the community, often leaving lasting impacts. However, they are likely to be more detrimental for people who are not able to lean on the help of friends and family or navigate available supports for various reasons. People who are at risk of, or are actively experiencing homelessness, often have fewer social relationships or less financial capital and are therefore at greater risk of lasting negative impacts.

The City's Emergency Planning documents (i.e., Severe Weather Response Plan) are the main documents that detail the procedures and activities initiated in instances of severe weather. The plan needs to consider how it responds to and supports all residents. It also needs to give special consideration to the intersecting vulnerabilities that may be faced by people experiencing homelessness – and how it ensures it can provide equitable support to them. This is done by recognizing that those who are most vulnerable may be more severely affected and less likely to be able to initiate their own response.

Lastly, it is important to consider that, while severe weather events leading to flooding, fire, or heat warnings are less common, not having a home can turn any cold, wet, or hot day into an extreme weather event.

Description and Tasks:

- Consider how people at risk of or experiencing homelessness are included in its response plans under severe weather conditions and after emergencies
- Review the City's Emergency Planning documents to reflect how services and supports following emergencies are provided in an equitable manner, prioritizing its efforts on those who are most vulnerable.
- Identify procedures and conditions under which civic assets and resources may be used to support vulnerable individuals during periods of extreme weather, including extreme heat, severe precipitation, and low temperatures

Action 2.4:

Monitor the impact of pre-zoning and other incentives for supportive housing and other types of deeply affordable housing in other jurisdictions and determine whether it is feasible/desirable to implement in Abbotsford

Rationale:

Many municipalities are using pre-zoning as a tool to reduce development approval wait times for priority housing types and to support greater density in areas where this is called for by the Official Community Plan. Some municipalities are also adopting a pre-zoning approach where municipal lands are being considered for affordable housing to further support their housing objectives by



contributing development rights. The City can learn from other jurisdictions who have successfully implemented such approaches and determine whether it is feasible/desirable to implement this tactic in Abbotsford.

Description and Tasks:

- Monitor the impacts and effectiveness of pre-zoning across a variety of housing types, particularly affordable housing, in other jurisdictions to determine the impact and effectiveness of this tool on generating both greater diversity and affordability of housing

Action 2.5:

Explore opportunities to prioritize affordable housing projects where the City and/or senior governments are a partner

Rationale:

Development approval timelines can adversely impact project viability, particularly for affordable housing projects where limitations on capital investment and financing can make feasibility conditions quite narrow. As such, exploring opportunities to prioritize affordable housing projects and decrease development approval timelines for projects where the City and/or BC Housing are partners can help reduce this barrier to development, and support priority projects through expedited approvals.

Description and Tasks:

- Develop criteria for prioritizing affordable housing projects based on partners, depth of affordability, and other relevant factors
- Identify areas of the development approvals process that can be prioritized by staff to minimize wait times and delays

Action 2.6:

Explore the use of the Affordable Housing Reserve to fund priority affordable housing projects

Rationale:

The City of Abbotsford is currently undertaking the development of a Community Amenity Contribution (CAC) policy, by which developers will be encouraged to support affordable housing projects through contributions to an Affordable Housing Reserve under certain conditions. The Affordable Housing Reserve can be a significant contributor to the City's affordable and supportive housing objectives by providing a local funding source for a range of options, including land acquisition, capital grants, or contributions to Development Cost Charges (DCCs) that do not require the City to cover this reduction or waiver.



Description and Tasks:

Develop a formal policy for the usage of the Affordable Housing Reserve to include tasks such as:

- Finalization of the CAC policy
- Environmental scan of additional legal best practices for Affordable Housing Reserves
- Continued monitoring and implementation

Developing staff capacity

Action 2.7:

Ensure that City staff are adequately trained and supported to provide services to residents experiencing homelessness

Rationale:

In the context of municipal service delivery, many City staff regularly interact with members of the public – some of whom are people experiencing homelessness. These staff come from Community Policing, the Parks, Recreation, and Culture Department, Bylaw Services and Abbotsford Fire and Rescue, among others.

As people who live without a home are also more likely to experience mental health and substance use challenges, they may show behaviour that is concerning or may cause feelings of discomfort and distress among staff. In such instances, it is important to understand how to react in a de-escalating manner, and to be aware of services and supports that can be helpful to connect with.

People who experience visible homelessness are also often stigmatized in society. Their presence may evoke discomfort or cause bias in staff when they seek to access services. These experiences of stigma are often compounded when they live with others needs, such as those related to old age, disability, or lack of employment, etc. As a result, people experiencing homelessness, especially those from diverse backgrounds, are more likely to experience stigma and may not feel safe or supported in accessing municipal services. In some cases, policies or actions may actively work against them (e.g., defensive architecture in parks).

City representatives can decrease their own bias, discomfort, and distress as well as increase the comfort of service users when they know of and understand the challenges and context that lead to homelessness, including health challenges, poverty, and trauma.

Specific consideration must be given to understanding the realities of equity-seeking groups, particularly First Nations, Métis, and Inuit, who are over-represented among those experiencing homelessness. To be able to act in a non-stigmatizing manner, it is important to tailor services to the client's cultural context, values, and needs.³ De-escalation techniques and non-violent crisis intervention are important cornerstones of frontline service delivery.

³ Armstrong (2009). <https://library.bsl.org.au/jspui/bitstream/1/2513/1/Culturally%20Responsive%20I.pdf>



Description and Tasks:

Working with the City of Abbotsford's departments and frontline services, the City will provide supports to staff and create opportunities for staff to learn about the complexities of homelessness and engagement strategies when working with people with complex backgrounds. To do this, Housing and Homelessness will:

- Identify City departments and frontline staff who may interact with people experiencing homelessness and people experiencing barriers to accessing services
- Work with Human Resources to review existing supports for frontline City employees who may be experiencing trauma or stress in their work
- Work with the City's internal Equity, Diversity, Inclusion and Access Committee to ensure the staff training plan includes opportunities to learn how to provide services in a manner that is culturally appropriate, trauma-informed, de-escalating, and anti-oppressive
- Support and deliver such training opportunities for frontline City Staff on an ongoing and regular basis
- Provide workplace anti-stigma and cultural sensitivity trainings through programs designed and delivered by individuals with lived experience that focus on cultivating compassion, educating, and reducing fears

Action 2.8:

Consider a Strategic Initiative and Opportunity (SIO) to increase capacity to support the implementation of the Homelessness Action Plan and the Reaching Home Program.

Rationale:

In 2020, the City became a Community Entity under the Federal Reaching Home Program. The addition of this program has greatly impacted the ability of existing staff to manage the greatly expanded program deliverables while balancing all of the other tasks, projects and initiatives required day-to-day. To ensure that the Housing & Homelessness team has the capacity to implement this plan and respond to future emerging needs (e.g., safety issues, clean up, etc.), additional staff capacity is required.

Description and Tasks:

- Support the Housing & Homelessness unit in its process to resource three roles to sustain the unit's work beyond the limits of funding programs. There roles include:
 - Community Development Specialist,
 - Social Development Coordinator, with the purpose of implementing this Plan, involvement in the community and expertise in the field, and
 - Coordinated Access Manager, for whom funds currently stem from the Reaching Home program.



Example: Greater Victoria Business Toolkit on Homelessness, Victoria

The Business Toolkit on Homelessness is a written toolkit introducing the topic of homelessness and include questions and stories to build compassion and understanding. The toolkit includes answers and suggestions on the topics of how citizens can make a difference. It also includes an emergency contact list and a "What To Do If..." section that guides employers through problems they may encounter while operating businesses in communities where individuals experience situations that lead to homelessness and regular substance use. The Greater Victoria Coalition to End Homelessness was formed from the need for a community-owned solution to respond to work that began as part of the 2007 Mayor's Task Force on Homelessness.

Supporting communication efforts

Action 2.9:

Increase opportunities to work with the Business Engagement Ambassador Program (BEAP) to enhance engagement with businesses impacted by homelessness and work with them to address their concerns

Rationale:

Stakeholders noted that often when housing projects are in planning phase, neighbours, or people in the immediate area express concerns over real or perceived fears they may have around services for people experiencing homelessness. Service providers face opposition from citizens and businesses to projects that provide housing and supports for people experiencing homelessness. Citizens and businesses express concern about the safety of themselves, their employees, their children as well as the close location of homelessness services as they feel that it increases risks to their safety. Businesses are also concerned about the economic impacts of losing staff and customers because of the presence of individuals experiencing homelessness in or nearby their business.

For businesses and citizens, there are knowledge gaps around knowing who to contact for different issues and being turned away by those that they did reach out to for support. There was an interest in the City acting as a liaison with residents, landlords, and business owners to understand and respond to concerns.

Description and Tasks:

- Work with the Business Engagement Ambassador Program (BEAP) to make a noticeable difference in the cleanliness, safety, and harmony in those areas of Abbotsford where it is operating and provide meaningful opportunities for unhoused residents to contribute through this program
- Engage with businesses to provide training opportunities for employees interacting with individuals living with mental health challenges and experience of substance use
- Develop clear contact points for the public and businesses for different needs (clean up, safety, etc.) and circulate contact information



Action 2.10:

In partnership with community organizations, regularly engage with residents throughout the City with the aim of creating a culture of understanding across the broader community

Rationale:

Businesses and residents voiced that there are opportunities for the City to increase proactive communication with residents about its decisions on future housing and shelter locations. Organizations involved in the delivery of supports and housing voiced that the City could play a stronger role by liaising with the community when news services or programs are developed.

Description and Tasks:

- Develop a communications strategy supporting active conversations around homelessness and the outcomes of shelters and housing with supports in Abbotsford, including:
 - Create safe forums for community members to voice concerns and contribute solutions
 - Share success stories focused on community initiatives that created solutions to homelessness in the community
- Develop a pre-engagement template to support proponents of new housing and shelters in engaging with neighbourhoods
- Communicate reasons why a project was approved despite neighbourhood concerns, and consider how ongoing support can be provided to residents and businesses

Example: Scattered-Site Supportive Housing, CMHA Kelowna

CMHA Kelowna offers three stems of scattered-site supportive housing targeted at different user groups: youth under 24, hard-to-house single adults (adhering to the Housing First model), and community and families who struggle to maintain housing. CMHA staff work directly with landlords to lease apartments, which are then sublet to individuals and families.

The program provides various supports to help individuals maintain their housing including through coordination with provincial and federal rent supplements. CMHA Kelowna has secured approximately 40 units through the program and has recorded an average 15-month stay, speaking to the success of the program. Analysis concluded that for every dollar invested in the scattered-site supportive housing program, nearly five dollars in social and economic value is created.



Action 2.11:

Work with service providers and landlords to develop a landlord liaison program, supporting access to market rental housing for individuals at risk of or experiencing of homelessness

Rationale:

Landlords are less likely to rent to individuals who have recently experienced homelessness, especially people living with increased needs (old age, disability, lack of employment, etc.) and a lack of previous landlord references.

The City previously created an Abbotsford Rental Connect program that would be important to revisit as the need for scattered market rental housing persists.

Landlords can benefit from such a program by saving on marketing efforts and minimizing vacancies. Programs typically include a case manager who provides assistance to the client and serves as the landlord's immediate point of contact. Landlords receive timely rent payments with help from the organization placing the tenant.

Description and Tasks:

- Support the creation and promotion of a landlord liaison program in partnership with service providers
- Track its success through the Rental Housing inventory



SPOTLIGHT STORY: A PERSON INTERACTING WITH BYLAWS AND LIVING IN SUPPORTIVE HOUSING

Frank (61) shares that he has living experience with substance use and maintains employment working within an organization that employs persons with lived and living experience of substance use. In his role he provides support and advocacy for those that may be experiencing homelessness or other barriers. Frank's employer also holds a contract with Fraser Health, gathering harm reduction equipment. Frank shares that he has not always been homeless and that in another part of his life he raised a family as a single parent and worked in communications, he shares that it was only after he experienced a life changing tragedy that he began using substances, became depressed and lost his job. More recently he became homeless when he did not meet income assistance employability planning requirements due to a hospitalization, and was unable to communicate this effectively. Frank found it challenging to access services and feared seeking a diagnosis that would impact him in a negative way. When Frank was living rough, he collected bottles and cans to pay for things that he needed like propane and food, he shared that it took him a long time to get connected to income supports because he was constantly busy moving his belongings from bylaw officers for fear that they would dispose of or take his things away.

Frank's experience of transitional housing is not a positive one, he has witnessed many participants getting evicted, sometimes within minutes and feels that basic human rights are not upheld and that there is a lack of privacy when subjected to room checks. Frank shared he feels housing insecure and that you must follow the rules and that service providers make and bend rules as they go. Currently he is housed at a supportive housing site and although he is thankful for running water and the ability to eat when he chooses, it still doesn't feel like a home because "when you can't have company it feels like prison, I am still a human being and deserve to have companionship". It doesn't feel like the support piece is really included, it looks more like asking how you are and giving you mail. Frank uses substances recreationally; he wishes he could have a guest come over occasionally to play cards, watch a movie or even have a shower and hopes to continue to advocate for that.

Most of the supports that Frank recommends have been by word of mouth and includes a mobile shower program, that was extremely helpful when living outdoors. A concern for Frank around service provision is the lack of collaboration, he recommends a more central hub of services where multiple needs can be met versus traveling around the community and feels that unfortunately unhoused persons are being pushed out of the community.



Goal 3: Coordinate and Convene Service and Housing Providers to Strengthen Responses to Homelessness in Abbotsford

Action 3.1:

Work with service providers and landlords to develop a landlord liaison program, supporting access to market rental housing for individuals at risk of or experiencing of homelessness

Rationale:

During engagement, service providers recognized that they often do not understand how their mandate and services fit within the larger network in Abbotsford. This can result in duplication of efforts and gaps between services. To help address this issue, service providers need a convener and connection point in Abbotsford. The City will play a role in creating a more coordinated system of care, bringing together key partners to map the system and ensure regular communication.

Description and Tasks:

The City will take steps to provide useful and meaningful opportunities for frontline staff to come together, including:

- Survey service providers to determine existing meetings of frontline and community services, their purpose(s) and frequency, as well as the desired outcomes and format of reoccurring City-facilitated meetings
- Implement regular meetings with frontline, community-based services
- Survey stakeholders semi-regularly to evaluate the effectiveness of meetings and identify changes

Action 3.2:

Continue to support collaboration and coordination on the creation of new programs and housing developments in the community, including funding applications.

Rationale:

Service providers recognized that they are forced to compete with each other for resources and information. This competition can sacrifice effective coordination between different community-run services. This approach was identified to result in duplication of efforts and gaps between services, which ultimately impacts clients.

Additionally, stakeholders and partners may not always be aware of programs and resources provided by senior government. As a convener, the City's role can act as an information hub and ensure that appropriate information about grants and programs is disseminated throughout the

community, and that developers are made aware of municipal planning incentives and how they pair with senior government programs.

Description and Tasks:

The City will act as a coordinator and convener for service providers to enable coordination and collaboration, and reduce inter-sector competition. The City will take a number of steps to bring representatives from community services together to work on strategic partnerships and funding opportunities.

- Develop a framework for stakeholder meetings including a clear structure and purpose (such as sharing updates on funding and resource opportunities and discussing advocacy needs), and solicit feedback from stakeholders
- Implement and coordinate semi-regular meetings with community service provider representatives
- Discuss strategic opportunities, including funding opportunities
- Develop a regular digital newsletter to service providers and other stakeholders outlining grant opportunities and upcoming funding calls
- Support the implementation of the Affordable Housing Strategy (Strategy Area 2, Task A5) to communicate opportunities with developers and the private sector

Action 3.3:

Continue to work with City Bylaw and Abbotsford Police Department to ensure that all necessary supports for vulnerable people are provided and coordinated in the course of enforcement

Rationale:

City Bylaw and Abbotsford Police Department work to ensure the safety and well-being of Abbotsford residents, including people experiencing homelessness.

Feedback from stakeholders and community partners highlighted the challenges of providing adequate supports to individuals with complex needs, some of whom may have experiences with the criminal justice system and enforcement agencies. While City Bylaws and Abbotsford Police often interact with people presenting with behavioural concerns, they may not always be in a position to ensure they are connected with available medical, housing, psycho-social, or other supports. These connections are important to support their well-being and minimize further engagement with the justice system.

Description and Tasks:

To be able to do their job most effectively, community safety officers require access to auxiliary support services that will ensure people can be supported in whatever way necessary.

- Maintain close relationships with Bylaws and Abbotsford Police Department to understand ongoing and emerging gaps in services and supports



- Ensure outreach teams, mental health and substance use services and other supports are connected, and accessible to City Bylaw and Abbotsford Police Department
- Advocate for the integration of support systems through a client-centered approach during the course of enforcement

Action 3.4:

Strengthen relationships between community-based organizations and health services to ensure a continuity of care

Rationale:

Different levels of government as well as community-based service providers all need to work together to provide the necessary health, employment, or housing supports to ensure successful transitions out of homelessness and long-term housing stability.

Fraser Health, in partnership with BC Housing offers Integrated Case Management (ICM), Assertive Community Treatment (ACT), and most recently, the Integrated Homelessness Action Response Teams (IHART) – each focused on providing supports at different phases of someone’s journey to stable housing. Additionally, the Ministry of Social Development and Poverty Reduction has recently introduced Community Integration Specialist teams that are designed to bridge the gap between some of B.C.’s most vulnerable people and supports and services. CIS workers go into communities to connect people to their local agencies and organizations.

Service providers have expressed that they experience challenges in accessing and securing the necessary health services for their clients. It was said that the number of wrap-around supports that exist do not come close to meeting current demand, that program and service teams have been impacted and redeployed during the pandemic, and that many health support programs have very specific eligibility criteria that create barriers to services. Overall, strained frontline workers have limited capacity for coordination and participation in working groups and community tables.

Description and Tasks:

A role was identified for the City in coordinating and advocating for the needs of service providers with other levels of government.

- Advocate to Fraser Health, BC Housing, and MSDPR to establish the necessary relationships with community-based services to achieve service integration and coordination, and increase service levels where necessary.
- Ensure regular dialogue with senior Fraser Health, BC Housing, & MSDPR staff to support coordination and integration



Goal 4: Coordinate and Convene Service and Housing Providers to Strengthen Responses to Homelessness in Abbotsford

Action 4.1:

Identify and communicate key successes in Abbotsford's approach to addressing homelessness

Rationale:

Stakeholders identified that Abbotsford has missed opportunities to leverage successes and be vocal about the severity of housing and homelessness issues in the City. By highlighting both City and community successes and raising the issue of homelessness, Abbotsford can approach upper levels of government for increased support and resources.

Description and Tasks:

The City will employ a range of efforts to better leverage success and communicate the realities of need in Abbotsford.

- Consult with stakeholders about developing avenues to gather successes that can be publicly shared (e.g., through regular meetings, a reoccurring news call-out email, etc.)
- Utilize data from the dashboard on homelessness to communicate current level of need as well as emerging needs and trends (Action 5.2 and 5.3)
- Work with the Mayor and Council to identify and utilize key media opportunities to convey severity of need or leverage successes

All actions will also be coordinated with the development of the communications strategy outlined in Action 5.4.

Example: Complex Needs Advocacy Paper, City of Kelowna

In efforts to advance a complex care model, the City of Kelowna's Advocacy Paper investigates the need for complex care, identifies models and practices to follow, and develops an advocacy approach. The paper recognizes that the implementation of a complex care model requires support and funding from the provincial government and includes methods to align efforts with intergovernmental and municipal partners. The paper develops an advocacy position, mapping areas of alignment with provincial priorities and Ministries with relevant jurisdiction and influence to support a complex care model. To support the City's advocacy, the paper develops an advocacy brief which functions as a standalone document with a high-level project plan and summary of alignment with Ministry priorities.



Action 4.2:

Advocate to senior levels of government for increased investments in the community to address homelessness including complex care housing, population-specific services, and mental health supports for frontline staff

Rationale:

Service providers are facing a number of significant challenges that the City does not have the resources and powers to directly address. These include second-hand trauma, staff burnout and high levels of staff turnover, as well as a lack of resources for key service gaps including complex care housing.

Individuals experiencing complex needs, including overlapping mental health and substance use disorders, often require a high level of care by family or by community and health services. People with such needs are more likely to experience homelessness due to a lack of housing and shelters that are able to offer adequate supports. Individuals with complex needs, who may also present with behavioural concerns, may also be turned away from shelters or lose their housing placements. In 2022, Abbotsford became a pilot community to implement a Complex Care Housing model in partnership with the Health Authority and funding from the Ministry of Mental Health and Addictions. The pilot only provided operating costs. Continued funding, investment, and awareness of issues in Abbotsford from senior levels of government is needed to address these key gaps and issues.

Description and Tasks:

City staff and elected officials will advocate to senior levels of government for additional resources to support service providers. There are two necessary areas of focus to the advocacy efforts: to secure necessary funds for services, and to obtain supports for service providers working in the field.

To increasing the supports for frontline workers, the City will:

- Advocate for increased mental health supports
- Advocate for increased funding to support pay increases for provincially-funded workers

To advocate for the resourcing of complex care housing, the City will:

- Continue to support the implementation of the pilot and monitor its effects
- Help remove emerging barriers
- Advocate for additional resources to expand the pilot. This includes advocacy for capital funding to not only provide supports, but to also expand the existing stock of housing
- Track the supply of complex care housing units and supports

Specific avenues of advocacy to advance both focus areas include:

- Engage with provincial institutions and agencies that support and fund service workers (e.g., BC Housing, Fraser Health)



- Advocate through the BC Urban Mayors' Caucus to provincial ministers (e.g., Minister of Housing, Minister for Health Minister of Mental Health and Addiction, Minister of Poverty Reduction, etc.)
- Use collective platforms such as Union of BC Municipalities resolutions and the Fraser Valley Regional Board to support advocacy initiatives



SPOTLIGHT STORY: A SHELTER USER SEEKING TO TRANSITION TO SUBSIDIZED HOUSING

Luke (59) has been living on and off the streets in Abbotsford and surrounding areas for 18 years. He is originally from the plains, where worked in trades and had lived with his ex-wife and children. He struggles to talk in depth about his family and past. Luke shared that he had been in a workplace accident resulting in long-lasting back injury, inability to work in his trade and a lifetime of reliance on disability income. He said after this he became a rougher person, used substances heavily, and eventually spent time behind bars for crimes he committed. It was during that time that some very close family members passed away unexpectedly. He shared that he still carries the pain of this tragedy every day. He has not been home in nearly 2 decades.

After being released from incarceration, when Luke came to Abbotsford, he was heavily using meth and tenting in various homeless camps. One day he was in very rough shape, and he was provided aid by a street outreach worker affiliated with the Salvation Army. From that day forward he describes the Salvation Army as his home. The Salvation Army was a hub for him to connect to various resources whether it was food, temporary shelter, or clothing. The employees there became a great support, tried to persuade him to slow down and connect him with resources.

After some very turbulent years he was connected to a 3-month rehabilitation program that was classroom style during the day and focused on teaching him how to take care of himself and handle emotions. This program initiated a shift in Luke. He decreased using substances after attending the program and returned to a shelter in Abbotsford. Luke has been living in the shelter for over a year and is on a waitlist for subsidized housing. He is thankful for the community and relationships at the shelter but excited to get secure housing to be more independent.

Luke expressed a great amount of concern for the Fentanyl and drug toxicity crisis that he observes within the local community. He has lost 46 friends within the last few years to the drug poisoning crisis. He feels there needs to be more outreach and support for those who are struggling with their addictions. He lost a lot of his friends to drugs. He feels that the shelters could be improved by creating new policies that are more inclusive such as allowing couples to bunk together, and higher tolerance to substance use to help people transition off the streets while they're overcoming their addictions. Luke also commented on the significant amount of stigma surrounding homelessness and safety concerns about the location of certain shelters. Some of the shelters in Abbotsford are in areas where you can be subject to verbal or physical harassment from the general population who carry a lot of judgment of homeless people.

Luke shared that as a homeless person he faces a lot of barriers to finding housing. These include stigma because he is visibly homeless, has no previous landlord references and has a disability. He feels that the current housing costs are out of reach for him and that it is hard to see apartments when they're so geographically spread apart. Luke said a lot of homeless people will try to secure housing together to make their costs of living more affordable and this is problematic. In shared accommodations often one roommate will become less stable, and it will result in all roommates on the street because they cannot afford housing alone. It puts you in a codependent situation.

Luke wants to share with anyone who is struggling in their relationship with substances or homelessness that it takes time to get things sorted out. If you need help the Salvation Army is there for you.



Goal 5: Develop and Implement New Strategies for Better Tracking, Understanding and Communicating Progress on Homelessness

Action 5.1:

Advocate to senior levels of government for increased investments in the community to address homelessness including complex care housing, population-specific services, and mental health supports for frontline staff

Rationale:

Moving beyond the use of a Point-in-Time homeless count methodology toward a more reliable and results-based approach to responding to need in the community was identified as an emerging practice. This approach will result in a stronger link between research around homelessness and direct action to support needs; community understanding of shifts and changes in demographic groups experiencing homelessness in real time; ability to respond to client's needs in a coordinated manner.

Description and Tasks:

This task will include a number of partners and will need to be led by a coalition of agencies. The City can play a convening role but should work to support frontline service, housing, and health care providers in the actual implementation of the by-name list. The Reaching Home program directives to create a Coordinated Access and Assessment system are fundamental to the success of this task.

Concrete tasks will include:

- Convene partners to consult on the need for and the approach to implementing a 'by-name list'
- Dedicate Reaching Home supports and resources to the development of the by-name list and coordinated access system
- Support all partners in the roll-out and appropriate use of the list



Action 5.2:

Use data from the by-name list and other key sources to develop a dashboard on homelessness in Abbotsford, communicating key successes and personal stories where possible

Rationale:

It is important to measure and share progress (through homelessness needs reporting, Point-in-Time counts, service utilization data, BC Housing shelter data, a by-name registry) to help partners plan for future need. This will allow the City and its partners to share success stories, identify existing gaps, and address emerging needs.

Description and Tasks:

- Identify priority data sources and key indicators for tracking progress/change on homelessness in the community
- Develop an online, visual dashboard for communicating progress and changes on homelessness
- Work with partners to ensure indicators are updated regularly as data becomes available
- Use the dashboard tool as the primary monitoring tool for the impacts of the HAP

Action 5.3:

Use existing mechanisms to better track the availability of resources and services in the community and communicate this information to the public, other service providers, neighbouring municipalities and First Nations

Rationale:

To identify continued and emerging gaps, the City needs to track services, housing, and supports that are currently available.

Knowing where to find which resources is also the foundation to be able to connect people in need to services that can help them. HelpSeeker is a network holding information on more than 1,000 social services, programs, resources, helplines, and benefits across Abbotsford in areas including shelter and housing, domestic violence, food services, and others. An inventory of services that was made available through the HelpSeeker.org platform is attached to this report.

In addition to understanding the landscape of community-based services, the City is in a position to track its progress on providing shelter and housing units for people experiencing homelessness. A baseline housing inventory is included in Appendix 4.



Description and Tasks:

- Continue to work with HelpSeeker to ensure that its database is kept up to date and is known to and used by people experiencing homelessness, as well as service providers in the community
- Update the housing and shelter inventory annually
- Work with community service providers to understand the progress in creating needed services in Abbotsford
- Communicate evidence-based information to the public, other service providers, neighbouring municipalities, and First Nations
- Provide an annual progress report to Council

Resources:

- Ongoing service contract with HelpSeeker

Action 5.4:

Develop a communication strategy for the release of the Homelessness Action Plan, that includes avenues (e.g., social media) for regularly communicating with and receiving information from the public about homelessness in Abbotsford

Rationale:

Currently, there are no clear avenues for the public to understand the City's role and actions in addressing homelessness, unless specific projects (e.g., supportive housing) or issues arise. The implementation of the Homelessness Action Plan provides a significant opportunity for the City to provide information to the public about new work being undertaken, while also developing new avenues for public feedback about the implementation of the Action Plan.

Description and Tasks:

- Identify opportunities for political involvement in communications and collaborative efforts, including Mayor and Council, and committees in ongoing activities to increase the profile of those issues publicly.
- Undertake a public awareness survey, identifying gaps in knowledge and public understanding around the City's efforts to address knowledge
- Use the public awareness survey and development of a communication strategy to raise awareness of the City's actions to address homelessness, the role of other levels of government, and the impacts and benefits of taking a systems approach to addressing homelessness
- Leverage the communication strategy to provide avenues for public feedback on initiatives coming out of the implementation of this action plan



SPOTLIGHT STORY: A WOMAN FLEEING ABUSE AND SEEKING MENTAL HEALTH AND ADDICTIONS SUPPORT

Carol (38) has been living within Abbotsford for the past four years. She moved to Abbotsford with the intention of distancing herself from her abuser after she was sexually assaulted. When Carol moved to Abbotsford, she secured housing with a roommate. Carol did not provide many details regarding this living situation aside from the fact that it was a very poor roommate situation. Unfortunately, after a year and a half she and her past roommate had a conflict that resulted in Carol losing her housing and becoming homeless. She has now been homeless for approximately 2.5 years.

In the past two years Carol has lived in multiple shelters and on the streets. She is currently living in a shelter and hoping to find secure housing, work and consistent mental health and addiction support. Carol found it very hard to find services when she first moved to Abbotsford. Since then, she has managed to connect with the Lookout, Archway, Salvation Army shelter. Carol really liked the services she received through Lookout, more specifically services found through the SORT team. She also commented that during her 6-month stay in a Salvation Army shelter, she enjoyed the staff but felt the services didn't work and that the rules were too strict. In addition to these local services Carol also travelled to Surrey to receive sexual assault support services.

Currently, Carol feels that her largest barriers to finding housing are supply and the inflated costs. She thinks more accessible transitional housing could be an effective solution if the current model is improved on. Carol expressed that she would like to see more access to counselling, abuse support services and addiction support services.

Carol wants people to know, "just because we are homeless does not mean that we are horrible people. People need to begin to treat homeless people like they are people."



APPENDIX 1:

Abbotsford Action Framework – Implementation Considerations

|  Goal 1 Strengthen Community-Based Services and Programs | | | | | | | |
|--|--|--|---|---|-------------------------------|------------------|------------------------------------|
| | | Key Stakeholder for HH to work with | Internal Partners | External Partners | Timeline | Resources | Additional Costed Resources |
| <i>Identify land in Abbotsford for new affordable housing projects</i> | | | | | | | |
| 1.1 | Build on the work undertaken in the City's Land Strategy to determine how the City's land assets may be able to be utilized to support the development of additional affordable housing projects in the community | Real Estate Services | Planning & Development Services; Housing & Homelessness | | Short-Term | \$\$ | \$30,000 |
| 1.2 | Work with internal/external partners to identify properties and locations that may be underutilized or vacant and suitable for affordable housing and/or other supports (e.g. surplus Ministry of Transportation and Infrastructure lands, non-profit & faith community lands) | Planning & Development Services | Real Estate Services; Housing & Homelessness | Non-profit housing; faith community; development community; provincial landholding agencies | Medium-Term | \$\$ | |
| <i>Explore ways for the City to assist community-based services in providing supports that are culturally-responsive</i> | | | | | | | |
| 1.3 | Conduct a needs assessment on the City's role in strengthening culturally-responsive services and supports, and continue to advocate for additional resources to strengthen the delivery of these services. | Housing & Homelessness | Equity, Diversity, Inclusion and Access Committee (EDIAC); Communications & Marketing | Intercultural and Indigenous housing and service organizations | Short-Term and Ongoing | \$\$ | \$50,000 |
| <i>Build partnerships to support research, capacity building and education projects</i> | | | | | | | |
| 1.4 | Tackle root causes of homelessness and enhance the City's role in supporting work that addresses these issues by creating partnerships with institutional partners (e.g. SD34, UFV School of Social Work). | Housing & Homelessness | Equity, Diversity, Inclusion and Access Committee (EDIAC); Communications & Marketing; City Council | SD34; UFV; Fraser Health | Ongoing | \$\$ | |
| <i>Help community-based services access funding</i> | | | | | | | |
| 1.5 | Monitor and communicate funding opportunities to community service providers to ensure timely responses | Housing & Homelessness | - | | Ongoing | \$ | |



ABBOTSFORD HOMELESSNESS ACTION PLAN

Goal 2



Enhance Abbotsford's Internal Responses to Homelessness by Strengthening Policy, Developing Staff Capacity, and Augmenting the Use of City Facilities to Address Homelessness

| | | Key Stakeholder for HH to work with | Internal Partners | External Partners | Timeline | Resources | Additional Costed Resources |
|--|--|--|--|--------------------------|------------------------|------------------|------------------------------------|
| <i>Strengthen the City's policies and programs to better meet the needs of individuals experiencing homelessness</i> | | | | | | | |
| 2.1 | Ensure the needs of individuals at risk of or experiencing homelessness will be considered and reflected in any upcoming City bylaw and policy updates (e.g., Zoning Bylaw update) | All City divisions and departments | Housing & Homelessness | | Ongoing | \$ | |
| 2.2 | Explore opportunities and review how City-owned facilities and other assets could support individuals experiencing homelessness to meet their basic needs (e.g., washrooms, daytime warming programs, etc.) | Parks, Recreation & Culture | Housing & Homelessness | | Medium-Term | \$ | |
| 2.3 | Review/update the City's Emergency Response Plans (i.e. Severe Weather Response) to ensure that the needs of individuals at risk of or experiencing homelessness are included in City response initiatives. | Abbotsford Fire Rescue Services | Housing & Homelessness | | Medium-Term | \$ | |
| <i>Assist affordable and supportive housing projects through City processes</i> | | | | | | | |
| 2.4 | Monitor the impact of pre-zoning and other incentives for supportive housing and other types of deeply affordable housing in other jurisdictions and determine whether it is feasible/desirable to implement in Abbotsford | Planning & Development Services | Finance & Procurement Services; Housing & Homelessness | | Short-Term | \$\$\$ | |
| 2.5 | Explore opportunities to prioritize affordable housing projects where the City and/or senior governments are a partner | Planning & Development Services | Housing & Homelessness | | Short to Medium-Term | \$\$ | |
| 2.6 | Explore the use of the Affordable Housing Reserve to fund priority affordable housing projects | Planning & Development Services | Housing & Homelessness | | Short to Medium-Term | \$\$\$ | |
| <i>Invest in City staff's capacity and ability to address homelessness</i> | | | | | | | |
| 2.7 | Ensure that City staff are adequately trained and supported to provide services to residents experiencing homelessness | Human Resources | Housing & Homelessness | | Short-Term and Ongoing | \$\$ | |
| 2.8 | Consider a Strategic Initiative and Opportunity (SIO) to increase capacity to support the implementation of the Homelessness Action Plan and the Reaching Home Program. | Housing & Homelessness | Finance | | Short-Term | \$\$\$ | Staff salary increases |
| <i>Partner and engage with residents and businesses</i> | | | | | | | |
| 2.9 | Increase opportunities to work with the Business Engagement Ambassador Program (BEAP) to enhance engagement with businesses impacted by homelessness and work with them to address their concerns | Housing & Homelessness | Bylaw Services | | Short-Term | \$\$ | Reaching Home Opportunity |



ABBOTSFORD HOMELESSNESS ACTION PLAN

| | | | | | | | |
|------|--|----------------------------|------------------------|--|-----------------------------|------|---------------------------|
| 2.10 | In partnership with community organizations, regularly engage with residents throughout the City with the aim of creating a culture of understanding across the broader community | Communications & Marketing | Housing & Homelessness | | Short to Medium-Term | \$ | Reaching Home Opportunity |
| 2.11 | Work with service providers and landlords to develop a landlord liaison program, supporting access to market rental housing for individuals at risk of or experiencing of homelessness | Housing & Homelessness | - | | Medium-to Long-term | \$\$ | Reaching Home Opportunity |



Goal 3 Coordinate and Convene Service and Housing Providers

| | | Key Stakeholder for HH to work with | Internal Partners | External Partners | Timeline | Resources | Additional Costed Resources |
|---|--|--|--|--|-------------------------------|------------------|--|
| <i>Bring government, frontline, and community-based services together through regular communications and meetings</i> | | | | | | | |
| 3.1 | Convene regular meetings of frontline stakeholders and service-provider organizations to create a more coordinated system of care. | Housing & Homelessness | Bylaw Services | Frontline Staff from Community Service Providers, Abbotsford Police Department, Abbotsford Fire Department | Ongoing | \$ | Will be covered by the Reaching Home funding as part of the core work from the City. |
| 3.2 | Continue to support ongoing efforts around collaboration and coordination on service delivery in the community, including funding applications. | Housing & Homelessness | - | Community Service Providers | Ongoing | \$ | Will be covered by the Reaching Home funding as part of the core work from the City. |
| 3.3 | Continue to work with City Bylaw and Abbotsford Police Department to ensure that all necessary supports for vulnerable people are provided and coordinated in the course of enforcement. | Housing & Homelessness | Bylaw Services; Abbotsford Police Department | - | Ongoing | \$ | |
| 3.4 | Strengthen relationships between community-based organizations and health services to ensure a continuity of care | Cedar Outreach Society or SORT | Housing & Homelessness; City Bylaw; Abbotsford Police Department | Other service organizations | Short-Term and Ongoing | \$ | |



ABBOTSFORD HOMELESSNESS ACTION PLAN



Goal 4 Advocate for Stronger Federal and Provincial Support

| | | Key Stakeholder for HH to work with | Internal Partners | External Partners | Timeline | Resources | Additional Costed Resources |
|---|---|-------------------------------------|--|-------------------|----------|-----------|-----------------------------|
| <i>Highlight Abbotsford's successes in addressing homelessness</i> | | | | | | | |
| 4.1 | Identify and communicate key successes in Abbotsford's approach to addressing homelessness to stakeholders and senior levels of government | Housing & Homelessness | City Council; Communications & Marketing | | Ongoing | \$ | |
| <i>Advocate to senior levels of government for funding to fill gaps in services</i> | | | | | | | |
| 4.2 | Advocate to senior levels of government for increased investments in the community to address homelessness including complex care housing, population-specific services, and mental health supports for frontline staff | Housing & Homelessness | City Council | | Ongoing | \$ | |



Goal 5 Develop and Implement New Strategies for Better Tracking, Understanding and Communicating Progress on Homelessness

| | | Key Stakeholder for HH to work with | Internal Partners | External Partners | Timeline | Resources | Additional Costed Resources |
|--|--|-------------------------------------|----------------------------|--|-------------------------|-----------|-----------------------------|
| <i>Measure and communicate progress to help anticipate future need and fill gaps</i> | | | | | | | |
| 5.1 | Work with community partners to develop and implement a 'by-name' list as part of a Coordinated Access System to support coordination of resources and understand changes in homelessness in Abbotsford | Housing & Homelessness | - | FNHA; Fraser Health; Non-profit service and housing providers | Medium-Term | \$\$ | |
| 5.2 | Use data from the "by-name list" and other key sources to develop a dashboard on homelessness in Abbotsford, communicating key successes and personal stories where possible | Housing & Homelessness | Communications & Marketing | FNHA; Fraser Health; Non-profit service and housing providers | Medium-Term and Ongoing | \$\$ | |
| 5.3 | Use existing mechanisms to better track the availability of resources and services in the community and communicate this information to the public, other service providers, neighbouring municipalities and First Nations | Housing & Homelessness | Communications & Marketing | BC Housing; Ministry of Social Development and Poverty Reduction; Fraser Health Authority; | Short-Term and Ongoing | \$ | |
| <i>Engage and update the community of Abbotsford on the Homelessness Action Plan</i> | | | | | | | |
| 5.4 | Develop a communication strategy for the release of the Homelessness Action Plan, that includes avenues (e.g., social media) for regularly communicating with and receiving information from the public about homelessness in Abbotsford | Communications & Marketing | Housing & Homelessness | Non-profit service and housing providers | Short-Term | \$ | |



City of Abbotsford

2022 Homelessness Action Plan

What We Heard Report

May 2022

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APPENDIX A – Summary of Participants

1. OVERVIEW AND ENGAGEMENT APPROACH

In Winter and Spring 2022, a series of engagement activities were hosted to inform the creation of the Abbotsford Homelessness Action Plan. This report summarizes and synthesizes the findings from the stakeholder and community engagement. The engagement consisted of stakeholder focus groups, stakeholder interviews, and lived-experience interviews.

Due to the COVID-19 pandemic, engagement events were held virtually. The following table details the engagement events held as part of the Abbotsford Homelessness Action Plan. The participating organizations are listed in Appendix A.

| Type of Engagement | Participants | Date |
|---|--|-------------------------|
| Six Stakeholder Focus Groups with 33 Participants | A total of six focus groups were held and attended by 33 participants, representing Front Line Services, Community Service Providers, Businesses, First Nations, and Métis Rightsholders, Shelter Providers, Institutional Partners | January 2022 |
| Nine Stakeholder Interviews with 18 Participants | 18 individuals participated in 9 interviews representing Front Line Services, Community Service Providers, First Nations and Métis Rightsholders, Shelter Providers, and Institutional Partners | February and March 2022 |
| Eight Lived Experience Interviews | 8 individuals participated in lived experience interviews representing perspectives of recovery including families experiencing housing insecurity and homelessness; a refugee experiencing intersectional barriers, a shelter user; interaction with bylaw and supportive housing; a woman fleeing abuse and seeking mental health and addictions support; a disabled shelter user struggling with addiction; and, shelter users struggling to transition to subsidized housing | January to March 2022 |
| Stakeholder Feedback Workshop with 19 Participants | 19 stakeholder representatives participated and provided feedback. Stakeholders participated from across Community Service Providers, Institutional Partners, Shelter Providers, First Nations, and Front Line Services. | April 21, 2022 |

2. SUMMARY OF STAKEHOLDER FOCUS GROUPS AND INTERVIEWS

The following section summarizes the findings from interviews and focus groups conducted as part of the Abbotsford Homelessness Action Plan.

Following the focus groups and stakeholder interviews, input was analyzed within five thematic areas: (1) Existing and Required Community-based Services and Programs; (2) City Policies, Program and Activities; (3) Coordination of Community Homelessness Initiatives; (4) Partnerships with Senior Levels of Government; and, (5) Data and Sharing Information. The thematic areas follow the format of the questions with which stakeholders were engaged. Each thematic area was broken down into successes, needs, barriers, or issues and potential actions suggested by stakeholders.

A Note on Systemic and Structural Concerns

Throughout the stakeholder focus groups and interviews, key issues were identified that impact homelessness and housing in Abbotsford but are beyond the scope of the municipality. However, these key systemic and structural concerns are important to recognize in the approach of Abbotsford's Homelessness Action Plan. The focus groups and interviews did not specifically engage participants on the subject of systemic and structural concerns, and thus, it is important to note that the concerns outlined are not exhaustive. These trends were identified alongside the five thematic areas in order to identify some of the systemic and structural issues that Abbotsford's Homelessness Action Plan can respond to in its approach, but that are largely beyond Abbotsford's scope and control.

Market Housing Prices and Stock

Stakeholders referenced concerns and impacts of rising housing prices and low housing stock. Service providers offering below-market, affordable housing recognized the impact of increasing prices and decreasing vacancy rates on their ability to effectively serve clients.

Cyrus Centre has worked with clients who do not need low barrier housing but could not find housing options in the current market.

“They would be potentially a great renter, but it is [...] hard enough to find a landlord that is willing to take a chance on youth but even harder when the price tag is just astronomical, and these individuals are on a fixed income and the rent just keeps going up and up and up and it just becomes so challenging to find any sort of [...] independent housing”

– Cyrus Centre

Other stakeholders shared concerns that even with rental supplements, they were unlikely to be able to connect clients with rentals in the current market. They underlined the importance of identifying the number of units needed to accommodate Abbotsford's growth. Cyrus Centre ran a program engaging and liaising with private market landlords. While running, the program was successful at saving tenancies, however Cyrus Centre noted the program is no longer feasible due to the market pressure.

Health Care and Social Service Systems

Participants referenced a range of challenges arising from the current capacity and approach of health care systems.

Stakeholders noted impacts of staff regularly changing positions within health care and social service systems. Their ability to successfully support clients in accessing services was reliant on relationships with health care and social service staff.

The level of supports available for mental health and substance use were also of concern. Stakeholders were seeing individuals being discharged into homelessness from medical institutions without sufficient supports for housing and care. Participants noted securing continued care has been a longstanding challenge. Stakeholders shared concerns about wait periods for detox and treatment.

“The system is not properly set up for people looking for treatment or detox solutions. Many people will go through phases where they will aspire to be clean and in that moment in time, there are often no detox beds available, or you leave a message and by the time you get a response, your client is back in the wind. Further complicating matters is situations where service providers expect that someone mired in drug addiction will make appointments on time or can somehow get to appointments on their own without support. This is simply not achievable for many of our citizens stuck in a drug abuse cycle.”

– Abbotsford Police Department

A competitive system of service provision

The current homeless-serving system forces providers to rely on competitive government and philanthropic funding mechanisms. Service providers noted that they are forced to compete with each other for resources and information which can sacrifice effective coordination. As a result, the system may, at times, result in duplication of efforts and limited coordination on services provided to clients. The municipality can, however, play a role in supporting resource coordination. This is further discussed in Section 2.3.

Approaches to homelessness in relation to mental health and substance use

Stakeholders shared that they were overwhelmed by the number of individuals struggling with addiction, mental illness and trauma, who are unable to secure adequate, affordable housing. While the suggested strategy and approach varied, many participants identified the importance of focusing on homelessness prevention.

The importance of maintaining a consistent contact person and care team, and in developing wrap-around services was raised by many focus group participants.

“Housing first, but not housing only” – BC Housing

Responses overall demonstrated that our overall approach is a topic of ongoing discourse.

Some participants shared the sentiment that harm reduction is seeing an over-investment. In some cases, they had witnessed discouraging attempts at harm reduction approaches, or felt that it was overshadowing the other pillars of response to substance use. One stakeholder voiced their concern that current harm-reduction responses are not informed by an evidence-based approach to mental health and substance use challenges experienced by people experiencing homelessness.

Another spoke to the importance of looking at different options and models for providing shelter to different populations, rather than following a single prescriptive model (i.e. congregate supportive housing).

2.1 Community-based Services and Programs

In order to gain an accurate picture of the state of existing and required community-based services and programs in Abbotsford, participants were asked to describe the state of such services and programs. Participants were asked:

- **What is going well:** Which community-based services and/or programs work well and are effective in Abbotsford?
- **What could be improved:** Which community-based services and/or programs do we need more of?

Participants identified several issues, gaps, needs and potential actions relating to the effectiveness of community-based services which fit into four key topics.

Key Successes

Participants identified a number of services, programs and collaborative responses as effective elements of community-based services in Abbotsford. Despite identifying historic challenges with collaboration within the sector in Abbotsford, many participants noted collaboration as a current success. Between community-based services, stakeholders saw success in their ability to **advocate and provide support for one another** where there are gaps in what a single service provider can offer. Some stakeholders also noted success in current **meetings to advance a coordinated access system** that would better connect individuals experiencing homelessness or housing insecurity with needed services. **New shelters and housing options** being opened, were noted as a success. The shelters and housing options offered are often collaborative efforts between community organizations. Service providers also recognized success in their ability to respond to extreme incidents like harsh weather.

Topic 1: Service Provider Staff Capacity and Turnover

Participants in the homeless-serving sector noted that the sector is seeing high rates of turnover, with many new staff joining long-standing organizations and new organizations joining the landscape of services. While benefits of these changes were recognized, the lack of continuity is aggravating the lack of cohesion and connection within the sector in Abbotsford. Participants also noted the degree of stress, trauma, and responsibility placed on staff in the sector. Burnout was recognized as a widespread effect, during which staff lack support.

| Issue/Gap | Need/Potential Actions (noted in focus groups) |
|--|---|
| Service provider staff are experiencing burnout and second-hand trauma | Mental health supports and resources to aid staff experiencing trauma and burnout |
| The community-based homeless-serving sector is seeing high levels of turnover and new staff lack institutional knowledge of resources and connections with other service providers | Create and invest in opportunities to build capacity in non-profit housing providers Establish opportunities for service providers to convene and build relationships. |

| | |
|---|--|
| <p>High levels of capacity are required from staff of service providers to advocate for their clients’ needs from health care and social services</p> | <p>N/A (no input provided by stakeholders)</p> |
|---|--|

Topic 2: Specific Underserved Populations

Based on their experiences, stakeholders identified demographics that were underserved by current services and programs in Abbotsford. First Nation and Métis individuals were noted as being highly overrepresented in terms of homelessness and underserved by programming. More housing and shelter options are needed for the specific needs of seniors and older adults, LGBTQIA2S+ individuals, and individuals needing high levels of care. People who are pregnant need safe places to stay. These demographics have specific safety, accessibility and support needs. Participants noted that both, targeted support, and expansion of services for underserved demographics were needed. One stakeholder underlined that in order to support these populations, it is important to create methods to prioritize them when new housing options become available.

| Issue/Gap | Need/Potential Actions (noted in focus groups) |
|---|--|
| <p>First Nation and Métis individuals are highly overrepresented amongst those experiencing homelessness but are not receiving appropriate and targeted support</p> | <p>Culturally appropriate support for First Nation and Métis. (For example, one service provider was offering support through a weekly talking circle and connection with Elders)</p> <p>Targeted support that considers an individual’s unique needs, informed by their culture, background, and trauma</p> |
| <p>Seniors and older adults do not have suitable shelter and housing options and have additional safety concerns</p> <p>Individuals experiencing homelessness often experience effects of aging earlier in life and cannot access support for seniors due to age restrictions</p> <p>Individuals with accessibility requirements for mobility or chronic health needs are underserved</p> | <p>Shelter and housing options that support individuals with age-based or mobility accessibility requirements</p> |
| <p>Couples, families, and individuals with pets often are not permitted in shelters and housing options</p> | <p>Increase shelter and housing options that support couples, families and individuals with pets</p> |
| <p>People who are pregnant can have additional safety risks in all-gender shelters and housing</p> | <p>Targeted gender-specific shelter and housing options focused on safety</p> |

| | |
|--|--|
| Women experience additional safety risks in shelters | |
| LGBTQIA2S+ individuals experience safety concerns and gaps in support | Targeted support, shelter and housing options |
| Newcomers to Canada including refugees often struggle to find suitable housing | |
| Youth are underserved in housing options, specifically low barrier housing | Low barrier housing options for youth |
| Single individuals requiring lower levels of care have few to no non-market housing options | Housing options offering a higher level of independence for single people |
| Individuals living in hidden homelessness. Service providers are seeing individuals who may not identify as homeless due to their culture, family structure, preferences and needs who are struggling to access necessary addiction and mental health supports, health care services and resources | Considering the unique nature of hidden homelessness in service delivery. For example, providing places for individuals living in vehicles to park nearby essential services |

Topic 3: Missing Community-Based Services

Stakeholders noted gaps in the programs of existing community-based services. In many cases, service providers noted that their services would be able to function with increased success and capacity if these gaps were filled. For example, one service provider noted their staff are having to provide end-of-life care without necessary training, supplies, and support. Without these resources, providing end-of-life care requires significant capacity from their team and takes away from their ability to successfully fulfil their mandate. Stakeholders also referenced the need for supportive and affordable housing options across the board.

“There’s not really anything that comes in between our affordable housing after being on the streets outside of shelters. And it’s really hard to put people into affordable housing if they don’t have any rental past or any support out there that can acknowledge that they are ready for this type of housing.”

- Mamele’awt Qweesome Housing Society

| Issue/Gap | Need/Potential Actions (noted in focus groups) |
|--|--|
| Connection to services/programs often require a phone, which clients often do not have access to | Community services providing access to phones |
| Accessing services often requires access to transportation. Public transit can be inaccessible due to indirect routes and low tolerance for transporting personal belongings | Community services offering transportation Consider the limitations of the public transit system's routes and policies |
| Lack of places to stabilize and places to be in the daytime when staying in parks is not permitted | Additional daytime shelter spaces and year-round shelter beds are needed for stabilization |
| Individuals with complex care needs or behavioural concerns, requiring a high level of care are often turned away from shelters without being connected to another service | Bringing complex care models to Abbotsford Using situation tables and community court systems |
| People going into the hospital may be losing housing while they are there | Looking at creative, collaborative ways to prevent people from losing their housing when they get admitted to the hospital |
| End of life care and dying with dignity. Staff of other services are having to care for individuals at the end of their life without necessary training and resources | Bring relevant players together to discuss end-of-life care |
| There are currently no options for low barrier and free substance use services | Low barrier, free substance use services including treatment, detox and harm reduction services |

Topic 4: Community Safety

For local businesses and residents, it was important to recognize the impacts of the homelessness and housing crisis even beyond people experiencing homelessness. Individuals shared concerns for personal safety and that of family members or employees as well as financial impacts to property value and business income as an impact of the crisis. This issue is further addressed, including potential actions for the City of Abbotsford, in Sections 2.3 and 2.5.

2.2 City Policies, Programs and Activities

Focus group participants were asked to identify municipal policies, programs and activities that were working effectively and those that were not. Specifically, they were asked:

- **What is going well:** Which City policies or programs are effectively supporting people experiencing homelessness or the organizations serving them?

- **What could be improved:** How could the City strengthen its supports for community-led services and programs?

Below are several key areas that emerged from stakeholder conversations around municipal policies, programs and activities, as well as potential actions that stakeholders identified for the City to take on.

Key Successes

Stakeholders identified particular approaches being employed by the City of Abbotsford that were successful in terms of the City's role in homelessness including:

- municipal staff acting as a liaison with community organizations and communicating opportunities
- municipal staff being collaborative in nature and strong communicators
- coordinating solutions-oriented emergency responses
- cognizance to the landscape of homelessness response, including being knowledgeable about how particular neighbourhoods and communities would respond to proposed services

Stakeholders also identified specific municipal programs and activities that they believed were successful. Multiple organizations recognized their collaborations with the Abbotsford Police Department as working well. Stakeholders referenced the police force for being effective at collaborating with community services including through creating an open feedback loop for when problems occur, as well as their approach to treating individuals with dignity. The City's collaboration with BC Housing on zoning issues related to housing and shelter provision was recognized as a successful approach that, when used, can ease the process significantly. Some referenced the City's efforts to educate the public on panhandling as a success, whereas other participants identified it as an issue. Lastly, the early efforts of the City to include First Nations in municipal efforts was recognized as a step towards success.

Topic 5: Physical Spaces for Program Delivery

Participants involved in providing services noted that there are gaps and needs for locations to deliver services. Challenges were specifically noted around daytime use in that bylaws require individuals to move out of municipal parks in the daytime but at this time, there are few to no reasonable places for individuals to go and to store their belongings¹. Some service providers noted that they have nearly all the needed resources to provide important services except for physical space, such as for mobile health care clinics. They noted that in these situations, it is important that culturally safe spaces are provided. Others highlighted that, while secular spaces are short in supply, they may be important to some groups. In situations where service providers do find potential locations, they are often met with a lack of community support that prevents or deters them from locating services. Front line responders noted that habitation of unsafe buildings that have not been demolished was a concern, while other stakeholders were interested in the temporary use of safe, unoccupied buildings for the delivery of services.

¹ City Staff clarified that individuals are required to take down tents in the daytime. All people are allowed to use parks during the day, including people who are homeless; piles of belongings when reasonable in size are often allowed, unless causes problems with park activities.

| Need/Barrier | Potential Actions (noted in focus groups) |
|---|--|
| Buildings to offer support services including spaces for physicians and indoor spaces to serve food | Look into providing municipal spaces for the delivery of community programming (City of Vancouver Neighbourhood Houses) |
| Unsafe buildings are not being demolished and are being inhabited out of need Old buildings and properties that appear usable, including those that are municipally owned, are not being actively used and present opportunities for temporary use | Review the process for better securing or expediting demolition of unsafe buildings so they are not inhabited Investigate creating programs for temporary use of unused buildings |
| Space for daytime use. Bylaw staff are requiring people to move from parks in the daytime but there is often no place to go ² | Consider adjusting bylaws to allow for daytime use of parks Engage Libraries and Recreation Centres as partners |
| Different decampment strategies are needed in Abbotsford recognizing differing needs and aspirations. Some individuals may wish to continue to live in vehicles | Create a location for individuals to park their vehicles Consider allowing people to live in trailers |
| The future of the Abbotsford HUB is tenuous | Determine the long-term future of the HUB |

Topic 6: Basic Facilities

Participants noted a number of immediate needs for facilities to support those experiencing homelessness including washrooms, garbage disposal areas and storage spaces. Participants referenced that there is often concern from the community when facilities primarily directed at those experiencing homelessness are located in their neighbourhoods. Yet providing facilities to meet basic needs was recognized as a potential action to alleviate community concerns around waste and discarded belongings.

| Need/Barrier | Potential Actions (noted in focus groups) |
|---|--|
| Lack of facilities to support basic needs while experiencing homelessness | Engage Libraries and Recreation Centres as partners (City of Vancouver) Provide toilets, showers and full sanitation stations |

² All individuals are allowed to use parks all day, but Bylaw does require tents or structures to be taken down and belongings to be packed up in a fashion considered neat and orderly.

| | |
|---|--|
| Disposal facilities and programs for waste and discarded belongings | Provide garbage cans, discard boxes, and storage spaces |
| Places to store belongings in the daytime | Municipal storage options OR partnership with non-profits (Kamloops, Vernon) |

Topic 7: Timeline and Complexity of Zoning, Financing and Permits

Throughout the focus groups and interviews, participants noted the complexity, cost, and timeline of permitting and rezoning processes to be a barrier to delivering effective services. In some instances, these barriers resulted in funding opportunities being missed and participants being unable to serve their intended clients. Interest was noted in seeing Abbotsford change these protocols and requirements, following other neighbouring municipalities, in order to expedite the process, provide support in navigating the process, and reduce costs for non-profits.

“We were going to expand our building and the City had all kinds of roadblocks and just a bureaucracy involved in expansion and what they expected from us [...]– road work, lighting work, water work was more money than it was going to cost for us to add the two floors to our building and they made it cost-prohibited”

- Cyrus Centre

Abbotsford’s permissive tax exemption program was identified as a program that had supported service providers in establishing affordable housing. For MQHS, the review and cuts to the program are expected to have significant impacts. When MQHS was advancing plans to establish a housing facility for youth there was a permissive tax exemption program. MQHS moved forward, providing deeply affordable units with the assumption that they would receive this exemption. However, the program was put under review and paused in the meantime.

“Every other building we own in every other municipality has a tax exemption and this may force us to eliminate this hugely important program for youth [...] but the City is really leaving us no choice”

- Mamele’awt Qweesome Housing Society

| Need/Barrier | Potential Actions (noted in focus groups) |
|---|--|
| Rezoning process is overly complex for community-based service providers to navigate Funding opportunities are missed when rezoning and publicly owned property selection does not occur quickly | Expedite the process for temporary use permits Consider waiving or lowering fees for non-profits Offer planning liaisons to support non-profit housing applications – these applications are often led by a volunteer team |
| Service providers are spending extensive amounts of time looking for locations to provide services, programs and facilities | Identify potential properties and locations for affordable housing and other support services |

| | |
|--|---|
| | Consider pre-zoning these locations for affordable housing and support services ^{3,4} |
| The review and cut of the permissive tax exemption program has impacted the operations of some non-profit housing providers who are unable to sustain affordable units without the tax exemption program | Finalize the permissive tax exemption process update considering impacts to community housing providers Continue extending supports for housing providers that operated housing while the tax exemption process was active |
| Local community opposition prevents homelessness and supportive housing services from being sited in particular neighbourhoods. In consequence, there is risk of locating all services in one place and ghettoizing a neighbourhood Locations that are zoned for community services, shelters and supportive housing, are often spatially disconnected from each other or located in inconvenient locations | Consider implications of collocating and dispersing locations of services when zoning for affordable and supportive housing and other services |

Topic 8: Liaising with Residents and Businesses

Participants from businesses and service providers identified a gap in the City’s communication with residents and businesses. There was an interest in the City acting as a liaison with residents, landlords, and business owners to understand and respond to concerns, create incentives and share factual information and stories. For businesses and citizens, there was confusion and frustration around knowing who to contact for different issues and being turned away by those that they did reach out to for support. Amongst service providers, there was hope that the City could create opportunities to involve and host conversations with citizens.

“Homelessness is a very divisive problem [...] we all want safety across the board; bringing everyone together: that’s when you can really have some transformative conversations and I would love for the City to host some of these conversations”

- Cyrus Centre

| Need/Barrier | Potential Actions (noted in focus groups) |
|--|---|
| Landlords are less likely to rent to individuals needing housing after experiencing homelessness, especially people living with compounding barriers (age, employment, etc.) | Engage and create incentives for landlords (e.g. one service provider acted as a liaison between landlords and renters who were previously unhoused. Participants were also interested in potential financial incentives for landlords) |

³ Recognizing the timeline for re-zonings alongside the importance of supportive housing, Planning and Development Services in the City of Abbotsford is currently working with Council to pursue bylaw updates allowing support services, subject to a housing agreement, within apartment or dormitory structures across various zones in Abbotsford.

⁴ Emergency shelters are currently permitted in all zones, subject to a housing agreement.

| | |
|--|--|
| <p>Service providers notice opposition from citizens and businesses to projects that provide housing and supports.⁵ Citizens and businesses are concerned about the safety of themselves, their employees, their children and are concerned about locating homelessness services nearby as they feel that it increases risks to their safety.</p> <p>Businesses are concerned about the economic impacts of losing staff and customers because of the presence of individuals experiencing homelessness in, or nearby their business.</p> | <p>Engage with citizens and businesses to:</p> <ul style="list-style-type: none"> • Provide training for employees working with individuals living with addiction and mental illness • Share success stories, bringing the community in as part of the solution • Create safe forums for community members to voice concerns and contribute solutions • Improve consultation on all projects. If a project is approved despite neighbourhood concerns, consider how ongoing support can be provided. |
| <p>Businesses and citizens do not know who to contact and are being turned away by Police/Bylaw</p> | <p>Develop clear contact points for the public and businesses for different needs (clean up, safety, etc.) and circulate contact information</p> |

Topic 9: Municipal Culture and Mandate

Participants voiced a desire to see the City of Abbotsford further take leadership and ownership around homelessness while recognizing the Province’s inherent responsibility. Many had a desire to see vocal support from City leadership in the news and at community events. Participants referenced the City’s response to the 2021 floods in Abbotsford, desiring a similar level of response towards the homelessness crisis. Appreciation was given for certain staff members that stakeholders commonly interface with, yet it was recognized that an increase in staff working on homelessness and housing is needed in order for the City to adequately respond to the issue.

Some participants had a negative picture of the municipality’s approach to homelessness, informed by past narratives and actions. Stakeholders generally understood the responsibilities of senior levels of government in homelessness but still felt that the City was unwilling to take on necessary levels of leadership and ownership over the issue. Taking leadership along with prioritizing housing across City departments was noted as essential for addressing homelessness.

As detailed in Section 2.1, participants identified that homelessness is disproportionately facing First Nation and Métis individuals. Increased focus on representation and fostering an environment of cultural safety were noted as actions that could be taken to serve thlandlorese groups more effectively.

⁵ The City of Abbotsford Council has approved 100% of proposed affordable housing projects brought to council, to-date.

| Need/Barrier | Potential Actions (noted in focus groups) |
|--|--|
| <p>Lack of ownership of the issue and lack of vocal and visible support from public leaders and decision makers</p> | <p>Decision-makers need to be more accessible and vocal in their support. Many referenced the wish that Council would be as vocal about this issue as they were with the floods</p> <p>Regularly putting homelessness on Council meeting agendas as a method of prioritization</p> |
| <p>Lack of capacity amongst City staff to create significant momentum on relevant topics</p> <p>There was lots of coordination work underway and all of that stopped with the departure of staff in 2021; in the interim community service providers were missing a clear internal contact point to relay information to other City departments and leaders in support of community-based services</p> | <p>Invest in increasing the number of staff working on homelessness and affordable housing issues</p> |
| <p>First Nations and Métis individuals are often not safe and supported in accessing municipal services</p> | <p>Advance representation and cultural safety by ensuring projects/teams have Indigenous team members</p> <p>Provide cultural safety and sensitivity training for all municipal staff</p> |
| <p>City staff and decision-makers do not always understand the realities of marginalized groups</p> | <p>Internal framing and education around historically marginalized groups such as anti-racism, individuals with diverse abilities, LGBTQIA2S+ realities</p> |
| <p>A clear directive for the City’s work on homelessness. Certain departments do not seem to be considering the impacts of their work on homelessness or do not know how to (e.g. allowing defensive architecture, anti-poverty laws, approach to panhandling)</p> <p>Recognizing a larger directive to work on social issues that are root causes of homelessness</p> | <p>Have City departments go for site visits at different community-based services</p> |

2.3 Coordination of Community Homelessness Initiatives

Focus group participants were asked about the coordination of community homelessness initiatives, specifically:

- **What is going well:** How well is the City supporting the coordination of activities locally (i.e. among service providers, among service providers and other levels of government or City departments)
- **What could be improved:** How could the City better support the coordination of activities?

Several key themes emerged from this discussion with stakeholders, identifying a number of potential actions for the City to take or support in order to address the existing needs and barriers for coordination.

Key Successes

Stakeholders referenced coordination of community homelessness initiatives as a key element of successful service delivery. City employees' recent approach to addressing homelessness and housing issues with **collaborative approaches** rather than attempts to control the narrative were recognized as a success. Participants also recognized that the City had, in the past, convened conversations about homelessness with success. **Problem-specific responses**, such as responding to encampments, were recognized by some as events where the City was effective at convening different stakeholders.

Topic 10: A Convenor and Connection Point

Participants noted successes that occurred both in Abbotsford and neighbouring municipalities when stakeholders were brought together to collaborate. However overall, they noted that the lack of connection and coordination is a significant issue preventing the homeless-serving sector from functioning effectively in Abbotsford. Participants recognized that if the City were to play a convening role, it would need to do so with significant investment and capacity for the efforts to be effective. Participants noted that, in acting as a convener, it would be important for the City to work with local experts, focus on the priorities of service providers, and avoid duplication.

In addition, for creating opportunities for service providers to convene, there is a need for a comprehensive, up-to-date list or database of services, providers, and contact points. A comprehensive database could support new staff and organizations lacking institutional knowledge, and help the sector more effectively meet clients' immediate needs.

“It feels like in Abbotsford there are a lot of great workers, access points for services and sometimes it feels like a room filled with people and one little door – and every time an opportunity comes whether that’s funding, housing, a facility available, everyone’s running for that one door. We’ve got the people; we’ve got the boots on the ground, but we just don’t have enough doors”

– Cyrus Centre

| Need/Barrier | Potential Actions (noted in focus groups) |
|--|--|
| Missing a ‘convener’ for service providers | <p>Convening service providers was noted as an important role for the City. Participants emphasized that to be successful, meetings convening service providers would require a significant time investment from municipal staff</p> <p>Determine other meetings of front line and community-based services being convened to avoid duplication of meetings</p> <p>Engage individuals with direct, local experience in designing the process and goals</p> |
| Service providers do not understand how their mandate and services fit within the larger puzzle in Abbotsford resulting in duplication of efforts and gaps between services | Focus on systems mapping to identify the unique strengths and mandates of organizations and missing services in Abbotsford’s homeless service sector |
| Lack of coordination and support among front line services | Regular internal coordination and communication (Police, Fire, Bylaw, Planning, etc.) |
| Service providers (especially new staff) are disconnected and do not know what other providers offer. Clients can then miss out on support | Create a comprehensive, up-to-date list of services and providers with contact information |
| Lost momentum due to the transition of City staff and the COVID-19 pandemic, which impacted initiatives to advance coordinated access systems and priority tables for urgent cases | Increase the number of City staff working on homelessness and affordable housing initiatives in order to more successfully coordinate staff transitions |
| Lack of continuity of care is an issue when a client is kicked out of a shelter | Explore opportunities for the City to require shelter providers to oversee a client’s transition to other care options through the licensing process ⁶ |

2.4 Partnerships with Senior Levels of Government

Stakeholders participating in the focus groups were asked to identify successes, issues, and potential actions to support effective partnerships with senior levels of government. Participants were asked:

⁶ City staff clarified that the City can advocate for changes to requirements, but cannot set forth such requirements for shelter providers. BC Housing operates and prescribes programs and requirements. The need for continuity of care must also be balanced with the need to ensure the safety of all staff and shelter guests.

- **What is going well:** Where has the City been effective in facilitating partnerships with senior levels of government?
- **What could be improved:** How could the City improve its advocacy and partnership development with senior levels of government?

Key Successes

In terms of partnerships with senior levels of government, stakeholders varied in their views of current successes. One effort that many stakeholders identified as a significant and impactful success was Abbotsford’s designation within the Reaching Home program. Similarly, other links to provincial and federal funding, such as the Rapid Response to Homelessness program, were identified as successes. Stakeholders noted the importance of the Mayor and Council’s advocacy and relationships with provincial government and government entities. The positive impacts of these relationships were also seen through the response to the 2021 floods. BC Housing described a situation where the Mayor wrote a letter to be considered for complex care housing, committing to make a place for it in the City, which led to an important success.

Topic 11: Advocacy to Higher Levels of Government

Issues were raised throughout the engagement sessions where participants noted problems stemming from senior government services. Some stakeholders felt challenged in their ability to respond to these issues in ways that would not sacrifice needed funding or break the Lobbyists Transparency Act. A role was identified for the City in coordinating and advocating for the needs of service providers with senior government.

| Need/Barrier | Potential Actions (noted in focus groups) |
|--|---|
| <p>Service providers are noting insufficient support for their clients (e.g., insufficient health care and social services) which are creating and adding to barriers to housing their clients</p> <p>Service providers are limited in the degree to which they may advocate (Lobbyists Transparency Act, risking funding)</p> | <p>Consistently and persistently advocate for change on behalf of service providers</p> <ul style="list-style-type: none"> • Survey access to GP and mental health supports and advocate based on data • Advocate to the Federal government for coordinated access • Advocate on the role of health care and changing health systems |
| <p>Service providers experience challenges with Fraser Health but do not have the necessary relationships to advocate for change</p> | <p>Strengthen relationship with Fraser Health through regular dialogue to support coordination between Fraser Health and community services, ensuring contact with different units (e.g., acute care)</p> |
| <p>Individuals with lived experience of homelessness do not receive adequate involvement and consultation in the design of new programs and services</p> | <p>Focus on amplifying the voices of those with lived experience of homelessness as well as the priorities of service providers</p> |

Topic 12: Securing Funding Opportunities

Facilitating funding partnerships with senior levels of government was recognized as a success of the City of Abbotsford as well as an area for continued focus. Participants, particularly those connected to funders in nature, noted that there is room for the City to further leverage and highlight its successes. They also noted that the City may see additional success in procuring funding by being increasingly vocal about the intensity of the need for housing and homelessness solutions in Abbotsford.

| Need/Barrier | Potential Actions (noted in focus groups) |
|--|--|
| Continued funding and investment in Abbotsford from senior levels of government | <ul style="list-style-type: none"> Leveraging and highlighting successes to senior governments Being increasingly vocal about the issue in order to procure more support |
| Abbotsford has missed opportunities to submit applications for funding (i.e., Community Housing Funds) | <ul style="list-style-type: none"> Staying up to date on funding opportunities, and facilitating relationships within the sector that can be leveraged for relevant funding opportunities |

2.5 Data and Sharing Information

Stakeholders were asked how the City should share information and communicate its progress on responding to homelessness. A range of participants referenced Abbotsford's utilization of social media and presence on the news through the 2021 floods and suggested this as an example of how communication around homelessness could be approached. Community resistance to homeless-serving programs was identified as a concern throughout the forums and interviews, and many stakeholders identified public communication as a key opportunity to advance collaboration, awareness, and tolerance. Some stakeholders felt that the City fails to seize upon positive examples to advance future goals. The Abbotsford Police Department shared an example of the heat-relief centres, which were received with significant opposition from businesses and citizens when proposed. However, call volume was tracked while the centre was open, during which no issues were reported. Stakeholders felt that successes like these could be shared with the community in order to start conversations.

Participants were interested in having the City communicate with service providers and front-line services by convening events and meetings. Neighbouring First Nation rightsholders and representatives also valued direct communication and information-sharing, noting the importance of being given a seat at the table.

| Need | Potential Actions (noted in focus groups) |
|---|--|
| Communication with the public in a way that helps citizens understand the issue and be a part of the solution | <ul style="list-style-type: none"> Utilize social media, news outlets, and the City's website to spread awareness of the issue Share success stories Share stories about how peoples' minds were changed Describe the acuteness of the issue |

| | |
|---|--|
| | <ul style="list-style-type: none"> • Share opportunities for input <p>Consider supporting post-occupancy surveys that monitor the public’s changing view of homeless-serving programs and facilities</p> <p>Create regular, controlled forums for public engagement and input</p> <p>Prioritize accessible, plain language and format for the 2022 Homelessness Action Plan. Release bite-sized pieces of the Plan on social media to help more audiences engage and understand the Plan</p> |
| <p>Communication with service providers and front-line services to support coordination and collaboration, and break down silos</p> | <p>Continue to utilize conversation (rather than email) when possible, as a positive approach to relationship building</p> <p>Regular (monthly) meetings between City Front Line services and regular opportunities to convene with all service providers</p> <p>Consider ways in which the Mayor can play a role with convening service providers so as to increase familiarity and collaboration</p> <p>Measure and share progress (through homelessness needs reporting, point in time counts, service utilization data, BC Housing shelter data) to help stakeholders plan for future need</p> <p>Share outcomes of ongoing projects</p> <p>Share information with stakeholders at the same time to ensure service providers are not competing for information</p> |
| <p>Communication with Neighbouring First Nations to support better access to services and facilities, and deepen collaboration</p> | <p>Direct sharing of information about available facilities, services, and programs with the Band offices</p> <p>Identifying and prioritizing opportunities for First Nations to come to the table</p> |
| <p>Communication with individuals experiencing homelessness</p> | <p>Convene forums for individuals experiencing homelessness that create opportunities for questions and input, and bring together service providers</p> |

3. SUMMARY OF STAKEHOLDER FEEDBACK WORKSHOP

On April 21st, 2022, stakeholders who provided input into the Homelessness Action Plan were re-engaged through a closed, virtual meeting. Prior to the public release of the Plan, the meeting was an opportunity for stakeholders to view the action framework resulting from the initial stakeholder engagement and to provide feedback. Participants were asked to be explicit about their feedback and focus feedback on the municipal level where possible.

After being presented the HAP Action Framework, stakeholders were asked:

- **What stands out to you?**
- **Are we heading in the right direction?**
- **Are we missing anything?**

Feedback was categorized within the five goals presented to stakeholders: (1) Strengthen Community-based Services; (2) Enhance Abbotsford's Internal Responses to Homelessness by Strengthening Policy, Developing Staff Capacity, and Augmenting the Use of City Facilities to Address Homelessness; (3) Coordinate and Convene Service and Housing Providers to Strengthen Responses to Homelessness in Abbotsford; (4) Advocate for stronger federal and provincial support; and (5) Develop and Implement New Strategies for Better Tracking and Understanding Progress on Homelessness. Some feedback was received that did not directly address a goal area and has been summarized in General Approach (Section 3.5).

3.1 Goal #1: Strengthen Community-Based Services and Programs

Overall, participants appreciated the level of focus on community services and increasing shelter options. It was important that the approach to increasing shelter beds **prioritize low barrier and accessible shelter spaces** while responding to the growing numbers of individuals using shelters primarily due to **housing affordability issues**. Stakeholders voiced the need for services that support **seniors, couples, and women with children**.

Success / Areas of Importance

- The level of attention to community services
- Including a short-term response to shelter
- Need to ensure shelter is low barrier and accessible

Gap / Areas for Expansion

- Approach to the lack of services to support seniors. E.g. the City could provide a regular program teaching seniors how to find rentals and providing computer access.
- Approach to filling the gap of housing for couples, and housing for women with children
- Prioritization of providing shelter beds as an important factor of successful stabilization
- Shelter beds are gentrifying with individuals singularly facing affordability barriers
- Services need to address a spectrum of needs – from pure affordability to complex needs
- Support for complex clients

3.2 Goal #2: Enhance Abbotsford’s Internal Responses to Homelessness by Strengthening Policy, Developing Staff Capacity, and Augmenting the Use of City Facilities to Address Homelessness

Stakeholders referenced the focus on **zoning and bylaws** as a step in the right direction and re-emphasized the importance of these changes and their current negative impacts. There was interest in clarifying and extending the types of services that these amendments apply to, in order to support all relevant services and affordable housing. The importance of **avoiding displacement** and **co-locating services** when undergoing planning efforts was highlighted. **Integration with justice** was also raised as a current gap in the action framework.

Success / Areas of Importance

- Approach to zoning for new housing options
 - Lack of housing is a primary problem
 - The City needs to provide a land base and fast track re-zonings for affordable housing
- Focus on amending bylaws so as to avoid displacement
- Focus on affordable housing
 - This is a significant barrier that clients are facing

Gap / Areas for Expansion

- Zoning (and the timeline for re-zoning) is a significant barrier to executing projects and procuring funding
 - Need to clarify and potentially extend what the zoning bylaw change would allow to support a broad range of homeless-serving and affordable housing services
- Support for co-locating services and using a hub model
- Clarify what municipal departments and services are included when referring to the municipality in actions. E.g. Action 2.3 and 2.5
- Increase the communication and collaboration between the City and businesses
 - Create forums for discussion and opportunities to advocate to senior government
 - Businesses and community need to be included in advocacy efforts
- Integration with justice (Community Safety Plan)
- Approach to neighbourhood or site level clean-up. E.g. the City could coordinate clean up regardless of land tenure
- Include language prioritizing safe consumption and harm reduction
 - Providing spaces for harm reduction services (Land Strategy)
- Diverse housing options to meet varying needs and aspirations. E.g. supporting modules and pods for individuals who do not want to live inside

3.3 Goal #3: Coordinate and Convene Service and Housing Providers to Strengthen Responses to Homelessness in Abbotsford

Stakeholders recognized a few areas in terms of coordination that are positively reflected in the action framework. For one, the direction of **developing a coordinated system of care**, and increasing the general coordination, **communication, and collaboration** between stakeholders were important. Stakeholders referenced these areas as causing issues in Abbotsford and being a high priority to address. The benefit of decreasing the level of competition between service providers through good communication was also referenced. Stakeholders recognized opportunities for the actions to move forward the **updating of lists** and connect front line services such as ER workers with services providers.

Success / Areas of Importance

- Developing a coordinated system of care
- Focus on coordinating and collaborating (currently a significant issue in Abbotsford). E.g. would like to see a quarterly public-facing newsletter that shares news on successes, asks, upcoming grants
- Focus on communicating with services to support more opportunities like Reaching Home and increase the timeline available for collaborations. E.g. letting services know about funding opportunities with a longer timeline
- Approach to decrease competition between service providers in terms of funding opportunities

Gap / Areas for Expansion

- Achieving relatively simple but impactful measures to connect services. E.g. Updating lists and creating links with ER social workers to service providers
- Methods to be able to refer clients with complex needs to services that can support them
- Resource lists are outdated

3.4 Goal #4: Advocate for stronger federal and provincial support

No feedback directly related to Goal 4 was received. Some related input was covered under other goals.

3.5 Goal #5: Develop and Implement New Strategies for Better Tracking and Understanding Progress on Homelessness

Stakeholders referenced the importance of **educating the community** in order to increase the level of empathy and support for homelessness services. There was also support for the actions advancing an understanding and **quantification of current need** that could help project future need. There was interest in tracking of root causes prioritized in order to advance **prevention** efforts.

Success / Areas of Importance

- Focus on community education and information to increase support, empathy and buy-in
 - Increase knowledge about root causes
 - Address misconceptions
- Creating a dashboard so everyone can understand what's happening
 - Communicating this to the public as well
- Projecting and quantifying needs

Gap / Areas for Expansion

- Tracking mechanisms for efficacy of services
 - Some organizations voiced strongly that services are already evidence-based and monitored and that sharing this information publicly could be harmful
- Tracking root causes (why people are becoming homeless) and utilizing this to approach prevention

3.6 General Approach

Stakeholders highlighted that having a mix of **short- and long-term responses** was important, alongside **investing in prevention**-focused efforts. When discussing the increased pressure being placed on shelters due to the housing affordability crisis, stakeholders noted the importance of addressing a full continuum of housing responses in order to meet different needs – from **affordability to complex care needs**. A stakeholder also voiced an interest in the HAP communicating a clear approach (E.g. the four pillar drug strategy).

Success / Areas of Importance

- Mix of short- and long-term responses included in the actions. Advocacy takes time so having short-term responses is important

Gap / Areas for Expansion

- Clear approach, e.g. holistic or four pillars approach
- Focus on prevention
- Addressing a full continuum (from substance use/complex care to affordability) with housing responses

4. INTERVIEWS WITH PEOPLE WHO HAVE EXPERIENCED HOUSING INSECURITY AND HOMELESSNESS

The following anonymized profiles were built based on personal interviews with people with lived experiences of housing insecurity and homelessness

4.1 A Person in Recovery

Mark, an Indigenous man traveled to the lower mainland from the East Coast almost 25 years ago, as high youth at risk, and although he shares that it was his own poor decisions that took him across the country at only 13 years old, there is an underlying tone of regret and self-stigma.

It was the promise of “Beautiful British Columbia” that piqued his curiosity, with an idea that he might create a life here. As a vulnerable young person, Mark shares that he met many types of people on his journey, and sought connection with those that were accepting, had similar life experiences or challenges to his or who could provide comfort and inclusion while he used substances to cope with trauma from adverse childhood experiences, and to block out and forget a painful past. For a time, that sought after connection led him to East Vancouver and the Davie areas where he began to be now fully engaged in substance use, that became an addiction, and he became exploited in sex work at 16 years old.

Had there been Outreach programming for youth, or easier access to income support he believes that he may not have had to participate.

Later it was his partner that brought him to Abbotsford, where together they lived in an apartment for a short time, entrenched in addiction and resorted to survival crime to support their habits and lifestyle which was unsustainable. The couple became homeless, and the relationship dissolved, but Mark remained homeless for 10 more years in the community and continued to rely on survival crime to support his addiction. Mark did not access any services, including any provincial Income Assistance. He sold substances and never stayed in shelters during this time because he felt safer away from the population, and the risk of being robbed. Mark shared that ***there are lots of resources for food and shelter as needed, but the real challenge is the discrimination faced from community and landlords and found that he was discriminated against based on his addiction, being homeless and his mental health.*** The inability to shower or have an alarm clock did not help. He accessed no community programming and would rather go rent a hotel and let someone else stay in shelter.

Looking back, perhaps policies that incentivize landlords to create supportive housing opportunities for vulnerable members of the community would support a more robust rental pool.

One day, Mark woke up with a pocket full of substances and phoned Cedar Outreach for support, he was done and credits the relentless commitment of his worker to saving his life alongside his own determination and ability to find boundaries. ***A support that stayed connected to him through incarceration and was ready when he was and able to support in a myriad of situations.*** Mark shares that the system was helpful even though it did not lead back to Abbotsford for him, that people places, and things all needed to change. When Mark was ready to access shelter services, he found that having a substance free space was helpful and he was able to

rekindle a friendship with another resident that would not have been possible if both individuals had been still using.

People really respect the Salvation Army and follow the rules and the people that did not were few and far between. Mark now lives in supportive housing but wishes that there was an ability to have visitors that include support workers, friends, or family. There are no overnight guests allowed, which can make it lonely and at times participants of the co-ed housing program where he lives are asked to vacate in as little as 30 minutes. Mark feels that at his supportive housing unit, often women and men are not always treated equitably.

When Mark is not pursuing a love of photography, he works as a warehouse manager, where he started operating machinery. He had previously never dreamt this opportunity might be possible. Employment became a reality because he was given a chance through an unlikely employer who understood substance use. The employer had previously lost a loved one through a toxic poisoning and was willing to give Mark a chance. **People need to have purpose and be able to contribute to their own lives as well as the community.**

Now 7 months into his wellness journey, he credits his job, his supports and spaces that are free from substances. Although Mark understands the value of Harm Reduction spaces, he strongly promotes abstinence because that works for him, he shares that **there needs to be more timely and accessible pathways to a variety of different treatment options, including more culturally appropriate services.**

What people experiencing homelessness need are people to talk to, someone to believe in them and care, the biggest thing about being homeless is being invisible, a simple conversation can change someone's life.

4.2 A Family Experiencing Housing Insecurity & Homelessness

Carrie (52) called Abbotsford home for over 30 years and raised 8 children there with supports from extended family, and the faith community but was often housed insecurely due to the size of her family. Unfortunately, after 10 years in a stable rental, she was evicted when the landlord decided to sell. At that time Carrie had a newborn infant and wished she could have found a way to rent to own or knew ahead of time that her housing was at risk.

Losing that home was the beginning of a perilous journey, where she was unable to secure a new home and her life spiraled into addiction, her children were removed from her care, and she became hopeless. Carrie knows that there are supports available now, but at the **time found it challenging to find the resources she needed on her own, she believes she would have benefited from navigation of services, learning how to network, and building real life skills that increased her self-worth.** Carrie is adamant that she would only ever recommend the Ministry of Children and families as a last resort because they aren't able to provide the necessary support. There were no adequate rentals available for large families and remembers experiencing stigma within a deeply religious community for having 5 children and being a single mother, and shared that she experienced more stigma and shame in Abbotsford than any other community she has lived in. **Carrie recommends more development around building a community of care, peer led projects and stigma campaigns. Through her many years involved both accessing and providing support, she believes that there are many informal supports that want to aid but don't always know where to focus efforts.**

The most support she received was when she engaged with the religious community and as a general piece of advice, she shared that she would not recommend a government service provider, rather a non-profit or peer support.

Carrie found herself pregnant, homeless, and using substances, and shares that her first taste of real support came from Xyolhemeylh, an Indigenous organization that supported her in wellness and eventually into subsidized housing. Carrie is now raising her youngest child and a grandchild, lives just outside the community in a **secured access affordable housing building** yet finds it challenging economically to meet basic needs with a rent of 1200.00 on a \$670.00 Income Assistance allowance while raising a second family, even though she is actively employed as a Peer Support with a local group called Drug War Survivors. Carrie is grateful for her home but **wishes she could trade her baseboard heating for a more affordable option and 14 ft ceiling for more floor space, and a yard with a little privacy so that she could have her family visit more and be able to support her children that are active in addiction.**

For Carrie, seeking support involved taking a risk and making a choice to seek help, which was challenging for an individual who has lived a life full of trauma, neglect, and disappointment. The risk was enormous especially when children are involved. She shared that the drug met the need for connection, a deceptive connection, that only contributed to the shame and self-stigma. It was in a crucial moment in her life, that having a human being create a safe and non-judgmental space for communication, followed by an opportunity to create change that created a positive that was huge.

4.3 A Refugee Experiencing Intersectional Barriers

James is a landed Immigrant who has been experiencing homeless in Abbotsford for 2.5 years. James came to Canada in 1992 with his wife as a refugee of a war in Iran, sadly his family relationships dissolved a year later, and he shares he has been homeless since. James is unable to work and on a permanent disability, he suffers from various physical comorbidities, and concurrent mental health and substance use disorders including PTSD, that further impact his ability to communicate challenges and access appropriate supports. Communication difficulties are further compounded alongside a language barrier, although James communicates clearly that he has experienced discrimination exponentially within shelters, hospitals, and the court system. Although James is currently on probation for mischief but wishes there was opportunities to talk about the incident or participate in restorative justice and that there are no ways to really address the issues people face.

Currently James lives in a shelter but shares that he has been previously incarcerated and hospitalized for his mental health. James wishes that he had his own place with a clean atmosphere, a kitchen with his own food so he could eat what he wants, and simpler access to his psychiatric care; currently he must travel to see his care provider and shares that his experiences in hospital have been chaotic, partly due to COVID-19.

James has no natural familial supports, and shares that he does not know where his ex-wife or child are and that his mother is 75 and lives far away and is also a refugee.

James shares that the 5&2 shelter is a good service provider, everyone really works hard, and he appreciates that he has the ability to shower and that he is able to volunteer, which provides opportunities to connect with others and contribute to community. Previously, he experienced a lot of bed bugs and poor air quality, he wants for no one to suffer in community and does take advantage of swimming, the saunas and parks when he is able.

4.4 A Homeless Shelter User

Sam (50) identifies as male and has currently lived at the Red Lion Shelter for about 6 months, he has called Abbotsford his home for his entire life since moving to the area from Ontario at 3 years old. Although he is not currently working or looking for work due to a recent heart attack and due to covid, he has experience within the agriculture and livestock industry in the community. Sam credits harm reduction workers for supporting him to secure a temporary home at the shelter, prior to being there he was homeless and sleeping rough somewhere between 6 months to a year bouncing between insecure housing situations with others that experience substance use challenges, shelters and what he shares as “just walking the streets”. Sam dreams of having an apartment or basement suite one day and doesn’t wish to have a roommate.

Sam shared that he did not feel discriminated against while looking and that there was help available when he began searching. Resources he feels that are accessed include the shelter he stays at, as well as income assistance. Other services that he recommends include The Salvation Army, Lookout and Triangle but he wasn’t sure what exact services worked well or could be improved upon. A need that he deemed important but that is not currently offered included low barrier and free substance use services including treatment, detox and harm reduction services. One thing that was challenging for Sam, and that he believes may act as a barrier to accessing services was the stigma of being associated with being homeless and using substances or “being lumped into a bunch of weirdos”. One small thing that would make Sam’s life better would be the ability to have his bike at the shelter. He worries about it getting stolen. As a final reflective remark, Sam shared that overall, he did find it difficult to obtain a bed within the shelter and wondered if there was ability to have a first come first served model versus a waiting list and having an emergency situation move a person forward on a list.

4.5 A Person Interacting with Bylaws and Living in Supportive Housing

Frank (61) shares that he has living experience with substance use and maintains employment working within an organization that employs persons with lived and living experience of substance use. In his role he provides support and advocacy for those that may be experiencing homelessness or other barriers. Frank’s employer also holds a contract with Fraser Health, gathering harm reduction equipment. Frank shares that he has not always been homeless and that in another part of his life he raised a family as a single parent and worked in communications, he shares that it was only after he experienced a life changing tragedy that he began using substances, became depressed and lost his job. More recently he became homeless when he did not meet income assistance employability planning requirements due to a hospitalization, and was unable to communicate this effectively. Frank found it challenging to access services and feared seeking a diagnosis that would impact him in a negative way. When Frank was living rough, he collected bottles and cans to pay for things that he needed like propane and food, he shared that it took him a long time to get connected to income supports because he was constantly busy moving his belongings from bylaw officers for fear that they would dispose of or take his things away

Frank’s experience of transitional housing is not a positive one, he has witnessed many participants getting evicted, sometimes within minutes and feels that basic human rights are not upheld and that there is a lack of privacy when subjected to room checks. Frank shared he feels housing insecure and that you must follow the rules and that service providers make and bend rules as they

go. Currently he is housed at a supportive housing site and although he is thankful for running water and the ability to eat when he chooses, it still doesn't feel like a home because "when you can't have company it feels like prison, I am still a human being and deserve to have companionship". It doesn't feel like the support piece is really included, it looks more like asking how you are and giving you mail. Frank uses substances recreationally; he wishes he could have a guest come over occasionally to play cards, watch a movie or even have a shower and hopes to continue to advocate for that.

Most of the supports that Frank recommends have been by word of mouth and includes a mobile shower program, that was extremely helpful when living outdoors. A concern for Frank around service provision is the lack of collaboration, he recommends a more central hub of services where multiple needs can be met versus traveling around the community and feels that unfortunately unhoused persons are being pushed out of the community.

4.6 A Woman Fleeing Abuse and Seeking Mental Health and Addictions Support

Carol (38) has been living within Abbotsford for the past four years. She moved to Abbotsford with the intention of distancing herself from her abuser after she was sexually assaulted. When Carol moved to Abbotsford, she secured housing with a roommate. Carol did not provide many details regarding this living situation aside from the fact that it was a very poor roommate situation. Unfortunately, after a year and a half she and her past roommate had a conflict that resulted in Carol losing her housing and becoming homeless. She has now been homeless for approximately 2.5 years.

In the past two years Carol has lived in multiple shelters and on the streets. She is currently living in a shelter and hoping to find secure housing, work and consistent mental health and addiction support. Carol found it very hard to find services when she first moved to Abbotsford. Since then, she has managed to connect with the Lookout, Archway, Salvation Army shelter. Carol really liked the services she received through Lookout, more specifically services found through the SORT team. She also commented that during her 6-month stay in a Salvation Army shelter, she enjoyed the staff but felt the services didn't work and that the rules were too strict. In addition to these local services Carol also travelled to Surrey to receive sexual assault support services.

Currently, Carol feels that her largest barriers to finding housing are supply and the inflated costs. She thinks more accessible transitional housing could be an effective solution if the current model is improved on. Carol expressed that she would like to see more access to counselling, abuse support services and addiction support services. Carol wants people to know, **"just because we are homeless does not mean that we are horrible people. People need to begin to treat homeless people like they are people."**

4.7 A disabled shelter user struggling with addiction

Rick (51) worked within the transportation sector and lived independently in Langley until he was 45 years old. At the age of 45, he suffered an intense injury that impacted his hips that resulted in him being unable to work. After his accident, Rick moved in with his mother as he was living off disability income and this adjusted income could not cover his previous cost of living. Living with his mother was not ideal, the two struggled to live together amicably and Rick began to use

substances during this time. After a year and half his mother kicked him out and he became homeless.

At this point in time, Rick was admitted to the hospital and then referred to a rehab facility in Abbotsford. He completed the program at the rehab facility and was then referred to second stage housing. This was the start of Rick's insecure housing journey within Abbotsford. Rick shared that he did not last long living in the second stage housing because he found it to be a very dirty and disruptive environment. He spent segments of time living on the streets, in alternate second stage housing programs and at various shelters. One specific program Rick mentioned was the second stage housing program at the Salvation Army. Rick admits that this program could have been positive if he could have stayed sober but ultimately, he could not abstain from alcohol and was asked to leave. Another challenge he found was that he could not relate to the person running the program and it was difficult to interact with them daily. Rick felt that it was very hard to have tension with someone in such an intimate environment.

Rick is currently living at a shelter where he has been consistently staying for a year. Although the centralized services offered have been positive, he does not think living at the shelter long-term is ideal for multiple reasons. He misses his independence, doesn't like having to leave the shelter for afternoon hours when it is cold and gets frustrated about the inconsistency amongst staff regarding the rules. His ideal living situation would be to find a single apartment that is affordable and central so he can get around. He feels that it is important to live alone so that he can focus on himself and not have his recovery and lifestyle impacted by others. Overall, Rick feels he can build a life anywhere and has considered moving to the island for a lower cost of living.

Rick strongly feels that there needs to be access to mental health support within the community. Over the last few years, he has had two different counselors referred to him through rehabilitation programs. Rick did not connect with those counselors and doesn't know how to find other mental health services. He recognizes that there could be existing programs in the community that he simply does not know about. He feels mental health services can be improved by making support available to diverse populations and promotion of current programs.

Rick largest need is affordable housing. He stated, "lack of housing sucks and it makes you feel very insecure, sad and unmotivated. It feels like your life is out of your control and it is hard to focus on your goals." He also would like to see other services such as mental health counselling and dental programs more readily available or promotion of pre-existing programs within the community.

4.8 A Shelter User Seeking to Transition to Subsidized Housing

Luke (59) has been living on and off the streets in Abbotsford and surrounding areas for 18 years. He is originally from the plains, where worked in trades and had lived with his ex-wife and children. He struggles to talk in depth about his family and past. Luke shared that he had been in a workplace accident resulting in long-lasting back injury, inability to work in his trade and a lifetime of reliance on disability income. He said after this he became a rougher person, used substances heavily, and eventually spent time behind bars for crimes he committed. It was during that time that some very close family members passed away unexpectedly. He shared that he still carries the pain of this tragedy every day. Although his mother still lives in central Canada he has not been home in nearly 2 decades.

After being released from incarceration, when Luke came to Abbotsford, he was heavily using meth and tenting in various homeless camps. One day he was in very rough shape, and he was provided aid by a street outreach worker affiliated with the Salvation Army. From that day forward he describes the Salvation Army as his home. The Salvation Army was a hub for him to connect to various resources whether it was food, temporary shelter, or clothing. The employees there became a great support, tried to persuade him to slow down and connect him with various resources.

After some very turbulent years he was connected to a 3-month rehabilitation (Mission) program that was classroom style during the day and focused on teaching him how to take care of himself and handle emotions. This program initiated a shift in Luke. He decreased using substances after attending the program and returned to a shelter in Abbotsford. Luke has been living in the shelter for over a year now and is on a waitlist for subsidized housing with BC Housing. He is thankful for the community and relationships at the shelter but excited to get secure housing where he can be more independent.

Luke expressed a great amount of concern for the Fentanyl and drug toxicity crisis that he observes within the local community. He has lost 46 friends within the last few years to the drug poisoning crisis. He feels there needs to be more outreach and support for those who are struggling with their addictions. He shared that he sees a lot of his friends lost to drugs and that they need connection and support. He feels that the shelters could be improved by creating new policies that are more inclusive such as allowing couples to bunk together, and higher tolerance to substance use to help people transition off the streets while they're overcoming their addictions. Luke also commented on the significant amount of stigma surrounding homelessness and safety concerns about the location of certain shelters. Some of the shelters in Abbotsford are in areas where you can be subject to verbal or physical harassment from the general population who carry a lot of judgment of homeless people.

Luke shared that as a homeless person he faces a lot of barriers to finding housing. These include stigma because he is visibly homeless, has no previous landlord references and stigma from landlords due to his disability. He also feels that the current housing costs are out of reach for him and that it is hard to see apartments when they're so geographically spread apart. Luke said a lot of homeless people will try to secure housing together to make their costs of living more affordable and this is problematic. In shared accommodations often one roommate will become less stable, and it will result in all roommates on the street because they cannot afford housing alone. It puts you in a codependent, non-self-reliant situation.

Luke wants to share with anyone who is struggling in their relationship with substances or homelessness that it takes time to get things sorted out. If you need help the Salvation Army is there for you. It's a good starting place and they will do their best to help you and get you steered in a good direction.

APPENDIX A: SUMMARY OF PARTICIPANTS

Representatives of the following organizations participated in the Abbotsford Homelessness Action Plan stakeholder focus groups and/or interviews.

Stakeholder Focus Groups

Community Service Providers

Abbotsford Restorative Justice and Advocacy
Archway Community Services
CEDAR Outreach
Elizabeth Fry Society
Embers Staffing Solutions
LIFE Recovery Society
Lotus Humanitarian Society
Phoenix Society

Institutional Partners

Abbotsford Community Connection
Abbotsford Division of Family Practice
BC Housing
District of Mission
Fraser Health Authority
Fraser Health Authority
Ministry of Children and Families
Ministry of Social Development and Poverty Reduction

Shelter Providers

Lookout Housing and Health Society
SARA for Women
The 5 and 2 Ministries

First Nations and Métis

Rightsholders

First Nation Health Authority
Fraser Health, Aboriginal Health
Fraser Valley Metis Society
Raven's Moon Resource Society
Sumas First Nation

Front Line City Services

Abbotsford Fire and Rescue
Abbotsford Police Department - Community Policing
Abbotsford Police Department - SORT
City of Abbotsford – Bylaw Services

City of Abbotsford – Parks, Recreation, and Culture Department

Businesses

McDonalds
Nakina Holdings Limited
Replay Boardshop
Tiger Tool

Stakeholder Interviews

Abbotsford Police Department – SORT
Archway Community Services
BC Housing
City of Abbotsford – Planning & Development Services
Cyrus Centre
Fraser Health - Abbotsford Regional Hospital
Mamele'awt Queesome and To'o Housing Society (MQHS)
Phoenix Society
Salvation Army

Stakeholder Feedback Workshop

5&2 Ministries
Abbotsford Division of Family Practice
Abbotsford Fire and Rescue
Abbotsford Restorative Justice and Advocacy
Archway Community Services
BC Housing
Cyrus Centre
Elizabeth Fry Society
First Nation Health Authority
Fraser Health Authority (3 representatives)
McDonalds - Nakina Holdings Limited
Replay Board Shop
Salvation Army
SARA for Women
Sumas First Nation
Tiger Tool



APPENDIX 3:

REVIEW OF CURRENT PRACTICES IN HOMELESSNESS RESPONSE

INTRODUCTION

This Review of Current Practices in Homelessness Response was completed to create enhanced understanding of how other communities are tackling issues related to homelessness response. It builds on a foundation of stakeholder engagement that took place as part of the City of Abbotsford's Homelessness Action Plan Update (2022) and explores current practices and efforts undertaken by other local governments. Where possible, examples are similar in population and location to Abbotsford.

OVERVIEW: CURRENT PRACTICES EXPLORED

The Current Practices Review focuses on action items that were identified as having either a high priority for the City or as having a relatively high level of complexity. Potential actions and roles for Abbotsford were identified based on stakeholders' ongoing challenges, needs, and suggestions. Each current practice listed specifies the theme, issues, and needs identified by stakeholders which it seeks to address. Current practices were explored for four of the five themes identified in stakeholder engagement. Theme 4: Partnerships with Seniors Levels of Government, was not identified for current practices review as actions overlapped with those in other themes.

- Current Practice #1: Advocate for sufficient pay for non-profit frontline workers in organizations supporting people experiencing homelessness
- Current Practice #2: Advocate for increased capital investment in supportive housing for individuals with complex care needs
- Current Practice #3: Facilitate partnerships to provide physical spaces for key services
- Current Practice #4: Engage and support developers and landlords in partnering to alleviate homelessness
- Current Practice #5: Create a culture of understanding through City communications
- Current Practice #6: Center discussions of homelessness at the political level
- Current Practice #7: Conduct anti-stigma workshops for City staff
- Current Practice #8: Increase human and financial resources to respond to social planning challenges
- Current Practice #9: Pre-zone for affordable housing
- Current Practice #10: Develop an Affordable Housing Land Acquisition Strategy
- Current Practice #11: Utilize Permissive Tax Exemptions
- Current Practice #12: Support the involvement and education of affected local businesses
- Current Practice #13: Facilitate and convene cross-sectoral organizations to foster collaboration and coordinate funding applications
- Current Practice #14: Use by-name lists to track homelessness and strengthen a coordinated access system



THEME 1: COMMUNITY-BASED SERVICES AND PROGRAMS

Current Practice #1: Advocate for sufficient pay for non-profit frontline workers in organizations supporting people experiencing homelessness

Local Government Role: Advocate to senior levels of government

Theme, Issue and Need Identified by Stakeholders

Stakeholders identified staff capacity and turnover as a current issue among homeless-serving agencies in Abbotsford. A key issue is the inability of the sector to attract and retain qualified staff due to the high stress, low pay, and tenuous work environment in the sector. Engagement also highlighted the need to create and invest in training and educational opportunities (on an ongoing basis) to build capacity in non-profit housing and service providers.

Specifically, a Local Government Role could include advocating for sufficient pay, benefits and other supports, professional standards for provincially funded non-profit workers in organizations supporting people experiencing homelessness, and facilitating opportunities for collaborative training, education, and professional development.

Example: BC Housing Pandemic Pay

Health and social service workers delivering in-person, frontline care to vulnerable populations were given temporary pandemic pay. The increase of approximately four dollars per hour was in recognition of the importance of health and social service workers in building and maintaining healthy communities. The increase was cost-shared by federal and provincial governments. Relevant to advocating for sufficient pay for Abbotsford's frontline homeless serving sector, during the pandemic pay program, extra pay was paid by BC Housing to frontline staff of BC Housing-funded non-profit housing providers, in addition to health workers.

Considerations

BC Housing's administration of pandemic pay to frontline staff of non-profit housing providers demonstrates recognition that these groups of staff experience increased strain and burdens due to a public health emergency. Abbotsford may wish to pursue advocating for sufficient pay and supports for frontline staff in the homeless serving sector by advocating through sector associations such as: BC Non-Profit Housing Association, Homelessness Services Association, Community Social Services Bargaining Association, and Community Social Services Sector (Employers). The City could utilize a spectrum of methods from writing letters of support to coordinating meetings to speaking publicly in support of the homeless-serving sector.



Current Practice #2: Advocate for increased capital investment in supportive housing for individuals with complex care needs

Local Government Role: Advocate to senior levels of government

Theme, Issue and Need Identified by Stakeholders

Stakeholders identified missing community-based services, specifically services to support individuals with complex care needs or behavioural concerns as a key issue in Abbotsford. The sector has gaps in its ability to provide the high level of care required by individuals with complex needs, and as a result, individuals are often turned away from shelters without being connected to another service. Engagement highlighted the need to bring complex care models to Abbotsford.

While complex care models are, in part, beyond the scope of local governments, a role for Abbotsford could include advocating for additional resources from senior levels of government for complex care models, identifying opportunities to invest in or support these initiatives, and to facilitate and convene opportunities to learn about care models from other areas.

Example: Complex Needs Advocacy Paper, City of Kelowna

In efforts to advance a complex care model, the City of Kelowna's Advocacy Paper investigates the need for complex care, identifies models and practices to follow, and develops an advocacy approach. The paper recognizes that the implementation of a complex care model requires support and funding from the provincial government and includes methods to align efforts with intergovernmental and municipal partners. The paper develops an advocacy position, mapping areas of alignment with provincial priorities and Ministries with relevant jurisdiction and influence to support a complex care model. To support the City's advocacy, the paper develops an advocacy brief which functions as a standalone document with a high-level project plan and summary of alignment with Ministry priorities.

Example: Municipal Advocacy through Letters and Network Participation, City of Burnaby

The City of Burnaby advocates to senior levels of government for a range of housing issues in their community, such as zoning for rental housing, Development Cost Charges (DCC) to replace affordable housing, supports for social housing, and more. The City also works closely with BC Housing, CMHC, non-profit agencies, and the private sector to deliver housing. Since 1988, the City has advocated to higher levels of government through letters directly to the Provincial and Federal Governments as well as resolutions through the Union of BC Municipalities and Federation of Canadian Municipalities (FCM).

Considerations

The efforts of Burnaby and Kelowna develop a role for local governments in advocating for models to alleviate and more effectively address homelessness. The City of Kelowna's approach to furthering a regional complex care model takes initiative to research and develop the model but ultimately recognizes and plans for the province's necessary role in supporting and funding the model. The City of Abbotsford could utilize methods employed by other local governments and align efforts with intergovernmental, community, and municipal partners when advocating to the province. To support these advocacy efforts, the City could map areas of alignment with provincial priorities and specific Ministries with relevant jurisdiction and influence. This could support municipal representatives in understanding promising approaches to advocate for complex care.



THEME 2: CITY POLICIES, PROGRAMS AND ACTIVITIES

Current Practice #3: Facilitate partnerships to provide physical spaces for key services

Local Government Role: Invest in building partnerships with City facilities (e.g., libraries, recreation centres) that can host programs or resources

Theme, Issue and Need Identified by Stakeholders

Stakeholders recognized that in Abbotsford there are gaps in facilities needed to support the basic needs of individuals experiencing homelessness. As a method of responding to gaps in basic facilities, stakeholders suggested engaging libraries and recreation centres as partners.

A Local Government Role could include engaging with libraries and recreation centres to identify actions for them to act as a partner and understand barriers to doing so. The City could also advance opportunities to provide basic sanitary and storage facilities in City spaces such as showers, storage, and sharps containers.

Example: Recreation Centre and Library Cooling Centres, Vernon

During a heatwave in BC, Vernon mobilized its library and recreation centre as cooling centres to provide indoor shade and shelter with air conditioning, water, and connections to other services. The library and recreation centre's ability to respond to this acute need speaks to the existing connections with these City facilities. Resourcing recreation centres and libraries to partner in the provision of basic services for those experiencing homelessness can aid in establishing the foundations to react to specific events like heatwaves.

Example: Storage Facility, Kamloops

The City of Kamloops and the Aboriginal Friendship Society created a storage facility where people experiencing homelessness could store their belongings. The aim of this project was to provide some stability and support for individuals when shelters do not allow storage and individuals cannot maintain shelters in the daytime. This was a need identified by individuals using shelters in Kamloops who were missing a safe and stable location to store belongings.

Example: Saturday Morning Outreach, City of Vancouver

The Kitsilano Community Centre, supported by the Vancouver Parks Board, offers a program with hot breakfast and to-go lunches, showers with toiletries and a clean change of clothes, haircuts, and a valet service for carts and dogs. The program focuses on establishing respect and restoring dignity while providing basic services. The outreach program also functions to connect clients to outreach services and foster relationships with volunteers. The program has been operating for more than two decades.

Example: Addressing Homelessness in Parks: An Inclusive Practices Guide, 880 Cities

The 880 Cities Guide details a number of issues alongside promising practices for local governments approaching homelessness in parks. The guide focuses on developing inclusive



approaches to homelessness in parks that ultimately benefit the use of public space for all users. The guide develops a series of recommendations to respond to equity issues including to:

- Adopt a human rights approach to park management that establishes and emphasises the right of people experiencing homelessness to exist in public spaces
- Adopt trauma-informed approaches and compassionate alternatives to enforcement such as street outreach teams, recognizing that removing tents and belongings can further impact an individual's progress towards accessing support, recovery, or housing
- Adopt policies that make parks open for everyone rather than placing limits on parks (such as open hours)
- Communicate that City parks are for everyone (through signage stating all are welcome and naming historically marginalized or stigmatized groups that are welcome, including washrooms that serve everyone, water, and architecture for comfort rather than defensive architecture)
- Facilitate inclusive engagement and consultation opportunities related to parks, recognizing that motivations such as the desire to maintain/increase property values may impact openness to having parks where people are unhoused, and that work to actively support the engagement of individuals experiencing homelessness is needed

The guide includes a number of applicable case studies, including the approach towards a neighbourhood park in Atlanta. As part of Atlanta's Housing First Strategy, a neighbourhood park has a case manager dedicated to bringing support to individuals in parks experiencing homelessness. Individuals are offered supplies to increase comfort and have the opportunity to be connected with community services where needed.

Considerations

The City could pursue resourcing and building connections with libraries, recreation and community centres to fill some of the needs for spaces for physical program delivery and basic services identified by stakeholders. Building these connections could also help with collaborative responses to acute issues (e.g., heatwaves). These partnerships, along with existing community organizations, could be used to fill specific gaps like the need for daytime storage and showers. Abbotsford may specifically wish to support the development of a storage facility for individuals experiencing homelessness, following current practices used by cities like Kamloops. In addition to these efforts to provide spaces for the delivery of key services, Abbotsford may wish to research opportunities to incorporate recommendations from the 808 Cities Guide. Actions could include removing limitations to park use (e.g., open hours), creating welcoming infrastructure (e.g., sanitation stations) rather than defensive architecture, and taking specific measures to include individuals experiencing homelessness in consultations related to parks.

Current Practice #4: Engage and support developers and landlords in partnering in the alleviation of homelessness

Local Government Role: Strengthen existing scattered-site landlord programs and facilitate relationships between landlords and service providers

Theme, Issue and Need Identified by Stakeholders



The need for the City to provide support in liaising with Abbotsford's residents and businesses was identified by stakeholders. Specifically, service providers experience challenges connecting individuals with housing options after experiencing homelessness. This challenge is more significant when working with clients with compounding barriers such as age and lack of traditional employment. Stakeholders identified an opportunity for the City to support this issue by engaging and creating incentives for landlords.

Example: The Landlord Engagement Toolkit, Government of Canada

The guide provides tools for program providers to build effective relationships with landlords, focusing on programs that offer a rent supplement for private, market scattered-site housing. The toolkit is directed at service providers and identifies local governments, including elected officials as important partners. Cities can help establish landlord partnerships by researching current practices, building capacity in service providers through offering training and workshops, developing a database, and applying for funding. The City can offer incentives such as property tax breaks, lower processing fees, and fast-track housing proposals to landlords partnering with Housing First programs. The toolkit also identifies an important role for cities in ensuring standards are met in order to maintain safe and high-quality housing. Elected officials specifically can support partnerships with landlords by delivering consistent messaging and promoting programs. The toolkit outlines methods of recruiting landlords, including framing landlords' motivations and concerns, and developing an effective marketing strategy.

Example: Scattered-Site Supportive Housing, Canadian Mental Health Association (CMHA) Kelowna

CMHA Kelowna offers three stems of scattered-site supportive housing that each target a different demographic: youth under 24, hard-to-house single adults (adhering to the Housing First model), and community and families who struggle to maintain housing. CMHA staff work directly with landlords to lease apartments, which are then sublet to individuals and families. The program provides various supports to help individuals maintain their housing including through coordination with provincial and federal rent supplements. CMHA Kelowna has secured ~40 units through the program and has recorded an average 15-month stay, speaking to the success of the program. Analysis concluded that for every dollar invested in the scattered-site supportive housing program, nearly five dollars in social and economic value is created¹.

Considerations

To facilitate relationships between landlords and service providers and strengthen existing scattered-site landlord programs, the City could take on a partnership role in building capacity, enforcement, and financing. The City could apply for program funding and offer property tax breaks, lower processing fees, and fast-track housing proposals to build the feasibility of partnerships. Abbotsford could take on a role in researching current practices and building sector capacity to support landlord partnerships. This would align with other needs and actions for capacity-building identified by stakeholders. The City can also build program legitimacy by being a formal partner and supporting elected officials in promoting the program.

¹ www.bchousing.org/research-centre/library/tools-for-developing-social-housing/BK-SROI-Case-Study-CMHA-Kelowna&sortType=sortByDate



Current Practice #5: Create a culture of understanding through City communications

Local Government Role: Educate and engage citizens on homelessness

Theme, Issue and Need Identified by Stakeholders

In addition to the need for liaising with landlords, a need was identified for Abbotsford to facilitate learning opportunities for residents. Service providers notice opposition from citizens and businesses to projects that would provide housing and support for individuals experiencing homelessness. Likewise, citizens and businesses are concerned about the safety of themselves, their employees, their children and are concerned about the location of homelessness services nearby.

Stakeholders identified a need to share success stories, recognizing a number of projects that initially received public concern that now have widespread community support. The need to improve consultation and create safe forums for community members to voice concerns and contribute to solutions was also identified.

Example: Toronto for All

Toronto For All is a public education initiative aimed at generating dialogue among Toronto residents to create a city that says rejects all forms of discrimination and racism, including systemic racism. The campaign includes posters/videos, key facts and perspective, resources, and calls to action.

Example: Nanaimo Homelessness Coalition (NHC) Outreach

NHC led a poster campaign aiming to provide "real answers to real questions" on homelessness. Posters were put on buses and social media (paid ads) making impacts challenging to measure but requiring a relatively minimal investment. The campaign arose as a direct response to stigmatizing comments seen on social media.

Considerations

The City of Abbotsford could take on a role in educating and engaging the public in homelessness. Following example practices, the City could use its social media networks and media presence in efforts to destigmatize and provide information and stories about homelessness. The City could consider building upon the public communications capacity mobilized during the 2021 floods.

Current Practice #6: Center discussions of homelessness at the political level

Local Government Role: Position the Mayor and Council to play a visible role in advocating for homelessness response and investment

Theme, Issue and Need Identified by Stakeholders

Stakeholders identified the lack of ownership over issues of homelessness and lack of vocal and visible support from public leaders and decision-makers as a key gap in Abbotsford. Many stakeholders expressed desire for Council to be as vocal about this issue as they were with the floods. Overall, a need was identified for decision-makers to be more accessible and vocal in their support.



Example: Political Advocacy, Chilliwack

The Mayor of Chilliwack is a vocal player in discourse about homelessness and is commonly speaking on behalf of Chilliwack in the media. The Mayor has regular interviews and news releases that highlight issues or needs and successes in the City. The Mayor is also present at forums and meetings with stakeholders. During engagement for Abbotsford's Housing Action Plan (HAP), participants referenced their appreciation for the Mayor of Chilliwack being involved in the Chilliwack Health Communities meetings. The vocal support and advocacy championed by the Mayor of Chilliwack demonstrates the types of support some stakeholders identified as lacking in Abbotsford. While participation in media and public discourse may not necessarily reflect the amount of progress and priority of the issue, it may assist in the public's view of degree of investment. It may also assist with making decision-makers more accessible for collaboration on homelessness.

Considerations

As Abbotsford investigates specific roles for the City to take on or expand on, such as advocacy and coordination, the City could identify specific roles that the Mayor and Council can support. Stakeholders regard the influence and credibility of the Mayor and Council as an important aspect of advocating to senior levels of government and communicating with the public. The City's communication team could support the Mayor in regularly raising issues and successes through press releases and news conferences. The City could consider prioritizing having the Mayor play a role in any meetings that coordinate and convene stakeholders.

Current Practice #7: Conduct anti-stigma workshops for City staff

Local Government Role: Invest in internal cultural responsiveness training and identify other opportunities for cultural safety and sensitivity

Theme, Issue and Need Identified by Stakeholders

Within the topic area of municipal culture and mandate, stakeholders recognized that First Nations, Métis, and Inuit individuals are often not safe and supported in accessing municipal services. City representatives do not always understand the realities of marginalized groups.

A need was identified to provide cultural safety and sensitivity training for all municipal staff and provide internal framing and education on realities of historically marginalized groups such as anti-racism and anti-oppression training.

Example: Face 2 Face with Stigma, City of Victoria

Face 2 Face is an anti-stigma workshop that is inspired, led, developed, and delivered entirely by people with lived experience of substance use, mental health disorders, and homelessness. Together, they use their powerful stories to inspire empathy and compassion, educate, and reduce fear in the community. Between 90 to 100 percent of participants who responded to a post-session survey indicated that their knowledge on homelessness had increased. Staff from the Victoria Police Department and Police Board, City of Victoria including Bylaw Officers participated.

Considerations



Working with the City of Abbotsford's departments and frontline services, the City could create opportunities for staff to participate in learning opportunities to reduce stigma, increase cultural awareness and sensitivity, and build understanding of anti-oppressive practices to apply in their work. Following current practices, Abbotsford could partner with programs designed and delivered by individuals with lived experience that focus on cultivating compassion, educating, and reducing fears. Investing in anti-stigma and cultural sensitivity training in the workplace could also aid City staff in addressing stigmas and fears held by the City's residents.

Current Practice #8: Increase human and financial resources to respond to social planning challenges

Local Government Role: Invest in additional staff

Theme, Issue and Need Identified by Stakeholders

The lack of capacity of the City, specifically the number of staff working directly on homelessness, was raised as a key issue impacting the success of City programs and activities. Stakeholders noted that the City is missing a clear internal contact point to relay information to City departments and leaders in support of community-based services. They also reflected that in some cases, momentum had been lost in the transition of City staff due to its overall lack of capacity. In response to this issue, there is a need to invest in increasing the number of staff working on homelessness and affordable housing.

Example: City of Vernon

The City of Vernon has been facing many social planning challenges in the last several years. There has been a need to increase human and financial resources to expand the Social Housing team. Their Official Community Plan (OCP) seeks to continue to support the Social Planning Council in the provision of social planning services to the City, including programs and initiatives to address homelessness, childcare, attainable housing, food security, and neighbourhood safety.

Example: Journey Home, City of Kelowna

One of the major actions of the City of Kelowna's Journey Home Strategy is to establish a backbone organization solely dedicated to implementing the strategy by building community capacity and engaging in systems planning. The backbone organization will take on the role of funding coordination, homeless system planning, capacity building, leadership and accountability, partnership building, and innovation. The strategy establishes an investment of \$2.7M over a five-year implantation period to establish and coordinate. In total, the strategy's investment will require \$47M from various sources. In contrast, the strategy identifies that the cost of maintaining the status quo would be \$100M.

Considerations

To respond to a number of roles identified for the City of Kelowna to play in supporting the journey home, the City has invested in significant capacity-building. In Kelowna's case, a backbone organization that has guidance from independent contributors and stakeholders was identified as the most effective format. Kelowna identified the level of actions needed and recognized that a significant increase in capacity would be necessary to fulfil their commitments.



Should the City of Abbotsford wish to expand their roles in responding to homelessness, long-term consideration should be given to increasing the City's capacity directly dedicated to housing and homelessness. Following current practices, the City may give consideration to ensuring there is a team solely dedicated to implementing the Homelessness Action Plan in order to best ensure its success.

Current Practice #9: Pre-zone for affordable housing

Local Government Role: Invest in identifying locations for affordable housing and support services

Theme, Issue and Need Identified by Stakeholders

Stakeholders referenced a range of challenges encountered when trying to re-zone properties for affordable housing and support services. They recognized that the timeline of Abbotsford's re-zoning process can sacrifice their ability to take advantage of funding opportunities to build or expand community services. Stakeholders were interested in seeing Abbotsford take action to ease the re-zoning process and timeline.

Example: City of Delta

Following the approval of the City of Delta's Housing Action Plan, Delta piloted a program to pre-zone a series of areas to allow for uses including affordable housing. Locations pre-zoned for affordable housing were selected in areas near town centres near services.

Example: City of Burnaby

Burnaby pre-zoned six city-owned lots to fast-track the building of affordable homes. The City pre-zoned the properties to allow staff to move ahead with preparatory work to allow for the specific planning of each site. The sites will eventually need to be re-zoned to match the specific uses of each property. A City representative recognized that the pre-zoning is also an important step in showing Burnaby's commitment to BC Housing.

Considerations

The City of Abbotsford is already pursuing bylaw updates to allow supportive housing subject to a housing agreement, within apartment or dormitory structures across various zones in Abbotsford. Continuing to support these amendments aligns with current practices being used by other local governments.

Current Practice #10: Develop an Affordable Housing Land Acquisition Strategy

Local Government Role: Identify properties and locations for more affordable housing and other supports

Theme, Issue and Need Identified by Stakeholders

Service providers are spending extensive amounts of time looking for locations to provide programs, facilities, and land for housing development. Stakeholders noted situations in which they had missed out on funding opportunities due to the inability to identify locations for services or the long timeline associated with developing available locations. Where services are sited can



impact their success. Stakeholders identified examples of services that experience issues due to being disconnected from transit systems, other community services, and being isolated from the community.

Example: Affordable Housing Land Acquisition Strategy, City of Kelowna

Kelowna developed a Land Acquisition Strategy to address the continued rising prices of housing ownership and rentals as well as the growing number of individuals living in core housing need or experiencing homelessness. The Strategy was identified as a niche role that local governments can employ to increase the amount of affordable housing and support the non-profit sector's needs. Kelowna's representatives recognize that local governments already have experience buying, holding, and developing land for a range of projects. The strategy not only allows Kelowna to invest in increasing the amount of affordable housing in the city, but also to influence the location and type of housing. Locating affordable housing on public and active transit routes and close to essential services can further increase the effectiveness and affordability of housing projects. Developing a strategy for land acquisition is also recognized as a way to identify shovel-ready projects for funders. The strategy allows Kelowna to move beyond the approach of opportunistic land acquisitions and toward a strategic and consistent approach.

Considerations

Following current practices, the City of Abbotsford could apply their experience with acquiring and developing land for projects to the provision of affordable housing. Developing an affordable housing land acquisition strategy has a number of benefits that are in line with Abbotsford's current issues and needs, including supporting successful funding applications and partnerships with the non-profit sector. The ability to identify suitable locations for affordable housing through a consistent and strategic approach could offer the benefits of increasing the amount and effectiveness of affordable housing.

Current Practice #11: Utilize Permissive Tax Exemptions

Local Government Role: Invest in supporting non-profit housing providers

Theme, Issue and Need Identified by Stakeholders

Stakeholders identified permissive tax exemptions as useful tools to support non-profit housing and services employed in neighbouring local governments. Some had been able to utilize a permissive tax exemption process through the City of Abbotsford. However, with the review and cut of the permissive tax exemption process, the operations of some service providers have been impacted. As a result, stakeholders may be unable to sustain affordability of units established under the program. There is a need to review Abbotsford's permissive tax exemption process with consideration for the impact to community housing providers.

Example: Permissive Tax Exemption Policy, City of Victoria

Victoria's permissive tax exemption policy establishes different evaluation categories with differing degrees of exemptions. Affordable Rental Housing and Special Needs and Supportive Housing Properties are granted 100 percent exemptions. Applicants approved for exemptions receive a three-year long exemption and must reapply triennially. Under the policy, permissive tax



exemptions approved will not exceed 1.6 percent of current year's total budgeted property tax requisition.

Example: Permissive Tax Exemption Policy, City of Chilliwack

The City of Chilliwack's policy grants tax exemptions to approved non-profit applicants in accordance with Community Charter Section 224. Full exemption is granted to the applicants rather than establishing different categories and degrees of exemption. The exemptions are granted on a yearly basis.

Considerations

The City could consider reviewing changes to permissive tax exemptions considering impacts to non-profit housing providers and on the overall provision of affordable housing. Should the City re-establish the program for non-profits, providing full exemptions to housing providers would align with example communities. The City may wish to consider potential benefits to stability for non-profit housing providers of providing multi-year exemptions.

Current Practice #12: Support the involvement and education of affected local businesses

Local Government Role: Invest in convening a business ambassador program to liaise with affected businesses, show presence, and support clean ups

Theme, Issue and Need Identified by Stakeholders

Service providers noted that opposition from citizens and businesses for housing projects and support services were a barrier. Citizens and businesses were concerned about their own safety and that of their employees and children. For this reason, they have concerns about where services are located in terms of increasing risks to safety. The need for the City to act as a liaison and connection point for businesses and citizens was identified.

Example: Greater Victoria Business Toolkit on Homelessness, Victoria

The Business Toolkit on Homelessness is a written guide that introduces the topic of homelessness and includes questions and stories aimed at building compassion and understanding. The toolkit includes suggestions on how residents can make a difference and provides an emergency contact list. It also includes a dedicate section that guides employers through problems they may encounter while operating businesses in communities where individuals experience situations leading to homelessness and addictions. The Greater Victoria Coalition to End Homelessness was formed from the need for a community-owned solution to respond to work that began as part of the 2007 Mayor's Task Force on Homelessness.

Example: Matsqui-Abbotsford Impact Society Business Engagement Ambassador Project, Abbotsford

BEAP is a program comprised of homeowners, business owners, and organizations that aims to make a noticeable difference in the cleanliness, safety, and harmony of Abbotsford, and provide meaningful opportunities for individuals who are homeless and using drugs to make positive contributions to community. BEAP was recognized by stakeholders participating in the HAP



engagement sessions as a successful method for building compassion and changing minds amongst business owners.

Considerations

BEAP is recognized as a successful program for facilitating partnerships and understanding between individuals experiencing homelessness or using drugs and businesses. However, the current visibility of homelessness is still seeing businesses and homeowners raising concerns about personal safety, financial impacts, and cleanliness. Abbotsford may wish to consider ways to expand and further resource BEAP as a method of supporting the engagement and involvement of affected businesses. Following the Greater Victoria Business Toolkit, the City could consider developing resources in collaboration with BEAP to respond to businesses' common questions and concerns. A toolkit or guidebook could also serve as a form of outreach and education to businesses that are not involved or invested in BEAP.

THEME 3: COORDINATION OF COMMUNITY HOMELESSNESS INITIATIVES

Current Practice #13: Facilitate and convene a broad network of cross-sectoral organizations to foster collaboration and coordinate funding opportunities

Local Government Role: Facilitate and convene partners

Theme, Issue and Need Identified by Stakeholders

During engagement, service providers recognized that they often do not understand how their mandate and services fit within the larger network in Abbotsford. This can result in either duplication of efforts or gaps between services. To help address this issue, stakeholders recognized the need for a convener and connection point in Abbotsford. The City could play a role in creating a more coordinated system of care, bringing together key partners to map the system and ensure regular communication.

Example: Chilliwack Healthier Communities

Chilliwack Healthier Communities is a network of local partners including representatives from government, community agencies, law enforcement, and business who are focused on affordable/accessible housing, mental health, addictions, poverty reduction, and cultural safety and humility. The network has teams and Working Groups focused on specific issues (e.g., poverty reduction, cultural sensitivity and humility). Due to the proximity of Chilliwack and Abbotsford, some of Abbotsford's service providers also work in Chilliwack.

Throughout engagement, stakeholders referenced the success of Chilliwack's Healthier Communities model at convening and connecting local partners.



THEME 5: MEASURING PROGRESS

Current Practice #14: Use by-name lists to track homelessness and strengthen a coordinated access system

Local Government Role: Measure and communicate progress to help stakeholders plan for future need

Theme, Issue and Need Identified by Stakeholders

Stakeholders identified an important role for the City in measuring progress, specifically providing useful data on homelessness.

Example: By-name List, Local governments across Canada (Kingston, Hamilton, Toronto, etc.)

By-name lists are comprehensive lists of every person in a community experiencing homelessness. With consent, each person has a file including history, health, and housing needs that is updated regularly (monthly, at minimum). Having complete data on individuals in the community experiencing homelessness can help coordinate and drive forward housing solutions for individuals and match housing solutions with individual needs. It also helps to track data on homelessness and test changes, prioritize resources, and better understand what efforts are effective. By-name lists are often an important tool for creating a strong coordinated access system.

Considerations

By-name lists could be piloted and used in Abbotsford to address two needs that were highlighted in engagement. First, by-name lists could support the organizations in Abbotsford's homeless serving sector with comprehensive and up-to-date data. Secondly, by-name lists could help Abbotsford continue to support the advancement of a coordinated access system.

Many communities and organizations are trying different approaches to respond to community homelessness challenges. There is an opportunity to learn from others, combine resources and amplify impacts and build long-term relationships.

These lessons were incorporated into the Homelessness Action Plan where appropriate.



APPENDIX 4: List of Existing Services and Supports: More than 100 Community Organizations Provide Direct or Indirect Services to People Experiencing Homelessness in Abbotsford

As of June 2022, there were 102 organizations and 297 programs on HelpSeeker.org that were identified for people experiencing homelessness.

Programs are grouped into one of the following four categories:

| | |
|----------------------------------|------------|
| Mental Health and Substance Use: | 117 |
| Basic Needs: | 131 |
| Housing: | 41 |
| Emergency Shelter: | 8 |
| Total Number of Programs | 297 |

The City of Abbotsford Service Inventory

The City of Abbotsford has contracted HelpSeeker to maintain a resource inventory for people experiencing homelessness and others seeking help. A full inventory of services listed by HelpSeeker is included in the Homelessness Action Plan in Appendix 4.

If you are a service provider and want to update your service, you can email info@helpseeker.org to review your listing.

The following pages include an inventory of services across Abbotsford. Part 2 of the report includes reference maps that indicate the general areas where services are currently located in the city.

Please note that listings are from an active database and may not represent the most up-to-date information. Refer to Helpseeker.org for a live inventory.

Emergency Shelters

| Organization | Program Name | Website | Address | Phone |
|--|---|---|---|-------------|
| Cyrus Centre | Cyrus Centre - Emergency Weather Shelter | | 2616 Ware St, Abbotsford, BC V2S 3E5, Canada | 16048595773 |
| Cyrus Centre | Cyrus Centre - Youth Emergency Housing Program | https://www.cyruscentre.com/ | 2616 Ware St, Abbotsford, BC V2S 3E5, Canada | 16048595773 |
| Gateway Community Christian Reformed Church | Gateway Community Christian Reformed Church - Extreme Weather Shelter | http://www.gatewaycrc.org | 2884 Gladys Ave, Abbotsford, BC V2S 3Y2, Canada | 16048595908 |
| Lookout Housing and Health Society | Lookout Housing and Health Society - Riverside Shelter | lookoutsociety.ca | 1640 Riverside Rd, Abbotsford, BC V2S 8J2, Canada | 16047762424 |



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|--|--|---|--|-------------|
| Salvation Army Center of Hope | The Salvation Army Centre of Hope - Cold/Wet Weather Program | http://www.centreofhope.net/ | 34081 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 16048529305 |
| SARA for Women Society | SARA for Women - Extreme Weather Shelter | http://saraforwomen.ca/ | 203-2825 Clearbrook Rd, Abbotsford, BC V2T 6S3, Canada | 16048553363 |
| The Salvation Army Centre of Hope | The Salvation Army Centre of Hope - Abbotsford - Emergency Shelter | http://www.centreofhope.net/what-we-do/emergency-shelter/ | 34081 Gladys Avenue Abbotsford, BC V2S 2E8 | 16048529305 |
| | Older Adult Temporary Shelter - Abbotsford | | 33393 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 16047987332 |

Housing for People Experiencing Homelessness

| Organization | Program Name | Website | Address | Phone |
|---|---|---|--|-------------|
| Archway Community Services | Archway - Hearthstone Place | https://archway.ca/program/supportive-housing-hearthstone/ | 2719 Gladys Ave, Abbotsford, BC V2S 3Y1, Canada | 16047765060 |
| Archway Community Services | Archway - Homelessness Prevention Program | https://archway.ca/program/homelessness-prevention-program/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16048597681 |
| Archway Community Services | Archway - Autumn House | https://archway.ca/program/autumn-house/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16048705880 |
| BC Housing | BC Housing - Cedarhurst | www.bchousing.org | 33488 Bevan Ave, Abbotsford, BC V2S 5G6, Canada | 16048555141 |
| BC Housing | BC Housing - The George Schmidt Centre | www.bchousing.org | 31244 King Rd, Abbotsford, BC V2T 6C2, Canada | 6048555141 |
| BC Housing | BC Housing - Fernview | www.bchousing.org | 1751 Mckenzie Rd, Abbotsford, BC V2S 3Z2, Canada | 16048555141 |
| BC Housing | BC Housing - Matsqui Townhouses | www.bchousing.org | 32143 Marshall Rd, Abbotsford, BC V2T 1A3, Canada | 16048555141 |
| BC Housing | BC Housing - Kinsmen Creekside Estates | www.bchousing.org | 33295 Maclure Rd, Abbotsford, BC V2S 7V9, Canada | 16048555141 |
| Child and Youth Mental Health | MCFD - Youth Housing Support Programs | www2.gov.bc.ca | 2828 Cruickshank St, Abbotsford, BC V2T 5M4, Canada | 16048705880 |
| Communitas Supportive Care Society | Communitas Supportive Care Society - Supported Independent Living | www.communitascare.com | 103 - 2776 Bourquin Crescent W, Abbotsford, BC V2S 6A4, Canada | 16048506608 |



| | | | | |
|---|---|---|---|-------------|
| Cyrus Centre | Cyrus Centre - Babich House | https://www.cyruscentre.com | This Is Not The Physical Location, Please Contact For Details | 16048595773 |
| Elizabeth Fry Society of Greater Vancouver | Elizabeth Fry - Legacy Manor | https://www.bchousing.org/news?newsId=1479154145261 | 31399 Livingstone Ave, Abbotsford, BC V2T 4T2, Canada | 16045201166 |
| Fraser Health | Community Residential Emergency Short Stay and Treatment CRESST | https://www.fraserhealth.ca/Service-Directory/Service-At-Location/1/B/cresst---abbotsford#.XdvqJzJKjUI | 33720 Mcdougall Ave, Abbotsford, BC V2S 1W4, Canada | 16048707583 |
| Inasmuch Community Society | Inasmuch Community Society - Transition Housing | https://www.inasmuch.ca/ | This Is Not The Physical Location, Please Contact For Details | 16048509214 |
| John Howard Society Pacific | John Howard Society - Tims Manor | https://johnhowardbc.ca/lower-mainland/service_category/housing/ | 32160 Tims Ave, Abbotsford, BC V2T 2H4, Canada | 16047550467 |
| Joshua house | Joshua House - Hopedale | www.yahwehsavesrecovery.ca | 31962 Hopedale Ave, Abbotsford, BC V2T 2G7, Canada | 16045040477 |
| Joshua house | Joshua House - Rossland | www.yahwehsavesrecovery.ca | 32575 Rossland Pl, Abbotsford, BC V2T 3S8, Canada | 16045567390 |
| Joshua house | Joshua House - Springhill | www.yahwehsavesrecovery.ca | 2742 Springhill St, Abbotsford, BC V2T 3V9, Canada | 16048512138 |
| Kinghaven Peardonville House Society | Mollie's Place | https://peardonvillehouse.ca/molliess-place/ | 825 Peardonville Rd, Abbotsford, BC V4X 2L8, Canada | 16048563966 |
| Kinghaven Peardonville House Society | George Schmidt Centre | https://kinghaven.ca/george-schmidt-centre/ | 31244 King Rd, Abbotsford, BC V2T 6C2, Canada | 16048640039 |
| Kinghaven Peardonville House Society | Kinghaven Treatment Centre - Intensive Treatment Program | https://kinghaven.ca/ | 31250 King Rd, Abbotsford, BC V2T 6C2, Canada | 16048640039 |
| Kinghaven Peardonville House Society | Valley House | kinghaven.ca | 31250 King Rd, Abbotsford, BC V2T 6C2, Canada | 16048640039 |
| L.I.F.E. Recovery Association | LIFE - First Stage Home | https://www.liferecoveryassociation.com/first-stage-home | 2693 Braeside St, Abbotsford, BC V2T 2R5, Canada | 16048554440 |
| L.I.F.E. Recovery Association | LIFE - Second Stage Home | https://www.liferecoveryassociation.com/second-stage-home | 2693 Braeside St, Abbotsford, BC V2T 2R5, Canada | 16048554440 |
| La Rosa de Matsqui | Abbotsford Mental Health - La Rosa | | 28711 Huntingdon Rd, Abbotsford, BC V4X 1A8, Canada | 16048561555 |



| | | | | |
|---|---|---|--|-------------|
| Lookout Housing and Health Society | Cole Starnes Place | http://www.lookoutsociety.ca | 1640 Riverside Rd, Abbotsford, BC V2S 8J2, Canada | 16047448820 |
| Lookout Housing and Health Society | Lookout Housing and Health Society - Riverside Supportive Housing | https://lookoutsociety.ca/2019/04/11/doors-open-to-new-homes-for-people-in-need-in-abbotsford/ | 1640 Riverside Rd, Abbotsford, BC V2S 8J2, Canada | |
| Mennonite Central Committee (MCC) BC | Mennonite Central Committee (MCC) - Homelessness Prevention & Outreach Program | https://mcccanada.ca/learn/what/categories/poverty-reduction | 33933 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 16048517726 |
| Mennonite Central Committee (MCC) BC | Mennonite Central Committee (MCC) - The Fraser Valley Rent Assistance Project | www.mccbc.ca/rentbank | 201-33933 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 16048517726 |
| Psalm 23 Transition Society | Psalm 23 Transition Society - Living Sober Home | http://www.psalms23society.com | This Is Not The Physical Location, Please Contact Agency For Details | 16048705616 |
| Psalm 23 Transition Society | Psalm 23 Transition Society - Addiction Recovery Program | http://www.psalms23society.com | This Is Not The Physical Location, Please Contact Agency For Details | 16048705616 |
| Psalm 23 Transition Society | Psalm 23 Transition Society - Genesis and Freedom House | http://www.psalms23society.com | 3427 Clearbrook Rd, Abbotsford, BC V2T 4P1, Canada | 16048705616 |
| Raven's Moon Resource Society - Abbotsford | Raven's Moon Resource Society - Abbotsford - Sober Living, Low Barrier, and Home-To-Stay Programs | http://www.ravensmoon.ca | 3401 Shuswap Terrace, Abbotsford, BC V2T 4Z4, Canada | 16047514631 |
| Salvation Army Center of Hope | The Salvation Army Centre of Hope - Supportive Independent Living (SIL) Program | http://www.centreofhope.net/ | 34081 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 6048529305 |
| Salvation Army Center of Hope | The Salvation Army Centre of Hope - Abbotsford - Supportive Independent Living | http://www.centreofhope.net/what-we-do/supportive-independent-living-sil-program/ | 34081 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 16048529305 |
| Salvation Army Center of Hope | The Salvation Army Centre of Hope - Rent Assistance | www.careandshare.ca | 34081 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 6048529305 |
| SARA for Women Society | SARA for Women - Penny's Place | saraforwomen.ca | This Is Not The Physical Location, Please Contact For Details | 16047463301 |
| SARA for Women Society | SARA for Women - Transition Housing - Abbotsford | http://saraforwomen.ca/services/ | This Is Not The Physical Location, Please Contact For Details | 16048526008 |



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|-------------------------------------|--|---|---|-------------|
| SARA for Women Society | SARA for Women - Santa Rosa Place Residence | http://saraforwomen.ca/services/ | This Is Not The Physical Location, Please Contact For Details | 16048208455 |
| SARA for Women Society | SARA for Women - Christine Lamb Residence | http://saraforwomen.ca/services/ | This Is Not The Physical Location, Please Contact For Details | 16047464200 |
| VisionQuest Recovery Society | VisionQuest Recovery Society - Discovery House | http://visionquestsociety.org | 33416 George Ferguson Way, Abbotsford, BC V2S 2L8, Canada | 16049461841 |

Mental Health & Substance Use + Homelessness

| Organization | Program Name | Website | Address | Phone |
|--|---|---|---|-------------|
| 5 and 2 Ministries | 5 and 2 Ministries - Harm Reduction | http://the5and2.ca | 32315 South Fraser Way, , V2T 1W7, 32315 S Fraser Way, Abbotsford, BC V2T 1X1, Canada | 16046134432 |
| 5 and 2 Ministries | 5 and 2 Ministries - Outreach and Support Services | http://the5and2.ca | 32292 S Fraser Way, Abbotsford, BC V2T 1W9, Canada | 6046134432 |
| Abbotsford Addictions Centre | Abbotsford Addictions Centre - Free Alcohol & Drug Outpatient Program | www.abbotsfordcommunityservices.com | Suite 202 - 31943 S Fraser Way, Abbotsford, BC V2T 5N7, Canada | 6048505106 |
| Abbotsford Community HUB Centre | Abbotsford Community HUB Centre | https://www.youtube.com/watch?v=I6TUNTce9MA | 32883 S Fraser Way, Abbotsford, BC V2S 1W9, Canada | 16048541101 |
| Abbotsford Community HUB Centre | HUB - Fraser Health Sexual Health Clinic | https://www.fraserhealth.ca/Service-Directory/Services/Public-Health-Services/sexual-health-clinic#.Xn4OA4hKiUk | 32883 S Fraser Way, Abbotsford, BC V2S 1W9, Canada | 16047024906 |
| Abbotsford Community HUB Centre | HUB - HIM in Abbotsford (FHA) | https://checkhimout.ca/health-centres/hours-and-locations/him-in-abbotsford/ | 32210 S Fraser Way, Abbotsford, BC V2T 1W9, Canada | |
| Abbotsford Community HUB Centre | HUB - Pharmacy | | 32883 S Fraser Way, Abbotsford, BC V2S 1W9, Canada | |
| Abbotsford Drug War Survivors | Abbotsford Drug War Survivors - Peer Network | http://www.drugwarsurvivors.com/peernetwork/ | 32555 Simon Ave, Abbotsford, BC V2T 4Y2, Canada | |
| Abbotsford Hospice Society | Abbotsford Hospice Society - Adult Grief Support | https://www.abbotsfordhospice.org/adults | 32780 Marshall Rd, Abbotsford, BC V2S 1J7, Canada | 16048522456 |
| Abbotsford Hospice Society | Abbotsford Hospice Society - Children's Support Program | https://www.abbotsfordhospice.org/children | 32772 Marshall Rd, Abbotsford, BC V2S 1K2, Canada | 16048522456 |
| Abbotsford Hospice Society | Abbotsford Hospice Society - Parents Grief Support | https://www.abbotsfordhospice.org/parents | 32780 Marshall Rd, Abbotsford, BC V2S 1J7, Canada | 11048522456 |



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| Abbotsford Hospice Society | Abbotsford Hospice Society - Youth Support Program | https://www.abbotsfordhospice.org/youth | 32780 Marshall Rd, Abbotsford, BC V2S 1J7, Canada | 16048522456 |
| Abbotsford Police Department | Abbotsford Police Department - Street Outreach Response Team (SORT) | http://www.abbypd.ca/ | 1202 Justice Way, Abbotsford, BC V2T 1X1, Canada | 16048595225 |
| Abbotsford Police Department | Abbotsford Police Department - Victim Services | https://www.abbypd.ca/services-provided | 2838 Justice Way, Abbotsford, BC V2T 3P5, Canada | 16048644757 |
| Abbotsford Regional Hospital | Abbotsford Regional Hospital - Early Psychosis Intervention (EPI) | https://www.fraserhealth.ca/Service-Directory/Services/mental-health-and-substance-use/mental-health---community-services/early-psychosis-intervention-program#.YFpR6mRKj0o | 32900 Marshall Rd, Abbotsford, BC V2S, Canada | 18668707847 |
| Abbotsford Regional Hospital | Abbotsford Regional Hospital - Forensic Nursing Service | | 32900 Marshall Rd, Abbotsford, BC V2S 0C2, Canada | 16048542116 |
| Abbotsford Regional Hospital | Abbotsford Regional Hospital - Youth Concurrent Disorder Therapist - Aboriginal | https://www.fraserhealth.ca/Service-Directory/Services/mental-health-and-substance-use/youth-substance-use-services/concurrent-disorders-program-for-youth#.YFtOkGRKj0o | 32900 Marshall Rd, Abbotsford, BC V2S, Canada | 12363326496 |
| Alcoholics Anonymous - Abbotsford Intergroup | Alcoholics Anonymous - District 39 | http://abbotsfordaa.org/ | Unit 4, 32465 S Fraser Way, Abbotsford, BC V2T 4J2, Canada | 16046152911 |
| Alcoholics Anonymous - Abbotsford Intergroup | Alcoholics Anonymous (AA) - Abbotsford | http://www.theabbotsfordintergroup-aa.org | 17-1961 Eagle St, Abbotsford, BC V2S 3A7, Canada | 16048500811 |
| Archway Community Services | Archway - Abbotsford Addictions Centre | https://archway.ca/program/abbotsford-addictions-centre/ | Unit 202, 31943 S Fraser Way, Abbotsford, BC V2T 5N7, Canada | 16048505106 |
| Archway Community Services | Archway - Abbotsford Youth Health Centre | https://archway.ca/program/abbotsford-youth-health-centre/ | 101 - 32555 Simon Ave, Abbotsford, BC V2T 4Y2, Canada | 16047563392 |
| Archway Community Services | Archway - Best for Babies | https://archway.ca/program/best-for-babies/ | 33780 Laurel St, Abbotsford, BC V2S 1X4, Canada | 16048597681 |
| Archway Community Services | Archway - Caregiver (Foster Parent) Support Program | https://archway.ca/program/caregiver-foster-parent-support-program/ | #106 32868 Ventura Ave, Abbotsford, BC V2S 6J3, Canada | 17788808555 |
| Archway Community Services | Archway - Community Legal Advocacy Centre | https://archway.ca/program/community-legal-advocacy/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16047430345 |
| Archway Community Services | Archway - Crime Victim Assistance Program (Counselling) | https://archway.ca/program/crime-victim-assistance-counselling/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16048597681 |
| Archway Community Services | Archway - Family Connections | https://archway.ca/program/family-connections/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16047430383 |



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| Archway Community Services | Archway - Immigrant Settlement Services | https://archway.ca/program/immigrant-settlement/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16048597681 |
| Archway Community Services | Archway - Immigrant Youth Services | https://archway.ca/program/immigrant-youth-services/ | 32700 George Ferguson Way, Abbotsford, BC V2T 4V6, Canada | 16048597544 |
| Archway Community Services | Archway - Mental Wellness Parenting | https://archway.ca/program/mental-wellness-parenting/ | 33780 Laurel St, Abbotsford, BC V2S 1X4, Canada | 60485976813 |
| Archway Community Services | Archway - Moving Ahead Program (MAP) | https://archway.ca/program/moving-ahead/ | 32700 George Ferguson Way, Abbotsford, BC V2T 4V6, Canada | 17788094411 |
| Archway Community Services | Archway - Opioid Agonist Treatment (OAT) Centre | https://archway.ca/program/abbotsford-opioid-agonist-treatment/ | #203 - 31943 S Fraser Way, Abbotsford, BC V2T 5N7, Canada | 16047430544 |
| Archway Community Services | Archway - Relationship Violence Prevention Program â€” Cultural Edition | https://archway.ca/program/relationship-violence-prevention/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16048597681 |
| Archway Community Services | Archway - Sexual Abuse Intervention Program (SAIP) | https://archway.ca/program/sexual-abuse-intervention-program/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16048597681 |
| Archway Community Services | Archway - South Asian Community Resource Office (SACRO) | https://archway.ca/program/south-asian-community-resource-office/ | 32700 George Ferguson Way, Abbotsford, BC V2T 4V6, Canada | 16048597544 |
| Archway Community Services | Archway - Specialized Victim Assistance Program (SVAP) | https://archway.ca/program/specialized-victim-assistance-program/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16048597681 |
| Archway Community Services | Archway - Stop Exploiting Youth (SEY) | https://archway.ca/program/stop-exploiting-youth/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16048704972 |
| Archway Community Services | Archway - Stopping the Violence | https://archway.ca/program/stopping-the-violence/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16048597681 |
| Archway Community Services | Archway - Street Outreach | www.yrc.ca | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16048704972 |
| Archway Community Services | Archway - Women Exiting Abuse, Violence & Exploitation (WEAVE) | https://archway.ca/program/women-exiting-abuse-violence-exploitation/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | |
| Archway Community Services | Archway Community Services - Abbotsford Addictions Centre | https://archway.ca/program/abbotsford-addictions-centre/ | 31949 S Fraser Way, Abbotsford, BC V2T 1V5, Canada | 16048505106 |
| Archway Community Services | Archway Community Services - Laurel St. | https://archway.ca/programs/ | 33780 Laurel St, Abbotsford, BC V2S 1X4, Canada | 16048704972 |
| Archway Community Services | Archway Community Services - Montrose Ave | https://archway.ca/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16048597681 |
| Archway Community Services | Archway Community Services - S Fraser Way | https://archway.ca/ | 31949 S Fraser Way, Abbotsford, BC V2T 1V5, Canada | 16048597681 |
| Archway Community Services | Archway Foundry - Abbotsford | foundrybc.ca | 32555 Simon Ave, Abbotsford, BC V2T 4Y2, Canada | 16047463392 |



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| Archway Community Services | Fraser Health - Abbotsford - START Team | | 32555 Simon Ave, Abbotsford, BC V2T 4Y2, Canada | 16045572095 |
| Archway Community Services | Fraser Health - Adolescent Day Treatment Program | fraserhealth.ca/Service-Directory/Service-At-Location/1/A/adolescent-day-treatment-program---the-foundry#.Xcxv9TJKjUI | 32555 Simon Ave, Abbotsford, BC V2T 4Y2, Canada | 16047430787 |
| Bakerview Church | Bakerview Church - GriefShare | https://www.bakerview.org/griefshare/ | 2285 Clearbrook Rd, Abbotsford, BC V2T 2X4, Canada | 16048594611 |
| BC Responsible & Problem Gambling Program | BC Responsible & Problem Gambling Program | www.bcresponsiblegambling.ca | No address available, contact agency for information | 12503875311 |
| Cares Counselling Society | Cares Counselling Society - Anxiety Group | http://www.cares.ca/ | #3, 2630 Bourquin Crescent W, Abbotsford, BC V2S 5N7, Canada | 16048538916 |
| Cares Counselling Society | Cares Counselling Society - Counselling Program | http://www.cares.ca/viewcategory/5 | #3-2630 Bourquin Crescent W, Abbotsford, BC V2S 5N7, Canada | 16048538916 |
| Cares Counselling Society | Infant/Early Childhood Mental Health - Anxiety Group | https://www.abbotsfordchildandouth.ca/application/files/9914/9263/8155/ECMH_brochure.pdf | 102-32885 Ventura Ave, Abbotsford, BC V2S 6J3, Canada | 6048522686 |
| Cascade Christian Counselling | Cascade Christian Counselling - Counselling Services | http://www.cascadechristiancounseling.com/ | 207 -33119 S Fraser Way, Abbotsford, BC V2S 2B1, Canada | 6048545413 |
| CEDAR Outreach Society | CEDAR Outreach Society of British Columbia | | 34194 Marshall Rd, Abbotsford, BC V2S 1L9, Canada | 16048355225 |
| Child and Youth Mental Health | MCFD - Child & Youth Mental Health | https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/child-teen-mental-health | 2828 Cruickshank St, Abbotsford, BC V2T 5M4, Canada | 16048705880 |
| Child and Youth Mental Health | MCFD - Child Protection & Family Support Team | www2.gov.bc.ca | 2828 Cruickshank St, Abbotsford, BC V2T 5M4, Canada | 16048705880 |
| Cyrus Centre | Cyrus Centre - The Starting Point Resource Centre | https://www.cyruscentre.com | 2616 Ware St, Abbotsford, BC V2S 3E5, Canada | 16048595773 |
| Empowered by Horses | Empowered by Horses - Mental Health and Wellness for Children and Youth | www.empoweredbyhorses.com | 29591 Galahad Crescent, Abbotsford, BC V4X 2E4, Canada | 16048093494 |
| Family Smart | Family Smart - Help for the Hard Times | familysmart.ca/workshops | Abbotsford Way, Abbotsford, BC V2S, Canada | 16048783400 |
| Food for the Soul Project Society (FFTSP) | Food for the Soul Project Society (FFTSP) - Abbotsford | http://fftsp.org/ | 2564 Clearbrook Rd, Abbotsford, BC V2T 2Y5, Canada | 16047469797 |
| Fraser Health | Community Residential Emergency Short Stay and Treatment CRESST | https://www.fraserhealth.ca/Service-Directory/Service-At- | 33720 Mcdougall Ave, Abbotsford, BC V2S 1W4, Canada | 16048707583 |



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| | | Location/1/B/cresst--- abbotsford#.XdvqJzJKjUI | | |
| Fraser Health | Fraser Health - Abbotsford Mental Health and Substance Use Centre | fraserhealth.ca/Service-Directory/Locations/Abbotsford/abbotsford-mental-health-and-substance-use-centre#.Xcxy_DJKjUI | 11-32700 George Ferguson Way Abbotsford, B.C. V2T 4V6, Canada | 16048707800 |
| Fraser Health | Fraser Health - Rapid Access Clinic | fraserhealth.ca/Service-Directory/Service-At-Location/9/0/rapid-access-clinic---abbotsford#.XcxzjDJKjUI | 32700 George Ferguson Way, Abbotsford, BC V2S 4V6, Canada | |
| Fraser Health | Inter-Agency Care Team (IACT) | www.abbotsford.ca/homelessness | Unit 108, 32883 S Fraser Way, Abbotsford, BC V2S 2A6, Canada | 16048558322 |
| Fraser Health - Abbotsford Public Health Unit | Abbotsford Public Health - Harm Reduction | | #104 34194 Marshall Rd, Abbotsford, BC V2S 1L9, Canada | 16048643400 |
| Fraser Health - Abbotsford Public Health Unit | Fraser Health Authority - Adolescent Crisis Response Program | www.fraserhealth.ca | 32900 Marshall Rd, Abbotsford, BC V2S 0C2, Canada | 16045572095 |
| Fraser Health - Abbotsford Public Health Unit | Fraser Health Authority - Adolescent Day Treatment Program | www.fraserhealth.ca | 32900 Marshall Rd, Abbotsford, BC V2S 0C2, Canada | 16048514700 |
| Fraser Health - Abbotsford Public Health Unit | Fraser Health Authority - Mobile Health Unit | www.fraserhealth.ca | 34194 Marshall Rd, Abbotsford, BC V2S 1L9, Canada | 16045146106 |
| Fraser Valley Aboriginal Children and Family Services Society | FVACFSS - Xyolhemeylh | https://www.fvacfss.ca/ | 106 - 2276 Clearbrook Rd, Abbotsford, BC V2T 2X5, Canada | 18558553324 |
| Fraser Valley Aboriginal Children and Family Services Society | FVACFSS (Xyolhemeylh) - Sexual Abuse Intervention Program (SAIP) | https://www.fvacfss.ca/saips/ | 106 - 2276 Clearbrook Rd, Abbotsford, BC V2T 2X5, Canada | 18668514619 |
| HillCity Church | HillCity Church - Celebrate Recovery | hillcitychurch.ca | 3970 Gladwin Rd, Abbotsford, BC V2T 5W4, Canada | 16048592345 |
| HIM Abbotsford | HIM Abbotsford - Counselling / Support | https://checkhimout.ca/gay-mens-health/mental-health/counselling-support/ | 32210 S Fraser Way, Abbotsford, BC V2T 1W8, Canada | |
| Holmberg House | Holmberg House - London Tree Counselling | londontreecounselling.wordpress.com | 32772 Marshall Rd, Abbotsford, BC V2S 1K2, Canada | 17785525117 |
| Hope for Women Pregnancy Services | Hope for Women Pregnancy Services - Support Services | https://www.hopeforwomen.ca/ | #2-32700 George Ferguson Way, Abbotsford, BC V2T 4V6, Canada | 16048530303 |



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| Infant/Early Childhood Mental Health | Infant/Early Childhood Mental Health - Emotion Coaching for Young Children | https://www.abbotsfordchildandyoung.ca/application/files/9914/9263/8155/ECMH_brochure.pdf | 102-32885 Ventura Ave, Abbotsford, BC V2S 6J3, Canada | 6048522686 |
| Infant/Early Childhood Mental Health | Infant/Early Childhood Mental Health - Parent & Child Therapy | https://www.abbotsfordchildandyoung.ca/application/files/9914/9263/8155/ECMH_brochure.pdf | 102-32885 Ventura Ave, Abbotsford, BC V2S 6J3, Canada | 6048522686 |
| Kelty Mental Health | Kelty Mental Health - Abbotsford Eating Disorders Services | keltyeatingdisorders.ca | 32700 George Ferguson Way, Abbotsford, BC V2S 4V6, Canada | |
| Kelty Mental Health | Kelty Mental Health - Abbotsford Eating Disorders Services (Child & Youth) | keltyeatingdisorders.ca | 2828 Cruickshank St, Abbotsford, BC V2T 5M4, Canada | 16048705880 |
| Kinghaven Peardonville House Society | Kinghaven Treatment Centre | www.kinghaven.ca | 31250 King Rd, Abbotsford, BC V2T 6C2, Canada | 16048640039 |
| Kinghaven Peardonville House Society | Mollie's Place | https://peardonvillehouse.ca/mollies-place/ | 825 Peardonville Rd, Abbotsford, BC V4X 2L8, Canada | 16048563966 |
| Kinghaven Peardonville House Society | Peardonville House Treatment Centre - Intensive Program | peardonvillehouse.ca | 825 Peardonville Rd, Abbotsford, BC V4X 2L8, Canada | 16048563966 |
| Lifhaven Women's Support Society | Lifhaven - Program Services | http://lifhaven.ca/ | 31129 Creekside Dr, Abbotsford, BC V2T 5J9, Canada | 16047581338 |
| Matsqui-Abbotsford Impact Society | Abbotsford Drug War Survivors | http://www.impactabby.com/ | 101-32555 Simon Avenue, Abbotsford, BC V2T 4Y2 | 16048978066 |
| Matsqui-Abbotsford Impact Society | Matsqui Abbotsford IMPACT Society - BEAP (Business Engagement Ambassador Project) | http://www.impactabby.com/beap/ | 101 - 32555 Simon Ave, Abbotsford, BC V2T 4Y2, Canada | 18003970260 |
| Matsqui-Abbotsford Impact Society | Matsqui Abbotsford IMPACT Society - Counselling | http://www.impactabby.com/services-in-the-community-counselling/ | 101 - 32555 Simon Ave, Abbotsford, BC V2T 4Y2, Canada | 17783478664 |
| Mennonite Central Committee (MCC) BC | Mennonite Central Committee (MCC) - Homelessness Prevention & Outreach Program | https://mcccanada.ca/learn/what/categories/poverty-reduction | 33933 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 16048517726 |
| Mennonite Central Committee (MCC) BC | Mennonite Central Committee (MCC) - When Love Hurts Abuse Prevention | https://mcccanada.ca/learn/what/categories/abuse-response-prevention | 201-33933 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 16048517725 |
| Mood Disorders Association of BC | MDABC Peer Support Group - Abbotsford Support Group | http://www.mdabc.net/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16048549404 |
| Mood Disorders Association of BC | Mood Disorders Association of BC (MDABC) - Abbotsford | http://www.mdabc.net/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16048549404 |
| Nar-Anon Caring and Sharing Family Group | Nar-Anon Caring and Sharing Family Group - Support Group | www.nar-anon.org | 103-2790 Gladwin Rd, Abbotsford, BC V2T 4S7, Canada | 16048590867 |



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| No Fear Counselling | No Fear Counselling - Abbotsford | https://www.nofearcounselling.com/ | 253 - 34334 Forrest Terrace, Abbotsford, BC V2S 1G7, Canada | 17782888361 |
| Options for Sexual Health BC | Options for Sexual Health BC - Abbotsford Opt Clinic | www.optionsforsexualhealth.org | #104 - 34194 Marshall Rd, Abbotsford, BC V2S 1L9, Canada | 16047314252 |
| Phoenix Society | HUB - PARC Drop-in (Phoenix Society) | www.plfv.org | 32883 S Fraser Way, Abbotsford, BC V2S 2A6, Canada | 16048541101 |
| Phoenix Society | Phoenix Society - Support & Outreach | http://phoenixsociety.com/facilities/abbotsford-community-hub-centre/ | 32883 S Fraser Way, Abbotsford, BC V2S 2A6, Canada | 16048541101 |
| Psalm 23 Transition Society | Psalm 23 Transition Society - Addiction Recovery Program | http://www.psalms23society.com | This Is Not The Physical Location, Please Contact Agency For Details | 16048705616 |
| Psalm 23 Transition Society | Psalm 23 Transition Society - Five Level Recovery Journey | http://www.psalms23society.com | This Is Not The Physical Location, Please Contact Agency For Details | 16048705616 |
| Psalm 23 Transition Society | Psalm 23 Transition Society - Living Sober Home | http://www.psalms23society.com | This Is Not The Physical Location, Please Contact Agency For Details | 16048705616 |
| Quest Resolutions | Quest Resolutions | https://questresolutions.ca/ | #203, 32615 S Fraser Way, Abbotsford, BC V2T 1X8, Canada | 16045564805 |
| Raven's Moon Resource Society - Abbotsford | Raven's Moon Resource Society - Abbotsford | http://www.ravensmoon.ca | 3401 Shuswap Ter, Abbotsford, BC V2T 4Z4, Canada | 16047514631 |
| Salvation Army Center of Hope | The Salvation Army Centre of Hope - Abbotsford - Redemption Caf   | http://www.centreofhope.net/what-we-do/redemption-cafe/ | 34081 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 16048529305 |
| Salvation Army Center of Hope | The Salvation Army Centre of Hope - Rent Assistance | www.careandshare.ca | 34081 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 6048529305 |
| SARA for Women Society | SARA for Women - Baby's Best Chance Pregnancy Outreach | http://saraforwomen.ca/ | 2825 Clearbrook Rd, Abbotsford, BC V2T 6S3, Canada | 16048208455 |
| SARA for Women Society | SARA for Women - PEACE program | http://saraforwomen.ca/ | 203-2825 Clearbrook Rd, Abbotsford, BC V2T 6S3, Canada | 16048553363 |
| SARA for Women Society | SARA for Women - Stopping the Violence Counselling (STV) | http://saraforwomen.ca/ | 203-2825 Clearbrook Rd, Abbotsford, BC V2T 6S3, Canada | 16048553363 |
| SARA for Women Society | SARA for Women - The Warm Zone - WEAVE Program | http://saraforwomen.ca/services/ | 36054 Southridge Pl, Abbotsford, BC V3G 1E2, Canada | 16047463301 |
| SARA for Women Society | SARA for Women - Women's Support Groups | http://saraforwomen.ca/ | 2825 Clearbrook Rd, Abbotsford, BC V2T 6S3, Canada | 16048553363 |
| Sevenoaks Alliance Church | Sevenoaks Alliance Church - Addiction Recovery Ministry (ARM) | https://www.sevenoaks.org/ministries/addiction-recovery | 2575 Gladwin Rd, Abbotsford, BC V2T 3N8, Canada | 16048530757 |
| St. Ann's Abbotsford | St. Ann's - A Single Rose Widow's Group | https://www.stannsabbotsford.ca/ministries-and-groups/service-and- | 33333 Mayfair Ave, Abbotsford, BC V2S 3H7, Canada | 16048501782 |



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| | | spiritual-groups/a-single-rose-widows-group/ | | |
| Suboxone Methadone Clinics | Suboxone Methadone Clinics - Abbotsford - Counselling Services | http://www.suboxonemethadoneclinics.com/programs/counselling-services/ | 33634 Busby Rd, Abbotsford, BC V2S 1V2, Canada | 16048709925 |
| Suboxone Methadone Clinics | Suboxone Methadone Clinics - Abbotsford - Suboxone Program | suboxonemethadoneclinics.com/programs/suboxone/ | 33634 Busby Rd, Abbotsford, BC V2S 1V2, Canada | 16048709925 |
| Suboxone Methadone Clinics | Suboxone Methadone Clinics - Methadone Program | http://www.suboxonemethadoneclinics.com | 33634 Busby Rd, Abbotsford, BC V2S 1V2, Canada | 6048709925 |
| Sundance Solace Society | Sundance Solace Society - Working Together Program | www.sundancesolace.com | Physical Address Is Unavailable, Please Contact Agency For Details | 16048597474 |
| The Open Door Child Care | Open Door - Support for Single Mothers | http://theopendoorchildcare.ca/ | 2390 Mcmillan Rd, Abbotsford, BC V2S 7R3, Canada | 16048598406 |
| The River Church | The River Church - The Stream Urban Ministry | https://www.rivercc.net/the-stream | 33550 S Fraser Way, Abbotsford, BC V2S 5G7, Canada | |
| The Salvation Army Centre of Hope | The Salvation Army Centre of Hope - Abbotsford - Emergency Shelter | http://www.centreofhope.net/what-we-do/emergency-shelter/ | 34081 Gladys Avenue Abbotsford, BC V2S 2E8 | 16048529305 |
| | Trans Family Services | https://www.plfv.org/transfamily.html | #108 A - 32883 S Fraser Way, Abbotsford, BC V2S 2A6, Canada | 16049968169 |
| University of the Fraser Valley | UFV Abbotsford - Counselling | https://www.ufv.ca/counselling/ | Building B - Room B214 - 33844 King Rd, Abbotsford, BC V2S 7M7, Canada | 16048544528 |
| Youth Unlimited YFC Greater Vancouver | Youth Unlimited - Youth & Family Counselling | www.youthunlimited.com | 2760 Emerson St, Abbotsford, BC V2T 4H8, Canada | 6043187146 |

Basic Needs

| Organization | Program Name | Website | Address | Phone |
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| 5 and 2 Ministries | 5 and 2 Ministries - Outreach and Support Services | http://the5and2.ca | 32292 S Fraser Way, Abbotsford, BC V2T 1W9, Canada | 6046134432 |
| Abbey Medical Supplies | Abbotsford Home Health - Medical Equipment and Supplies | https://www.fraserhealth.ca/health-topics-a-to-z/home-and-community-care | #103, 34194 Marshall Rd, Abbotsford, BC V2S 1L9, Canada | 16045565000 |
| Abbotsford Association for Healthy Aging | Abbotsford Association for Healthy Aging - Seniors Circle Cafe | https://abbotsfordhealthyaging.ca/ | 32883 S Fraser Way, Abbotsford, BC V2S 2A6, Canada | 16048541733 |
| Abbotsford Bibles for Mission Thrift Store (ABFM) | Abbotsford Bibles for Mission Thrift Store (ABFM) | https://abfmthriftstore.com/ | 2337 W Railway St, Abbotsford, BC V2S 2E3, Canada | 16048546682 |



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| Abbotsford Community HUB Centre | Abbotsford Community HUB Centre | https://www.youtube.com/watch?v=l6TUNTce9MA | Unit 108, 32883 S Fraser Way, Abbotsford, BC V2S 2A6, Canada | 16048541101 |
| Abbotsford Community HUB Centre | HUB - Pharmacy | | Unit 108, 32883 S Fraser Way, Abbotsford, BC V2S 2A6, Canada | |
| Abbotsford Vineyard Church | Abbotsford Vineyard - Free!Style | https://abbotsfordvineyard.com/freesyle | Mobile Service Offered Across Abbotsford, BC | 16048649162 |
| Abbotsford Youth Commission | Abbotsford Youth Commission - Dinner Nights | www.abbyouth.com | 2499 McMillan Rd, Abbotsford, BC V2S 7S5, Canada | |
| Abbotsford Youth Commission | Abbotsford Youth Commission - Youth Centre at MRC | https://www.abbyouth.com/programs/youth-centres/youth-centre-mrc | 3106 Clearbrook Rd, Abbotsford, BC V2T 4N6, Canada | |
| Agora Employment Essentials | Agora Employment Essentials - Bridging the Gap | https://agoraemployment.ca/#youth | 33255 S Fraser Way, Abbotsford, BC V2S 2B2, Canada | 16048596790 |
| Agora Employment Essentials | Agora Employment Essentials - The GIG Project | agoraemployment.ca | 33255 S Fraser Way, Abbotsford, BC V2S 2B2, Canada | 16048596790 |
| Agora Employment Essentials | Agora Employment Essentials - Youth Keep Working (YKW) | agoraemployment.ca | 103-33255 S Fraser Way, Abbotsford, BC V2S 2B2, Canada | 16048596790 |
| Alexander Elementary | Alexander Elementary - Breakfast Club | https://alexander.abbschools.ca/about | 2550 Lobban Rd, Abbotsford, BC V2S 3W3, Canada | 16048593167 |
| Archway Community Services | Archway - Basics for Babies | https://www.abbotsfordfoodbank.com/portfolio/basics-for-babies/ | 33914 Essendene Ave, Abbotsford, BC V2S 2H8, Canada | 16048595749 |
| Archway Community Services | Archway - Best for Babies | https://archway.ca/program/best-for-babies/ | 33780 Laurel St, Abbotsford, BC V2S 1X4, Canada | 16048597681 |
| Archway Community Services | Archway - Christmas Bureau | https://www.abbotsfordfoodbank.com/portfolio/christmas-bureau/ | 33914 Essendene Ave, Abbotsford, BC V2S 2H8, Canada | 16048595749 |
| Archway Community Services | Archway - Community Legal Advocacy Centre | https://archway.ca/program/community-legal-advocacy/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16047430345 |
| Archway Community Services | Archway - Emergency Food | www.abbotsfordfoodbank.com | 33914 Essendene Ave, Abbotsford, BC V2S 2H8, Canada | 16048595749 |
| Archway Community Services | Archway - Emergency Hampers | https://archway.ca/program/archway-food-bank/ | 33914 Essendene Ave, Abbotsford, BC V2S 2H8, Canada | 16048595749 |
| Archway Community Services | Archway - Everest Program | https://www.abbotsfordfoodbank.com/portfolio/everest/ | 33914 Essendene Ave, Abbotsford, BC V2S 2H8, Canada | 16047430578 |
| Archway Community Services | Archway - Fresh Food Recovery | https://www.abbotsfordfoodbank.com/portfolio/farm-to-food-bank/ | 33914 Essendene Ave, Abbotsford, BC V2S 2H8, Canada | 18778595749 |
| Archway Community Services | Archway - High Protein Food Bank | https://www.abbotsfordfoodbank.com/portfolio/high-protein/ | 33914 Essendene Ave, Abbotsford, BC V2S 2H8, Canada | 16048541101 |



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| Archway Community Services | Archway - Homelessness Prevention Program | https://archway.ca/program/homelessness-prevention-program/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16048597681 |
| Archway Community Services | Archway - Independent Living and Youth Agreement Support | www.yrc.ca | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16048704972 |
| Archway Community Services | Archway - Lunch with the Bunch | https://archway.ca/program/lunch-bunch/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | |
| Archway Community Services | Archway - Meals on Wheels | https://archway.ca/program/meals-on-wheels/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16048703764 |
| Archway Community Services | Archway - Mobile Seniors Outreach | https://archway.ca/program/mobile-seniors-outreach/ | Archway Community Services, 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16047765060 |
| Archway Community Services | Archway - Satellite Locations | https://www.abbotsfordfoodbank.com/portfolio/satellite-locations/ | 33914 Essendene Ave, Abbotsford, BC V2S 2H8, Canada | 18778595749 |
| Archway Community Services | Archway - Say Yes | https://www.abbotsfordfoodbank.com/portfolio/say-yes/ | 33914 Essendene Ave, Abbotsford, BC V2S 2H8, Canada | 16048595749 |
| Archway Community Services | Archway - Senior Delivery | https://www.abbotsfordfoodbank.com/portfolio/senior-delivery/ | 33914 Essendene Ave, Abbotsford, BC V2S 2H8, Canada - This Is An Outreach Delivery Program | 16048595749 |
| Archway Community Services | Archway - Seniors Income Tax & Benefit Applications | https://archway.ca/program/seniors-income-tax-preparation/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16047430354 |
| Archway Community Services | Archway - Starfish Pack Program | https://www.abbotsfordfoodbank.com/portfolio/starfish-pack/ | 33914 Essendene Ave, Abbotsford, BC V2S 2H8, Canada | 16048595749 |
| Archway Community Services | Archway - Street Outreach | www.yrc.ca | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16048704972 |
| Archway Community Services | Archway - Talia's Closet | https://archway.ca/program/talias-closet/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16048704972 |
| Archway Community Services | Archway Community Services - Laurel St. | https://archway.ca/programs/ | 33780 Laurel St, Abbotsford, BC V2S 1X4, Canada | 16048704972 |
| Archway Community Services | Archway Community Services - Montrose Ave | https://archway.ca/ | 2420 Montrose Ave, Abbotsford, BC V2S 3S9, Canada | 16048597681 |
| Archway Community Services | Archway Food Bank | https://www.abbotsfordfoodbank.com/ | 33914 Essendene Ave, Abbotsford, BC V2S 2H8, Canada | 16048595749 |
| Atangard Community Project | Atangard Community Project | http://atangard.com/ | 33790 Essendene Ave, Abbotsford, BC V2S 2H2, Canada | |
| Bakerview Church | Bakerview Church - Senior's Caf   | https://www.bakerview.org/community/seniors-cafe/ | 2285 Clearbrook Rd, Abbotsford, BC V2T 2X4, Canada | 16048594611 |
| Canadian Red Cross | Canadian Red Cross - Health Equipment Loan Program | https://www.redcross.ca/ | 34220 S Fraser Way, Abbotsford, BC V2S 2C6, Canada | 16045563526 |



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| Central Heights Church | Central Heights Church - Women's Centre Drop-In | http://www.centralheights.ca | 1661 McCallum Rd, Abbotsford, BC V2S 1B8, Canada | 16048521001 |
| Child and Youth Mental Health | MCFD - At Home Program | www2.gov.bc.ca | 2828 Cruickshank St, Abbotsford, BC V2T 5M4, Canada | 16048705880 |
| Child and Youth Mental Health | MCFD - Autism Program | www2.gov.bc.ca | 2828 Cruickshank St, Abbotsford, BC V2T 5M4, Canada | 16048705880 |
| Child Care Resource & Referral | Child Care Resource and Referral - Affordable Child Care Benefit | https://www.abbotsfordccrr.ca/finding-child-care/child-care-costs-subsidies | #1B - 33820 S Fraser Way, Abbotsford, BC V2S 2C5, Canada | 6048507934 |
| Christian Life Community Church - Abbotsford | CLC Abbotsford - ESL Cooking Circle | https://clcc.ca/connect/mosaic-intercultural/ | 35131 Straiton Rd, Abbotsford, BC V2S 7Z1, Canada | 16048534166 |
| City of Abbotsford | Abbotsford Parks, Recreation & Culture (PRC) Special Needs Access Program | https://www.abbotsford.ca/leisure/recreation/customer_care.htm#prcsubsidy | Abbotsford | 16048593134 |
| City of Abbotsford | Abbotsford Parks, Recreation & Culture (PRC) Subsidy Program | https://www.abbotsford.ca/leisure/recreation/customer_care.htm#prcsubsidy | Abbotsford | 16048593134 |
| CNIB Fraser Valley | CNIB FV - Scholarships and Awards | https://cnib.ca/en/programs-and-services/learn/scholarships-and-awards?region=bc | #7 2630 Bourquin Crescent W, Abbotsford, BC V2S 5N7, Canada | 16047461192 |
| Cyrus Centre | Cyrus Centre - The Breakfast Club | https://cyruscentre.com/services/ | 2616 Ware St, Abbotsford, BC V2S 3E5, Canada | 16048595773 |
| Cyrus Centre | Cyrus Centre - The Starting Point Resource Centre | https://www.cyruscentre.com | 2616 Ware St, Abbotsford, BC V2S 3E5, Canada | 16048595773 |
| Cyrus Centre | Cyrus Centre - Youth Program | https://www.cyruscentre.com | 2616 Ware St, Abbotsford, BC V2S 3E5, Canada | 16048595773 |
| Dormick Park Elementary School | Dormick Park - Breakfast Club | https://dormickpark.abbschools.ca/programs/breakfast-club | 32161 Dormick Ave, Abbotsford, BC V2T 1J6, Canada | 16048593712 |
| Embers | Embers Staffing Solutions - Fraser Valley Office | https://emberscanada.org | #101, 2845 Cruickshank St, Abbotsford, BC V2T 6X1, Canada | 17786800781 |
| Food for the Soul Project Society (FFTSP) | Food for the Soul Project Society (FFTSP) - Abbotsford | http://fftsp.org/ | 2564 Clearbrook Rd, Abbotsford, BC V2T 2Y5, Canada | 16047469797 |
| Garden Park Pharmacy | Garden Park Pharmacy - Abbotsford | https://www.guardian-ida-pharmacies.ca/ | 103, 32625 S Fraser Way, Abbotsford, BC V2T 1X8, Canada | |
| Gur Sikh Temple | Gur Sikh Temple - Fraser Community Lunch | http://canadiansikhheritage.ca | 33089 S Fraser Way, Abbotsford, BC V2S 2B1, Canada | 16048599004 |



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| Health Initiative for Men | HIM Abbotsford - STI and HIV Testing | https://checkhimout.ca/gay-mens-health/testing/ | 108 - 32883 S Fraser Way, Abbotsford, BC V2S 2A6, Canada | |
| Heritage Alliance Church | Heritage Alliance Church - Prime Timers - Seniors Ministry | http://www.heritagealliance.ca/seniors/ | 3440 Mount Lehman Rd, Abbotsford, BC V4X 2M9, Canada | 16046075031 |
| Hidden Treasures Thrift Store | Hidden Treasures Thrift Store - Abbotsford | https://hidden-treasures-thrift-store.business.site/ | 2657 W Railway St, Abbotsford, BC V2S 2E7, Canada | 16048550221 |
| Immanuel Church - Abbotsford | Immanuel Church - 50 Plus Ministry | https://www.immanuelonline.ca/ministries/adult-ministries | 2950 Blue Jay St, Abbotsford, BC V2T 5P5, Canada | 16048524746 |
| Immanuel Church - Abbotsford | Immanuel Church - Redemption | https://www.immanuelonline.ca/ministries/adult-ministries | 2950 Blue Jay St, Abbotsford, BC V2T 5P5, Canada | 16048524746 |
| Inasmuch Community Society | HUB - Inasmuch Community Society | https://www.inasmuch.ca/ | This Is Not The Physical Location, Please Contact For Details | 16048509214 |
| Inasmuch Community Society | Inasmuch Community Society - Transition Housing | https://www.inasmuch.ca/ | This Is Not The Physical Location, Please Contact For Details | 16048509214 |
| John Howard Society of the Fraser Valley | John Howard Society of the Fraser Valley - Employment Preparation Program (EPP) | www.johnhowardbc.ca | 1-1651 McKenzie Rd, Abbotsford, BC V2S 8J6, Canada | 6048725651 |
| John Howard Society of the Fraser Valley | John Howard Society of the Fraser Valley - Employment Program | www.johnhowardbc.ca | Youth 17-30 years old who experience barriers to employment | 6048521226 |
| Joshua house | Yahweh Saves Recovery Ministries | www.yahwehsavesrecovery.ca | Po Box 272 Station A Abbotsford B.C V2T-6Z6 | 17782411499 |
| KidSport Abbotsford | Kidsport Abbotsford | http://www.kidsportcanada.ca/british-columbia/abbotsford/ | NO Physical Address; Mailing Address Is: PO Box 2130, Abbotsford, BC V2T 6R3 | |
| Kinghaven Peardonville House Society | Employment Readiness Program | | | 16048640039 |
| Kinghaven Peardonville House Society | Employment Readiness Program | | 31250 King Rd, Abbotsford, BC V2T 6C2, Canada | 16048640039 |
| Kinghaven Peardonville House Society | Peardonville House Treatment Centre | peardonvillehouse.ca | 825 Peardonville Rd, Abbotsford, BC V4X 2L8, Canada | 16048563966 |
| L.I.F.E. Recovery Association | LIFE Recovery - Second Chance Thrift Store | https://www.liferecoveryassociation.com/thrift-store | #7 - 31550 S Fraser Way, Abbotsford, BC V2T 1C7, Canada | 16048545928 |
| Lifhaven Women's Support Society | Lifhaven - Program Services | http://lifehaven.ca/ | 31129 Creekside Dr, Abbotsford, BC V2T 5J9, Canada | 16047581338 |
| Lifhaven Women's Support Society | Lifhaven Women's Support Society | http://lifehaven.ca/ | 31129 Creekside Dr, Abbotsford, BC V2T 5J9, Canada | 16047581338 |



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| Lifeline Outreach Society | Lifeline Outreach Society - Blue Bus Program | http://www.lifelineoutreach.org/index.php?function=viewcategory&categoryid=31 | 33933 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 16047287551 |
| Lookout Housing and Health Society | Lookout Housing and Health Society - Riverside Shelter | lookoutsociety.ca | 1640 Riverside Rd, Abbotsford, BC V2S 8J2, Canada | 16047762424 |
| Lotus Humanitarian Society | Lotus Humanitarian Society | www.lotushumanitariansociety.ca/ | No Address Available. Contact Agency For More Information | 16048555562 |
| Margaret Stenersen Elementary | Margaret Stenersen - Breakfast Club | https://stenersen.abbschools.ca/clubs/breakfast | 3060 Old Clayburn Rd, Abbotsford, BC V2S 4H3, Canada | 16048593151 |
| Medical Tower Drugs | Medical Tower Drugs - Abbotsford | https://www.medicaltowerdrugs.com/ | #6, 2151 Mccallum Rd, Abbotsford, BC V2S 3N8, Canada | |
| Mennonite Central Committee (MCC) BC | Mennonite Central Committee (MCC) - Employment Services | https://agoraemployment.ca/#youth | 33255 S Fraser Way, Abbotsford, BC V2S 2B2, Canada, Unit 103 | 16048596790 |
| Mennonite Central Committee (MCC) BC | Mennonite Central Committee (MCC) - Homelessness Prevention & Outreach Program | https://mcccanada.ca/learn/what/categories/poverty-reduction | 33933 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 16048517726 |
| Mennonite Central Committee (MCC) BC | Mennonite Central Committee (MCC) - Homelessness Prevention & Outreach Program | https://mcccanada.ca/learn/what/categories/poverty-reduction | 33933 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 16048517726 |
| Mennonite Central Committee (MCC) BC | Mennonite Central Committee (MCC) - The Fraser Valley Rent Assistance Project | www.mccbc.ca/rentbank | 201-33933 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 16048517726 |
| Mennonite Central Committee (MCC) BC | Mennonite Central Committee (MCC) Centre Thrift | https://mcccentre.ca/mcc-thrift/ | 33933 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 16048542062 |
| Ministry of Social Development and Poverty Reduction | BC Employment & Assistance - Abbotsford | https://myselfserve.gov.bc.ca/ | 2684 Trinity St, Abbotsford, BC V2S 3S4, Canada | 18668660800 |
| Ministry of Social Development and Poverty Reduction | HUB - Ministry of Social Development and Poverty Reduction | myselfserve.gov.bc.ca | 32883 S Fraser Way, Abbotsford, BC V2S 2A6, Canada | 18668660800 |
| Mission Community Skills Centre Society | Mission Community Skills Centre Society - Manufacturing Youth Skills Training (MYST)Program | http://www.missioncsc.org/programs/manufacturing-youth-skills-training-program-myst/ | #301C - 30721 Simpson Rd, Abbotsford, BC V2T 6Y7, Canada | |
| Northview Community Church | Northview - Seasons: Seniors Ministry | https://northview.org/seniors/ | 32040 Downes Rd, Abbotsford, BC V4X 1X5, Canada | 16048532931 |
| Phoenix Society | HUB - PARC Drop-in (Phoenix Society) | www.plfv.org | 32883 S Fraser Way, Abbotsford, BC V2S 2A6, Canada | 16048541101 |
| Phoenix Society | Phoenix Society - Street Reach | www.plfv.org | Unit 108A 32883 S Fraser Way, Abbotsford, BC V2S 2A6, Canada | 16045566228 |



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| Phoenix Society | Phoenix Society - Support & Outreach | http://phoenixsociety.com/facilities/abbotsford-community-hub-centre/ | 32883 S Fraser Way, Abbotsford, BC V2S 2A6, Canada | 16048541101 |
| Psalm 23 Transition Society | Psalm 23 Transition Society | http://www.psalms23society.com | This Is Not The Physical Location, Please Contact Agency For Details | 16048705616 |
| Salvation Army Center of Hope | Salvation Army Family Thrift Store Abbotsford | http://www.centreofhope.net/what-we-do/thrift-store/ | 34081 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 16048529305 |
| Salvation Army Center of Hope | The Salvation Army Centre of Hope - Abbotsford - Adult Day Program | http://www.centreofhope.net/what-we-do/adult-day-program/ | 34081 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 16048529305 |
| Salvation Army Center of Hope | The Salvation Army Centre of Hope - Abbotsford - Crisis Response | http://www.centreofhope.net/what-we-do/crisis-response/ | 34081 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | |
| Salvation Army Center of Hope | The Salvation Army Centre of Hope - Abbotsford - Drop-In Services | http://www.centreofhope.net | 34081 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | |
| Salvation Army Center of Hope | The Salvation Army Centre of Hope - Abbotsford - Drop-In Services | http://www.centreofhope.net | | |
| Salvation Army Center of Hope | The Salvation Army Centre of Hope - Abbotsford - Meal Centre | http://www.centreofhope.net/what-we-do/the-meal-centre/ | 34081 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 16048529305 |
| Salvation Army Center of Hope | The Salvation Army Centre of Hope - Abbotsford - Redemption Caf   | http://www.centreofhope.net/what-we-do/redemption-cafe/ | 34081 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 16048529305 |
| Salvation Army Center of Hope | The Salvation Army Centre of Hope - Outreach & Family Services | http://www.centreofhope.net/what-we-do/outreach-family-services/ | 34081 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 16048529305 |
| Salvation Army Center of Hope | The Salvation Army Centre of Hope - Rent Assistance | www.careandshare.ca | 34081 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 6048529305 |
| Salvation Army Center of Hope | The Salvation Army Centre of Hope - The Meal Centre | http://www.centreofhope.net/ | 34081 Gladys Ave, Abbotsford, BC V2S 2E8, Canada | 6048529305 |
| SARA for Women Society | SARA for Women - Baby  s Best Chance Pregnancy Outreach | http://saraforwomen.ca/ | 203-2825 Clearbrook Rd, Abbotsford, BC V2T 6S3, Canada | 16048208455 |
| SARA for Women Society | SARA for Women - The Warm Zone | http://saraforwomen.ca/services/ | 3264 Old Yale Road Abbotsford, BC | 16047463301 |
| SARA for Women Society | SARA for Women - Transition Housing - Abbotsford | http://saraforwomen.ca/services/ | This Is Not The Physical Location, Please Contact For Details | 16048526008 |
| SARA for Women Society | SARA for Women Society- Abbotsford Office | http://saraforwomen.ca/ | 203-2825 Clearbrook Rd, Abbotsford, BC V2T 6S3, Canada | 16048553363 |
| Sevenoaks Alliance Church | Sevenoaks Alliance Church - Adopt a School | https://www.sevenoaks.org/ministries/care/pages/adopt-a-school--81 | 2575 Gladwin Rd, Abbotsford, BC V2T 3N8, Canada | 16048530757 |
| Sevenoaks Alliance Church | Sevenoaks Alliance Church - Good Friends | https://www.sevenoaks.org/ministries/adults/pages/seniors | 2575 Gladwin Rd, Abbotsford, BC V2T 3N8, Canada | 16048530757 |



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| South Abbotsford Church | South Abbotsford Church - City Care Ministry | https://www.southabbotsford.com/citycare | 32424 Huntingdon Rd, Abbotsford, BC V2T 5Z1, Canada | 16048532663 |
| St. Ann's Abbotsford | St. Ann's Meals for Moms | https://www.stannsabbotsford.ca/ministries-and-groups/service-and-spiritual-groups/st-anns-meals-moms/ | 33333 Mayfair Ave, Abbotsford, BC V2S 3H7, Canada | 16048525602 |
| Starfish Pack | Starfish Pack - Starfish Pack Backpack Program | starfishpack.com | This Is Not The Physical Location, Please Contact Agency For Details | 16048595749 |
| The Open Door Child Care | Open Door - Support for Single Mothers | http://theopendoorchildcare.ca/ | 2390 Mcmillan Rd, Abbotsford, BC V2S 7R3, Canada | 16048598406 |
| The Salvation Army Centre of Hope | The Salvation Army Centre of Hope - Abbotsford - Emergency Shelter | http://www.centreofhope.net/what-we-do/emergency-shelter/ | 34081 Gladys Avenue Abbotsford, BC V2S 2E8 | 16048529305 |
| Triangle Community Resources | Triangle Community Resources - Abbotsford | www.triangleresources.com | 101-2296 McCallum Rd, Abbotsford, BC V2S 3P4, Canada | 16048590033 |
| Trinity Memorial United Church | Trinity Memorial - Starfish Backpack Program | https://www.trinitymemorialuc.com/programs-and-groups/starfish-backpack-program | 33737 George Ferguson Way, Abbotsford, BC V2S 3S4, Canada | 16047467796 |
| University of the Fraser Valley | UFV Abbotsford - Food Bank | https://www.ufv.ca/student-services/support/food-bank/ | Peer Resource & Leadership Centre - SUB S1111 - 33844 King Rd, Abbotsford, BC V2S 7M7, Canada | |
| University of the Fraser Valley | UFV Abbotsford - Naloxone Kits | | | |
| Value Village Thrift Store | Value Village Thrift Store - Clearbrook | https://stores.savers.com/bc/abbotsford/valuevillage-thrift-store-2014.html | 31970 S Fraser Way, Abbotsford, BC V2T 1V6, Canada | 16048503712 |
| Vibrant Abbotsford | Vibrant Abbotsford - Banking on Youth | vibrantabbotsford.ca | 208-33355 Bevan Ave, Abbotsford, BC V2S, Canada | 7788808516 |
| WorkBC Centre | WorkBC Centre Abbotsford | www.abbotsfordworks.com | 103 - 33255 S Fraser Way, Abbotsford, BC V2S 2B2, Canada | 17783141003 |
| | Public Washrooms - Bateman Park | | 34638 Bateman Rd, Abbotsford, BC V2S 7Y8 | |
| | Public Washrooms - Ellwood Park | | 31480 Maclure Rd, Abbotsford, BC V2T 5G6 | |
| | Public Washrooms - Grant Park | | 31850 Madiera Pl, Abbotsford, BC V2T 4B7 | |
| | Public Washrooms - MacDonald Park | | 39451 No. 3 Rd, Abbotsford, BC V3G 2G1 | |
| | Public Washrooms - Ridgeview Park | | 511 Vantage Pl, Abbotsford, BC V2T 6V4 | |
| | Public Washrooms - Rotary Stadium | | Discovery Trail, Abbotsford, BC | 16045574402 |
| | Public Washrooms and Fountain - DeLair Park | | 35570 Delair Rd, Abbotsford, BC V3G 2C8 | |



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| Public Washrooms and Fountain - Gardner Park | 31070 Gardner Ave, Abbotsford, BC V2T 5E4 |
| Public Washrooms and Fountain - Hazelwood Cemetery | 34070 Hazelwood Ave, Abbotsford, BC V2S 7R1 |
| Public Washrooms and Fountain - Mill Lake Park | 32960 Mill Lake Rd, Abbotsford, BC V2S 8G5 |
| Public Washrooms and Fountains - Hougden Park | 2887 Cole Rd, Abbotsford, BC V3G 2K5 |
| Public Washrooms and Fountains - Matsqui Prairie Village Park | 6074 Riverside St, Abbotsford, BC V4X 1T8 |