

STEWARD

NOURISH

SHELTER

CHERISH



HEAL

RESPECT

 **ourplace**
Hope and Belonging

Table of Contents

Our Place Society	6
Our Foundations	6
1: NOURISH	7
2: SHELTER & HOUSE	8
3: HEAL	9
4. HONOUR & RESPECT	10
5: CHERISH	11
6: STEWARD	12
Appendix 1 - How the Plan Will Be Implemented	13
Appendix 2 - The Planning Context	14
Appendix 3 - Our Place Programs & Services	20



“People should have a fighting chance to rise above adversity toward self-dignity, agency and social justice.”
 - OPS Board



Our Place is a community, which nourishes, shelters, respects and heals Family members. We cherish our team of staff, volunteers, donors and community partners. We steward resources to sustain the Our Place community in Greater Victoria.



Our Vision:

Nourishment, hope and belonging for all

Our Mission:

Our Place offers Greater Victoria's most vulnerable citizens a place to call their own and the opportunity to realize their full potential

A Year in Review
Through hard work and dedication, we meet a variety of critical needs. Here's a 2022 snapshot of services and supports made possible by our generous volunteers, donors and funders.

Our Place offers meals, showers, recovery, housing & more, 365 days a year

470,000 meals served
500+ people housed

19,200 volunteer hours

50,000 hot meals served at New Roads

25,885 charitable donations

408 Dandelion Outreach clients in parks/street

279 housing referrals

244 overdose reversals

61 detox and treatment referrals

207 unique storage facility visits

8,944 hot showers

10 managed facilities

130 foot care treatments

14 returned home to family

38 rent/hydro supports

\$220 average donor gift

Our Place Society

Our Place Society (OPS) has grown from a singular inner-city community centre to an integrated organization serving Greater Victoria's most vulnerable. OPS is there for people struggling with homelessness, mental health challenges, substance use issues, the working poor and impoverished elderly. It provides a place of hope and belonging, so much so that those we serve we call Family members.

Our Place has a long history within the Greater Victoria social service and housing community. Our Place Society was formed when two long-standing charitable organizations, The Upper Room Society and The Open Door, merged in 2006. The new organization commenced services at its current facility on Pandora Avenue in 2007 and since then, service and program delivery has been expanded significantly to additional locations and includes mobile outreach in the Greater Victoria area. Most importantly, Our Place provides a continuum of care and housing and a sense of hope and community to those who need it most.

OPS is supported by individual donors and businesses and through innovative partnerships with government organizations such as B.C. Housing, Ministry of Mental Health and Addictions, City of Victoria and Island Health. Its programs and services are delivered by experienced and caring staff and hundreds of dedicated volunteers.

OPS has earned credibility and respect for the important role it plays in the greater community. This supports our efforts to serve the Our Place Family within an ever-changing context and environment. In recent years, Maclean's Magazine recognized OPS as one of the top charities in Canada.

More Information on Our Place Society can be found online at: ourplacesociety.com

Our Foundations

Underpinning this strategic plan and the services to the OPS community are six foundations: **NOURISH, SHELTER AND HOUSE, HEAL, HONOUR AND RESPECT, CHERISH, and STEWARD.**

NOURISH

DESCRIPTION: We nourish the Our Place Society Family by caring for their basic needs and building an inclusive community.

GOAL 1. Nourish and connect Family members with integrated services that meet their basic needs, building on the Pandora Avenue legacy of drop-in, meals and outreach services.

Objective: Implement a flexible and adaptable service delivery response that fully uses our infrastructure and resources.

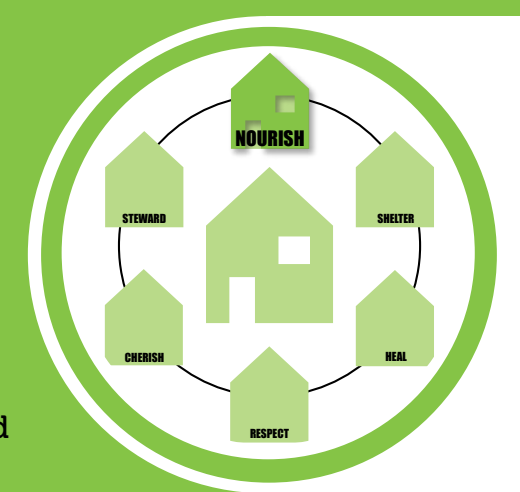
- Use community partnerships to assist the delivery of OPS services and programs and to address issues related to encampments on Pandora Avenue.
- Continue to enhance the Pandora Community Centre as a welcoming place where community gathers, and Family members connect with services and programs.
- Provide Family members with nutrition at Pandora Community Centre, with three meals a day, and provide food services at other OPS housing facilities.
- Expand access to laundry, storage, and clean clothing to support Family health, security, and well-being.
- Maintain access to clean, safe and well-maintained hygiene facilities

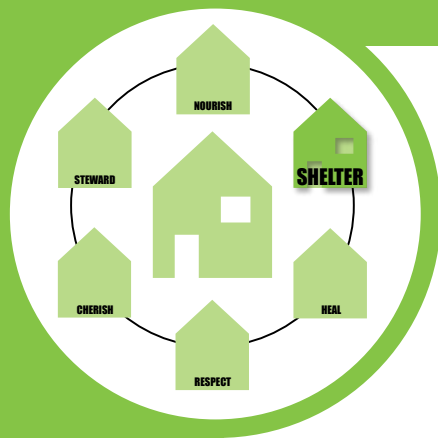
Objective: Deliver and expand outreach services.

- Provide individual and integrated support to meet changing needs of the Family members.
- Build on current skill sets and add needed expertise and capacity to improve access to OPS services

Objective: Transfer knowledge from shelters, the therapeutic community and best practices to all OPS sites.

- Provide orientation for new employees.
- Provide training and best practice tools on anger management and dealing with violence, and information on mental health, suicide and substance abuse.





SHELTER & HOUSE

DESCRIPTION: Finding home begins here. We meet our community's need for shelter and housing, and offer hope, safety, well-being and belonging.

GOAL 2.1: Expand sheltering options and availability to meet the needs of the under-served and vulnerable.

Objective: Provide a continuum of shelter and housing with integrated supports and services - from temporary emergency shelter to transitional and supportive housing, sober housing, affordable rental and permanent housing - based on available funding and space.

- Be adept and innovative in our approach to different shelter and housing options as funding opportunities arise, to help people off the street and into homes.
- Help Family members navigate the transitions along the shelter and housing continuum,

working with transparency and in collaboration with other community organizations.

- Ensure that appropriate, wrap around services are provided at each shelter and housing location.

- Proactively engage with BC Housing, Island Health, municipal governments and our Greater Victoria community to expand shelter and housing options targeted to the Our Place Family.

GOAL 2.2: Improve access to drop-in centres for under-served and vulnerable populations.

Objective: Respond to the need for drop-in centres and spaces in communities outside of the Victoria downtown core, if approached to do so.

- If such a space is desired, look for partnerships to develop this.



HEAL

DESCRIPTION: The healing journey begins here. Everyone has a story that will be heard and respected. OPS believes in taking a trauma-informed and harm-reduction approach to determining individual needs and requirements toward fulsome healing.

GOAL 3.1. Fully realize the vision of New Roads to offer long-term healing to those who are committed to recovery.

Objective: Those who finish the New Roads program, our therapeutic recovery program for men, can manage addictions, have a place to live, a job and life skills to thrive as individuals and in the broader community.

- Deliver the New Roads program, operating at full capacity with sustainable funding in place.
- Expand New Roads alumni housing beyond the current 6 beds for those who have completed the residential portion of New Roads, enabling them to benefit from living with colleagues from the therapeutic recovery community during their transition to independent living.

Objective: Pursue a therapeutic recovery community for women, building on the operational model developed for New Roads.

- Secure a commitment for funding this facility.

GOAL 3.2: Develop and offer programs to meet the healing needs of the OPS Family.

Objective: Improve Family member access to primary and mental health care programs.

- Consult people with lived experience in our planning, program reviews and in impact stories.
- Provide Family members with opportunities to participate in programs and activities that build community and foster a sense of belonging and hope.

Objective: Support the spiritual needs of Family members

- Provide culturally sensitive practices and programming from diverse traditions.





HONOUR & RESPECT

DESCRIPTION: We are committed to respect, truth-telling, healing and reconciliation with Indigenous people. OPS acknowledges the generational trauma that is carried by Indigenous people in Canada from historical events including colonization, residential schools, and the 60s Scoop. We honour Indigenous people's historic and current circumstances and that of OPS Family members, and we strive to honour, respect, and understand their culture and values such as humility and collective communities.

GOAL 4.1: Clearly define and address Our Place's values and intent on walking with Indigenous people.

Objective: Provide the Our Place community with clarity on how we walk with Indigenous people.

- Create a mission statement and set of key messages to educate the broader OPS community that OPS work supports Indigenous people.
- Ensure this process is about "walking with" Indigenous Family members, not "leading" or "helping".

GOAL 4.2: Create opportunities for staff and volunteers to gain understanding of Indigenous realities.

Objective: Provide a base-level of education for staff and volunteers to ensure Indigenous Family members receive safe, consistent, supportive service at Our Place.

- Gain insight from Family Members and Indigenous leaders on what base-line education includes.
- Develop and implement the delivery of this.
 - Incorporate Indigenous cultural and healing opportunities for Family members, guided by Indigenous people and seek their input on additional offerings.

GOAL 4.3: Build and foster mutually beneficial relations with Indigenous community members and all Family members.

Objective: Provide meaningful opportunities for participation to Indigenous community members and Family members.

- Ensure Indigenous Family members and leaders guide this process but do not force relationships when Indigenous representatives are not interested in participating.
 - Understand that Indigenous cultures believe "Relationships are forever."
 - Respect all people we serve regardless of race, ancestry, religion, colour, sexual orientation, gender, physical or mental disability.



CHERISH

DESCRIPTION: Our work is stronger when done in and with the community. We cherish our team of staff, volunteers, donors as well as community and government partners.

GOAL 5.1: Create a sense of community, valuing the contribution of individuals and organizations with whom we work and inspiring a shared vision of respect, welcoming and belonging for all.

Objective: Cherish Employees

- Provide team members with opportunities for training, advancement and input into our organizational practices, and celebrate successes.

Objective: Cherish Volunteers

- Attract and encourage volunteers by creating opportunities for individuals, businesses, neighbours and organizations to help in ways they find meaningful and rewarding.

Objective: Cherish Donors

- Create opportunities for donors to support OPS. Thank donors and provide information on their contribution to OPS activities for Family members made possible by their donations.

Objective: Cherish Family Members

- Provide opportunities for peer-to-peer support and participation in programs meeting individual needs. Recognize and celebrate milestones and personal achievements.

Objective: Cherish Community Members

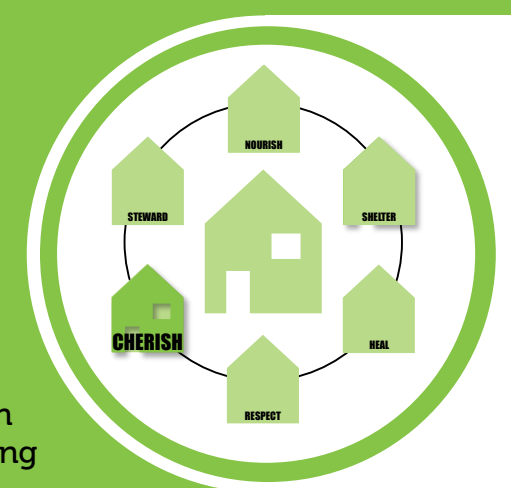
- Encourage the wider community to support and participate in OPS programs and services and encourage them to gain an understanding of mental health, addiction, poverty and homelessness issues.

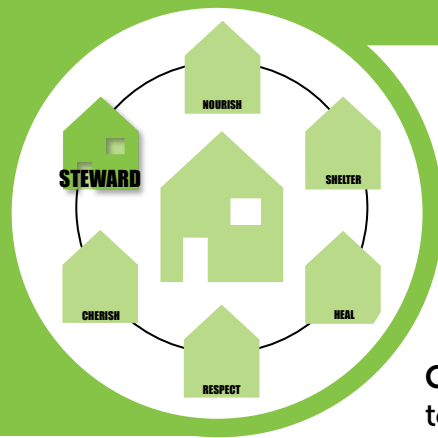
Objective: Cherish Community Partners

- Foster relationships and draw on shared expertise and community resources to support the delivery and quality of programs and services for Family members.

Objective: Cherish Governments

- Develop productive working relationships with provincial and municipal governments. Seek opportunities to influence government policy through developing collaborative relationships and sharing information to support the needs of vulnerable populations.





STEWARD

DESCRIPTION: We earn the community's trust and support by fostering sustainability through prudent stewardship.

GOAL 6.1: Provide passionate leadership and strong management to the operation of Our Place Society.

Objective: Ensure financial policies and procedures are prudent and followed, demonstrating effective, sustainable, transparent and appropriate management of financial resources.

- Maintain infrastructure as provided in the Capital Plan and through scheduled maintenance contracts to ensure that financial stability is maintained.
- Ensure that estimated costs in the Capital Plan are updated on a regular basis, especially during periods when costs are changing quickly, and that the transfers to the Capital Reserve reflect updated costs.
- Ensure that Capital and Operating Reserves are at the required limits set out in the Financial Policies.
- Ensure the operating budget is balanced.
- Establish a Permanent Endowment Fund within Our Place Foundation.
- Continue to search out, and be open to, diversified revenue streams and new ways to support Our Place Society; this may include strategic partnerships with other organizations.

Objective: Maintain open, honest and transparent communications with all stakeholders and the community at large.

- Engage with stakeholders, including neighbours and the Family, on matters that affect them.

Objective: Create a work environment that strengthens OPS sustainability.

- Work respectfully and in partnership with the employees' union.
- Explore social enterprise operations to diversify revenue streams and provide employment opportunities for Family members.
- Consider the impact of OPS operations on the environment and implement a green approach to our practices and operations where possible.
- Use technology to further business performance.
- Review risk assessments and business continuity plans regularly.

Objective: Build board, staff and volunteer capacity to advance OPS goals.

- Recruit skilled board members aligned with the needs and goals of the organization.
- Build a strong team of board, staff and volunteers through recruitment, training, mentorship and recognition.
- Learn and adapt from research, evaluation and from peer organizations.

Appendix 1

How the Plan Will Be Implemented

Our Values:

- **Unconditional Love:** We are an organization founded on progressive Christian values and principles. We believe that everyone should experience unconditional love in a non-judgmental way.
- **Hope:** We believe that each individual who comes through our doors deserves to have hope and will find inspiration, support and comfort. We believe in the potential of all and provide opportunities for positive change.
- **Teamwork:** We value and support the contributions of staff and volunteers, and work together as one team committed to our mission, vision and values.
- **Belonging:** We strive to create a nurturing atmosphere of home and family, a welcoming and inclusive place.
- **Safety:** We believe all who enter Our Place should feel secure and free from harassment or mistreatment. We endeavour to create a safe atmosphere where everyone can experience a sense of well-being.

Guiding Principles:

- **Responsiveness:** We anticipate the social, physical, spiritual, and psychological needs of the homeless and others in need and respond with immediacy.
- **Self-Determination:** We uphold every individual's freedom to determine his or her own future. Each of us is responsible for the impact our behaviour has on others.
- **Accountability:** We operate with integrity, earning the trust, confidence and respect of the community. We live within our means and are accountable to our donors and funders.
- **Collaboration:** We work with service providers and others, gaining strength through teamwork and partnerships. We recognize the importance of community and the contributions of everyone. We enhance the quality of life in the community for its residents and visitors. We advocate for social justice.
- **Appreciation:** We celebrate the gifts we receive. We believe everyone — our family, staff and volunteers — has a contribution to make, a gift to give.

Appendix 2

The Planning Context

THE REGIONAL CONTEXT

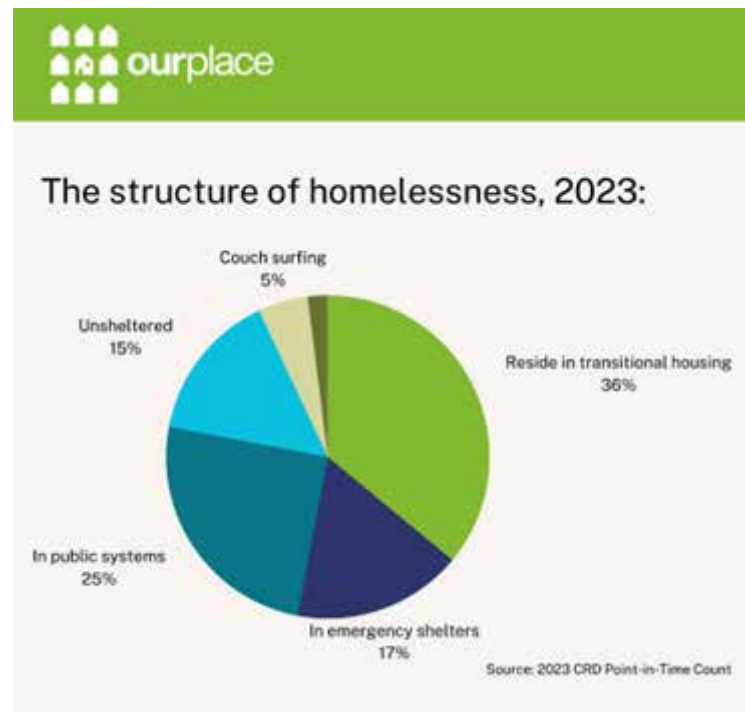
Information for the regional planning context is taken primarily from two sources:

- Greater Victoria's 2023 Point-in-Time Homeless Count and Housing Needs Survey¹ provides a snapshot of individuals experiencing sheltered and unsheltered homelessness at one point in time – March 7, 2023. It provides information on the demographics, history and service needs of the homeless. This survey provides data more representative of many of the Our Place Family; however, Our Place Family members also include individuals such as the working poor, seniors living in poverty, people with mental and physical disabilities and addictions.
- The Victoria Foundation's 2023 Vital Signs report² measures factors critical to the quality of life in Greater Victoria. The report identified the most important issues facing Greater Victoria as cost of living, housing, homelessness, health care, addictions, and mental illness. Our Place Society provides services to low income and vulnerable people in all of these areas. But it is important to note that Vital Signs survey data is based on a self-selection survey and therefore, while the Vital Signs survey provides a broad context of conditions in Greater Victoria, typically the needs of the OPS Family members are more acute.

Housing:

Homelessness: Based on the Point-in-Time homeless count in Greater Victoria on the night of March 7, 2023, there were at least 1,665 people experiencing homelessness. This is an increase of about 140 people in the three years since the 2020 count. 87% wanted permanent housing and 67% had been homeless for more than six months in the past year. The top three obstacles to finding housing are high rents, low incomes, and lack of available options. The top three needed services identified by those who are unhoused include primary care services, food security support and identification services.

Over one third of people (36%) experiencing homelessness are 40-54 years old, 25% are older than 55 years, 29% are 25 to 39 years old and 8% are under 24 years old. Two thirds of the homeless are male. One third are Indigenous, compared to 5% of the CRD population.



One third of all survey respondents were in care as a child or youth and 17% of these people were homeless within a week of leaving government care. For Indigenous respondents to the survey, about 50% were in foster care.

The majority of those responding to the 2023 Point-in-Time count have at least one health challenge.

Just over 80% of those responding to the Point-in-Time survey have lived in Greater Victoria for a year or longer, while only 10% have been here less than a year. 8% did not respond to this question

Housing affordability: The Vital Signs survey noted that 76% of respondents said the availability of affordable rental accommodation to meet their needs is below average or poor. Between 2021 and 2022 rents increased by 7.5%. Housing is generally considered affordable when rent accounts for no more than 30% of gross income. 16% of rental households spent more than 50% of their income on rent and utilities in 2021, putting them at increased risk of homelessness.

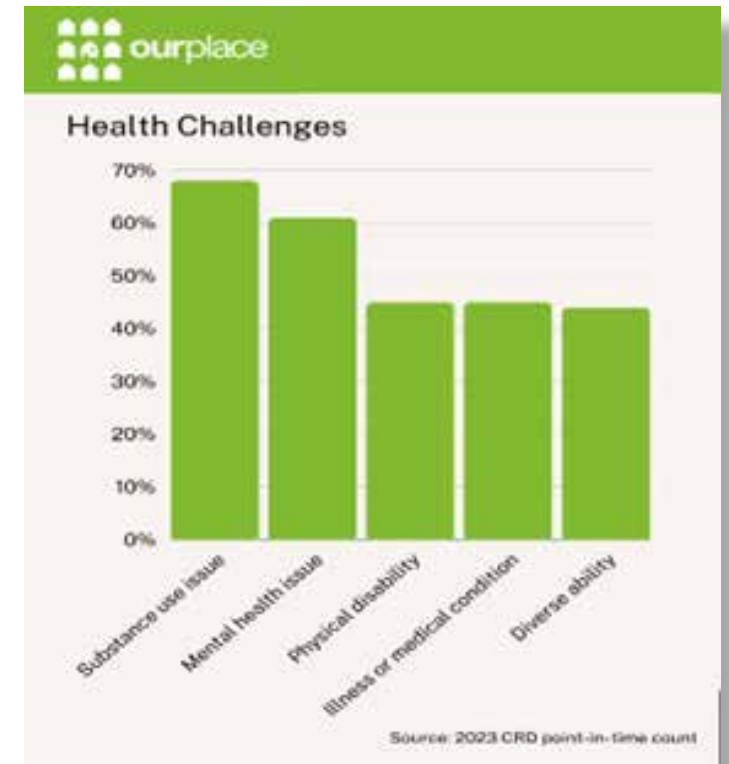
Demand for housing remains strong and rental increases are likely to continue. A 3% vacancy rate is usually considered healthy because it represents a reasonable market balance between tenants and owners. Victoria's vacancy rate was only 1.5%.

Housing Provision: During the COVID pandemic, the political focus to house those who were without homes and living in tents resulted in emergency and temporary housing solutions. Increasingly, Our Place took a leadership role within the housing continuum, partnering with BC Housing, the City of Victoria, Island Health and the Coalition to End Homelessness.

Our Place Society provides emergency and transition housing as well a permanent housing facility which opened in 2023. The Society also operates a Therapeutic Recovery Center at its New Roads facility. See Appendix 3 for housing operated by Our Place Society and information about these facilities.

Cost of Living: In 2022, the annual average percentage change in the consumer price index was 7.0% in Victoria, slightly higher than in Vancouver or Canada. The cost of food increased 8% between 2021 and 2022. Inflation has a significant deleterious impact on those living in poverty and can cause those who are living close to the poverty line to slide into poverty.

In addition to increasing the number of people needing Our Place Society's services, there are two other significant financial impacts of inflation on Our Place. The cost of providing services to Family members increases as food and other costs rise. And a further impact is felt when donors to Our Place feel the financial pressures associated with inflation and their donations drop, making it more difficult to provide needed services.



¹ Capital Regional District and Community Social Planning Council, 2023 Greater Victoria's Point-in-Time Homeless Count and Housing Needs Survey. ² Victoria Foundation, Vital Signs, Greater Victoria's Annual Check-up 2023. Survey of 5,319 citizens who self-selected to complete the survey.

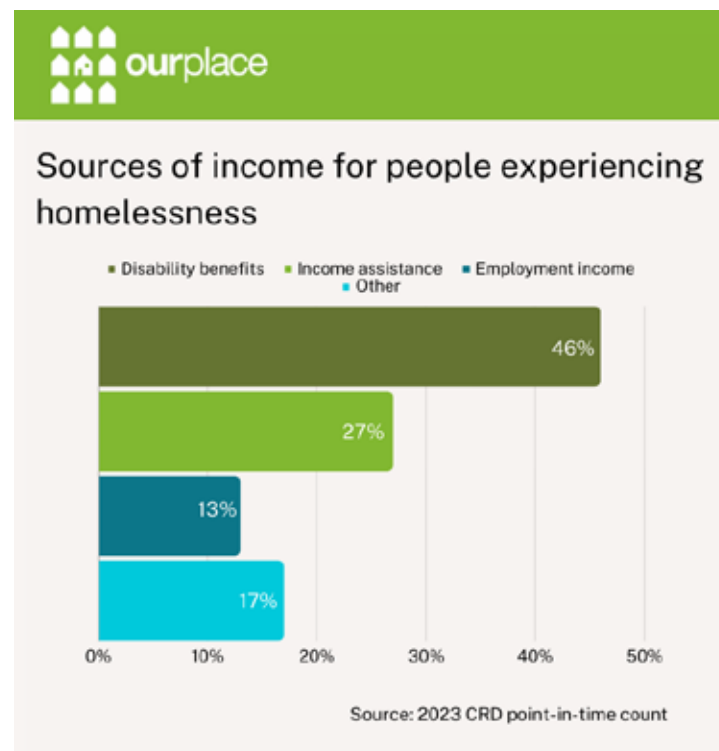
Poverty: The increases in minimum wage in BC, from \$12.65/hr. in 2018 to \$16.75/hr. in 2023, are having some impact on extreme poverty. Vital Signs notes that the poverty rate in Greater Victoria in 2021 was 12%, up from 10% in 2020. For seniors, the poverty rate was 10% in 2021, up from 8% in 2020.

Food Insecurity: Food and energy costs increased more rapidly than other categories as a result of inflation. In BC, food bank visits in 2022 were up 25% from 2021, and 31% since 2019.

Sources of Income: Government assistance to Persons with Disabilities (PWD) and income assistance are the predominant source of income for those facing homelessness — fewer than 20% have part- or full-time work. The majority of this vulnerable population receives payments from the Ministry of Social Development and Poverty Reduction³. In Victoria, the Ministry caseload is dominated by single men — 54% (78% on PWD) and single women — 35% (83% on PWD). OPS staff estimate that 80% of those accessing OPS services are male.

There are two components to PWD and income assistance from the Ministry⁴ - support and shelter allowances (available to those with shelter costs). Total income from Ministry payments as seen in the table below are significantly below what can be earned working full-time at minimum wage.

Yearly Income by Source, Single Person, 2023			
Source	Support/mo.	Shelter/mo.	Yearly income
Income Assistance ⁵ -Employable Single	\$560	\$500	\$12,720
Income Assistance - Single Person - with Persistent Multiple Barriers	\$610	\$500	\$13,320
Person with Disability	\$983.50	\$500	\$17,802
Minimum Wage, Full-time ⁶			\$30,485



Filing Income Tax: There are significant benefits available for those on a reduced income who file their income tax. Governments are increasingly using the tax system to provide financial relief through refundable tax credits to individuals and families with low incomes or on disability assistance. Examples of these benefits include the Canada Workers Benefit, grocery rebates, GST/HST credit and disability tax credit. These payments are automatic for those who file an income tax. However, those who do not have secure housing or do not have identification can face difficulty accessing these benefits.

Health Care: This is an acute problem for OPS Family members as few have a family doctor. Wait times for walk-in health care clinics in Greater Victoria averaged 137 minutes in 2022, compared to 79 minutes in British Columbia. Greater Victoria had the second longest wait time for walk in clinics in Canada.

Mental Health and Addictions: : 54% of Vital Signs survey respondents in 2022 said their ability to access mental health care in a timely manner is below average or poor.

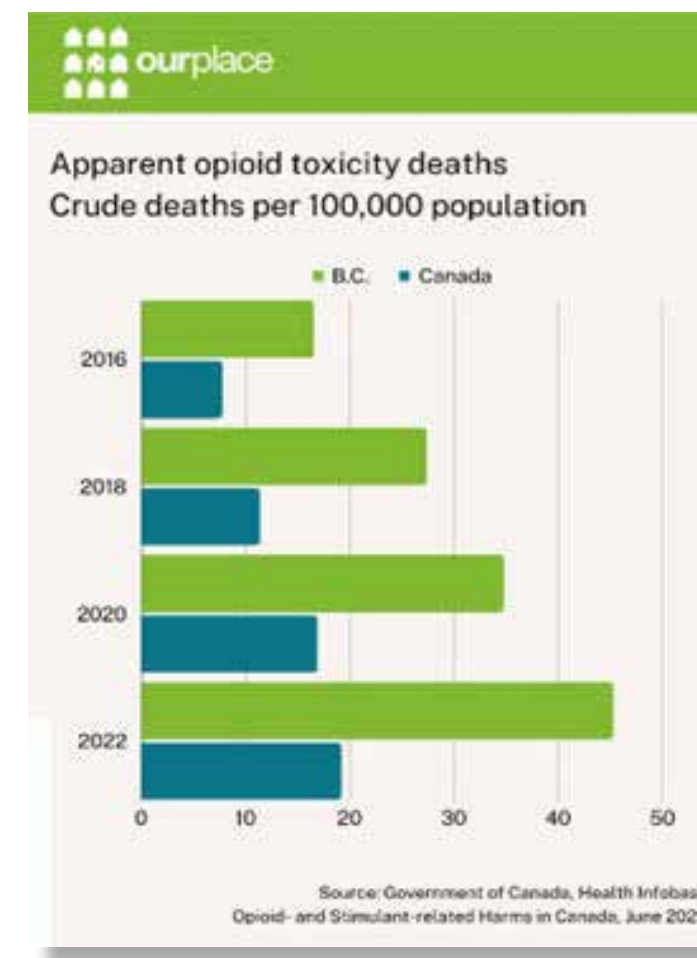
Greater Victoria had the third highest level of drug toxicity deaths in British Columbia, below Vancouver and Surrey. The 2023 Vital Signs reports 175 deaths in the South Island in 2022, with 171 in Victoria. Fentanyl was detected in 87% of illicit drug toxicity deaths in BC in 2022. The detection rate for benzodiazepines, which does not respond to Naloxone, was 28% in 2022 and has been increasing since 2020.

THE PROVINCIAL AND NATIONAL CONTEXT

The Opioid Crisis:

Over 13,100 British Columbians have died between the declaration of a public health emergency in April 2016 and September 2023. “Unregulated drug toxicity is now the leading cause of death in British Columbia for people aged 10 to 59, accounting for more deaths than homicides, suicides, accidents and natural disease combined. This is equivalent to 5.8 lives lost each day.”⁷

The impact of the opioid crisis on youth is significant. Statistics released by the BC Coroner’s Service in June 2023⁸ show that youth aged 10-18 years old are now more likely to die from an overdose than from vehicle accidents, suicide or malignant cancer. 54% of youth deaths were boys and 62% were aged 17 or 18 years. 70% of the deaths occurred in homes and more than half of those who died were alone. The report shows that almost three quarters of



³. Ministry of Social Development and Poverty Reduction. Victoria Caseload 2023.

⁴. Ibid.

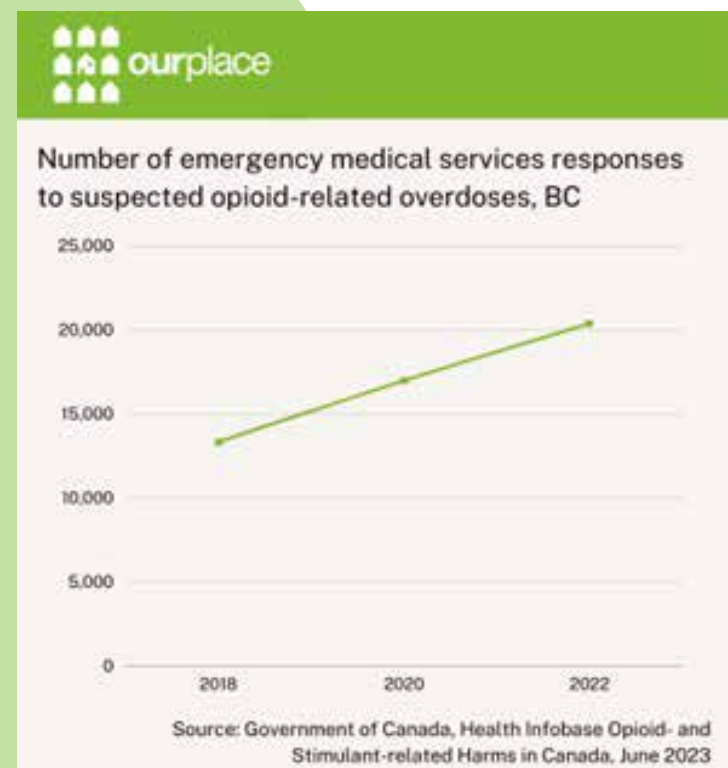
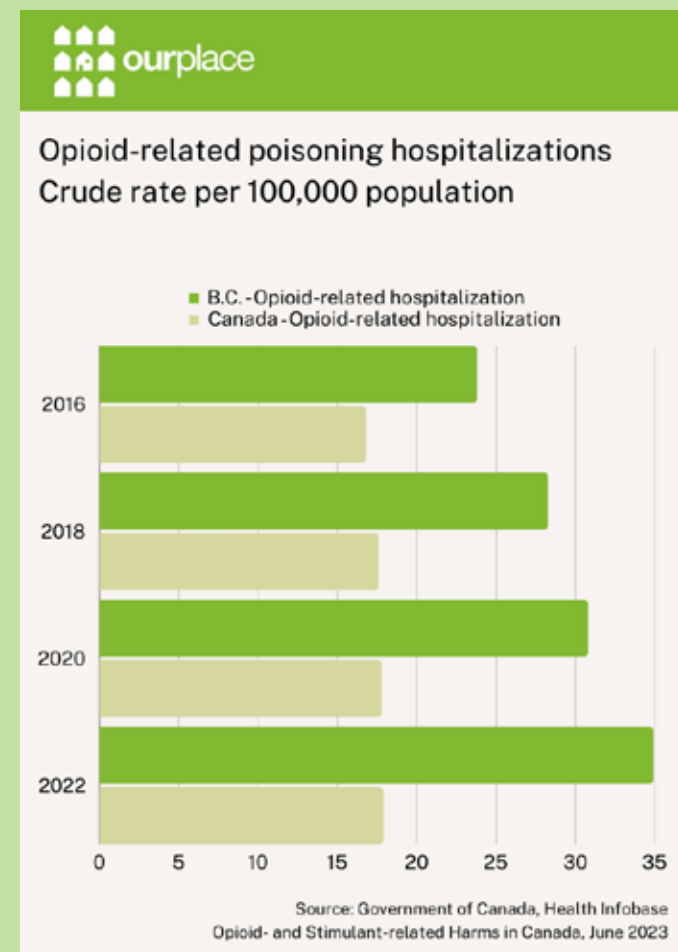
⁵. Income Assistance Rate Table and Disability Assistance Rate Table, August 2023. Shelter rates at maximum.

⁶. As Per Vital Signs, full time work is 35 hrs./wk. for 52 weeks. BC minimum wage is \$16.75/hr. effective June 1, 2023

the youth who died had been in contact with the Ministry of Children and Families.

Opioid and stimulant use has reached a crisis in Canada, but nowhere more so than British Columbia. Death rates in this province are typically twice as high as in the rest of Canada. The reasons for the rising death toll include a toxic poisonous illicit supply of street drugs, stigma preventing people from seeking help early, isolation, and the lack of available evidence-based treatment.

The use of opioids and stimulants has costs to the medical system associated with hospitalizations and emergency medical services responses. Again, British Columbia is extremely heavily impacted relative to the rest of Canada.



British Columbia Government's Strategic Priorities:

The 2023 British Columbia Budget⁹ and Strategic Plan outlined the priorities of Premier Eby once becoming Premier. The Plan outlined the biggest challenges facing the province and the action that the government would take to address these. The priorities outlined and initiatives relevant to Our Place Society's family include:

- Helping people with costs resulting from global inflation. Areas of provincial initiatives that will benefit the Our Place family members include new affordability credits, increasing support for low-income renters, increased payments for people on income and disability assistance, and people with support needs;
 - Tackling the housing crisis. Provincial initiatives include supporting renters, building more new homes including homes targeted to Indigenous people, and changes to zoning and permitting processes to facilitate housing construction.
 - Helping our healthcare system recover. Initiatives include investing in health facilities and the funding of a health workforce strategy. A care system to better support those with mental health issues and those living with addictions will be provided. Treatment and recovery beds will be expanded and a new model of care to assist people in the journey from detox to treatment to aftercare will be implemented. The province will also invest in complex care housing with enhanced mental health and substance use supports and expanded mobile response teams. In January 2023, the province became the first in the country to decriminalize small amounts of illicit drugs for personal use, while continuing to invest in safe prescription alternatives to the poisonous drug illicit drug supply.
 - Making communities safer. The provincial government is taking actions to keep repeat violent criminals off the street.
 - Fighting climate change while building a sustainable economy.
- Through each of these priorities, the provincial government will be working to advance reconciliation with Indigenous Peoples.

The B.C. Budget Strategic Plan priorities can provide much needed assistance to Our Place Society members.

City of Victoria:

The City of Victoria states that funding solutions to homelessness is the responsibility of the provincial and federal governments and that housing is a human right. The City continues to work with BC Housing, Island Health and community agencies that serve people who are experiencing homelessness to ensure access to housing, healthcare and cultural/peer supports are available to help people sheltering outdoors to move inside.

The City is also developing a Community Safety and Well-Being Plan, using a Community Leaders Panel, to identify opportunities for the City to take a leadership role in addressing these issues. The draft plan will be delivered to City Council by October 2024.

⁷ BC Coroner Service. Coroner Service Death Review Panel urges expanded access to safer supply, November 1, 2023.

⁸ BC Coroner Service. Unregulated Drug Deaths, June 2023.

⁹ Government of British Columbia, Budget 2023: Stronger Together Strategic Plan.

Appendix 3

Our Place Programs & Services

Pandora Street Programs and Services- 919 Pandora Avenue

Community Centre: Our Place Community Centre offers a space where men and women are welcomed. They are given a listening ear and a place to feel part of the Our Place Family. The Centre is a living room for a community of the marginalized, an extended Family for people of little means – the homeless, the working poor, pensioners living in poverty, people with mental and physical disabilities, and addictions.

Family members are invited to access areas, resources and services:

- The courtyard, sitting area
- The dining room for breakfast, lunch and dinner
- A nutrition bar
- Safe storage for family members' possessions
- Clothing, showers and hygiene services, including haircuts
- Spiritual care services
- Health services (medical and dental health, massage, reiki, foot care)
- Social, recreation and leisure activities
- Library and computers for job searches and preparation
- Message centre (mailing address, phone and fax)
- Bus tickets

Staff provide help with advocacy, assistance with harm reduction, housing, non-violent crisis intervention and individual funding assistance. For those wanting help with their addictions, staff assist with doctors' appointments, applications to detox and treatment facilities, and help finding housing after the program.

Dandelion Street Outreach (various locations): The Outreach Team works from a van, making rounds to check up on people living in doorways, in parks, and in isolated locations around the CRD. They provide health checks, hot coffee and snacks, socks, underwear, rain gear and other necessities.



Pandora Transitional Housing

In addition, they assist those in need with advocacy, referrals, rides to medical appointments and other services, and assistance in finding housing.

Housing and Shelters - various locations

Our Place Society operates nightly emergency shelters, transitional housing and permanent supportive housing sites, in association with BC Housing and Island Health. These sites provide rooms, meals, overdose prevention, medical services, storage and more. All facilities are staffed when open, typically 24/7. Transitional Housing is provided at the Pandora location as well as several other sites. Each housing and shelter site is described below.

Pandora Transitional Housing:

- Type – temporary transitional housing
- Site Vision – These 45 private rooms on the top three floors of 919 Pandora Avenue are designed and fully equipped to help each resident feel at home in a supportive and caring environment. Each resident works in consultation with an Our Place Society support worker and an Island Health Team which consists of a multidisciplinary team of health workers (if necessary, also a mental health and addictions clinician). Together they develop a plan to support the resident and their needs. There is a focus on life skills, and mental health supports, including substance use challenges. Our Place Society owns the Pandora site, and provides supportive housing services through a contract with Island Health.

Pandora Community Centre Shelter

- Type – seasonal shelter
- Length of contract – March 31, 2026
- Site Vision – Provides temporary emergency shelter on a nightly basis to individuals experiencing homelessness. Up to 34 bunks are available. Staff provide connection to services primarily through the Community Centre.

My Place - 1240 Yates Street

- Type – emergency shelter or temporary transitional shelter
- Length of contract – March 31, 2026
- Site Vision – shelter for individuals coming from Community Center overnight shelter or straight from homelessness. Aims to connect residents to services such as primary care, harm reduction, treatment referral, mental health referrals, and financial support. The shelter is a time of stabilization

for individuals in which staff can refer them to permanent housing solutions once an adequate assessment of their needs and suitable housing options has been done.

- Residents have an opportunity to live in a temporary 24/7 home with 54 pods, meals and security for their belongings. The building, although aging, has unused space that could be renovated to support more individuals in a shelter setting.

Muncey Place (formerly Comfort Inn) - 3020 Blanchard Street

- Type – temporary supportive housing site with BC Housing. BC Housing has disclosed that it would be at least 5-7 years until any redevelopment plans are considered. It is not included in any of the current asset redevelopment plans for BC Housing.

- Length of contract - March 2026
- Site Vision - wrap around services offered on site including primary care, harm reduction, treatment referral, mental health referrals. Level of stability of residents ranges from independent (light support) to complex (high support). Ability to provide permanent housing for individuals while also supporting individuals wanting to move towards more independent housing.



My Place

- Other - currently OPS operates 120 units and Cool Aid operates 30 units (The Tower). BC Housing maintenance department operates facilities, custodial, and food service.

Capital City Centre – 1961 Douglas Street

- Type – currently considered a temporary supportive housing site with BC Housing
- Length of contract – March 2024
- Site – includes 91 rooms. Breakfast and dinner are provided each day in addition to laundry, coffee and secure bike storage.

Note – Plans are underway for 80 to 90 self-contained studio units in a purpose-built modular permanent site (building similar to Albina) across the street from the current location. Plans for the new build received approval from City Council in July 2023. Construction is anticipated to take 40 months .

- Site Vision – wrap-around services offered on site including primary care, harm reduction, treatment referral, mental health referrals. Level of stability of residents’ ranges from independent (light support) to complex (high support). Ability to provide permanent housing for individuals while also supporting individuals wanting to move toward more independent housing.

Tiny Town

- Type – Homeless Encampment Action Response Temporary Housing (HEARTH) with BC Housing. A village of 30 tiny homes built from repurposed shipping containers owned by BC Housing.
- Length of contract – TBD. Aim to open February 1, 2024
- Site Vision – shelter for individuals coming from Community Center overnight shelter or straight from homelessness. Aim to connect residents to services such as primary care; harm reduction, treatment referral, mental health referrals, and financial support. The shelter is a time of stabilization for individuals in which staff can then refer to permanent housing solutions once an adequate assessment of their needs and suitable housing options has been done.

Albina Residence – 2933 Albina Street

- Type - permanent supportive housing site with BC Housing opened in 2023
- Length of contract - operating contract until Sept 2027

- Site Vision – provides 52 studio suites, including four that are fully accessible. Site provides a common area, offices for staff and a secure outdoor garden. Provides support services including meals, life and employment skill training and health services. Staff continue to develop programs to be delivered on site to enhance the vision of recovery.

New Roads Therapeutic Recovery Community - 94 Talcott Road, View Royal

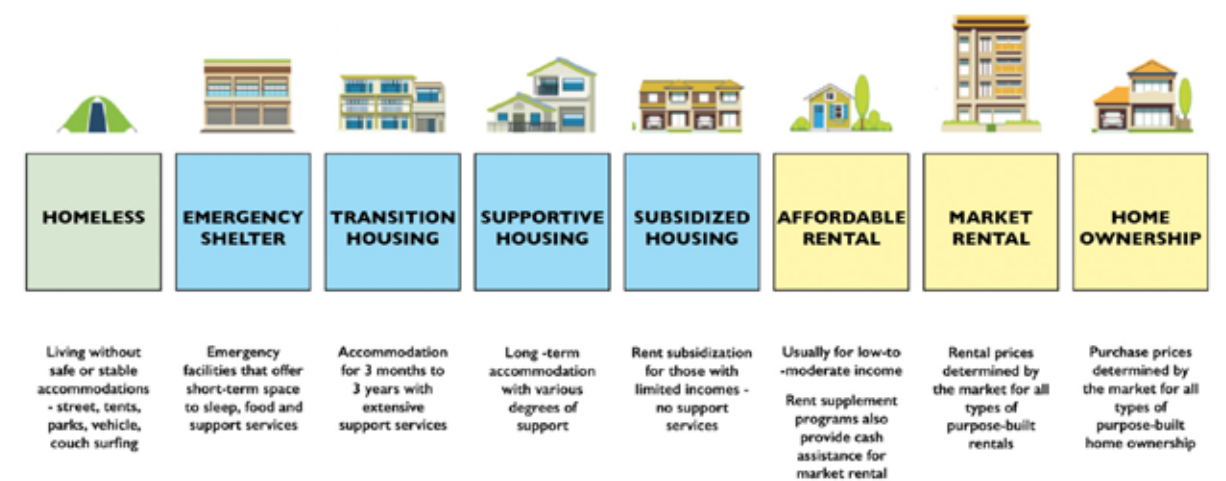
- Type - recovery programming with housing. Stays typically ranging from 9 months, up to 24 months
- Our Place’s transformative New Roads TRC opened on October 25, 2018 as a place to provide addiction treatment and recovery. New Roads is an integrated addictions centre that provides therapeutic and medical support, housing, employment, education and work experience as well as transitional supports for people caught in the cycle of addictions, including homelessness and incarceration. New Roads offers a strengths-based community approach to recovery. It provides an opportunity for residents to live within a collaborative and supportive community that encourages each community member to participate and take accountability for both their individual and the community’s wellness. The primary goal of New Roads is to foster change and promote growth to help an individual return to society and lead a productive life.
- Success of this program led the province in spring 2023, to extend funding for a further 3 years, with a commitment to jointly pursue funding from Island Health for further years.

Jaymac Place – Saanich

- Type – 2nd stage recovery home
- Graduates of the New Roads Program can apply to go to Jaymac Place and live there for up to 2 years. The home is run like a therapeutic community, has a House Lead and meets as a community regularly. Men who live at Jaymac must be working or in a school program.
- The intent of the program is to give men a longer transition back into the greater community if needed. Rent and food costs are quite low, enabling the men to save and plan for their next steps. There is 20 hours of staff time per week. Staff attend meetings and provide case planning support to the men.

Our Place Office Space – 1027 Pandora Ave

- Our Place has administrative office space at 919 Pandora and New Roads locations as well as a lease on 1027 Pandora Avenue.



¹⁰ Adapted from District of Mission. Housing Needs Assessment. May 2020

By The Numbers

Did You Know?

- A 2023 single night survey of People Experiencing Homelessness found 1665 people on Victoria's streets.
- 1/3 of Victoria's homeless population are indigenous.
- 2/3 of homeless persons are male
- 80% of the homeless have lived in Victoria for more than a year.
- 68% of the Victoria homeless are challenged by substance abuse.
- Unregulated drug toxicity is now the leading cause of death in British Columbia for people aged 10 to 59, accounting for more deaths than homicides, suicides, accidents and natural disease combined.
- Over 13,100 British Columbians have died from drug poisoning since April 2016.
 - Death rates from opioid and stimulant use in BC are over twice the Canadian rates
- 61% of People Experiencing Homelessness have a form of mental illness.
- 46% of People Experiencing Homelessness have a recognized disability.
- Income Assistance for an 'Employable Single' provides \$1,060 per month for all living expenses (including food and shelter).
 - The cost of food increased by 8% between 2021 and 2022.
 - In BC, food bank visits in 2022 were up 25% in one year.

