

# Tri-Cities Capacity Expansion Shelter

BC Housing and the Phoenix Society have partnered with a local hotel to create a new capacity expansion shelter for vulnerable people in the Tri-Cities area. This new expansion shelter will provide up to 28 safe spaces for vulnerable people to self-isolate during the COVID-19 pandemic.

## What are Capacity Expansion Shelters?

Not everyone has a home. People experiencing homelessness face the reality every day that they don't have a safe space to call their own. Many people experiencing homelessness are living in situations where the COVID-19 virus could spread more quickly. They also have higher rates of health concerns and may be at greater risk if exposed to the virus.

The Tri-Cities expansion shelter is the temporary use of a hotel to provide additional spaces for people who are living on the streets and in shelters to practice physical distancing, access proper hygiene facilities and prevent the spread of the virus in the community.

Securing space at this hotel is a vital part of the efforts to combat COVID-19, helping to mitigate the spread of the virus in our community.



## Who will live here?

This shelter expansion helps to address the current need in the Tri-Cities area by providing shelter spaces to people over the age of 19 who are experiencing or at risk of homelessness who already live in the area. They are also available to people with no fixed address who are being released from hospitals in the Tri-Cities area and no longer require emergency care.

Residents will be referred by Fraser Health and assessed by the Phoenix Society. These temporary spaces will not be open to people from outside the area and are not for individuals who are symptomatic or have tested positive for COVID-19.

## How will the site be operated?

The Phoenix Society has significant experience working with vulnerable populations and will oversee the day-to-day operations management of the capacity expansion shelter. Staff will be on-site 24/7 and will provide daily meals and access to support services. Residents will have access to support services - : 0

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## Community safety

Safety is always a top priority. Every effort is made to protect the safety of the people experiencing homelessness, support staff who are assisting them, and members of the surrounding community.

A minimum of two staff will be on-site 24/7 to support residents, manage building operations and be available to respond to concerns to ensure everyone's safety and security.

This site also follows Public Health guidance to mitigate potential exposure to the virus and ensure protocols are in place to protect residents, non-profit and hotel staff, and the local neighbours.



## Innovative Partnerships

By working in partnership with local hotels and motels, we are able to provide a temporary safe space for those in need during the outbreak.

We are not mentioning names of hotels in order to protect the privacy of people accessing and working in these facilities. Hotels must be able to operate privately and the operators must be able to focus on helping people who need a safe place to stay.

### Who to Contact?



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Call Coquitlam RCMP non-emergency number **604-945-1550** for non-emergency issues related to personal safety or property.

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**Call 9-1-1** for police, fire, or medical emergencies when immediate action is required -- someone's health, safety or property is in jeopardy or a crime is in progress.

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Email  
**communityrelations@bchousing.org**  
for questions related to BC Housing and the capacity expansion shelters.

For more information on BC Housing's COVID-19 response, please visit:  
**www.bchousing.org/COVID-19/communitysites**