

## **Bridge Street Pathways Shelter (2920 Bridge St), Victoria Information Overview & Common Questions**

February 23, 2026

### **OVERVIEW**

#### ***Addressing homelessness and community safety***

- The 2025 point-in-Time Count identified 1,749 people experiencing homelessness across the entire Capital Region – a 5% increase from 2023. Of this, 811 individuals were unhoused or in emergency shelter.
- Everyone deserves a safe place to live and call home, and the Province of BC is committed to continue making progress through meaningful partnerships to build safer, stronger communities for everyone.
- Moving indoors can open new opportunities for people to build confidence and healthy routines – with access to meals, showers, and laundry – that will help them move toward other longer-term housing solutions and a better quality of life.
- In July 2025, City Council endorsed the Community Safety and Wellbeing Plan, which includes 11 priority actions and an initial investment of \$10.35M to begin implementation. Actions include a mix of both upstream/prevention efforts and downstream/response efforts.

#### ***The Bridge Street Pathways Shelter***

- The Bridge Street Pathways Shelter is part of the City’s and Province’s coordinated response to address urgent housing and safety needs.
- The provincial HEARTH program is designed for rapid deployment of temporary housing and shelter solutions. The Bridge Street Shelter is an example of coordinated efforts to activate quickly under that program.

### **COMMUNITY ENGAGEMENT**

#### ***Why wasn’t the Burnside Gorge Community Association (BGCA) consulted on this location?***

- This project moved quickly to respond to the needs of the local community, and to the City’s request for more shelter spaces to support people to move indoors and out of encampments.
- This was a unique opportunity to respond to the urgent need for more shelter in Victoria, and the parties were working under a compressed timeline.
- BC Housing shared the news release immediately with BGCA.
- BC Housing and the City were responsive in meeting with the BGCA board.

#### ***Does this contravene the 2018 BC Housing letter of commitment?***

- BC Housing shares the goal with the BGCA of building safe and strong neighbourhoods in Victoria.

- Almost a decade has passed since the BC Housing letter, and the Province and BC Housing have continued to work with the city to respond to evolving community needs by making significant investments in other areas, as well as removing some of the buildings in the area that were not operating successfully.
- Since 2023, four temporary or older-style supportive housing buildings with 263 units in the Burnside Gorge area have closed:
  - The Howard Johnson Victoria Hotel (80 units) is no longer being used for temporary supportive housing;
  - Queen’s Manor (36 units) has been demolished;
  - The former Tally Ho Hotel (51 units) has closed (replaced by Crosstown); and
  - Capital City Centre (96 units) has closed (redevelopment is underway through the Douglas Street Redevelopment).

## **HOUSING PROGRESS ACROSS CITY OF VICTORIA**

### ***What housing has been, or is in-development, in other areas of Victoria?***

- Since the 2018 letter was signed, BC Housing and partners has worked to deliver purpose-built supportive housing buildings across Victoria.
- In addition to 54 supportive homes and 100 affordable homes at the new Crosstown building in Burnside Gorge which has replaced the former Tally Ho hotel, the following supportive homes in other neighbourhoods are now open:
  - The Juniper, 46 homes at 1176 Yates St: [news.bchousing.org/new-homes-open-for-people-experiencing-homelessness-in-victoria](https://news.bchousing.org/new-homes-open-for-people-experiencing-homelessness-in-victoria)
  - House of Courage: 45 homes at 865 Catherine St. for Indigenous People experiencing homelessness: [news.bchousing.org/bc-canada-opening-supportive-housing-in-capital-region](https://news.bchousing.org/bc-canada-opening-supportive-housing-in-capital-region)
  - Mirrors: 48 homes at 1075 Meares St: [news.bchousing.org/new-homes-open-in-victoria-for-young-adults-experiencing-homelessness](https://news.bchousing.org/new-homes-open-in-victoria-for-young-adults-experiencing-homelessness)
  - The Lily: 56 homes for young adults 19 to 25 experiencing homelessness at 953 Balmoral Rd: [news.bchousing.org/more-supportive-housing-units-opening-in-victoria](https://news.bchousing.org/more-supportive-housing-units-opening-in-victoria)
  - Sacred Cradle House (Xexe Pahlatsis Lelum): 15 spaces at 1011 Fort Street for pregnant and perinatal women experiencing or at risk of homelessness.
- There are also 171 units of permanent purpose-built supportive housing sites currently under development in Victoria:
  - 930 Pandora Ave. - 47 supportive homes – Under construction [part of a larger development with 158 affordable homes and a 16,000 sq/f community centre]
  - 726 Discovery St. - 90 supportive homes - Under construction
  - 938 Mason St. - 34 supportive homes – In development
- BC Housing and the City of Victoria are also supporting development of new affordable housing in the Burnside Gorge Neighbourhood.
  - Recent examples include 496/498 Cecilia Road and 9 Chown Place.
  - For both projects, the City contributed funds through the Victoria Housing Reserve Fund, and BC Housing provided a grant and annual operating funding through the Building BC: Community Housing Fund.
  - The recently-opened Crosstown building has 100 affordable homes available at a range of incomes, as well as its 54 supportive homes.

## **ABOUT THE BRIDGE STREET PATHWAYS SHELTER – SERVICES & OPERATION MODEL**

### ***Why this site?***

- Several factors aligned to make 2920 Bridge Street the most immediately viable site:
  - Council direction to locate shelters outside the downtown core.
  - The City owns both the building and the majority of surrounding parcels, making it possible to open a site quickly, meet security requirements, and minimize new land acquisition costs.
  - The building and site design can support a secure, well-managed shelter model.
  - The location is near downtown, service providers, transit routes, and outreach teams—close enough to where needs are concentrated, but not in a residential area.

### ***Is this a permanent shelter?***

- This is a temporary shelter.
- New permanent housing solutions are being developed (see above).
- The Province, through BC Housing, has committed to funding operations with a 3-year agreement.

### ***Who will own and operate the shelter?***

- The City of Victoria will continue to own the building and property.
- Connective will operate the shelter and provide 24/7 staffing and on-site case management.
- Connective has decades of experience providing person-centered programs and services, including housing, to communities across BC and the Yukon.
- They have 35 years of experience operating on Vancouver Island with 70+ staff in the region. The non-profit currently manages 450 units of housing on the Island, including two supportive housing sites in Nanaimo, and an affordable housing building in Duncan.
- In 2025, Connective was named the BC Non-Profit Housing Association's Housing Provider of the Year. To learn more about Connective, please visit: [connective.ca](https://connective.ca).

### ***How do people access the shelter spaces?***

- The shelter will operate as 'referral-only.' People will be able to access the shelter *only* if there is a shelter bed being held for them.
- There will be no drop-in services, meaning that people experiencing homelessness do not drop into this shelter to access services. Services are for those staying at the shelter only.
- Outreach staff will connect with service providers and people sheltering outdoors, with a focus on those on Ellice Street and other downtown areas and refer them to the shelter when spaces are available.

### ***What kind of support services will be available to shelter clients?***

- Connective will provide 24/7 staffing and on-site case management.
- Shelter clients will have access to three meals a day, washrooms, shower facilities, laundry services, health supports (physical and mental) and community resources for clothing and other essentials.
- The basis for temporary shelter operations is to provide supports for individuals to move into more permanent housing placement.

### ***What security measures will be in place?***

- Connective will have no fewer than three staff on-site 24/7.
  - Staff will work with shelter clients and the surrounding community on an ongoing basis to address any concerns.
  - Staff will conduct daily indoor/outdoor checks of the property and the immediate area to maintain cleanliness.
  - Shelter clients will be expected to abide by the operator’s expectations about appropriate and respectful behaviour.
  - Staff will be trained in non-violent crisis intervention, overdose, and incident response; provide peer support; connect shelter clients with local resources; and provide trauma-informed communication.
- The site is fenced and there is a ‘no guest’ policy for this location.
- The City of Victoria will be contracting overnight security patrols in the area including patrols of 2920 Bridge Street. Patrols will operate from 8 pm – 4 am.
- If there are concerns or problems at the shelter or in the nearby surroundings, the operator will work with shelter clients, police, bylaw and/or neighbours as the situation requires.
- BC Housing will share a *Who to Call/When to Call sheet* with neighbours before the shelter building opens to provide contact information should any issues arise.

### ***Will this shelter increase issues in the surrounding area?***

- Shelters can ultimately reduce community impacts by helping people move off the street and reduce the signs of visible street homelessness.
- City of Victoria, BC Housing and Connective – the operator of Bridge Street Pathways Shelter – are committed to strong coordination with police, bylaw, outreach, and public works to address any issues that may arise.
- The City and BC Housing acknowledge there are already concerns about street activity on Ellice St. and in the Rock Bay Neighbourhood and will continue to monitor the situation as it pertains to Bridge Street Pathways.

### ***How will success of this shelter be determined?***

- The name “Pathways” highlights the intention of this shelter, which is to help bring people indoors, help connect them with community services, and then help them transition to other more permanent forms of housing, as it becomes available.
- Project success will be measured by flow and how many people we are able to support and help transition to other housing, as well as measures such as number of people who have received medical treatment, obtained personal identification/ID, signed up for housing waitlists, etc.
- We will also monitor items such as complaints to bylaw and calls to police, fire and ambulance.

## **MORE INFORMATION/QUESTIONS**

### ***What if I still have questions about 2930 Bridge Street?***

- Information can also be found online at: **[letstalkhousingbc.ca/victoria-2920-bridge-street](http://letstalkhousingbc.ca/victoria-2920-bridge-street)**.
- We continue to welcome questions and comments via email at: **[communityrelations@bchousing.org](mailto:communityrelations@bchousing.org)**.