

**The Voices of Maple Ridge:
Applying Community-driven Design Methods to
Reduce the Social Stigma of Homelessness**

by

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Abstract

Homelessness in the Greater Vancouver region is being responded to with diverse approaches. However, there has not been a great deal of focus on how those living with homelessness experience stigma and marginalization; the effects of that marginalization on individuals and communities; and effective strategies to reduce these impediments to progress and healing.

This thesis investigates the experience and expression of stigma related to homelessness in the suburb of Maple Ridge, British Columbia and how that stigma might be mitigated. The community of Maple Ridge has been deeply divided on how to respond to homelessness. There is a marked rift between those who believe homelessness is a problem imported from other regions, driven by addiction alone, and therefore not an appropriate challenge for Maple Ridge to address, and those who regard people experiencing homelessness as legitimate citizens of their neighbourhood who should be treated with dignity and compassion.

Methods used in the field of design involve collaboration and co-creation in novel ways that can integrate disparate views. This thesis reports results of a design-driven community intervention addressing stigma related to homelessness. Results are interpreted in support of the further use of design and co-creation to progress beyond common impasses involving the development of responses to homelessness.

Keywords: Homelessness; Stigma; Design Thinking; Co-Creation; Community-Based Research; Design for Social Innovation

Dedication

“Sawubona: I see you”.

- Zulu greeting

This work is dedicated to the subjects of this research — residents of Maple Ridge who suffer the extremes of weather, stigma and hatred, as well as those who feel fear and hatred because of ignorance of the changes in the world. May this community heal.

It is inspired by my brother, Mark, an addict who fought unsuccessfully to live with addiction, It is also dedicated to Gerry, Cass, Peter, Kristen, Søren Ray, Sabine Rose and Fox Wilder, who have waited patiently.

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“The most important good we can distribute to each other in society is membership.”

(powell and Menendian, 2017)

The principal investigator gratefully acknowledges that this research was conducted on the unceded territory of the Katzie First Nation and Kwantlen First Nation and is submitted on the unceded territory of the Səlilwətał (Tsleil-Waututh), Skwxwú7mesh (Squamish), and xʷməθkwəy̓əm (Musqueam) Nations.

Christine Bossley is a tireless volunteer advocate for people living at Anita Place Tent City (“Anita Place” or the “camp”) in Maple Ridge. Although she works full time at her day job in Vancouver, she is still at the camp most evenings and on weekends acting as a go-between and resolving communication issues. She has advocated for the residents of the camp with City Council, the RCMP and Ridge-Meadows Fire Department. Chris has also been my first call whenever I need to know what is going on at the camp and who I can talk to. She has physically escorted me to many interviews where conditions in the camp were precarious. I could not have done this research without her help.

Leah Denbok and her father, Tim, have been warmly supportive of this project because of its alignment with their own work in Leah’s project called [Humanizing the Homeless](#). Her exquisite black and white portraits of the human beings that are experiencing homelessness are, I believe, a powerful tool in the toolset of making those of privilege and power more aware of the human beings whose lives have been impacted by losing secure housing.

Bradley Christianson-Barker, who is Pastor at Open Door Church in Maple Ridge, collaborated with this researcher in gathering videotapes of some of the interviews. He also co-interviewed participants which helped make interviews from conversational and relaxed.

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Table of Contents

Approval	ii
Ethics Statement	iii
Abstract	iv
Dedication	v
Acknowledgements	vi
Table of Contents	viii
List of Figures	xi
List of Acronyms	xiii
Glossary	xiv
Image – Introduction	xvi
Chapter 1. Introduction.....	1
1.1. A personal impetus	3
1.2. Design Thinking	4
1.3. Project Goals.....	6
1.4. Background	6
1.4.1. Stigma and Agency	8
1.5. Homelessness as a “Wicked” Problem	11
Chapter 2. Literature Review.....	13
2.1. Homelessness as a state of being in Maple Ridge, British Columbia	14
2.1.1. Protest Camps	15
2.1.2. Housing First.....	16
2.2. Community fears and the barriers to Housing First.....	18
2.3. Design thinking, design research and community-based research.....	20
2.3.1. Defining design thinking	20
2.3.2. Community-based research	21
2.4. Why this methodology?.....	23
Chapter 3. Methods.....	27
3.1. Introduction	28
3.1.1. Recruitment.....	30
Survey	30
Interviews with Persons with Lived Experience	30
Interviews with Experts and Service Providers.....	30
Workshops.....	30
3.2. Data Collection.....	31
3.2.1. Informed Consent.....	31
3.2.2. Stipends	31
3.2.3. In-Person and Telephone Interviews with People with Lived Experience	32
3.2.4. In-person Expert Interviews	33
3.2.5. Co-Creation Workshops.....	33

3.2.6. Methods used in Design Research	34
Participants	34
Priming.....	35
Empathy Maps.....	39
Crazy fours	42
Storytelling Posters.....	42
Chapter 4. Results.....	44
4.1. Online Survey.....	45
4.1.1. Background.....	45
4.1.2. Analysis.....	48
4.2. Interviews with People with Lived Experience	54
4.2.1. August 4, 2018, AJ.....	54
4.2.2. August 5, 2018, Jodi	55
4.2.3. August 5, 2018, Gerry	56
4.2.4. August 12, 2018 Linda	57
4.2.5. August 12, 2018 Xylah	58
4.2.6. November 23, 2018 Dwayne.....	59
4.2.7. January 12, 2019 Aaron.....	59
4.2.8. February 17, 2019 Wolfie.....	60
4.3. Interviews with Experts and Service Provider/s	61
4.3.1. April 19, 2018, Darrell Pilgrim, Executive Director, Ridge Meadows Ministry of the Salvation Army	61
4.3.2. July 12, 2018 Brenna Ayliffe, Community Health Specialist, Fraser Health.	62
4.3.3. July 20, 2018 Dawn Slykhuis, RainCity Maple Ridge and Pitt Meadows Housing Intensive Case Management (ICM) Team	63
4.3.4. August 9, 2018 Judy Villeneuve, former City Councillor, City of Surrey	64
4.3.5. August 9, 2018, Kat Wahaama, Artist in Residence, Maple Ridge	65
4.3.6. August 10, 2018, Calvin Leitner, Project Coordinator, Lookout Housing & Health Society	65
4.3.7. August 16, 2018, Darrell Pilgrim, Executive Director, Ridge Meadows Ministry of the Salvation Army	66
4.3.8. August 30, 2018, Jason Payne and Renee Bajkay, Coast Mental Health ...	67
4.4. Workshops	69
4.4.1. How the voice of the community informed and shaped these workshops	69
4.4.2. Format of the workshops.....	70
4.4.3. Empathy maps	71
4.4.4. Crazy 4s.....	72
4.4.5. Storytelling posters.....	76
Chapter 5. Discussion/Observations	84
5.1.1. Strengths and limitations of research.....	84
5.2. Goal 1: Investigate the potential for design-based methods to achieve greater understanding between those experiencing homelessness and the rest of the community of Maple Ridge	86

5.3. Goal 2: Evaluate the broader applicability of design-based methods as a means of supporting progress in common divisive community issues	87
5.3.1. Problem Themes.....	87
5.3.2. Fear.....	88
5.3.3. Paternalism	88
5.3.4. Labelling.....	89
Goal 3: Generate new questions and avenues for research.....	89
5.3.5. Education	90
5.3.6. Contact.....	90
5.3.7. Employment	91
5.3.8. Creating a design brief	91
5.3.9. A Design Brief for further research.....	92
5.3.10. The brief for shifting social stigma around homelessness in Maple Ridge ..	93
Chapter 6. Conclusions	95
References	98
Appendix A Online Survey Responses	105
Appendix B Co-Creation Workshop Attendees.....	132
Appendix C Empathy Map Data	133

List of Figures

Figure 2.1.	Health-related issues for people experiencing homelessness.....	15
Figure 2.2.	Elizabeth B.-N. Sanders describes design thinking as the “fuzzy front end” of design. This fuzzy front end describes the randomness of the process in its early stages, where new information requires revisiting older concepts in a kind of feedback loop that eventually settles as the work moves forward over time (Sanders).	22
Figure 2.3.	In traditional sociological research, the researcher-as-expert establishes the plan for the research and drives the research process from the expert position. In design-led, participatory research, those that will ultimately be effected by an outcome are involved in developing the methodology as well as setting the goals of the research. (Sanders and Stappers, 22).Work in this project has taken place within the dark orange area of the figure above. In workshops, participants were given generative tools with which to re-enact the problem and think in new ways about it using empathy mapping and storytelling. The workshops were informed by research and guided by design.	25
Figure 3.1.	In workshops, a broad cross-section of synthesized comments from participant groups were put on posters which were displayed on the walls in the workshop space. Participants were invited to comment using sticky notes. (photo by C. Hrynkow Shewchuk)	35
Figure 3.2.	Pre-printed comments on posters covered a range of voices from NIMBYs in the community to residents of the homeless camp. (photo by C. Hrynkow Shewchuk)	36
Figure 3.3.	Workshop posters, content 1 of 2. Note: All three workshops began with a group review of these posters, designed to “prime” the knowledge of basic facts around homelessness in Maple Ridge; the concept of group problem solving, as well as a synthesis of the comments received on the public survey. (design: Casey Hrynkow Shewchuk).....	37
Figure 3.4	Workshop posters, content 1 of 2.....	38
Figure 3.5.	Empathy Map: Housed Resident.....	39
Figure 3.6.	Empathy Map: Person living without a home	40
Figure 3.7.	Empathy Map: Senior	40
Figure 3.8.	Empathy Map: High school student.....	41
Figure 3.9.	Empathy Map: Small business owner	41
Figure 3.10.	Storytelling Kits: Contents	43
Figure 4.1.	Analyzing Survey responses	47
Figure 4.2.	A majority (89%) of the community supports improving the situation of the homeless. Twenty per cent are supportive, as long as the homeless are not housed in their neighbourhood. There is a small percentage (11.4%) that simply don’t want any of those experiencing homelessness housed in Maple Ridge.	49
Figure 4.3.	There were 137 responses to Question 4 where residents were asked about their concerns around the housing options for those who are	

	currently homeless. Three of these responses did not relate to the question and were removed from data.	50
Figure 4.4.	Twenty-seven (20% of total) responses to Question 3 indicated sympathy for the homeless, but not a willingness to have them situated in their neighbourhood.....	52
Figure 4.5.	Seventeen comments (11.4%) demonstrated high emotions ranging from frustration to anger and even hate towards people experiencing homelessness.....	53
Figure 4.6.	Workshops put persons living without permanent homes, housed seniors and even politicians at the same tables, working together.	69
Figure 4.7.	Gleicher's Formula. Among a number of other characteristics of this accessible little formula, it is noted that everyone's opinion matters. That matters in community-based research. (Cady, et al).....	71
Figure 4.8.	Example of Empathy Map completed by participants.....	72
Figure 4.9.	Crazy 4s varied from the relative order and cogence of this drawing, with some workable ideas generated, to the drawing in Figure 4.12 which remained unexplained.	73
Figure 4.10.	Crazy 4s, example 2.....	74
Figure 4.11.	Crazy 4s, example 3.....	75
Figure 4.12.	Crazy 4s, example 4. This Crazy 4 was not well explained. It was done by someone from Anita Place.	76
Figure 4.13.	Dwayne and Gary imagine a way to create communication within Maple Ridge	77
Figure 4.14.	Dwayne and Gary's final poster.....	78
Figure 4.15.	Sean and Jessy's poster illustrated the importance of an integrated federal response to homelessness.....	79
Figure 4.16.	Themes of connection and community gardens came up in a lot of the posters.....	80
Figure 4.17.	Jamie, Veronica and Elicia, creating an integrated community building and neighbourhood.....	81
Figure 4.18.	Participants used every part of their creative kits at times, even the bag the materials came in became a building.	82
Figure 4.19.	A fully-integrated neighbourhood that evens the playing field between the poor and the not-so-poor, created by Jamie, Veronica and Elicia.	83

List of Acronyms

DESI	Design for Social Innovation and Sustainability
ICM	RainCity Maple Ridge and Pitt Meadows Housing Intensive Case Management (ICM) Team
NIMBY	Not in My Back Yard
SFU	Simon Fraser University
YIMBY	Yes in My Back Yard: a countermovement to NIMBYism
GLS	Graduate Liberal Studies Program at Simon Fraser University.

Glossary

Abductive Reasoning	<p>Charles Sanders Peirce observed that no <i>new</i> idea could come out of inductive or deductive reasoning. “The true first step of reasoning, he concluded was not observation, but wondering” (R. Martin, 64). Its goal is to wonder what could <i>possibly</i> be true, making new and unlikely connections generating possibilities often found in outlier groups.</p> <p>Abductive reasoning is finding an explanation, not proving it is the only one. Abductive reasoning is a form of inference or a leap to a conclusion (Sanders and Stappers, 61).</p>
Co-creation or Co-design	<p>An organized opportunity wherein a group of people are given designed tools to cooperatively create an “action, event, or artifact” (Sanders and Stappers, 299). “The designer and the researcher collaborate on the tools for ideation because design skills are very important in the development of the tools” (ibid, 24). In the instance of this project, “the person who will eventually be served by the design process is given the position of ‘expert of their experience,’ a large role in knowledge development, idea generation and concept development” (24).</p>
Heuristics	<p>In design research, the term heuristics refers to simple ‘rules of thumb’, tacit or explicit, for making decisions and solving problems (Lockton). They can use groupings of similar things or ideas, first things called to mind and the logic informed by life experiences of an individual.</p>
ICM	<p>Intensive Care Management Team. The Intensive Case Management (ICM) is part of an organization called RainCity Maple Ridge and Pitt Meadows Housing. It uses the Housing First approach. Self-determination and choice are at the center their decisions and interactions. With partners, they locate housing that is affordable and accessible to people in transition.</p>
Othering	<p>First posited by Edward Said in his book, <i>Orientalism</i> in relation to colonial viewpoints of “lesser” societies, the term is now more widely used as a way of describing social marginalization and use of power to maintain social or cultural stratifications. John A. Powell describes it as, “a set of dynamics, processes, and structures that engender marginality and persistent inequality across any of the full range of human differences based on group identities” (Powell, 2016, p.17). “Othering is at the heart of populism. The essence of populism is a group antipathy, profoundly felt, toward perceived elites. It is their</p>

opposition to the elites, the Other, that gives a populist movement its identity” (Rosenthal, 2016 p. 60).

The opposite of othering is not “same-ing”. That erases who we are (john a, powell, 2019).

Stigma

John Belcher and Bruce Deforge quote several authors in their article, *Social Stigma and Homelessness: The Limits of Social Change* that, “Stigma is likely to exist when there is labeling, stereotyping, separating (us versus them), status loss, and discrimination in a situation where there is unequal social, economic and political power (Corrigan and Wassel, 2008; Link & Phelan 2001a). Stigmatized individuals are often times viewed as flawed and less than fully human: (Dovidio et al., 2000)

Design for Social Innovation

The “founder” of Design for Social Change, Ezio Manzini says, “Design for social innovation is everything that the expert designer can do to activate, sustain, and orient processes for social change toward sustainability.... Design for social innovation entails a sociotechnical transformation driven by and oriented toward social change”. (Manzini, 2015, p.62, 63)

Community-based Research

Community-based research involves the community in not just being researched, but it helping to create the questions and methodologies used in the that research. It may be helpful to define community-based research as what it is not. “If a project does not legitimately and authentically engage community members, then it is not community-based research” (Halseth, Markey, Ryser and Manson, 2016 p.17). “The task then is to ensure that the community relationship is honored by making research matter” (ibid., p. 9)

Belonging

“‘Belonging’ connotes something fundamental about how groups are positioned within society, as well as how they are perceived and regarded. It reflects an objective position of power and resources as well as the intersubjective nature of group-based identities” (powell, 18).

Image – Introduction



George, a portrait by Leah Denbok

Leah Denbok is a teenaged photographer in Toronto, Ontario who has travelled extensively taking portraits of people living rough and interviewing them about their lives. Her project is titled *Humanizing the Homeless*. I have communicated with Leah and her father, Tim, since the inception of this project and they have been extremely supportive, offering access to Leah's images. I have used them throughout my research and in this thesis as a way of giving a face to homelessness without directly identifying any of the participants in the current study.

Chapter 1.

Introduction

This project was born out of a liberal studies program at Simon Fraser University. Although this research departed from that tradition, it was inspired by it. The core readings examined in the first two courses of the Graduate Liberal Studies (GLS) program at SFU awoke a curiosity about the world of philosophy, the social constructs that dictate the human experience, and the way human beings relate to each other. Stoicism in particular caught my attention for what I saw as a contrast of an egocentric, unemotional philosophical outlook interlaced with socially-minded ways of thinking. Within the practicality and fatalism of Stoicism there is an awareness of the connectedness of all beings and, with that, a responsibility to respect each other. I felt that I related to the philosophy:

But I have seen the beauty of good, and the ugliness of evil, and have recognized that the wrongdoer has a nature related to my own—not of the same blood or birth, but the same mind, and possessing a share of the divine. And so none of them can hurt me. No one can implicate me in the ugliness. Nor can I feel angry at my relative, or hate him. We were born to work together like feet, hands, and eyes, like two rows of teeth, upper and lower. To obstruct each other is unnatural. To feel anger at someone, to turn your back on him: these are obstructions. (Aurelius, 2.1)

Two millennia later, Marcus Aurelius' regard for others is familiar to us through the modern approach to human rights, and recognition of a bond that is shared by all humans and that transcends our mortal qualities. Despite progress on human rights, particularly since the second World War, increasing numbers of human beings experience discrimination in the form of poverty and homelessness. We are one species. For any number of reasons, some thrive and others struggle.

In the GLS program, readings of Jean Rhys' *A Wide Sargasso Sea*, Bronte's *Jane Eyre*, Shelley's *Frankenstein* and Mary Wollstonecraft's *Letters Written in Sweden, Norway and Denmark* exposed me to the development of the colonial world view that is embedded in Western society and that often precludes other ways of thinking. *A Wide Sargasso Sea* and *Jane Eyre* tore at my emotions for the ways that women and the

mentally ill were marginalized. In *Frankenstein* I was struck by what I viewed as the arrogance of colonial thinking that accorded such power to the scientific mind that it allowed a person (a man) to tinker with living things (and dead things in this case).

Antoinette Cosway (Bertha) was the tragic heroine in *A Wide Sargasso Sea*, struggling with her identity as a Creole woman, and not feeling that she belonged anywhere in the turbulent world in which she grew up. She was married to Edward Rochester in an arrangement that was of benefit to her husband. This book and *Jane Eyre* share different views of Bertha Mason. Jean Rhys finished *Wide Sargasso Sea* in 1966, almost 120 years after Brontë wrote *Jane Eyre*, with the advantage of a wider view of the world of Brontë's time. Rhys used Bertha partially to illustrate her own experience growing up in Dominica (Rhys, 1966, p. viii), caught in a limbo between her European heritage and the Creole culture in which she grew up. In *Jane Eyre*, Bertha is the closeted wife/madwoman in the attic of Thornfield Hall —unpredictable, wild and given to fits of rage. For me, this brought up the fact that madness in women, as recently as Rhys' time, was considered to be attributed to any number of symptoms including depression, homosexuality or marital disobedience (Vedantam, 2019). That Bertha should be effectively imprisoned in the house in which she lived was haunting.

My reading of Bertha's situation of not belonging in the refined white European world, segued to the reading of Mary Wollstonecraft's *Letters written in Sweden, Norway and Denmark*. In contrast, Wollstonecraft writes in the popular travel diary style of her time, unapologetically making observations that appear to validate the prevailing belief in the superiority of refined English society, and how far Scandinavians have yet to come: "I never, my friend, thought so deeply of the advantages obtained by human industry since I have been in Norway" (Wollstonecraft, 1975, p.60). And forgoing her understanding of the status of women in her own country Wollstonecraft remarks, "As for the women, they are simply notable housewives; without accomplishments or any of the charms that adorn more advanced social life" (ibid., p. 102). This colonial viewpoint of the rest of the world has, I believe, continued to be nurtured by those in power so that, to this day, societies are able, often without remorse, to view other human beings as inferior, and even inhuman.

A final marker on the journey to starting this project relates to Wollstonecraft's daughter, Mary Shelley, writing *Frankenstein* in 1818. This story is a cautionary tale

about the folly and hubris of a young scientist who reanimates dead tissue which he has assembled in human form, and the tragedy that subsequently unfolds. The idea that the pursuit of knowledge allows for any and all interventions in human life led me to reflect on the Nazi experiments on prisoners during the Second World War, and the sterilization of thousands of (nominally) mentally ill in the US and Canada to keep them from reproducing (Vedantam, 2019).

This project was initiated by work in SFU professor Mary-Ellen Kelm's course, *Mental Health, Activism and History: Community Based Research*, Graduate Liberal Studies coursework. The content of the course expanded on what I had been doing in my professional career as a design strategist. In that role, I worked with large and small groups in communities and drew on my background with a group of approaches known as "design thinking" to help those communities tell stories about how they saw their communities now and in the future. These stories can spark systemic change in the way these communities think about themselves. In Dr. Kelm's course, we worked with members of what was once known as the Mental Patients' Association of Vancouver to better understand their points of view on the transition from institutional care to community-based care in the early 1970s and beyond. This introduced me to the importance of involving subjects of research in helping to craft the questions asked, and the methodologies used, in design research. In this project I interviewed people experiencing or having experienced homelessness to shape the methodologies and questions used in public workshops designed to discover opportunities for change in public perceptions of people living with homelessness.

1.1. A personal impetus

More personally, this project started with the final loss of my younger brother, Mark, in 1999. I say final loss, because it was an incremental process of loss through my brother's addiction to heroin, his inability to work, and his need to feed his addiction through criminal activity. Mark was a highly intelligent, empathic and kind person with a wicked sense of humour. He taught my younger sisters how to camp and fish. He taught them how to be kind and brave and how to make people laugh. He stepped in as their father figure after our father's suicide in 1976.

Mental illness affects my entire family to some degree. I understand its siren song towards addiction and self-harm. I have witnessed the shame my brother felt with his own family after failing to get clean so many times, after stealing from us and lying to us — all in an effort to feed the Hungry Ghost.

Mark's assets defined a human being with such tremendous value. As unique as I believe his value to be, it is only equal to the value of every other human being on this planet. Poor or rich, sick or well, religious or atheist, child or adult — no matter how we see them — they are precious and deserve care. And, to me, care doesn't mean forcing out the "wicked ways" of drug addiction while dangling the carrot of housing. It doesn't mean helping them if...

Ultimately, I believe the system of support for people struggling with addiction, mental illness and/or brain injury needs a complete overhaul. As a wealthy, sophisticated society, Canadians must insist that this happen. Homelessness is driven by many factors including addiction and mental illness as well as economic pressure and climate change. It is not going to evaporate on its own. Pushing it from one place to another won't make it go away.

If we are to effect change in the epidemic of homelessness, Canadians must feel a visceral drive to make things better for every one of us, not just those who fit into a comfortable box of normality. To do that, we need to feel empathy and demand inclusion for those living without stable housing. If we feel that empathy, we can work up enough anger to insist on solutions.

1.2. Design Thinking

This project is predicated on a process of primary quantitative research as well as qualitative research methods, including those that use design-based methods and design thinking as agents to spark innovation and make progress in building human empathy towards those experiencing homelessness. Design as a term isn't without its challenges. Its component words — design and thinking — raise both preconceptions and questions.

Design is inherently a problem-solving process. It operates in a space in which there must be at least some, if not many, limitations or barriers in order to function in a

way that uses a designer's innate curiosity and creativity in order to analyze and solve a problem. There is never one absolute and correct answer in design, only realistic possibilities that live within limitations like time, budget, medium, scale, etc.

Designers are comfortable with ambiguity. Within that ambiguity there often lies a solution that no one, including the designer, could ever have imagined. Design is creative, analytical and playful, which can mislead people into believing that it is simply "play". But design exploits a relatively unique type of thinking. Rather than using only inductive and deductive reasoning which seek a singular solution, design thinking leverages abductive reasoning to discover unexpected possibilities.

A timeless example of this is explained by Steven Johnson, in his book, "Where Good Ideas Come From". He describes the moment in the Apollo 13 Mission where engineers at Mission Control are forced to jury rig a carbon dioxide filter, on the fly, from parts that would be on the capsule itself. They assembled something they called a "tiger team" to pull out all the spare or available parts they would have on the module and spread them out on a conference table at Mission Control: suit hoses, stowage bags, canisters, duct tape and other gadgets.

Holding up a carbon scrubber, Deke Slayton, head of Flight Crew Operations said to the team, "We gotta find a way for this to fit into a hole for this, using nothing but what's here".

Johnson sums it up, "So the trick to having a good idea is not to sit around in glorious isolation and think big thoughts. You just need more parts on the table" (Johnson, 2010, pp. 42). And what if there had been a trained designer on that "tiger team"? They might have encouraged techniques like pairing random words (Michalko, 1998, pp. 148) to ask, how is this part like a cup/umbrella/violin/snake? This type of creative stimulus might help the engineers suspend what they know to be true to imagine how something on that table might work in another way.

In his book "Design Thinking: Understanding How Designers Think and Work", Nigel Cross argues that "A logical proposition is not to be mistaken for a design proposal. A speculative design cannot be determined logically, because the mode of reasoning is essentially abductive" (Cross, 2011, pp. 27).

So how do the words “thinking” and “design” pair up logically? Design conjures the picture of a person who has flashes of brilliant inspiration to create things we find beautiful or useful. Thinking is just something we all do. But, what does “design thinking” mean? It is not the machinations of a designer’s thinking, but rather the use of the tangential ways in which a designer will approach a problem which can help non-designers to reason abductively. Using the skills of a designer in collaboration with experts in other fields begins to explain what the combination means. Design thinking is a team sport. It uses cross-disciplinary skills combined with a designer’s inherent ability and comfort working in the abstract to help those specialists work as co-creators of new possibilities. In the case of this researchers work, the specialists were both trained experts as well as lived-experience experts.

In his article, *Design Thinking: Notes on its Nature and Use*, Charles Owen states, “Design thinking is in many ways the obverse of scientific thinking. Where the scientist sifts facts to discover patterns and insights, the designer invents new patterns and concepts to address facts and possibilities” (Owen, 2007, pp 17). Owen also makes the case for cross-disciplinary teams in the process of design thinking.

1.3. Project Goals

The goals of this project are to

1. Investigate the potential for design-based methods to achieve greater understanding between those experiencing homelessness and the rest of the community of Maple Ridge, in order to give agency to, and create inclusion for, those being stigmatized by a state of homelessness;
2. Evaluate the broader applicability of design-based methods as a means of supporting progress in common divisive community issues; and
3. Generate new questions and avenues for research

1.4. Background

Driven by right wing populist nationalism, the British referendum to leave the European Union in 2016 (Henley, 2019), the election of Donald Trump in the United States in 2017, and Quebec’s Bill 62 (The Globe and Mail, October 24, 2017) banning

religious face covering or “niquab” are just a few examples of the polarity being created in the modern world. One need only tune into CNN or Fox News to hear the same rhetoric supporting or arguing against isolationism, xenophobia, and white supremacy. Enough Americans voted for someone divisive, someone who promised to keep “undesirables” out of the U.S., that these policies are now being implemented with the support of the electorate. While refugees pour out of all parts of the world, fleeing hate, ethnic cleansing, floods and fires, those who see them as a collective invasion of their mother countries are reacting negatively, sometimes even violently. Those who come without means are not welcomed by a North American populace who see them as taking jobs or diverting resources they believe are meant for that established populace. This polarization illustrates the opposites of wealth and poverty, power and impotence, black and white. It has also developed around the issue of homelessness in Canada, where up to 200,000 people are living without permanent housing in any given year (Goering et al, 2014, p. 6).

Homelessness in Canada became an emergent social issue in the 1970s after mental institutions were decommissioned. Although the intent was to allow mental patients to have greater access to family and social supports, professional community support was lacking. In “Those people known as mental patients’. Professional and Patient Engagement in Community Mental Health in Vancouver, BC in the 1970s”...”Geertje, Davies and Morrow state that, “an increasing number of patients leaving large mental hospitals or new general hospital psychiatric wards had nowhere to go for support” (Geertje, Davies and Morrow, 2014, p. 6). Around that same time, the federal government began disinvestment in housing, shifting funding to the provinces (Gaetz, Dej, Richter & Redman, 2016, p. 12). At about this same time, an increase in the availability of powerful and relatively inexpensive street drugs materialized, creating a perfect storm of growing poverty, addictions, and reduced access to housing. In Greater Vancouver, real estate prices have risen at alarming rates, consequently pushing rental rates out of reach for more and more people (Tunstall, 2018).

Although housing has normally been cited as the priority issue, there are other factors at play that point to the battle between those who support housing for marginalized groups and those who don’t want that housing anywhere near where they live or work. This not-in-my-backyard (NIMBY) attitude has been widespread in Greater Vancouver. In Vancouver’s Marpole neighbourhood, the phrase, “right idea, wrong

location” is quoted in response to the temporary modular housing that was built there. Vancouver’s director of homelessness services, Ethel Whitty, was quoted as saying, “it is typical for residents to protest this kind of project before embracing it, which has been the experience with the 13 permanent supportive housing initiatives located across the city” (Ormond, 2017). The City of Nanaimo, BC has also experienced tensions between domiciled residents and those living in a camp called *DisconTent City*. When the BC Ministry of Municipal Affairs and Housing, in conjunction with the City, planned supportive housing in the Cranberry Avenue area of the City, residents were vocal and adamant that the project not go forward, citing concerns about the safety of their children. Nanaimo City Council ultimately voted 7-2 to pull out of the project. The Anita Place Homeless Camp in the City of Maple Ridge, British Columbia, Canada, has been the subject of intense disagreement between community members and is an important part of this research project.

Threats and violence aimed at the homeless have occurred in urban areas in a number of Lower Mainland (Greater Vancouver) communities, including Maple Ridge. Many residents will claim support for the homeless, but not where they live. “Something needs to be done, but not sure this is the solution,” is fairly typical of many passive aggressive responses received in an online survey conducted in the summer of 2018. There are numerous studies that show that society feels hatred toward the poor and homeless and blames them for their situation (Corrigan and Wassel al, also Rankin).

1.4.1. Stigma and Agency

Can the view of the homeless, the drug dependant and the mentally ill be reframed, if not entirely changed? The perception that weak moral character (Phelan, Link, Moore & Steuve, 1997, p.4:323) is somehow the root cause of mental illness, drug dependency, poverty, and random misadventure hinders any meaningful work on solving homelessness. Many people see the homeless as entirely at fault for their situation (Belcher & Deforge, 2012, p. 22:932). As long as Canadians and various levels of government continue to view the homeless as “less than” (i.e., not as legitimate citizens of their communities) and to pass the problem back and forth between them, it is unlikely to be resolved.

One of the keys to helping people who are homeless is to develop programs that reduce the social stigma attached to being homeless, thus assisting the community and society to move away from stigmatizing attitudes and behaviors of people who are different and adopt more accepting views (ibid., p. 22:936).

In addition, there is evidence that knowing who the homeless in our populations are is fundamental to helping and housing them.

For the first time, many communities across the country [U.S.] are collecting and maintaining real-time data and lists of the names of people experiencing homelessness, and from those deepening their understanding of the dynamics of a complex and ever-changing problem. They're also imitating a kind of command-center-led coordination efforts that have been crucial to historic public health victories, such as the eradication of smallpox and the near eradication of polio. And they are linking in a national network, capturing and sharing effective strategies, as they emerge, to improve their performance (Bornstein, June 5, 2018, para. 3).

Phelan et al quote Berger, Fisek, Norman, & Zelditch in *Stigma, status, and population health*, that although status characteristics theory (SCT) is an established model, the definition of stigma is not yet wholly agreed upon (Phelan, Lucas, Ridgeway and Taylor, 2013, p. 16). "The stigmatized person is "reduced in our minds from a whole and usual person to a tainted and discounted one" (Goffman, 1963, p. 3). And what has this ideology done to those in our community who are not homeless?

The power balance in homelessness is influenced by many situations. The way some "view" people experiencing homelessness — their way of dress, behaviours and physical carriage— puts the viewer in a relative position of power. Most members of the general population have some financial means, are employed, and do not have to carry their worldly goods with them everywhere.

Even from an altruistic point of view, when well-meaning members of society make an effort to care for people experiencing homelessness with initiatives like volunteering at soup kitchens, donating clothing, etc., they unwittingly put the homeless in a position of "those who need to be cared for" — the power tipped decidedly in the direction of those who have the means to help those who do not. Those who do not have those means are consequently made to feel dependant. Belcher and Deforge observe, "Like many social service interventions, faith-based initiatives serve the poor by making them 'clients', which may further stigmatize them. Rather than providing for the poor and

homeless with additional resources, much of society wants to maintain the homeless as clients, 'beholden' for their care" (Belcher and Deforge, 936).

In an extensive report issued in December of 2018, the Pivot Legal Society investigated stigma in the legal system in British Columbia, encompassing the stigmatization of homeless people in society. They also point out the blindness of privilege in even seeing stigma: "Because stigma is culturally constructed, it is often difficult for those living in the society out of which it arises to see it, especially if one is privileged enough not to experience that stigma directly on a daily basis" (Bennett and Larkin, 2018, p. 120).

Homelessness as a situation can happen to anyone. Research in this study has uncovered stories of lives full of promise and success turning, in months or days, into homelessness. In the first century, Seneca wrote that, "No man has ever been so far advanced by Fortune that she did not threaten him as greatly as she had previously indulged him" (Seneca, c. 4 BC – 65 AD, Letter 4, para. 7).

Phelan, Link, Moore, and Stueve offer numerous descriptions of the ways in which people can be stigmatized, including the labelling of human differences (Phelan, et al., 1997, pp. 324-325). In relation to homelessness specifically, the term "homeless" is used as a label, not unlike "dirty", which signifies dehumanization of the person, making them a thing rather than a living being (Belcher and Deforge, 931, also Pilgrim).

The following description of "belonging" (as opposed to being stigmatized), and giving agency to people experiencing homelessness, is at the core of this research. Can we adapt our thinking to include these human beings in our societies? This project seeks ways to seed a meaningful shift in peoples' *perceptions* of homelessness.

Belonging means more than just being seen. Belonging entails having a meaningful voice and the opportunity to participate in the design of social and cultural structures. Belonging means having the right to contribute to, and make demands on, society and institutions. (powell).

In his 1979 text, *Central problems in social theory: Action, structure and contradiction in social analysis*, Anthony Giddens points out that people who are homeless are not simply "things" to be studied, but thinking, feeling beings who are able to speak for themselves and participate in shaping change (Giddens, in Belcher & Deforge, 2012, p.940). The concept of agency in these marginalized groups is discussed

in relation to people with mental illness in *Citizenship and Community Health Care*. In it, the authors define citizenship as

the person's strong connection to the 5Rs of rights, responsibilities, roles, resources and relationships that society offers to its members through public and social institutions and associational life, and a sense of belonging in society that is validated by one's fellow citizens. (Ponce & Rowe, 2018)

This research project examines ways to generate effective solutions through "community-based research" (Halseth et al). The research methods in this project are rooted in the precepts of design thinking. Specifically, the investigator has utilized the methodologies of co-creation¹, and co-design (ibid) involving members of the community in the design of the research and some of the research methodology.

1.5. Homelessness as a "Wicked" Problem

Problems like homelessness are tangled, complex issues. They involve complexity in culture, finance, politics, education, and various other societal norms and expectations that make creating a global solution impossible. Known as "wicked problems" (Rittel), these kinds of challenges can often be more effectively addressed through multidisciplinary co-operation guided by people like designers and design strategists who, through their experience with divergent thinking and using abductive reasoning and collaborative sensemaking, can assist subject experts to see new ways of solving problems.

Canadian designer and facilitator, Adam Kahane, describes these wicked problems in his book *Power and Love* this way:

A challenge is tough when it is complex in three ways. A challenge is *dynamically* complex when cause and effect are interdependent and far apart in space and time; such challenges cannot successfully be addressed piece by piece, but only by seeing the system as a whole. A challenge is *socially* complex when the actors involved have different perspectives and interests; such challenges cannot successfully be addressed by experts or authorities, but only with the engagement of the actors themselves. And a challenge is *generatively* complex when its future is fundamentally unfamiliar and undetermined; such challenges cannot

¹ "We take co-creation to refer to any act of collective creativity, e.g., creativity that is shared by two or more people." (Sanders and Stappers, 2012, p. 9).

successfully be addressed by applying 'best practice' solutions from the past, but only by growing new, 'best practice solutions' (Kahane 5).

Homelessness is one of these tough challenges. It is outside of the scope of this project to address the *dynamics* of homelessness or seeing it as a whole and interdependent system. Rather, it is the intent of this project to develop tools which will allow those who *can* see it as that whole system, to look at it in new ways. Addressing stigma and its attributes is one way of changing the way people see the challenge of homelessness.

This project does look at the *social* complexity of the problem. In *Social Stigma and Homelessness: The Limits of Social Change*, John Belcher and Bruce Deforge cover the causes of social stigma around homelessness. In their conclusion, they invite further dialogue about stigmatization of the homeless and the acceptance of poverty in North American society (Belcher & Deforge, 2102, p. 22:941).

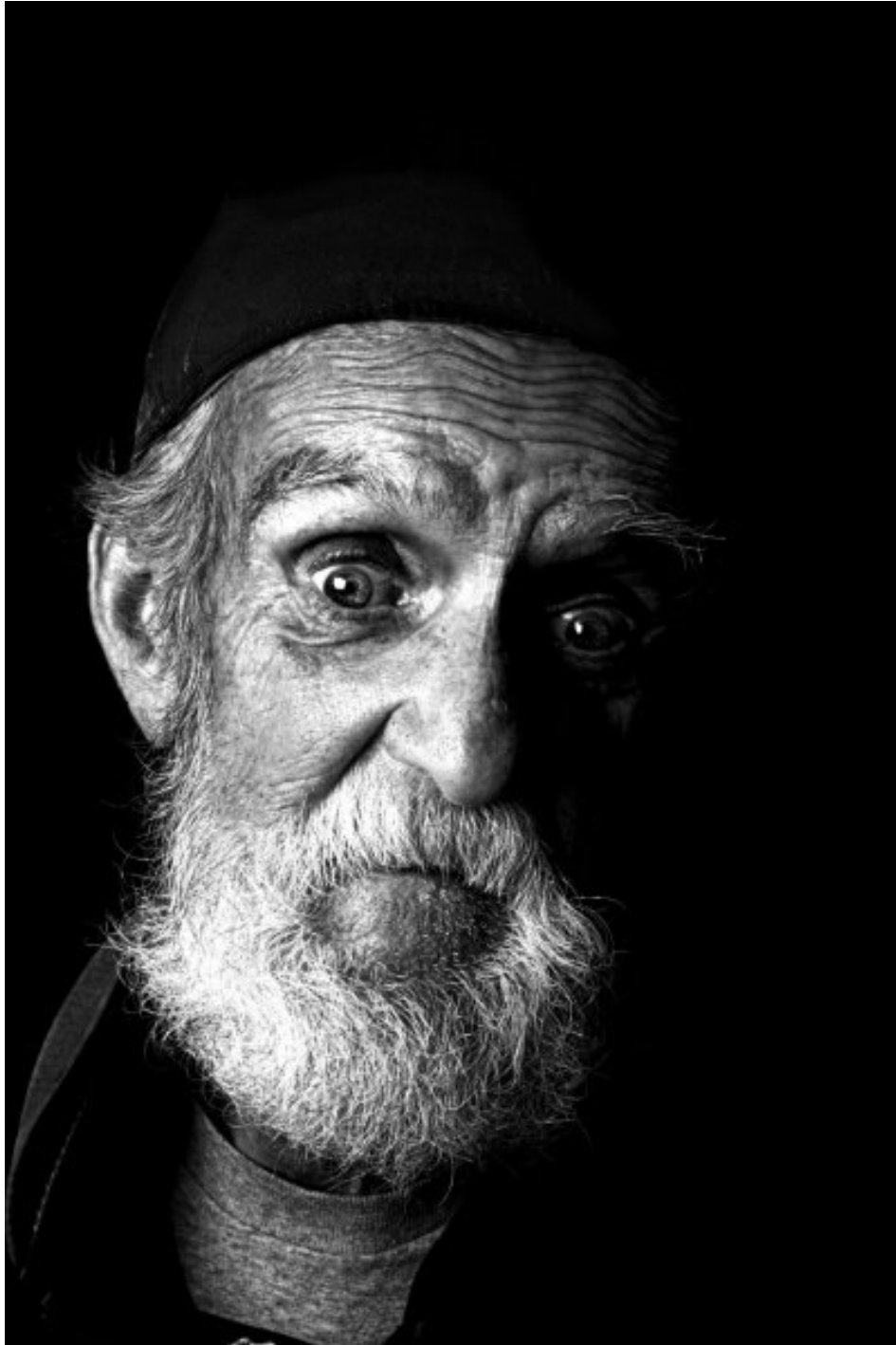
The focus of this project is to look for openings in that dialogue. It uses community-led design thinking methods to seek a way to spark a shift in attitudes through the use of design for social innovation. It intends to find ways to sensitize a community to the humanity of the homeless through a solution or solutions informed by community-based research and co-creation. All of these tools give agency to each participating individual. From here, the demand for greater empathy and care can be pushed up to influence the dynamics at play.

Finally, this project looks at the *generative* complexity of the problem. It acknowledges that there is no right answer, nor any specific salve to satisfy everyone affected. It acknowledges not only those experiencing homelessness, but also those who feel discomfort around homelessness and looks at how they might allow for greater understanding. This project designs ways to hand the problem back to those affected, along with a set of tools for creating their own solutions.

Rather than addressing homelessness itself, this project explores the causes of stigma towards people who are experiencing homelessness in order to find ways for the total community to heal itself and come together. This work will be informed by the participation of people in the community, both domiciled and homeless.

Chapter 2.

Literature Review



Glen, a portrait by Leah Denbok

2.1. Homelessness as a state of being in Maple Ridge, British Columbia

Many people struggle to accept those living with homelessness in their communities (Belcher & Deforge, 2012, and Phelan et al, 1997). This project uses community-driven design methods to investigate ways to change attitudes around homelessness in Maple Ridge, a suburb in the Greater Vancouver region. The stigmatization of people living with homelessness in Maple Ridge, British Columbia is indicative, at varying levels, of attitudes everywhere in Canada and the US, and the fact that this is a barrier to housing for the homeless is only part of the issue (ibid., and Tunstall, 2018).

Hughes, Madoc-Jones, Parry & Dubberly observe that those experiencing homelessness largely own only what they can carry with them or push in a cart. They have no specific place to be during the day (Hughes, Madoc-Jones, Parry & Dubberly, 2017.). The basic human reaction to homelessness as a state of being keeps these people from having agency in their own lives and in the community. They are largely invisible to the larger community unless they're suspected of criminal behaviour. This invisibility and assumed criminality, combined with the fact that many in the community see them as lazy, dirty, infectious, uneducated, and dangerous creates self-stigmatization, further embedding stigma in the general population (Corrigan & Wassell, 2008, p. 45).

The major factors contributing to homelessness on the local level are poverty, addiction and mental illness. The move to providing more out-patient care for people with mental illness (rather than custodial care) has put a particularly vulnerable population in precarious housing situations at best. And yet, it is a segment of our population that is not socially included or accepted.

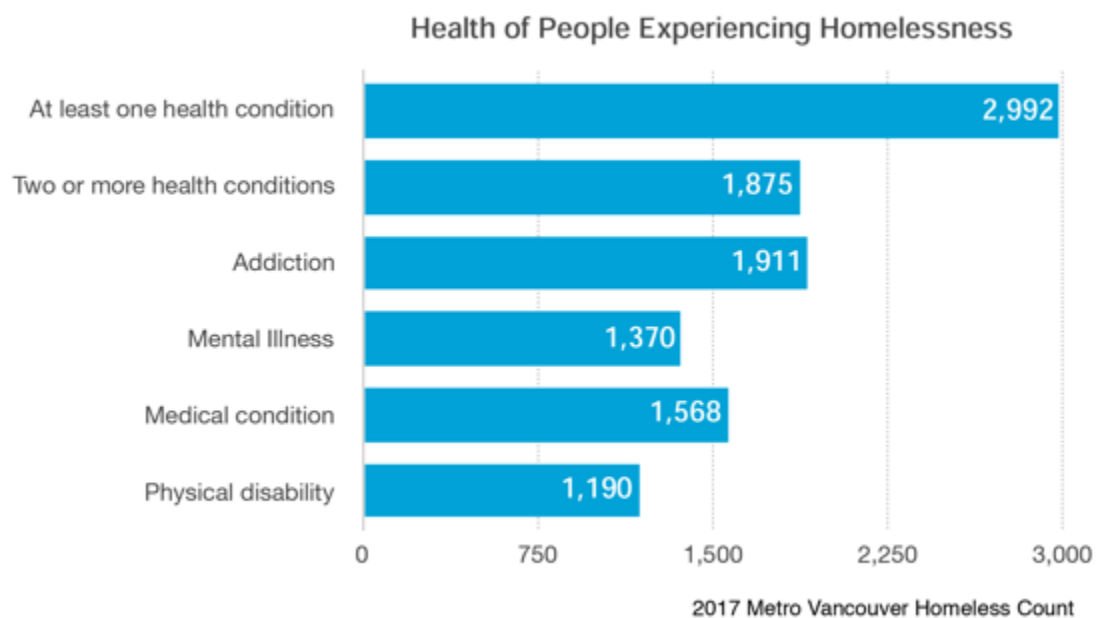


Figure 2.1. Health-related issues for people experiencing homelessness.

The 2017 Metro Vancouver Homeless Count showed that 3,605 people who identified as homeless, 53% had some form of addiction and 38% were mentally ill. That leaves about half of that population who are neither. One of the biggest issues in the goal of humanizing the homeless is that, because there is a proportion in the homeless population who the public see as threatening, either because of erratic or criminal behaviour, everyone in that group is painted with the same brush.

2.1.1. Protest Camps

The Anita Place Tent City was established by a number of homeless people in Maple Ridge, with the help and direction of Tracy Scott, an outspoken woman living homeless at the time, and with the assistance of Ivan Drury. (Bossley, personal interview). Drury is a well-known homeless advocate in the Lower Mainland. He is “a college history teacher” who describes himself as a former anarchist and now a Marxist-Leninist, [who has] made headlines this year fighting the closure of a homeless camp in Maple Ridge” (Baynham et al, 2017). Pivot Legal Society, well-known advocates for the poor in Vancouver, have also become involved with the camp.

The effects of the protest aspects of the camp are not known, but it would seem that the tension created through the actions of protest have galvanized both the community and City Council against the existence of the camp.

2.1.2. Housing First

With its roots going back to the 1970s to a Toronto Group called Houselink, the formal name “Housing First” originated with a Pathways to Housing, Inc. program in New York in 1992 (Padgett, et al). “Housing First is a recovery-oriented approach to homelessness that involves moving people who experience homelessness into permanent housing as quickly as possible, without preconditions and then providing them with additional supports and services as needed” (Gaetz, Housing First).

The idea of creating a stable living situation as a priority has grown across North America. Housing First has recently emerged in Canada as well as other parts of the world as a primary response to the growing issue of homelessness (Gaetz). A report authored by Padgett et al found “strong evidence” that Housing First was more successful than Treatment First as an approach to rehabilitating those subjects who were seriously mentally ill and suffering from addiction, allowing them to stabilize and live in the community after long periods of homelessness (Padgett, et al).

Housing First is a contentious issue in Maple Ridge, with a vocal minority insisting that those experiencing homelessness “stop using drugs” before they get housing. Based on the positive outcomes of Housing First programs (Goering, et al, 2014, p.10), this argument makes little sense, yet it is deeply embedded in the narrative of many people fueled by ignorance and misinformation. The battle over housing the “difficult to house” in Vancouver started on the Downtown East Side, where addictions were a central theme in homelessness.

Travis Lupick’s book *Fighting for Space* addresses the addiction epidemic in Vancouver’s Downtown East Side (DTES) and the ways in which organizations like Portland Hotel Society and Vancouver Area Network of Drug Users (VANDU) have advocated for addicts. Lupick offers an emotional understanding of othering (social marginalization) of the homeless, who are often (but certainly not always) mentally ill or addicted, or both. He quotes Member of Parliament, Libby Davies, who met with

members of the community on several occasions, as defining the social marginalization of addicts on the DTES. “I realized that one of the issues was that nobody listened to them...that once you were labelled a drug addict or a criminal, nobody again ever saw you as an individual. You were part of this stereotype, a screwed up criminal” (Lupick, 2017, p.123).

Another important focus of this book is on the Housing First efforts on the DTES. “The Housing First movement, which is now being widely implemented by the Province of British Columbia posits that, by giving people a roof over their heads, you begin to stabilize their lives to a point where they can then work on their addiction issues, mental-health problems, prospects for employment and relations with family and friends” (ibid., 140).

The costs of treating those with mental illness when they are not stably housed, are greater than when these individuals are in stable housing. In *Costs of services for homeless people with mental illness in 5 Canadian cities: a large prospective follow-up study*, Eric Latimer et al found that there were significant costs to society in caring for the mentally ill when they were not stably housed. Add to this the low quality of life and poor health of these individuals and there is a clear argument for community mental health interventions like Housing First. In fact, Sylvestre et al quote Toro et al., Gaetz, Donaldson, Richter & Gulliver-Garcia, Motaro, Khan, Kim, Nasaruddin & Desai in their observations that those who are not housed or who are precariously housed have “high rates of bipolar disorder, anxiety disorders, schizophrenia, major depression, stress and co-occurring substance use disorder” (Sylvestre et al, 2018, p. 2). In their 11-year study, Hwang, Wilkins, Tjepkema, O’Campo, and Dunn concluded that mortality rates among the homeless and marginally housed were substantially higher than on the basis of low income alone (Hwang, et al, 2009, pp. 1, 8).

Even putting the stated limitations of their study aside, a 12-month controlled trial in Vancouver, conducted by Patterson, Moniruzzaman & Somers observed and recommended that:

Most mental health and housing research has focused on developing services to change individuals rather than potential change to communities or society that would support marginalized individuals. Access to safe, affordable housing and treatment for mental disorders and substance use is critical to social inclusion as well as access to employment and recreation

opportunities. Service providers and policy makers have the opportunity to facilitate social inclusion by ensuring services are not class-based. This includes expanding services for homeless individuals to communities outside of poor neighborhoods as well as mobile outreach and service delivery programs. Social action is not just required to increase the participation of marginalized citizens but also to modify the power relationships between various social groups (Patterson, Moniruzzaman & Somers, 2103).

There is certainly an element of criminality within the homeless population, tied largely to addictions. However, Somers et al cite “significant reductions in reconvictions compared to usual care” in a Housing First population. Their controlled trial also showed “improvements in public safety and reductions in crime.” It was a particularly germane study in relation to this project, as it dealt with crime and the homeless being integrated into residential neighborhoods. It would appear from this study that, although criminal behaviour is a factor in integrating the homeless population into urban neighbourhoods, it is also mitigated by adequately housing the homeless population (Somers et al, 2013, p. 6).

2.2. Community fears and the barriers to Housing First

Because Housing First seeks to house people within their own communities, it has received strong pushback from most communities in the Lower Mainland by people who cite fears for the safety of children and the elderly and the loss of personal property as well as a diminution in property values. People in Maple Ridge have stated that they believe that those who are homeless in the community are from other municipalities (even believing that they are bused into the community from Vancouver). Viewing these people as being from elsewhere allows people in the community to see them as “others”. Able to view them as “outsiders” they simply make them invisible (Belcher & Deforge). Applying labels, negative stereotypes and difference contribute to the social stigmatization of the homeless.

Stigma exists when the following interrelated components converge. In the first component, people distinguish and label human differences. In the second, dominant cultural beliefs link labeled persons to undesirable characteristics—to negative stereotypes. In the third, labeled persons are placed in distinct categories so as to accomplish some degree of separation of “us” from “them.” In the fourth, labeled persons experience status loss and discrimination that leads to unequal outcomes. Finally, stigmatization is entirely contingent on access to social, economic, and political power

that allows the identification of differentness, the construction of stereotypes, the separation of labeled persons into distinct categories, and the full execution of disapproval, rejection, exclusion, and discrimination. Thus, we apply the term stigma when elements of labeling, stereotyping, separation, status loss, and discrimination co-occur in a power situation that allows the components of stigma to unfold. (Link and Phelan, 2001, 27:367)

An article by John A. Powell and Stephen Menendian, in an online journal called *Othering & Belonging*, deals directly with the focus of this project. It contextualizes the act of “othering” as a problem that exists globally as well as locally. Othering is both a political and a societal construct. Powell and Menendian explain that “group-based othering may occur along any salient social dimension, such as race, gender, religion, LGBTQ status, ability, or any socially significant marker or characteristic” (Powell & Menendian, 2017, p.35). Othering is described as, “social cleavages and hierarchies based on differential power, privilege, and access to resources” on the Haas Institute for Fair and Inclusive Society website (Haas Institute).

Xenophobia and demagoguery have grown in recent years as evidenced by the election of Donald Trump as president of the United States (Powell & Menendian, 2017, p.19). He ran and won by playing to fear and resentment of “others”. He is able to continue with an outlandish international policy unchecked by an electorate that has an appetite for exclusion and protectionism. This kind of strategy is not new. Aristotle and other ancient Greek philosophers spoke of demagogues exploiting fear for their political power.

This promotion of fear from a place of political power most certainly feeds the act of othering in society today. It filters into public reactions to homelessness in a particularly intense way, as the homeless are viewed as “less-than human” because of perceptions of criminality and moral weakness, which somehow seems to validate this particular othering behaviour as morally justified. The behaviour appears not to be tempered by any need to be seen as politically correct in this instance.

When Canada’s Supreme Court ruled in favour of the safe injection program called Insite in Vancouver in 2011, it overturned Ottawa’s opinion that addicts had made *choices* to be addicts. The Court argued that addicts had no political agency and that their lives had value. Chief Justice Beverley McLachlin said, “The ability to make some choices does not negate the trial judge’s findings that addiction is a disease in which the

central feature is impaired control over the use of the addictive substance” (Canada (Attorney General) v. PHS Community, 2011).

2.3. Design thinking, design research and community-based research

2.3.1. Defining design thinking

Design has traditionally been defined and understood as a problem-solving process with visual outcomes in either two or three dimensions. The process as well as the outcome have been in the hands of trained designers (graphic, industrial, architectural, interior) who may or may not explore information outside of their field in order to inform the ultimate design outcome. The designer occupies the role of “expert”, and usually with the bias of privilege and education.

Tony Fry, Adjunct Professor and Convener, Master of design Futures Program at Griffith University, Queensland College of Art, Australia talks about design as a redirective practice.

Currently, design and architecture are regarded as disciplinary domains constituted from a number of subdisciplines (architectural design and architectural science; industrial design; and fashion design being representative examples). These disciplines exist within a rationalist model of divisions of knowledge and skills. Disciplinary thinking by its very nature, is exclusory, and this has a limited ability to comprehend and engage the relational complexity of unsustainability and the creation of sustainment. But the suggestion is not that we dispense with disciplines but rather they need bridging by a meta-discipline that facilitates an exchange of knowledge and dialogue based on a common language of engagement, while amassing collective knowledge in their own right. (Fry, 2009, p.55)

Tim Brown, CEO and of IDEO, a global design firm with specific expertise in human-centred service design, explains that “Historically, design has been treated as a downstream step in the development process —the point where designers, who have played no earlier role in the substantive work of innovation, come along and put a beautiful wrapper around the idea.” To carry this forward to now, he defines *design thinking* as “a discipline that uses the designer’s sensibility and methods to match people’s needs with what is technologically feasible and what a viable business strategy can convert into customer value and market opportunity” (Brown, 2). This business-

language-based definition can be and is expanded to include things which are “socially” feasible, converting into “societal” value and opportunity for “change.”

The definition of design has expanded over the last decade as designers begin to work in areas of service design and design for social innovation. What has evolved is a formalization of problem evolution, of “designers co-creating problems and solutions in an exploratory, iterative process in which problems co-evolve” (Dorst & Cross, 2001 in Kimbell, 42). In other words, design has become “a process of enquiry during which meaning is constructed with diverse stakeholders” (ibid. 49). This may involve members of a community who co-create to help examine and refine the problem space.

Over the last decade, some designers have expanded their field of study further to deal with “wicked problems” (Rittel). They use design thinking techniques in working with community members to address these problems from new perspectives. The work may or may not generate a solution, *per se*, but may reframe the problem to allow designers and others to work on solutions with fresh insight. Design thinking is also a term that describes the divergent and often unstructured way that creative people, specifically designers, must think in order to narrow and focus what is often an amorphous problem.

Roger Martin refers to these fresh insights as algorithms (R. Martin, p.8,9). This is a relatively new methodology of research in communities, but not without precedent.

2.3.2. Community-based research

This project uses design thinking, in an approach called Design for Social Innovation and Sustainability (DESIS). This approach came out of Italy and the Slow Food Movement. Ezio Manzini defines DESIS as “everything that expert design can do to activate, sustain, and orient processes of social change toward sustainability” (Manzini, 2015, p.62). In design for social innovation and sustainability, the sustainability of the design can be defined as environmental, economic or social.

Carlo Petrini founded the Slow Food movement in 1989. “Adopting a strategic design approach, he helped a number of local organizations to enable previously weak farmers to produce high-quality products and find channels for their sale a fair price to consumers capable of recognizing their quality” (Manzini, 2015, p. 61). By involving

farmers, breeders, fishers and processors in a cooperative system, the movement has increased local food capacity. It has captured the attention of media, consumers and the food industry in general. The movement has created demand for locally grown, high quality foods and has spread throughout Europe and North America. Slow Food used community-based design-led co-creation to build capacity from the ground up.

As a comparison, a project called Design Harvest, the Xianqiao Sustainable Community Project developed on Chongming Island, Shanghai set out to test a “bottom-up strategy to promote sustainable development by integrating urban and rural resource and opportunities” (ibid., p. 196). Like the Slow Food movement, the Design Harvest project took a broad view of the local resources as well as developing a new rural-urban relationship. This has been done based on design initiatives ranging from concept generation to scenario building, involving discussion with local people. It has positively impacted local craftsmanship, tourism services, infrastructure and entrepreneurship. Those involved in Design Harvest see this work as repeatable and scalable based on prototypes they are creating.

Elizabeth B.-N. Sanders describes design thinking with this drawing:



Figure 2.2. Elizabeth B.-N. Sanders describes design thinking as the “fuzzy front end” of design. This fuzzy front end describes the randomness of the process in its early stages, where new information requires revisiting older concepts in a kind of feedback loop that eventually settles as the work moves forward over time (Sanders).

This project builds on the foregoing secondary research, looking for solutions — not through the skills of those perceived as “experts”— but by including experts in lived experience with homelessness, experts who live in the neighbourhoods around the homeless camp, experts in small businesses, and experts in managing the city. Primary

design research uses more traditional methods such as fly-on-the-wall observation and interviews, as well as tools like co-creation kits, prototyping and participatory action research. Co-creation workshops build on the expertise of “non-experts” working in multidisciplinary (or multi-expert) groups to think abductively about a problem. And all the while, the work is done in that fuzzy front end described by Elizabeth B.-N. Sanders (Figure 2.1).

There are dozens of methods available to the design researcher for tapping into authentic stories and unique proposals that reside within a community’s collective experience. There are many documented exercises (Martin and Hanington, 2012; Kumar, 2013, von Boeljen et al, 2010) as well as many undocumented exercises which are adapted from these to suit a particular working group.

Abductive thinking can be stimulated and augmented through co-creation methods such as empathy mapping, sprint sketching and storytelling through image creation, all of which were employed in the workshops for this project.

2.4. Why this methodology?

There are a number of reasons why design research makes sense as the methodology for looking at ways to change the social stigma around homelessness. This is a problem and a set of possible solutions which rest with the community itself, not a group of experts, not a government agency. This is about a community changing the way it perceives an emergent problem.

Currently, many in the community see an enemy in the people who are experiencing the shame and loss of becoming homeless, rather than in the systemic issues that have caused them to be in this state. By blaming the homeless themselves, community members have identified a target that threatens their children and seniors through drug addiction and criminality. This ties into the conflation of homelessness, addiction and crime. Through regular exposure to homelessness, people also have a reminder of how close many of them might be to the same situation. On the other side, those experiencing homelessness feel alienated from the rest of the community by being stigmatized and by being treated as “unworthy”. One group feels anger and fear while another feels anger and shame.

“Town halls” hosted by the Province of BC as well as the City have not been effective and may have further entrenched both sides of the issue. In one town hall, hosted by the Province and attended by this researcher in January 2018, it was clear that tensions were high, with armed police officers overseeing the meeting. City Council meetings in the last two years, where housing for the homeless has been discussed, have sometimes required that participants be removed due to outbursts and disorder. The previous mayor, who had been in favour of supportive housing, received death threats and required protective services from the RCMP for a time. It is clear that what has been done thus far to bring the community together on the issue has not been effective.

In order to shift the perceptions that some residents hold about those experiencing the state of homelessness in Maple Ridge, it may be more effective to ask the community to shift their point of view through personal experience. Design research and design thinking are, in effect, putting the tools of change into the hands of the community itself. This alone is not a complete solution or motivation for change. But rather than putting a demand to “change your behaviour” in front of the community as a goal, design thinking can ask “What would you like Maple Ridge to look like in a future where homelessness is not a divisive issue and where you could include those experiencing homelessness as accepted members of the community?” What can be done to bridge that divide? This discussion can be had in what design research refers to as “co-creation” sessions where those experiencing homelessness work with the rest of the community to think about what a more positive future might look like.

Design thinking is, perhaps, one of the best ways to bring two sides of an issue together to solve a common problem, rather than having one side dictate a solution which doesn't fit for the other.

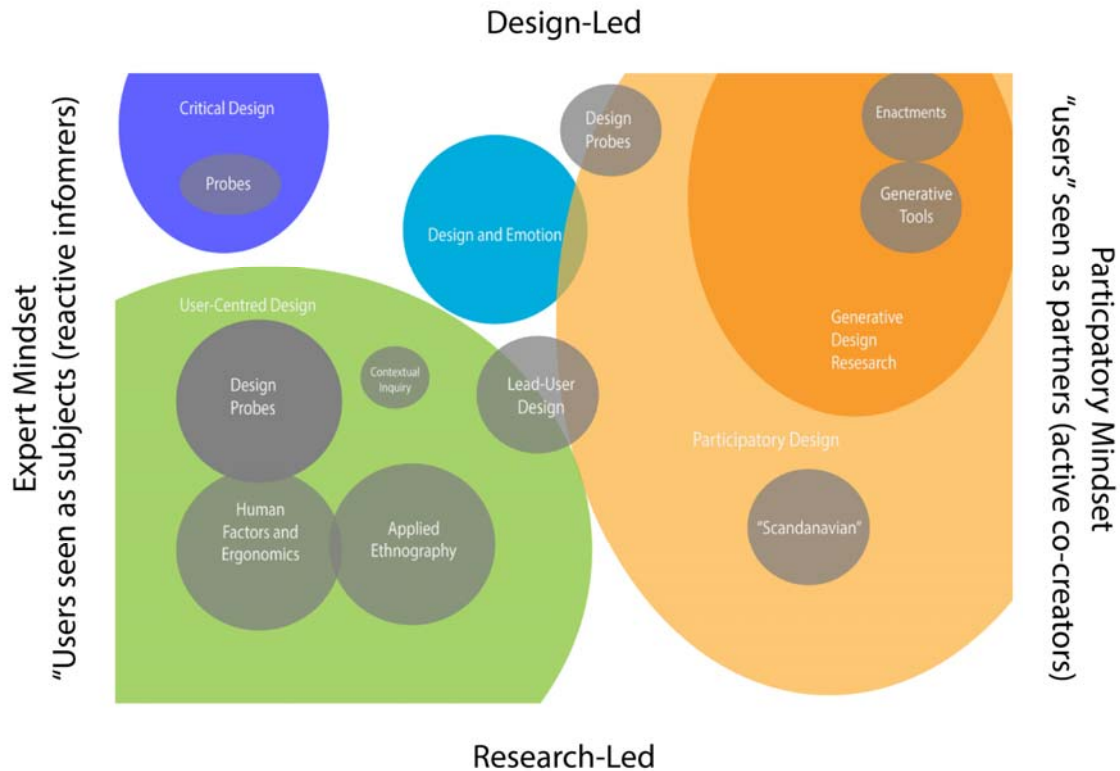


Figure 2.3. In traditional sociological research, the researcher-as-expert establishes the plan for the research and drives the research process from the expert position. In design-led, participatory research, those that will ultimately be effected by an outcome are involved in developing the methodology as well as setting the goals of the research. (Sanders and Stappers, 22). Work in this project has taken place within the dark orange area of the figure above. In workshops, participants were given generative tools with which to re-enact the problem and think in new ways about it using empathy mapping and storytelling. The workshops were informed by research and guided by design.

Based on the foregoing, it should be restated that the goals of this research are to:

1. Investigate the potential for design-based methods to achieve greater understanding between those experiencing homelessness and the rest of the community of Maple Ridge, in order to give agency to, and create inclusion for, those being stigmatized by a state of homelessness;
2. Evaluate the broader applicability of design-based methods as a means of supporting progress in common divisive community issues; and,
3. Generate new questions and avenues for research.

Chapter 3.

Methods



Chris, a portrait by Leah Denbok

3.1. Introduction

The primary research in this thesis was divided into four different stages which spanned a period of six months, between June 2018 and December 2018. Preliminary secondary research and preparation of methods was conducted between January 2018 and June 2018. The preliminary research established the context of the issue of marginalizing the homeless in Greater Vancouver. It was important to have an understanding of homelessness statistics in the region, as well as community reactions to homelessness. The primary researcher informally attended public meetings on supportive housing to have an opportunity to speak to people on both sides of the issue and to understand the intensity of emotion involved. It was also valuable to visit the Anita Place Tent City homeless camp a few times to meet people and observe their living situations.

The evidence from this initial informal research provided an understanding that methods of disseminating information and facts through public meetings, government advertising and the media were either not trusted, and were essentially disputed by the public. For this reason, the primary research in this project was designed to validate informal preliminary observations and to establish the methodology for design-led co-creation workshops. The four stages in the overall methodology for this research were:

1. ***Quantitative/Qualitative Survey:*** This tool was used to gather quantitative data to ascertain attitudes and opinions of the community of Maple Ridge at large towards those living without permanent homes through both multiple choice and narrative answers. The qualitative data, in the form of narrative comments was used first to validate where opinions were grouped and in what percentages. This information was important to contextualize the interviews to follow. It also provided insights that could be used for priming tools in the co-creation workshops.
2. ***In-person and Telephone Interviews with People with Lived Experience:*** This tool was chosen to learn about the living situations and life experiences of those living with homelessness. Narrative data was gathered through interviews both with those living in the Anita Place Tent City homeless camp, those living rough elsewhere, and those who were currently housed but had experienced

homelessness. This method was used to gain a broader understanding of homelessness and the people it effects. This method, predominantly conducted face-to-face, was also used to establish relationships with people experiencing homelessness who might be interested in participating in the co-creation workshops.

3. ***In-person and Telephone Interviews with Experts:*** Interviews were conducted with those who serve the homeless community as well as professionals working in mental health and addiction. Service to the homeless community could be in the form of volunteering (mat making, providing meals, etc.), as well as providing professional supports through governmental agencies or charities. These interviews were conducted to understand the realities of homelessness from the service provider and expert point of view. The researcher also wished to determine the way in which experts and service providers spoke about those experiencing homelessness.
4. ***Co-creation Workshops:*** The co-creation workshops were the major piece of this research. The content and methodology were developed based on the data received from preceding survey and interviews. As much as possible, participants were invited from a list of those who agreed to participate further through informed consent in interviews or through a final question on the survey. This research required a suitable space, tools and facilitation for people from all sides of the issue to do generative work together in understanding and solution finding, and then to do group storytelling to explain their work. This methodology is discussed further in 4.4.

This project has used traditional research methods of surveys and interviews to learn more about the social issues around homelessness. However, the central goal is to investigate the user design-based methods to achieve greater understanding between those experiencing homelessness and the rest of the community of Maple Ridge.

3.1.1. Recruitment

Survey

Survey Monkey was used as the data collection tool for the survey. The survey was promoted through social media (Facebook, Instagram, Twitter) as well as posters placed in public buildings and grocery stores in the immediate neighbourhood. Invitations to participate were sent directly to all members of Maple Ridge City Council, both legislative members for the area as well as various experts identified through preliminary research.

Interviews with Persons with Lived Experience

Interviewees in Anita Place Tent City (also now referred to as “St. Anne’s Camp”) were recruited through connections made by Christine Bossley, *de facto* community liaison for the camp. Further interviews were arranged through community service providers and personal conversations in the community. Interviewees living in the community were identified through following up on community leads and through further conversations.

Interviews with Experts and Service Providers

Experts and service providers were identified through secondary research and conversations with Darrell Pilgrim of Ridge Meadows Ministry of the Salvation Army and Chris Bossley, community volunteer.

Workshops

Participants for workshops were recruited from the online survey, interviews and random conversations. In many cases, those who had committed to come to workshops did not come, and in some instances, others were sent in their stead. That was particularly the case with invitees from Anita Place.

Although persons from the Aboriginal community were not specifically recruited, three people from the Fraser River All Nations Aboriginal Society were invited by others in the service provider community and three different individuals from this organization

participated in each of the three workshops. This perspective was important in bringing a broader range of ways of seeing and interpreting the experience of homelessness. A list of participants can be found in Appendix 7.2.

3.2. Data Collection

This project received approval from the Office of Research Ethics of Simon Fraser University and has observed and adhered to following the guidelines outlined in the Tri-Council Policy Statement, Ethical Conduct for Research Involving Humans, (the TCPS-2). All interviews were conducted by the primary researcher. Some interviews in the Anita Place camp also included a videographer and an independent researcher working on a similar project, as described in 4.2. Workshops were conducted by the primary researcher with one assistant in two of the workshops. All three workshops were videotaped by a professional videographer.

3.2.1. Informed Consent

Each participant in the research for this project was made aware of the uses of this research and the security of the data collected. A preamble in the survey explained the project and indicated that by proceeding with the survey, the participant was agreeing to participate. The questions were multiple choice, but most allowed for comments and narrative answers. All participants in the survey remained anonymous unless they voluntarily left their names and contact information to participate further in conversations or in the workshops.

Prior to the start of personal interviews, each person with lived experience signed informed consent to be photographed, videotaped and audio recorded. Images were to be used only for the researcher's records. Experts and Service Providers were asked to sign Informed Consent for their interviews. All participants in the workshops signed informed consent for participation as well as audio and video recording.

3.2.2. Stipends

Each person with lived experience was provided with a stipend of \$50 for participating in workshops and interviews. It was made clear that the stipend was not

contingent on them spending any specified amount of time in the workshop or interviews, nor participating if they decided to leave. Snacks and other refreshments were provided at the workshops. No stipends were paid to any other participants.

3.2.3. In-Person and Telephone Interviews with People with Lived Experience

Participants were identified through interviews with service providers in the community, such as the Salvation Army Ridge Meadows Ministry. Residents of Anita Place Tent City (“Anita Place” and “camp”) were identified through Christine Bossley, a well-known volunteer advocate for the camp residents who was able to make introductions and help to navigate the camp’s layout and operation in general. A few more people were identified through the survey, as well as through casual conversation in the community.

Interviews were held in a number of different ways. For the Anita Place interviews, a situation arose that there was another project about to run requiring interviews at the same time. The primary researcher believed that interviews with this group would not impair this project’s outcomes. In fact, arriving with this slightly larger group made the interviewees feel that what they said was important. The other researcher, Bradley Christianson-Barker is Pastor at Open Door Church. He was making a film to help build empathy and understanding between the camp and the community in Maple Ridge and was working with three film students on his team. Rather than put residents through separate interviews, we believed we were better served to work together. Pastor Christianson-Barker provided support to this researcher in the interviews. He also shared the audio portion of his interviews. We both had participants sign our own Informed Consent forms for the interviews. A couple of camp interviews were conducted by this researcher alone. These interviews were recorded on an iPhone.

Three interviews were conducted with people living in the community who had previous or chronic lived experience with homelessness. Two of these were conducted in a local coffee shop. The third was conducted by telephone.

3.2.4. In-person Expert Interviews

Expert interviews were conducted to learn more about the system that is in place to help people with lived experience as well as how persons with lived experience are viewed by those who provide services to them. Interviews were conducted with the following people:

- Darrell Pilgrim, Director, Salvation Army Ridge Meadows Ministry April 19, 2018 and August 16, 2018
- Brenna Ayliffe, Community Health Specialist, Maple Ridge, Fraser Health, July 12, 2018
- Dawn Slykhuis, ICM Team, Coast Mental Health, July 20, 2018
- Calvin Leitner, Project Coordinator, Lookout (Vancouver) August 10, 2018
- Kat Wahaama, Artist in Residence, City of Maple Ridge, August 9, 2018
- Judy Villeneuve, former Councillor, City of Surrey, August 2, 2018
- Renay Bajkay and Jason Payne, Coast Mental Health August 30, 2018

These interviews took place either in the interviewee's office or in local coffee shops. One interview, with Counsellor Villeneuve, took place by telephone.

3.2.5. Co-Creation Workshops

The three community-based co-creation workshops presented challenges in filling participant spaces. Each workshop was originally planned to have 20-25 participants in order to provide 4-5 people around each of 5 tables. Initially, there were 20 names in place for each workshop. However, a number of factors threw these numbers off.

The first workshop on Tuesday, November 20, 2018 had 14 participants. The second on Friday, November 23 had only 10 participants, and the third on Saturday, November 24 also had 10. The biggest challenge was in trying to mix participants with people from varying backgrounds who wouldn't normally talk with each other. The ideal would be one person with lived experience, one domiciled person from the surrounding neighbourhood, one politician or City employee dealing with homelessness, one person working with the homeless who provides supports and services, and one expert in addictions or mental health.

Between all three workshops, each of these groups were represented, but not in the mix hoped for in all cases. However, the groups that were established worked well together and positive generative results were produced in the form of ideas that can be brought forward to actual fruition.

The content of the workshop was as follows (see appendix for complete agenda):

- Registration
- Review of research summary posters on the wall that showed comments from the community as well as some ideas of what we were doing in the workshop, and how. These were used as sensitizing materials to get participants ramped up with the facts and to understand what we were going to do.
- Empathy mapping
- Crazy 4s
- Storytelling posters

3.2.6. Methods used in Design Research

Participants

The primary researcher has had positive results in mixing participants from very different backgrounds and levels of experience in previous design-led workshops. In this research, participants were identified through either the online survey or in-person interviews and asked to work with people in the community who would have other opinions about the issue. Specifically, participants were drawn from:

- The immediate neighbourhood surrounding the Anita Place Tent City homeless camp; largely 65+ years of age and retired,
- The larger community of homeowners or renters,
- Small business owners,
- City employees or politicians,
- Service providers to those experiencing mental health, addiction and/or homelessness issues, and
- People with lived experience with homelessness

This afforded the opportunity to observe how people would behave, what they would say to each other in this situation and how they might work together to explore the issues.

Priming

Priming refers to a set of design research tools for giving participants a baseline of understanding and/or helping participants get into context prior to working together. This sensitizing is sometimes done in the form of toolkits sent out to the participants as “homework” prior to working together. In this case, given the variability of living conditions, it was decided to use large posters in the workshop area itself, to be viewed by participants before and during the workshop. These posters illustrated some of the concepts we would be using as well as a range of opinions expressed in the forgoing survey.

Participants were invited to review these posters as they were sipping coffee, and to make comments on them with sticky notes (Figure 3.1 and 3.2). These posters were later taken down intact and photographed for records.

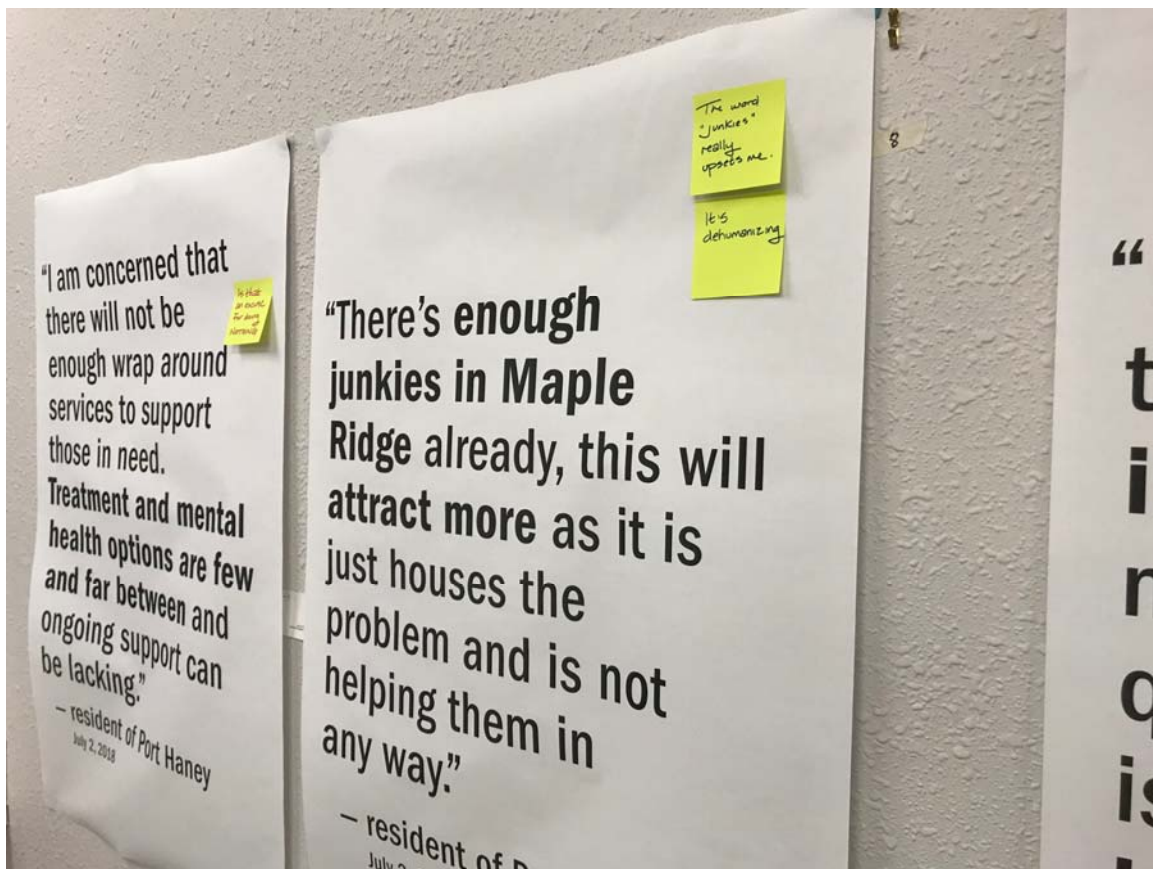


Figure 3.1. In workshops, a broad cross-section of synthesized comments from participant groups were put on posters which were displayed on the walls in the workshop space. Participants were invited to comment using sticky notes. (photo by C. Hrynkow Shewchuk)

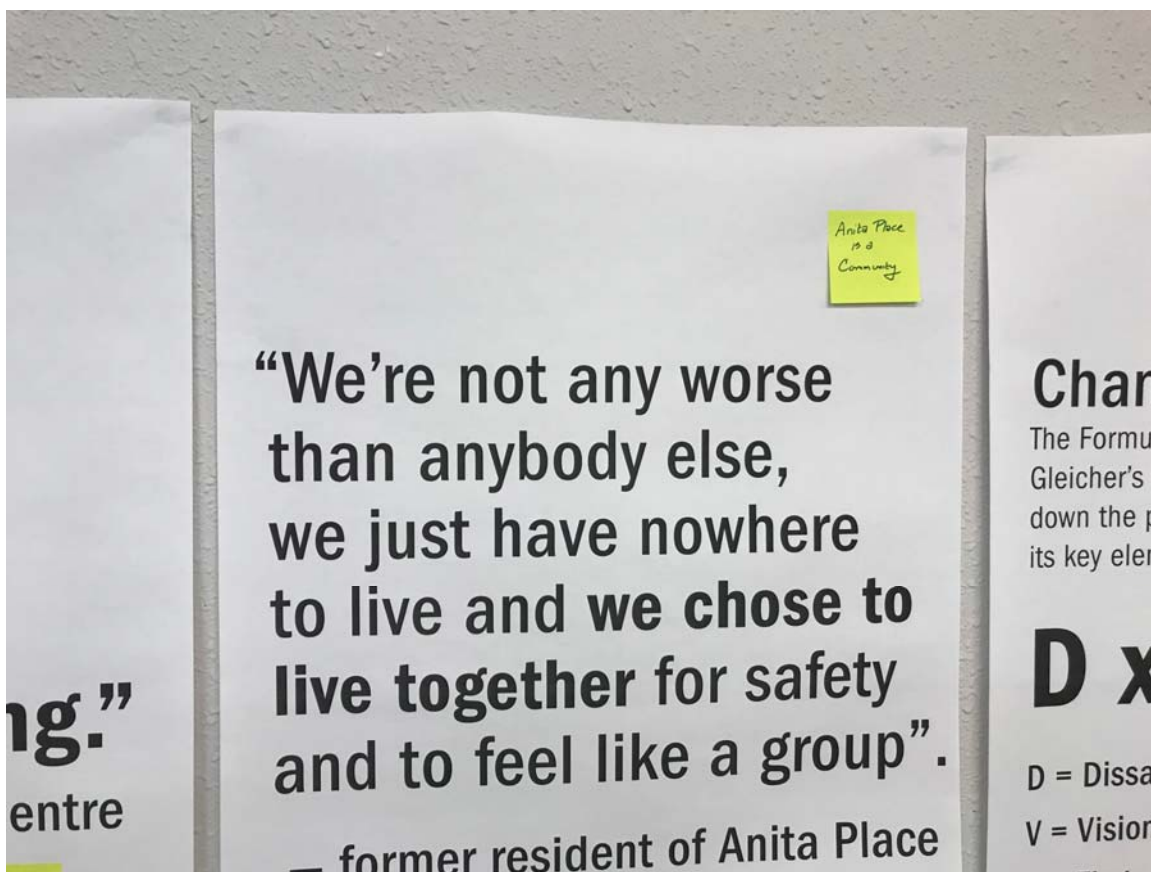


Figure 3.2. Pre-printed comments on posters covered a range of voices from NIMBYs in the community to residents of the homeless camp. (photo by C. Hrynkow Shewchuk)

The first poster stated the research question, which at the time was phrased as “How might we create a community that is inclusive of people without homes so that everyone feels respected and valued?” The second poster illustrated Gleicher’s formula for change. This was intended to give the participants some inspiration and food for thought before they started into their work. Gleicher’s formula posits that Dissatisfaction with the status quo (D) X Vision around what might be possible (V) X First, achievable steps toward change are greater than Resistance to change (R). These posters and the others which quoted comments from the public survey, were used as “priming” tools to have all participants armed with the same information before starting the bulk of the workshop (Figure 3.3).



Figure 3.3. Workshop posters, content 1 of 2.
Note: All three workshops began with a group review of these posters, designed to “prime” the knowledge of basic facts around homelessness in Maple Ridge; the concept of group problem solving, as well as a synthesis of the comments received on the public survey. (design: Casey Hrynkow Shewchuk)

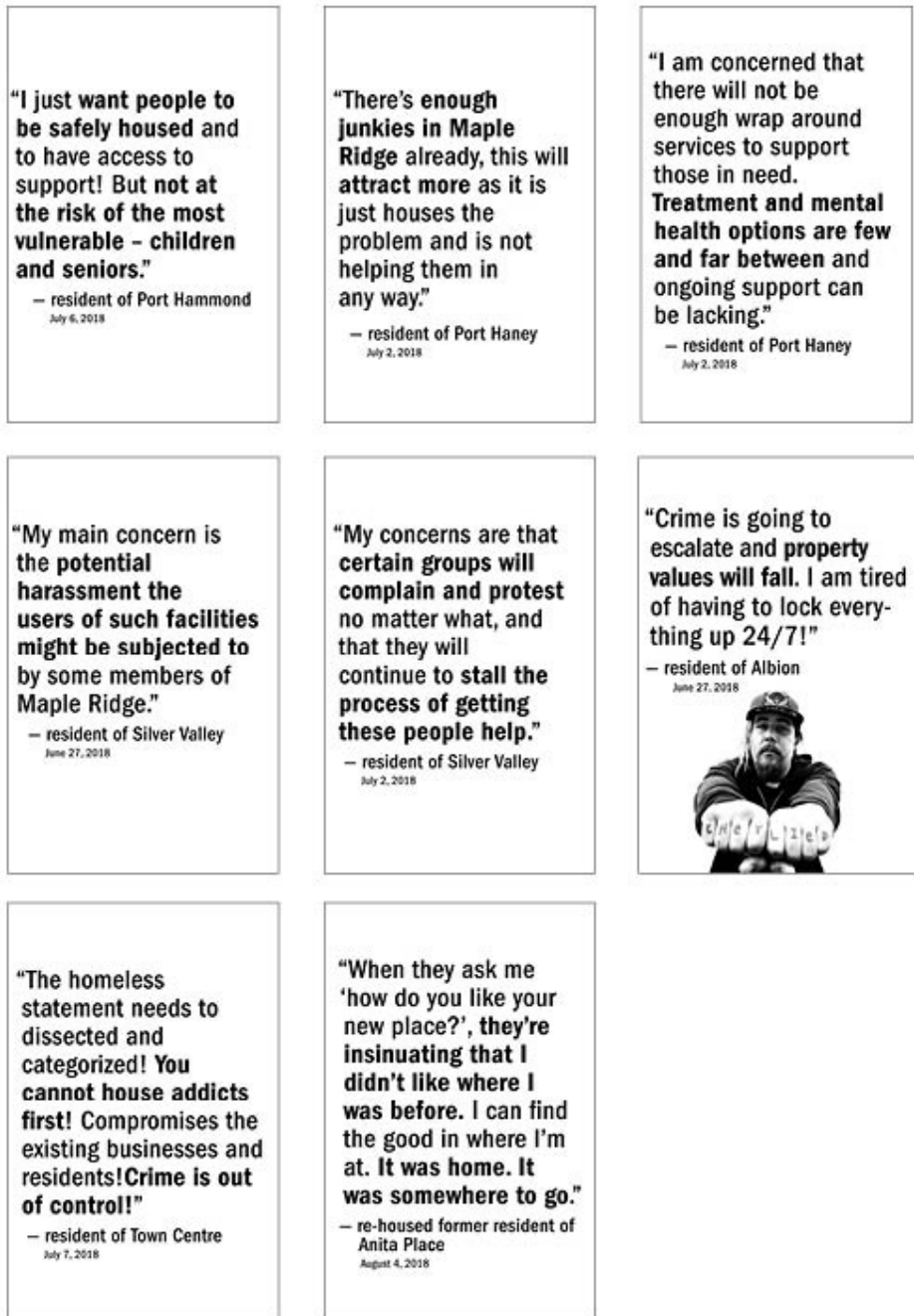


Figure 3.4 Workshop posters, content 1 of 2

Empathy Maps

Empathy maps were identified by the principal investigator based on the history of efficacy in this type of research in the principal researcher's professional work. They are designed to allow a single person or group of people to imagine what it would be like to be a generalized "someone else" (a persona) and to identify the ways in which the participant might imagine what that persona would think and feel, do and say, see and hear in relation to a given subject or situation. The goal is to involve participants, as a group, in seeing the persona's points of view. People generally talk actively while they work on these posters, encouraging and challenging each other to stay in the "mind" of the persona and imagine that person's experience.

Participants were provided with empathy maps specific to the perspective of five personas, each representing a distinct stakeholder group. These groups were identified based on secondary research as well as interviews with people with lived experience, and experts. In each of these large posters (24" X 36"), selected groups discussed what their assigned persona would think and feel, say and do, hear and see when thinking about, coming in contact with, or experiencing homelessness.

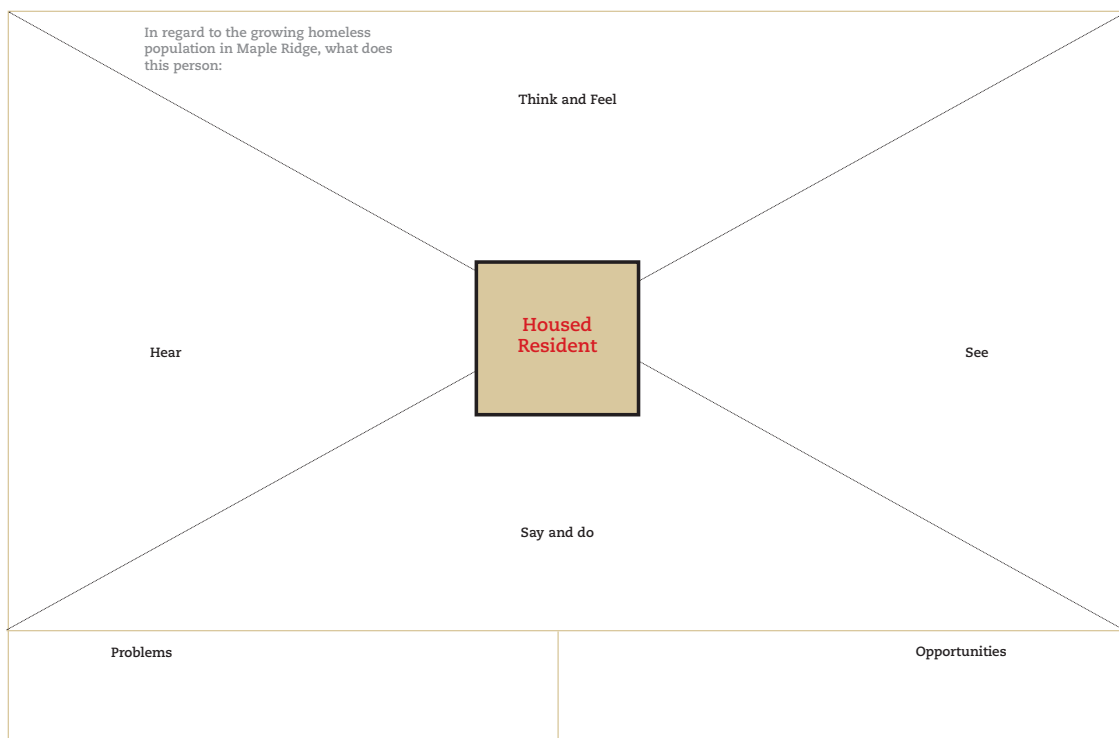


Figure 3.5. Empathy Map: Housed Resident

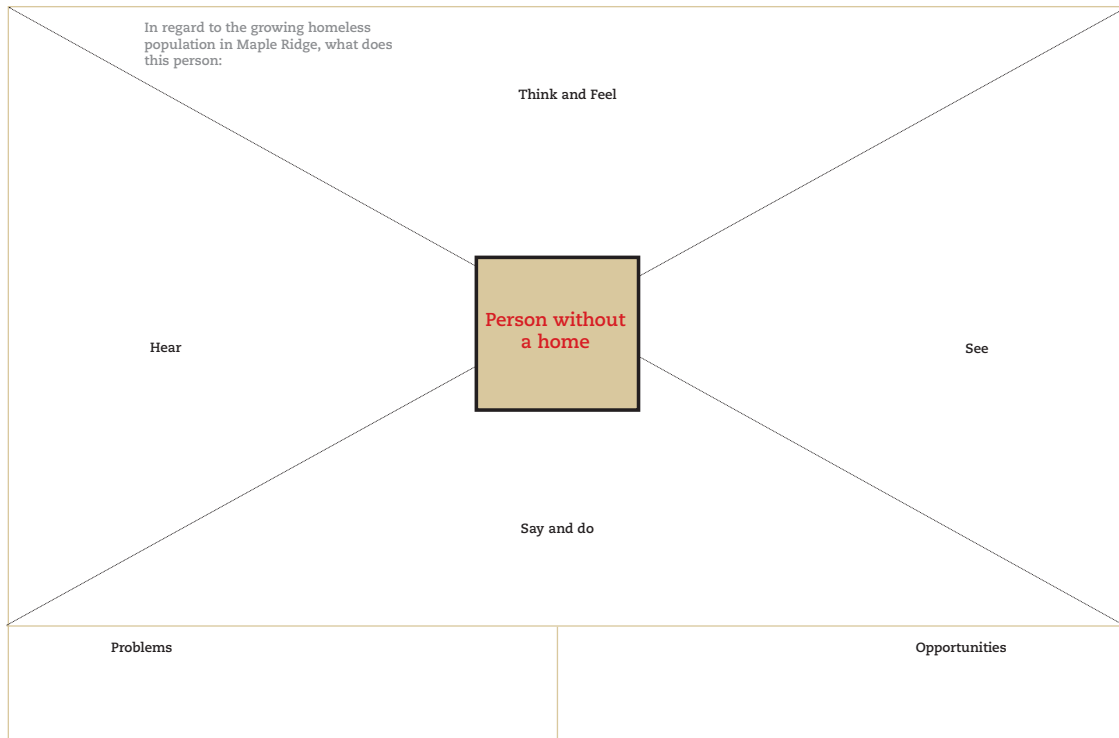


Figure 3.6. Empathy Map: Person living without a home

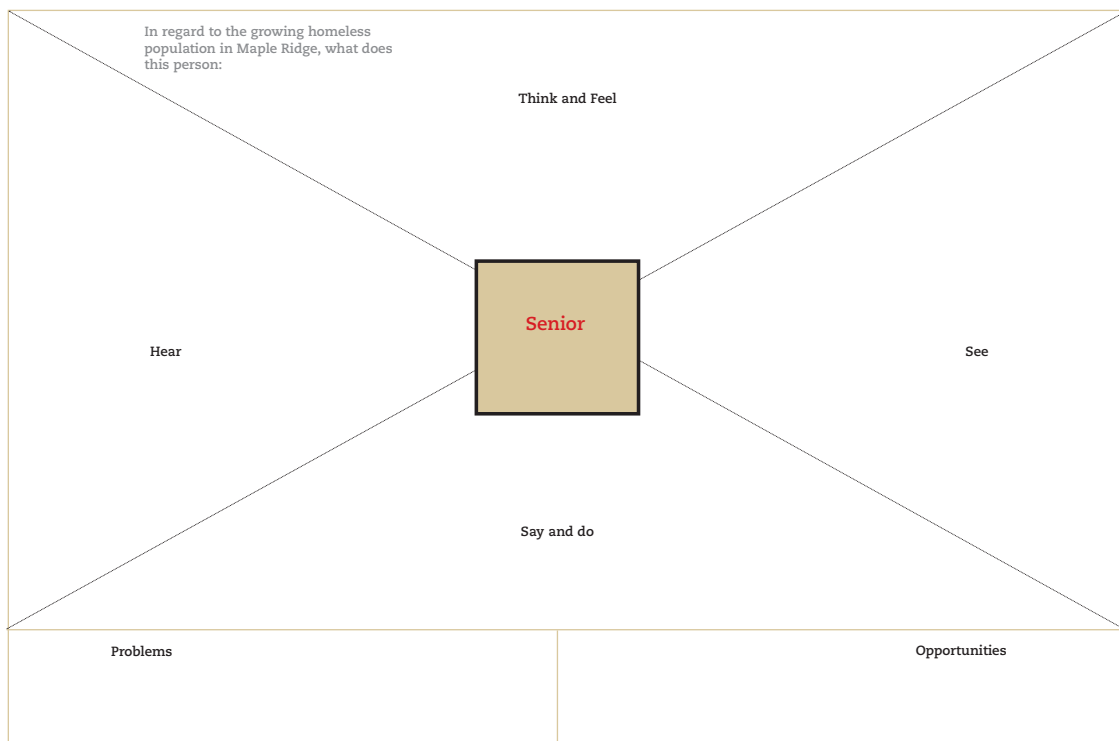


Figure 3.7. Empathy Map: Senior

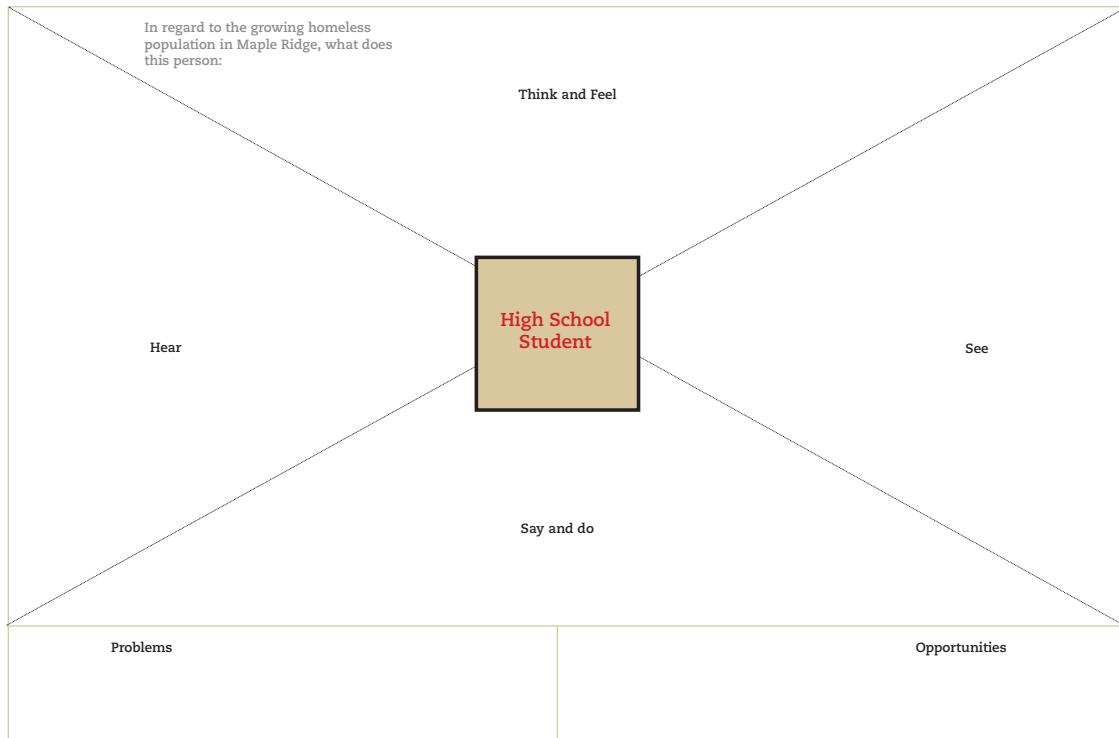


Figure 3.8. Empathy Map: High school student

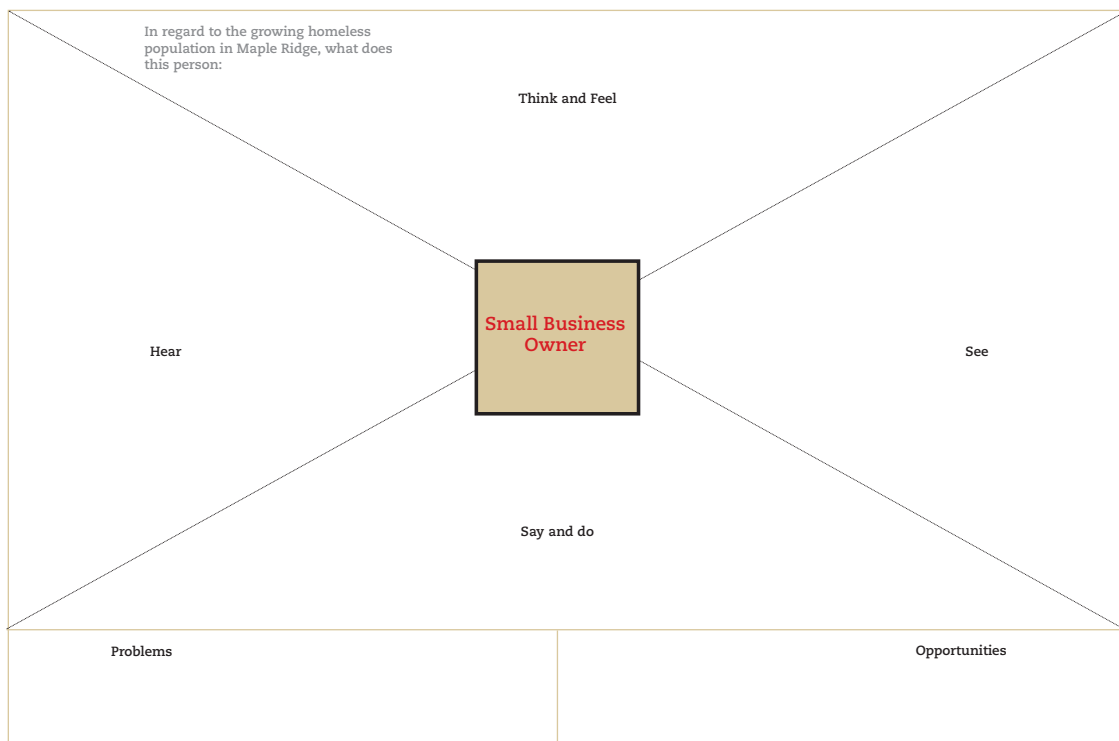


Figure 3.9. Empathy Map: Small business owner

Crazy fours

The tool of crazy fours was chosen to shift the pace of the work for a few minutes and to allow the participants to record some ideas that may have occurred to them as they worked on the empathy maps.

Participants were asked to take a provided 8 ½" X 11" piece of paper and fold it in quarters. Then, working individually, they were invited to quickly brainstorm four ideas that might help create more empathy for the persona they had just worked with.

Each quarter of the paper was to contain one idea. They were encouraged to draw their idea, but they could write it down as well. They then presented these ideas to the people in their group. Participants then repeated the exercise.

Storytelling Posters

Storytelling posters are a tool which stimulate cooperation and deeper conversation among participants. The choice of items in the kits for this tool is often ambiguous and creatively stimulating. In their daily adult lives, many people are not given the opportunity for creative expression. This methodology has proven to be highly generative. A generative tool is desirable as the last exercise of a workshop as it allows participants to synthesize what they have done in the previous exercises and work together to imagine something new and different. It allows them to at least partially synthesize what they have experienced and learned.

Each table of participants was given double-handled bag made of kraft paper with a variety of materials in it. Every table received the same types of materials. The bags contained magazines, glue sticks, scissors, fabric, wool, straws, pins, cotton balls, Styrofoam cups and buttons. Each table was also given a large sheet of foam core (24" X 36") onto which they could apply materials to illustrate their idea.

They were given an hour in which to work together to create an image of a future Maple Ridge where both people experiencing homelessness and the domiciled could live with understanding and respect.

After creating the posters, teams designated one speaker or presented as a group to talk about their posters. They described what they meant and how they felt the

posters illustrated a better situation for people with lived experience with homelessness as well as the surrounding community. These presentations were videotaped.



Figure 3.10. Storytelling Kits: Contents

Chapter 4.

Results



Rhyllie and Lucy, a portrait by Leah Denbok

4.1. Online Survey

4.1.1. Background

The online survey, conducted between June 27 and July 31, 2018, generated 146 responses in total.

The questions on the survey were:

1. In what neighbourhood do you live? (multiple choice)
2. How are you feeling about the temporary modular supportive housing going up on Royal Crescent? (narrative)
3. How are you feeling about the supportive housing proposed for Burnett Street? (narrative)
4. What are your concerns, if any?
5. When you come across a person who you believe is living without a home in Maple Ridge, what do you feel? (multiple choice [intended], with “other” option)
6. What might change your feelings about people living without a home, in order for you to feel more acceptance of them as neighbours. (Multiple choice)
7. If you feel uncomfortable about encountering a person living without a home, what is it about them that you think bothers you? (Multiple choice, with “other”)
8. You are invited to participate further in this study in a workshop to discuss the above issues further and brainstorm options to address them. You are invited to provide your name and contact information to the principal researcher. You are welcome to ask questions about the workshop. This is completely voluntary, and you may withdraw your consent at any time.

The first question in the quantitative data from this survey establishes where opinions were coming from geographically. Following that question, all questions dealt with thoughts and feelings around homelessness. Full data is available in Appendix 7 A.

The largest number (45 out of 139) that answered the question) of responses were from the Town Centre neighbourhood with closest proximity to not only Anita Place, but also the largest concentration of people living without shelter spending their daylight

hours on the street. Seventy-nine reported residing in the neighbourhoods most closely adjoining the Town Centre neighbourhood. Silver Valley (15 responses) to the north of Town Centre, is largely a newer neighbourhood with many young families in multi-family developments and single-family homes. The same can be said for Albion and Kanaka (25 responses). Port Haney (20 responses) is an older neighbourhood of townhomes and duplexes as well as apartments in which many seniors reside. Port Hammond (10 responses) is an older neighbourhood of mostly single-family homes and families.

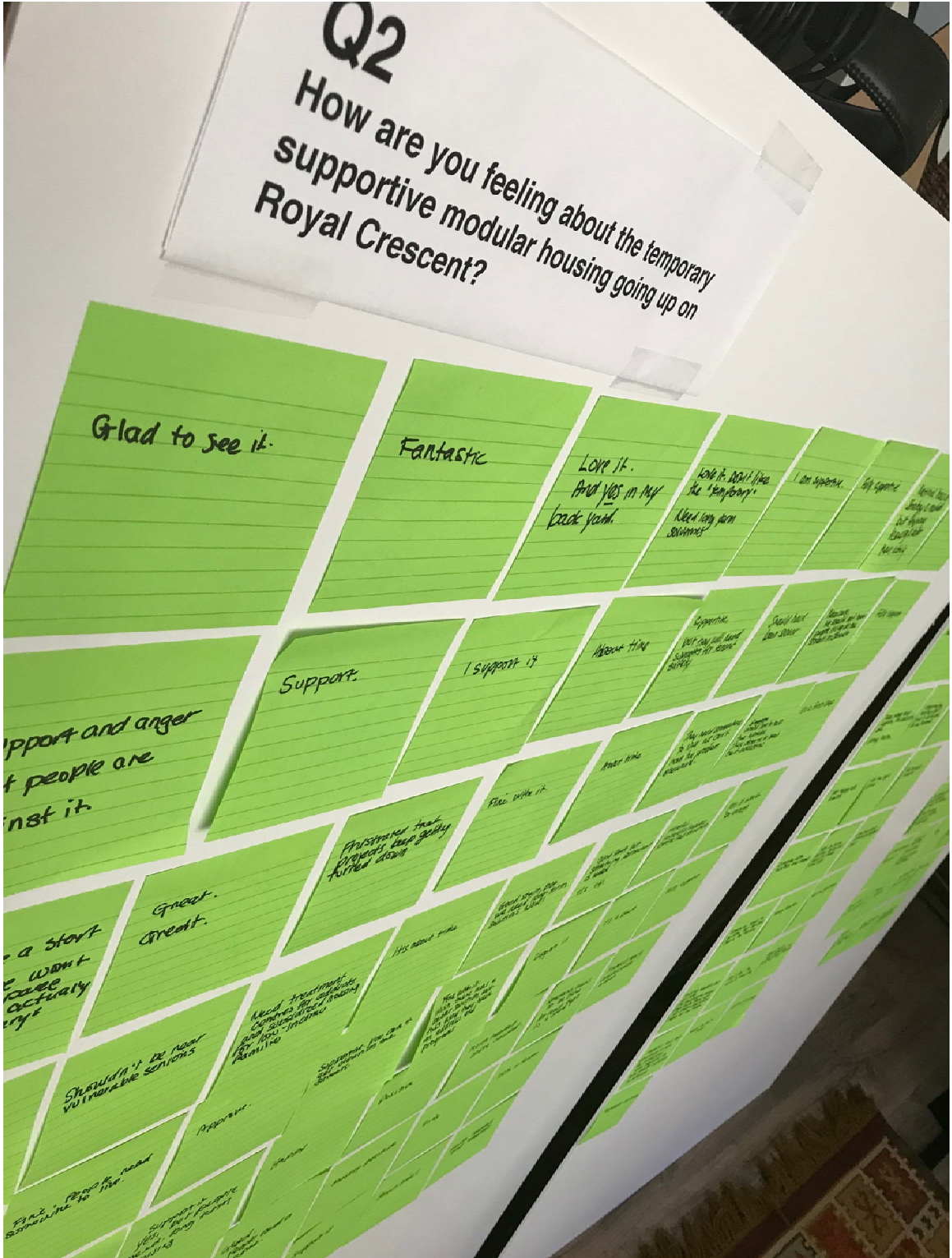


Figure 4.1. Analyzing Survey responses

4.1.2. Analysis

Most respondents to Question 2 (89 responses or 68%), expressed sympathy for the homeless, and a desire to see their situation improved. However, a significant proportion (27 or 20% of total responses) gave responses indicating ambivalence or qualified support through comments like: “If it was for the truly homeless, sure, but people in Tent City are terrorizing our neighbourhood.”, “I recognize the need but don’t think it will be safe for the residents.”, and “Not happy with location or model.” The balance of the respondents (15 or 11.4%) gave responses indicating an unwillingness to see how homelessness belongs in Maple Ridge. They were outspoken in their opinions that the homeless are lazy, unwilling to work, and criminal. The idea of housing the currently homeless within neighbourhoods received responses in a range from, “Upset that it is low barrier.”, to “Rage” and “No f---ing way!”

Narrative responses for questions 2 and 3 were sorted into “positive”, “negative”, and “mixed”, where “mixed” comments expressed sympathy for the situation of those experiencing homelessness as well as concern or fear about solutions implemented near where they lived, worked or where their children went to school. There was a distinctive balance between opinions that supported people who were homeless and those who expressed extreme disdain for homeless people, specifically those with substance abuse issues. Seventy-one out of 145 responses to question 2 (49%) described frustration, anger or confusion with the complexity of the issue. Addiction and mental illness were often conflated with the state of homelessness so that anyone experiencing homelessness was considered an addict, a thief and a danger to children and the elderly.

Question 3 had similar outcome, with 75 out of 145 (52%) feeling emotions from confusion to anger about the homelessness crisis in Maple Ridge. These respondents expressed empathy, sometimes mixed with revulsion, acknowledging that they were concerned about the welfare of people living rough, but not wanting the homeless, or any temporary or low-cost housing in their own neighbourhoods. The idea of segregating those experiencing homelessness from the rest of the community was common in the responses. In both Question 2 and 3, 16% of respondents expressed a point of view that addictions, and even the state of homelessness, were issues of moral weakness rather than challenges related to health and community. The reactions to this feeling ranged

from rational to hateful and profane. Under the cover of anonymity, many respondents were comfortable expressing hate and extreme prejudice.

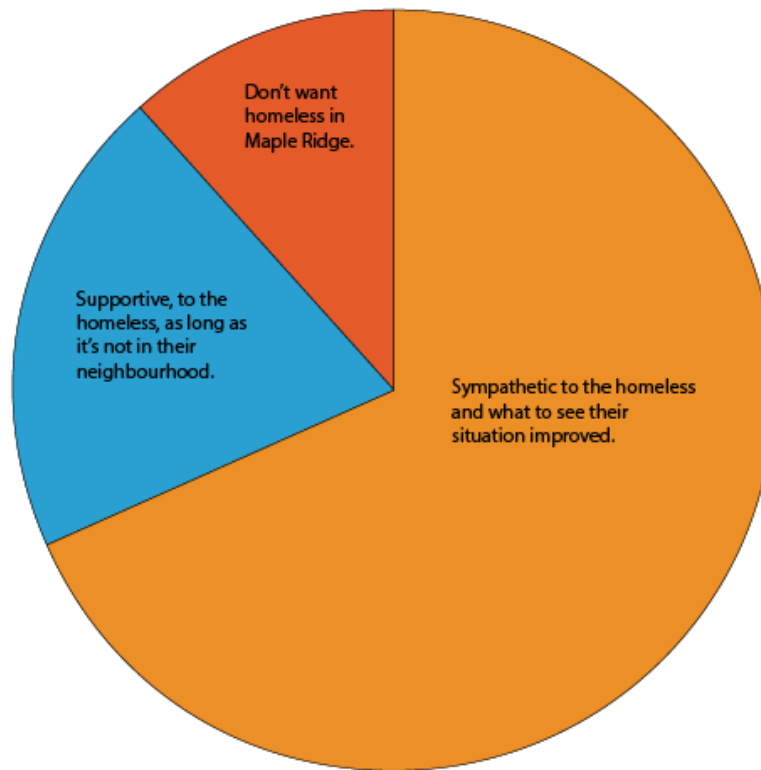


Figure 4.2. A majority (89%) of the community supports improving the situation of the homeless. Twenty per cent are supportive, as long as the homeless are not housed in their neighbourhood. There is a small percentage (11.4%) that simply don't want any of those experiencing homelessness housed in Maple Ridge.

In Question 4, the researcher was looking for a range of emotions in narrative responses. The data have been broken down within categories of Passionate Positive, Positive, Ambivalent/Unsure/Confused, Negative and Passionately negative. These categories were chosen based on knowledge of the community and its polarization around the issue of homelessness. There are passionately positive advocates for the homeless who strongly support housing first at all costs. At the opposite end, those who are passionately negative are clearly angry in their responses, placing blame on the homeless, addicted and even the mentally ill for their situation. Within the entire spectrum, there are some who are well educated on the facts and those who deny factual information. In between there are those who are tentative in their responses, expressing either fear in the Negative category or a matter-of-fact acceptance of housing

first in the Positive category. There was also a group that explained that they felt that not enough was being done under the current plan in terms of providing wrap-around health and addictions support. Out of 137 responses, there were 3 answers did not relate to the question and these are left out of the graph below.

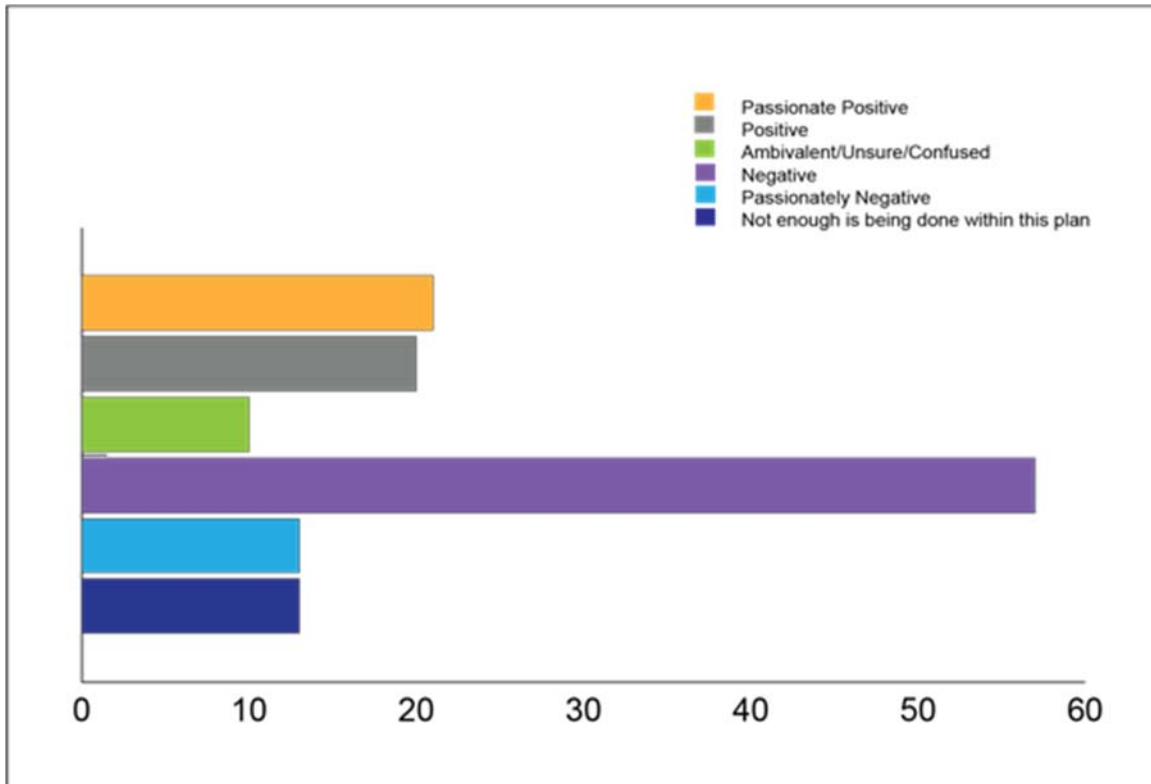


Figure 4.3. There were 137 responses to Question 4 where residents were asked about their concerns around the housing options for those who are currently homeless. Three of these responses did not relate to the question and were removed from data.

Question 5 asked about feelings respondents had to seeing people on the street whom they believed were living without a home. Data can be viewed in Appendix A. The 55 responses to “other” varied, of which the most frequent answers were: frustration (9), depends (3), all of the above (2) and concern (2). The balance were one-off answers ranging from hopeful to rage.

Question 6: “If you feel uncomfortable about encountering a person living without a home, what is it about them that you think bothers you?” was problematic in that the multiple-choice options were not functional in the survey design, so at least 7 respondents were frustrated that they could not choose more than one answer. ;They expanded on this in the “other” option. The greatest number of the 62 responses that

were not comments on the question functionality were: no concerns (10), unpredictability (8), aggressive/violent behaviour (7). Two respondents identified that they were part of the community of people living without homes. The balance of responses were either unrelated to the question, or listed as N/A.

Question 7 was also missing multiple choice functionality. It asked what would make respondents feel more acceptance of people experiencing homelessness. The single most chosen of multiple choice answers was “if they weren’t using drugs” (53 out of 120 responses). This response was repeated in the narrative answers with 5 answers citing addiction. However 8 comments said the respondent already accept these people as neighbours. Stealing was cited in 6 comments and 6 people said that, if they were seeking or willing to seek help, they would feel more acceptance.

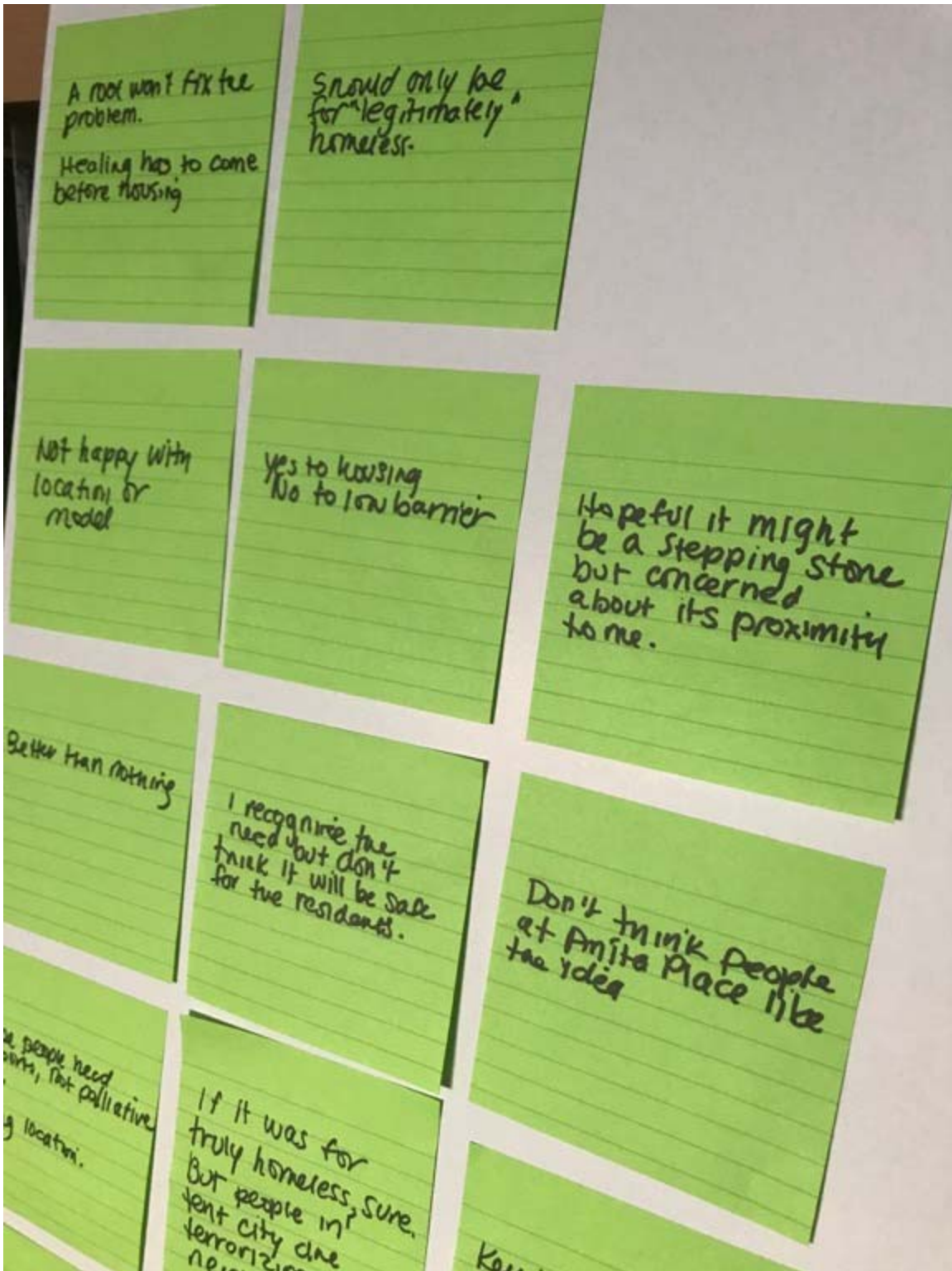


Figure 4.4. Twenty-seven (20% of total) responses to Question 3 indicated sympathy for the homeless, but not a willingness to have them situated in their neighbourhood.

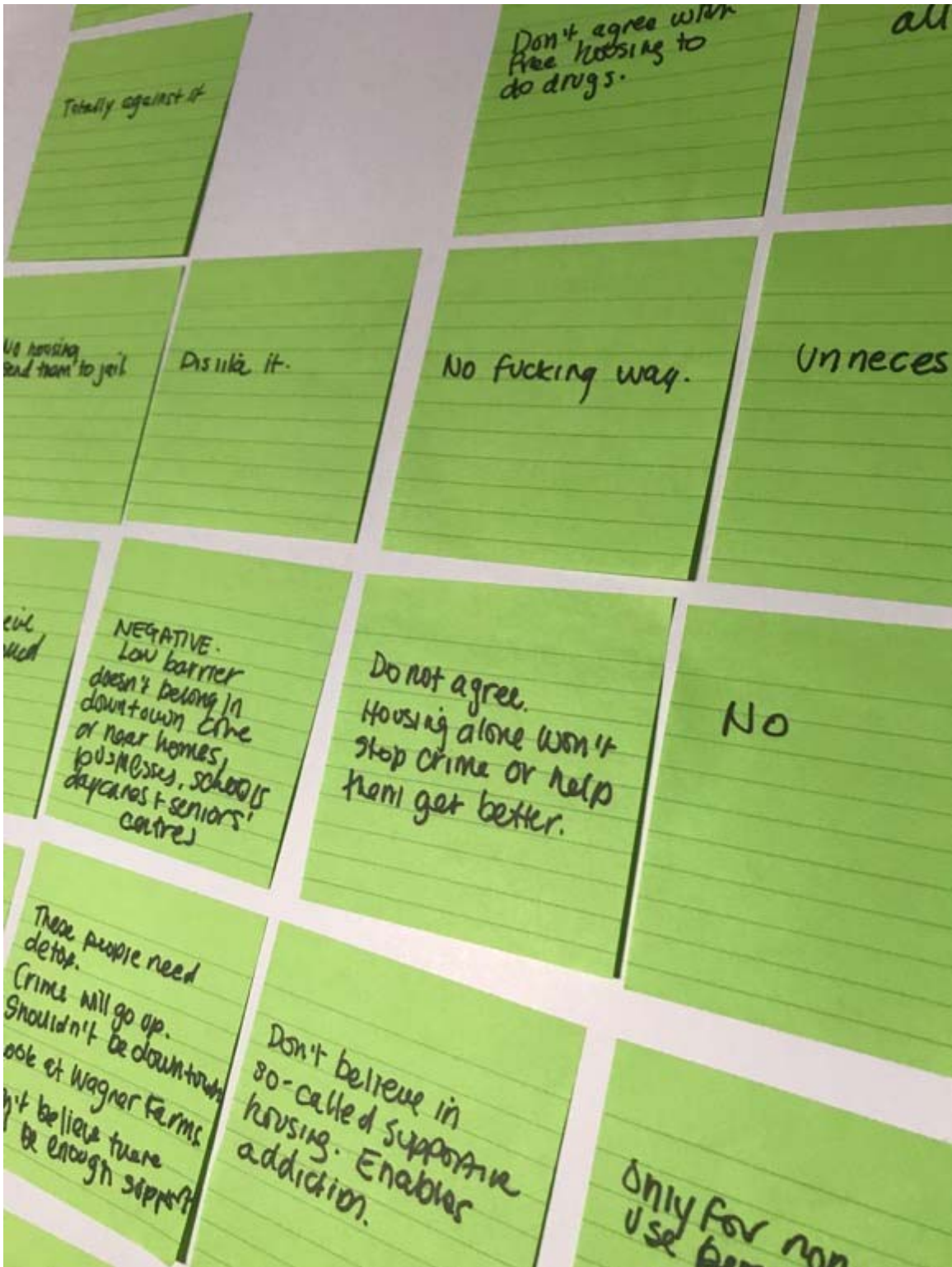


Figure 4.5. Seventeen comments (11.4%) demonstrated high emotions ranging from frustration to anger and even hate towards people experiencing homelessness.

4.2. Interviews with People with Lived Experience

Interviews with people with lived experience were conducted between July 2018 and February 2019. A number of the Anita Place interviews were conducted jointly with a student film crew who were working with Open Door Church and Pastor Bradley Christianson-Barker, who had accessed funding to make a film of interviews with residents of Anita Place. Because the pastor's line of questioning was congruent with that of this project, the primary researcher felt it would be less disruptive to residents of the camp to do these interviews concurrently.

4.2.1. August 4, 2018, AJ

Atilla, or AJ as he is called by friends is talkative and articulate. He had just been elected to "council" at a camp meeting. He had a kind manner and is quite soft spoken.

AJ grew up in an immigrant family. He worked all of his life, at everything from bailing hay, to camp cook, to working for the government. He had never been homeless until six years ago. Since then has found himself homeless three times.

AJ's central message was how quickly one can find oneself without a home. "That's how easy it is to become homeless, again. Bad landlords, someone selling the house, most of us are just a paycheque away." On living together in a group camp, AJ explained, "We care about our place. We're all trying to get along in one environment. When you get people driving by and throwing firebombs at the camp and shooting pellet guns at you, that's ridiculous...." AJ sees more than one group in the homeless community. He sees people with mental health issues as one group and for the rest he says, "it's pure poverty".

AJ doesn't have trouble mixing with the domiciled residents in Maple Ridge. He seems to know the "tells" that identify someone as homeless and he avoids them. "I try and dress alright. I just put my blanket down at the Caribbean festival and listen like everybody else. As soon as they find out you're homeless..." AJ tries to explain the shock of becoming homeless this way, "If any Canadian was thrown out with a backpack and that's it...clothes on your back...what's your next move? Most people would say shelter, food next. The first three days seem like a vacation. Day five kicks in and you

suddenly realize you have nowhere to go. That's when it gets real. You panic, you have anxiety."

4.2.2. August 5, 2018, Jodi

Jodi was interviewed in a shady spot in front of the CEED Centre at the entrance to the camp on St. Anne's Avenue. Everyone knows Jodi. She's a "mother hen" at Anita Place. She doesn't actually live there any longer, but after going to have a visit with her mom each morning, she comes to the camp to tidy up and keep folks in line.

Jodi was born in Maple Ridge Hospital in 1971. She has always lived here. She has been homeless since her home, the Sunrise Apartments, burned down in March of 2015. She lost everything.

Our conversation was somewhat meandering. Jodi was intoxicated. She has been each time I've seen her before and since the interview, in varying states of mood, from happy and joking to wildly angry. That's just how Jodi is. She doesn't use drugs. She is an alcoholic. She admits that, "I'm an alcoholic from hell. I know that..." Jodi told me that she's been banned from the Caring Place, the Salvation Army Ridge Meadows shelter just up the hill from Anita Place. I asked her why. She responded, "They don't like me when I go there because, I'll run upstairs and get blankets for people downstairs — help them — like Old Man Bob, and try to take care of them, and they don't like that... I just wanna make sure those guys are taken care of." That's' how Jodi is. She cares a lot about the people she knows, and even the ones she doesn't know. She seems very kind.

Jodi told me that last night her neighbour, a man named Steve, was beaten up by three men, "and they said they're going around and beating homeless people up. I asked why they would do that, why did she think they feel that way. She answered, "because they're ignorant, they're rude, and they don't understand".

In talking about the camp, Jodi tells me, "There's so many smart people. There's mechanics in here. They get stuck in a rut that's hard to get out of. They need to get out of here." When Pastor Bradley asked how she thought we can move people past anger or hate in our community she said, "The community needs to know that these are all people. We bleed the same colour blood. We have a heart. We have lungs. We need air

to breathe. They [indicating the camp] need somewhere to stay. Nobody's different than anybody else. Maybe they had something happen. Or addiction. But they're not bad.

4.2.3. August 5, 2018, Gerry

Gerry's interview immediately followed Jodi's and in the same location.

Gerry looks like he's lived hard. His long black hair is tied back under his ball cap. He wears mirrored sunglasses. His breathing is heavy and wheezing. When I asked him to tell us about himself, he started with the fact that he'd worked in restoration for years. "What better job could you have", he added, "when you can just hit walls with a hammer?" He said it was messy work, dealing with overflowed toilets and other nasty things. He's lived in Maple Ridge since 1994. He lost his dad in 1993. He's still grieving. He shared his memories of going for long car drives in the evening with him.

Gerry became homeless 3 years ago. "2015, I started off with a fiancé, a \$20 an hour job, a life...by the end of 2015...But the music thing started, right." The only thing that's kept me sane in the last three years other than the new girlfriend, is the guitar, right. I actually never, ever go anywhere without the damned thing around me, right. Gerry has learned a lot about living rough.

When I first started this, you know, I got taught that the backpack you see I'm carrying? Well, that's all your shit, right. You never leave that. If you can put it on your back, that's what you can keep, right. These people that try to still remain like the way that they were when they were in a house? They're always the ones that come back and say someone ripped their shit off, right. That's because you didn't have it in a backpack taken care of, right? It's a minimalist kind of life, right.

What he'd like people to understand about homelessness is that, "There's always different levels in life.... I guess the simplest thing is this, you're only a couple of pay cheques away from being where I am...."

"I can say one thing. When I finally find my way out of here, I am never, ever, ever spending another night in a tent, ever! It has ruined my appreciation for tents ten-fold. I used to like them, you know. "

4.2.4. August 12, 2018 Linda

Linda is de facto royalty at Anita Place. She is known as “Mama Bear” here. “I became Mama Bear because I would take care of everybody. If anybody hurt my friends, I’d be right there.” It is evident in conversation and observation that Linda is a fighter. She is stocky and muscular. Her upper right arm has clearly been broken and never set. It curves in an awkward bow.

Linda grew up in Alberta. Raped at the ages of six and nine, she ended up in the Lower Mainland, angry. She says she started working the streets “‘cause my friend said, ‘at least you’re making them pay for it.’” She has been in and out of drug dependency for years. She has five children and had them with her when she was clean, but ultimately called Social Services on herself because she was using and didn’t want to put her children through that. At that point, now 14 years ago, she started “camping.” She sees “most of these people out here” as her family. “I started developing a new family, because my family hurt me all my life.”

Linda started the predecessor to Anita Place, the “Cliff Avenue” camp when her husband died. “I had a seven-day wake for him there and I...I just never left.” “That’s’ when we found out there was safety in numbers. This camp [indicating Anita Place], it’s becoming...really, uh, strange. It’s basically fight for your own here. We’re trying to regulate it, but it’s hard. The little ones get hurt. There’s bullies, and then...I think the cops are just waiting for us to kill ourselves off. That’s why they’re not stepping in.

Linda does feel comfortable with, and connected to, the surrounding community, outside of Anita Place. “I know all the businesses. At one time, I was not allowed in any stores because I was using and, well, stealing. And now I’m allowed in any store. I’ve got my reputation back.”

She is reconciled about the stigma she experiences. “People at Anita Place don’t hate people in this community for hating them. They know if the shoe was on the other foot, they’d be the same way as...you know. We’re trying to reach out to the community.”

4.2.5. August 12, 2018 Xylah

Xylah is articulate, funny, quick, and exudes warmth. In constant motion, she's a little hard to keep up with, but a conversation with her is well worth the effort. She has been housed for a while but still spends time down at the camp. This is where her friends are.

You know something funny is that everybody keeps asking me "how do you like your new place"? You know what? I like it fine. It's a home. I've had them before. It's a home. I mean I will admit that it's really nice to be able to have a shower when I want to, have power, all that kind of stuff, but when you move into that kind of a home, the walls are there, the door is there, the floor is there. It's all there when you move in. You don't have to do anything, you don't have to put up a tarp you don't have to do anything to that place. When you build your home from the ground up, it's really not easy to leave it. It's really like a piece of you, so I really hate that question when they ask me, how do you like your new place because they're insinuating that I couldn't like where I was before. And it's not that I loved it...but I was attached. And just because my situation isn't what it's 'supposed to be'... doesn't mean I have to hate it, doesn't mean I have to make it the worst time of my life. I can find the good in where I'm at...it was home.

When we asked about what she would change about Tent City, she spoke to the fact that residents there feel the institutionalization of stigma. She said, "if the fire department and the police department treated us like human beings. It's so...it really makes the divide so obvious. It's just so unfortunate that they really don't need to be so professional about their hate.

We talked about community, both inside Anita Place and in the surrounding neighbourhood. Xylah ruminated on the behaviour of neighbours.

It's funny how like, when you live on this side of [the] community [indicating the housing surrounding the camp], you don't know your neighbour. You could live in a suite, underneath somebody, and if you're lucky enough, never have to talk to them. I mean, you go to the store and you talk to the checkout counter girl, 'cause you have to, and probably not very much. And then you go home and you close your door and you lock it and then become suspicious of anybody coming anywhere near your yard. Anybody outside of their personal contacts is like the enemy. People just don't talk to each other. In Tent City... you can't really avoid knowing the people around you or talking to them.

Finally, she talked about being Canadian and how that translates at the neighbourhood level. "I am proud to be a Canadian citizen. We're known for being kind

and compassionate. But I find it hard to stay proud when kindness and compassion ends between our citizens. My homelessness is not meant as a personal attack. It is only my state of existence.”

4.2.6. November 23, 2018 Dwayne

Dwayne plays the role of policeman/paramedic/philosopher at Anita Place. He has saved over 130 lives from fentanyl overdoses since he’s lived here. He’s camp police and camp doctor from all appearances and from the stories heard from others in the camp. He’s got everything from Band Aids to Narcan in his handmade home, which is skillfully cobbled together from found wood and materials.

About 27 years ago, Dwayne was hit by a drunk driver. He had been a successful contractor in Vancouver. Through a series of unfortunate court judgements and accumulating debt while he was unable to work, he lost everything. “Where I’m from, if you can’t provide for your kids, you’re worthless.” He says his “woman” died, four or five years ago...“took her life because of me.” “Whatever they did to make me hurt, it’s nothing compared to what I did to myself.

“I live by the minute here. There’s either fights or I’m saving someone, or I’m just getting the fuck outta here ’cause I can’t handle it no more. I go for a bike ride down by the river. He is the guardian of everything frail in the camp. He even checks the girls “up on the strip” every night to make sure they’re OK.

“I would never feel comfortable in a home again. You treat people like dogs long enough, they become them.” “This is my home. I will fight to the death. No one will take this from me.”

4.2.7. January 12, 2019 Aaron

Aaron is a very articulate man. It would be hard to imagine that he has experienced homelessness. He is transitioning from homelessness now. At the time of this interview he was living in a rental space at the Salvation Army Ridge Meadows Ministry. He tells me that he became homeless because of his mental illness. Suffering from a host of issues, he was kicked out of his home “due to a suicide attempt.” He has

been hospitalized a few times because of outbursts that got out of control when “ambulances had to be called”.

Aaron wants to get his life back on track. He'd like to get back to school and get an undergraduate degree in something related to mental health. He doesn't see himself as part of the homeless community and, apparently, neither do those who do identify as homeless.

When I first arrived at the shelter, and at that time I was homeless, and I went on the side of the transitional housing and one of the guys turned around and he looked at me...and he says, 'What are you doing here?' and I says I'm going to the shelter. Where is it? And he says, 'but you don't belong here!' And I said, well why do you say that? And he says, 'Well, your hands are clean!' Even from their perspective, they have this notion of what it [homelessness] looks like. They're stereotyping themselves.

Further on in our chat, Aaron describes having a great conversation with an addict who is taken aback that Aaron would have attempted suicide, and Aaron wondered, for the same reasons, why this interesting person had become addicted. In shaking hands with him, he noted that the man held on to his hand, even as he turned to go. “I saw it was that he was holding onto something he wasn't going to have again, maybe a sense of hope, something he could have been like. What they need is hope, love, forgiveness and acceptance.”

4.2.8. February 17, 2019 Wolfie

I met Wolfie on the bus. I asked if we could talk later, under an informed consent agreement, and she happily agreed.

We talked by phone a few weeks later. Wolfie is an articulate, intelligent woman. She won a Tetris tourney at the age of nine and won \$5,000. She also plays competitive chess. She now works at Value Village, as well as working as an artist.

Wolfie's entire family has a history of mental illness. She is an anomaly in her family in that she has no alcohol or drug addictions. However, she does suffer from depression and anxiety and sustained a brain injury at the age of nine.

Wolfie recalls sleeping in cars and on the beach with her family in the summer as early as age three or four and has had experiences with homelessness since that time.

She has been on the subsidized housing list for seven years. “I keep calling them to make sure I’m still on it”, she says. She worries about fire because of the few possessions she values: her computer, tablet, and printer are her way of making a living. “I need brushes, paper and space.” When I asked about her five-year goal, she told me it’s to own a home. For her, owning a home would mean never again having to worry about eviction. She could paint her own walls. In the meantime, Wolfie would like to see “crime-free certification” for housing. Housing needs to be safe and affordable. “People on fixed incomes have constant rent hikes. Finally, she added, “People with mental illness shouldn’t be housed with addicts.”.

4.3. Interviews with Experts and Service Provider/s

Interviews with experts and service providers were conducted to ascertain more of the factors that contribute to the stigmatization of people experiencing homelessness. Interviewees were recruited through conversations with community members and further networking to determine who the best people to speak to might be.

4.3.1. April 19, 2018, Darrell Pilgrim, Executive Director, Ridge Meadows Ministry of the Salvation Army

Darrell Pilgrim was the first person I talked to when beginning this project. Darrell believes that change, both in homelessness and how it is seen, begins with children. He believes that mental health is the first issue, and addiction follows. He tells me that BC Housing tests adults with the Vulnerability Assessment Tool (VAT). Designed to help people experiencing homelessness, the VAT tests adults for:

- Survival skills
- Basic needs
- Indicated mortality risks
- Medical risks
- Organization/Orientation
- Mental health
- Substance use
- Communication
- Social behaviours
- Homelessness (BC Housing).

Darrell believes that this should also be done with children as well, to cut the cycle of poverty and alienation. By his estimation, it would be expensive, but ultimately cost less than allowing the cycle to continue.

Darrell told me about the way in which people need to be reintroduced to living in homes when they have experienced homelessness. They cannot simply be placed in housing. It takes years (up to five years) to transition someone from “living in the bush” to comfortably living in a community. The trick is often managing that transition. It requires group home living, counselling, etc. before putting people back into the general community.

He told me about Maple Ridge’s Intensive Care Management Team (ICM) which works with their scattered site residents. Scattered site housing means putting people transitioning back into the community in housing within the general community rather than in one location with others in the same situation. This allows these people to blend into the community and avoid the stigma of having it known that they have experienced homelessness.

Finally, I asked Darrell why he thinks that people in Maple Ridge (and other communities) react to the homeless the way that they do. He said, “fear, and maybe ignorance.” I asked, fear of what? He answered, “Fear that it could happen to them and fear of the unknown. It can look scary.” He feels that media also feed those fears.

4.3.2. July 12, 2018 Brenna Ayliffe, Community Health Specialist, Fraser Health

Brenna Ayliffe works with Fraser Health, which is one of five health regions in the province of British Columbia. She has a big-picture view of the situation in Maple Ridge from the Province’s and health care’s point of view. She knows the players and has a good understanding of what is happening “on the ground.” I ask Brenna what things she thinks the public needs to understand about the Housing First initiative and if she believes that they are misinformed

She immediately answers that “yes, they are misinformed. In terms of Housing First initiative, it’s understanding how difficult life can be without those bare, bare

essentials. There are people that are not that far away. It can happen to anyone. Housing should be a basic right for everyone.”

I ask Brenna how her work affects people living without homes in Maple Ridge and what her best-case scenario is for those people. She tells me that, “You have to look at housing before anything else. Our team is all about trying to create healthy community partnerships. We want kids starting up on the right foot. Fraser Health has taken a good shift to take upstream actions of change to the determinants of health.” I have worked with many individuals at the camp and in the shelters. They are truly dedicated to making change for others.” She doesn’t view them differently than anyone else in the community.

Finally, I asked Brenna what *she* would do if she could wave a wand and make things better. “In this community there is a small minority who are incredibly vocal. The community is highly engaged and really trying to come up with solutions. I say, support the people who are positive, get the voices of the majority to be louder. We need to remove labels, to understand that just because someone is homeless doesn’t mean they have a substance abuse problem or that they’re a criminal.

4.3.3. July 20, 2018 Dawn Slykhuis, RainCity Maple Ridge and Pitt Meadows Housing Intensive Case Management (ICM) Team

Dawn Slykhuis’ job is to find housing for those in the Maple Ridge area who may be “difficult to house” because of mental illness or addiction. She is a team leader on the ICM Team. What makes the approach of the ICM Team different from simply housing people is the emphasis on self-management and responsibility, as well as in-community support. This aspect of the ICM Team’s work is important to the research in this paper because there is evidence that this approach, which values the abilities and social responsibility of each person, works.

People in this program are offered in-community support from nurses, a psychiatrist, Indigenous outreach, among others, 24/7. The ICM Team has a number of landlords who are willing to house people in this program. After careful assessment, people are placed in housing with the expectation that they will pay for and properly care for the space. If anything goes awry, and the person is evicted, the ICM Team will work with that person to review what went wrong and help the identify ways to learn from the

situation. They are then re-housed, armed with their new learnings and given another chance. Generally, this approach, which respects the intelligence and values of the person, is working.

Housing is “scattered” housing, in that it is integrated into the community rather than being centralized in one “homeless housing” type of situation. Dawn shared that recruiting landlords is challenging due to the stigma around mental health and addictions. She laments the fact that there is “so much misinformation in Maple Ridge.” She allowed that “It’s a small, political community.”

4.3.4. August 9, 2018 Judy Villeneuve, former City Councillor, City of Surrey

I was able to have a brief telephone conversation with Judy Villeneuve, who was on Surrey City Council for 29 years, until she stepped down before the 2018 election. She was instrumental in changing the shape of homelessness in Surrey. She is often labelled as a “champion of the homeless” there. As chair of the social policy committee, she established the Surrey Homelessness and Housing Society and Foundation.

She told me that Surrey is considered to be quite progressive on the homelessness front. In its ten years, the Foundation has given out \$4 million in grants. The money helps organizations build capacity or attract funding from other sources for capital projects. The first project was housing for homeless women and children. She tells me that they have moved 160 people out of tents and into housing with services like counselling and outreach on site.

In asking her why the public responds so negatively to homelessness, Ms. Villeneuve tells me that she hasn’t heard many complaints about housing the homeless from people in Surrey. People realize that it is a health issue. She said that the way people respond depends on their education level. Finally, she adds “You need to have people in political office who have the courage to change things. Sometimes people feel the most power they have is over politicians.”

4.3.5. August 9, 2018, Kat Wahaama, Artist in Residence, Maple Ridge

Kat Wahaama is a multidisciplinary artist, singer, songwriter and recording artist. About a year ago, she lost her son to a fentanyl overdose. Although he wasn't homeless, in fact far from it, the fentanyl crisis in the Lower Mainland has dramatically impacted those affected by homelessness in Maple Ridge. Kat is a tireless advocate for the homeless in Maple Ridge, especially those living in Anita Place Tent City.

I asked her what she thinks the public needs to understand about the Housing First initiative and if she thinks they are misinformed. She strongly believes that it is community dialogue that is needed. "It isn't about information, it's about frames of reference and belief systems. If it doesn't fit with their belief system, they won't change their opinion." She says that we need to find alternative ways to have those important conversations to get people out of that space. "We're in a world of fake news; judgement based on belief not on facts."

Given her recent loss, Kat is especially vocal about addiction and how that ties into homelessness. "We've had this very flawed way of dealing with people that have addiction. People believe that addicts make a choice to become an addict. People have no idea about addiction! This is a health issue and we're in a health epidemic."

When I asked Kat about how her work affects people living without permanent housing in Maple Ridge, she says that she can't fix the housing part, but through different projects she is working on, she helps people make connections that allow them to treat the unhoused in our community more like the human beings.

4.3.6. August 10, 2018, Calvin Leitner, Project Coordinator, Lookout Housing & Health Society

I met with Calvin at the recommendation of Brenna Ayliffe of Fraser Health who has worked with him indirectly on the Housing First Innovation Labs that looked at creating a systemic approach to dealing with homelessness in the Lower Mainland.

In the Housing First Innovation Labs, Calvin worked with groups of people looking at a number of challenges to Housing First and those experiencing homelessness. He talked about the silos in the not-for-profit sector that hinder access to

services. They are attempting to map the system and the barriers from the perspective of someone who is homeless, to create an experience map. “Clients have to start over and over with all the silos”, he says. “ [housed] People just can’t seem to let go of the idea that they’re making it, so why can’t others. The Province is doing a fairly good job with the overdose campaign. I’m still shocked by the reaction in the community to the new shelters. Why hasn’t the province done a campaign on homelessness?”

This interview highlights stigma from the provider side of the equation. The siloing of resources means that people who are already traumatized are forced to jump through hoops at every stage to acquire basic needs. It prompts the question, what can providers do to break down the stigmas around homelessness, mental health and addiction. As leaders in the community, they have the credibility and the authority to make some changes, even if they are at the grassroots level.

4.3.7. August 16, 2018, Darrell Pilgrim, Executive Director, Ridge Meadows Ministry of the Salvation Army

As I begin to wind down the interview portion of my research, I come back to Darrell Pilgrim. In his position, working with people in poverty, addiction and mental illness, he bridges these issues with the people who can make change and/or help those suffering to access the services they need.

I asked about Anita Place and its role in the homelessness debate in Maple Ridge. He told me that there are lots of camps all over the province. “What makes Anita Place unique is that it is a protest camp. It will continue in and of itself because that is its purpose.” I asked if that kind of camp has value. He said it “could have value if it had the right voice.”

“Maple Ridge made the news as the “national face of rural homelessness. There are only 80 people in the camp, but many more homeless outside of it. And Maple Ridge’s homeless population is far smaller than that of cities like Abbotsford. “

There are 6,000 new homes coming online from the Province. The overarching problem is poverty, and Salvation Army shelter is seeing that across two generations now, where they will have both a parent and their adult offspring in the shelter coming in

separately. The poverty is a huge issue. The Province has recently created a Poverty Reduction Strategy.

Darryl guesses that 10-20% of the people in his shelter have jobs. Most people have addictions. He knows two have gambling addictions. The shelter has 60 beds, but it was never meant to house more than 20. Out of 200 homeless in Maple Ridge, maybe one third are the ones who are seen as “trouble-makers” and this can be anything from sleeping on benches to pushing carts.

He muses, “New York has rent control. Why doesn’t the city/province initiate that? The government is trying to build supportive housing. They should build ‘all rental’ buildings.”

This final interview with Darryl adds to the hard facts I have gathered from secondary research and rounds out my knowledge base on the statistical story of homelessness in Maple Ridge.

4.3.8. August 30, 2018, Jason Payne and Renee Bajkay, Coast Mental Health

I wanted to talk to Coast Mental Health because they would be running the controversial new temporary modular housing that the Province is building on Royal Crescent. People in the neighbourhood are upset about it being a low-barrier shelter, meaning that residents do not have to be “clean” (free of use of drug or alcohol) in order to live there.

Both Jason and Renee are warm, soft spoken individuals working in the Alouette Heights Enhanced Housing building, which Coast Mental Health currently manages. It is accessed through metal barred doors with buzzers. It feels a bit prison-like, but Jason and Renee disarm the tone with gentle demeanour. We meet in a small office, just past the entry of the building.

I asked them what supports will be in the temporary modular housing for people with mental illness and/or addictions. They tell me that there will be better access for ways to step up. Most if not all of the people that will live there will be from Anita Place, although they don’t have a specific list of residents as yet.

I have heard people who have been housed in transition complain of the constant eye of cameras on their every move. Renee tells me that there are cameras, not in all of the hallways. The residential rooms themselves are private.

At Alouette, the people of Coast Mental Health have worked at creating opportunities for the residents to experiment with working together to foster community. They have developed a community kitchen so that residents can contribute to shopping or preparing food as a way of easing back into a life in the community. They also have meetings and work with the tenants to develop ideas for barbecues and outings, and the like.

I asked about drug use safety at the new shelter on Royal Crescent. Renee says, “Harm-reduction methods will be a focus in the modular housing, beyond clean needles and Narcan training, they will be encouraged to use with someone, rather than alone. This brings up the “elephant in the room,” namely access to the drugs that addicts must acquire. I ask how Alouette manages illegal drug trade around the current building. Jason tells me that they have a good rapport with RCMP. If they notice ongoing problems, they let the RCMP know. The detachment increases their presence by having cars visually present in the area. Both Renee and Jason add emphatically that “the way they [the RCMP] handle the clients is so respectful.”

Like Alouette Heights, Renee says that they have an outreach team on site at the temporary modulars. The ICM Team has links into the camp and landlords as well. When transition is possible, they will facilitate it.

In speaking about how poverty can suddenly happen to anyone, Jason tells me about a senior that just showed up at Anita Place and was going to set up a tent. People there asked what it was all about. Why had he come there? He said he couldn’t afford his rent and had nowhere to go. It happened that the RCMP were on site. They got him in touch with Alouette who immediately helped him. They talked to a landlord and got him a place that reduced his rent by \$300 or \$400. They add that sometimes people have pets they can’t part with. It can be the breaking point on their housing.

We talked about the adjustment to “regular” society for some people who have been chronically homeless. Renee tells me, “Seven years ago we opened an apartment block at Dunbar and 16th [in Vancouver]. We still have guys, that were the first to move in

there seven years ago, sleeping on their decks because they have trouble coming indoors. So, what is useful to us is not necessarily what they value. There are still people that don't want to sleep on a bed, they want to sleep on the floor.”

4.4. Workshops

The workshops in this research are the primary tool for the identification and co-generation of opportunities for change in the community. It is through the results of these workshops that it is expected that we can identify ways of seeing homelessness that offer segues to conversations about commonalities, neighbours, and community support.

4.4.1. How the voice of the community informed and shaped these workshops



Figure 4.6. Workshops put persons living without permanent homes, housed seniors and even politicians at the same tables, working together.

The preceding secondary research and interviews all shaped the tools for the workshops and influenced the makeup of the participants. For instance, it became clear that, to prime the participants adequately, it was important to put the community's own words and thoughts in front of them. The online survey generated a broad range of narrative comments that clustered around the separation of addictions from mental health and from homelessness on its own. The survey also validated these comments as

real, as they were identified as coming from people in specific neighbourhoods in Maple Ridge. All of the content of the posters derived from the earlier primary research.

The desired makeup of the participant groups was developed from conversations with experts/providers as well people with lived experience and the community at large. It became evident that an ideal group would be made up of people with lived experience with homelessness, domiciled neighbours, politicians or city employees, providers of services to the homelessness, and experts in addiction or mental health.

Based on a manageable size for the workshop, the selection of tools used as well as the time participants could commit to the workshop dictated that the desired participant makeup was divided into these 5 groups. The goal was to give equal voice to each group, at a table where all of the other groups were also represented.

This ideal was not achieved. However, even though the groups were smaller, they were mixed and there was cross chat among the tables, so some of the desired mixing of ideas and thoughts was achieved.

4.4.2. Format of the workshops

Each workshop ran from 9:30 am – 12:30 pm. The first was held on Tuesday, November 20, the second on Friday, November 22, and the third on Saturday, November 23. They were held in a local community facility near Anita Place Camp and within the City Centre area, which has the most visible homeless population and, perhaps correspondingly, has seen the most vocal resistance to homelessness within the neighbourhood.

Participants were greeted at the door and given informed consent forms to review and sign. These explained the broad format of the workshops and that the proceedings would be videotaped and photographed for the research records and accuracy. We were careful to ensure that anyone who did not wish to be photographed made their wishes known so that we could avoid capturing them in any images. There was only one participant who withheld their permission.

Participants were invited to review the large posters around the room which, for the most part, reflected actual quotes regarding homelessness from residents of Maple

Ridge. They were also invited to write on sticky notes if they had any thoughts or reflections on these quotations. One poster explained the objective of the research project and another explained Gleicher's Formula, which is a way of breaking down the process of change into its key elements:

$$D \times V \times F > R$$

D = Dissatisfaction with the status quo

V = Vision around what might be possible

F = First, achievable steps toward change

R = Resistance to change

Figure 4.7. Gleicher's Formula. Among a number of other characteristics of this accessible little formula, it is noted that everyone's opinion matters. That matters in community-based research. (Cady, et al)

4.4.3. Empathy maps

This exercise generated a lot of discussion, some lively, some deep and some intense, but it was effective in bringing people together to imagine themselves in another person's shoes. There were involved discussions, with participants reminding each other to stay within in the persona's experience. Most ideas written in the problems and opportunities sections were not new, but some of them had seeds of new possibilities. The most interesting ideas were from the persona of the high school students in all three of the workshops. Whether it was getting into the mind of a young person or imagining the possibilities available to someone younger than themselves, there were more plausible ideas generated there. All empathy map data can be seen in Appendix C.

Feedback from the participants on this exercise was very positive. Comments advised that they found it eye-opening, helpful, different, and interesting.

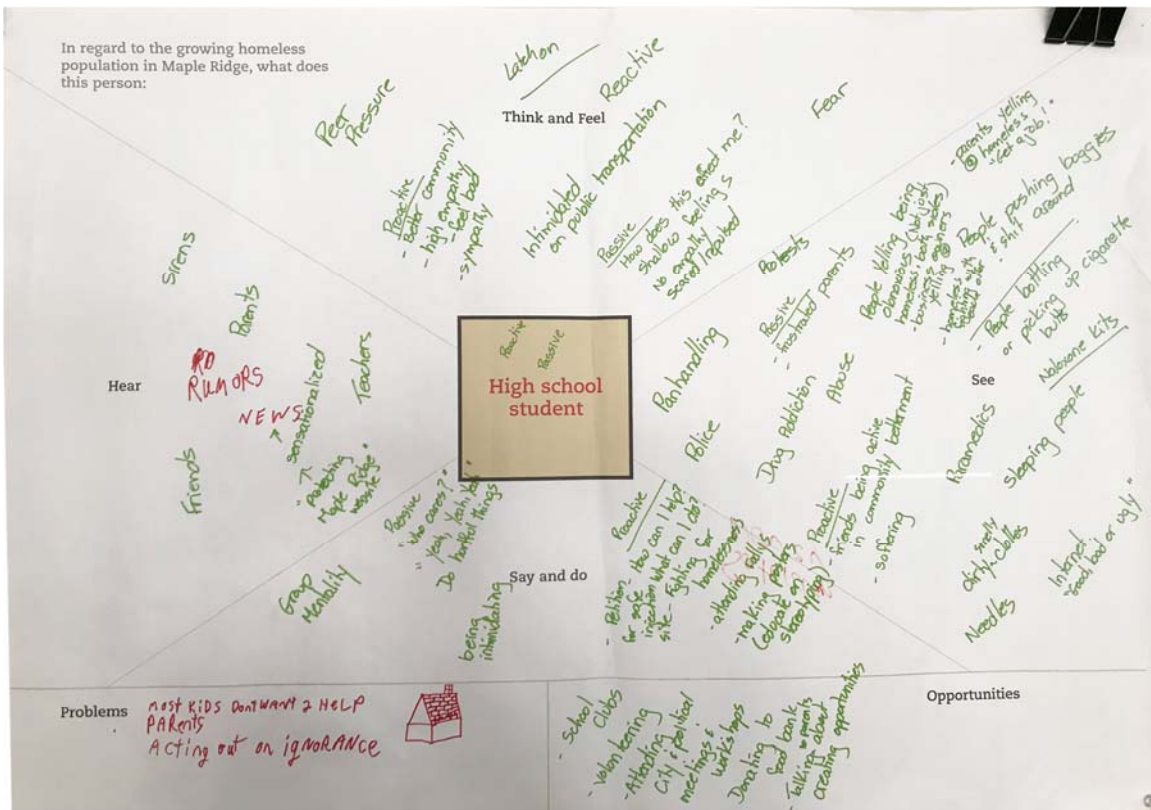


Figure 4.8. Example of Empathy Map completed by participants

4.4.4. Crazy 4s

The crazy 4s exercise pushed participants further. It called on them to use drawing as a communication tool. Some embraced this and some just weren't comfortable and stayed with words. The advantage of this exercise is that it gets the participants to quickly shift gears from a group activity to a personal one; it gets them to synthesize the learnings from the empathy maps without over-analyzing; it gets them to think about how to best explain their thoughts.

Some participants struggled with the speed of the exercise and having to synthesize so quickly. Others did very well. Some of our participants were clearly under the influence and unable to keep up with the explanation and execution of this exercise. others in their groups tried to help them participate in any regard.

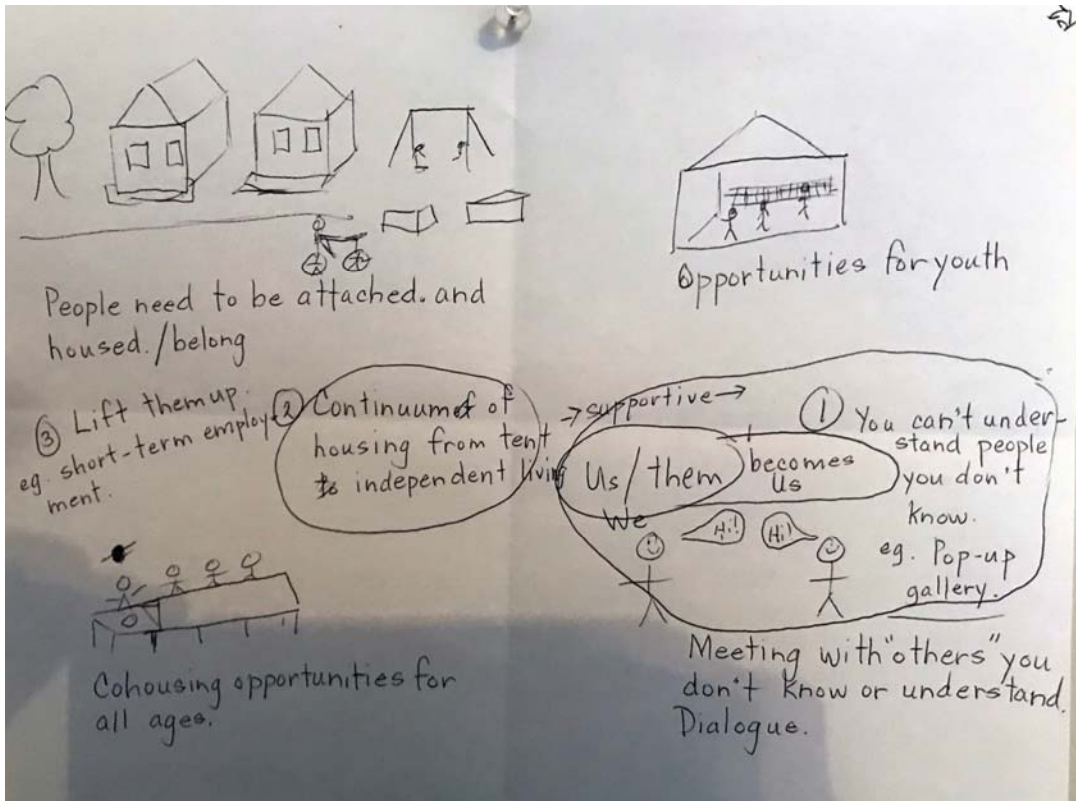


Figure 4.9. Crazy 4s varied from the relative order and cogence of this drawing, with some workable ideas generated, to the drawing in Figure 4.12 which remained unexplained.

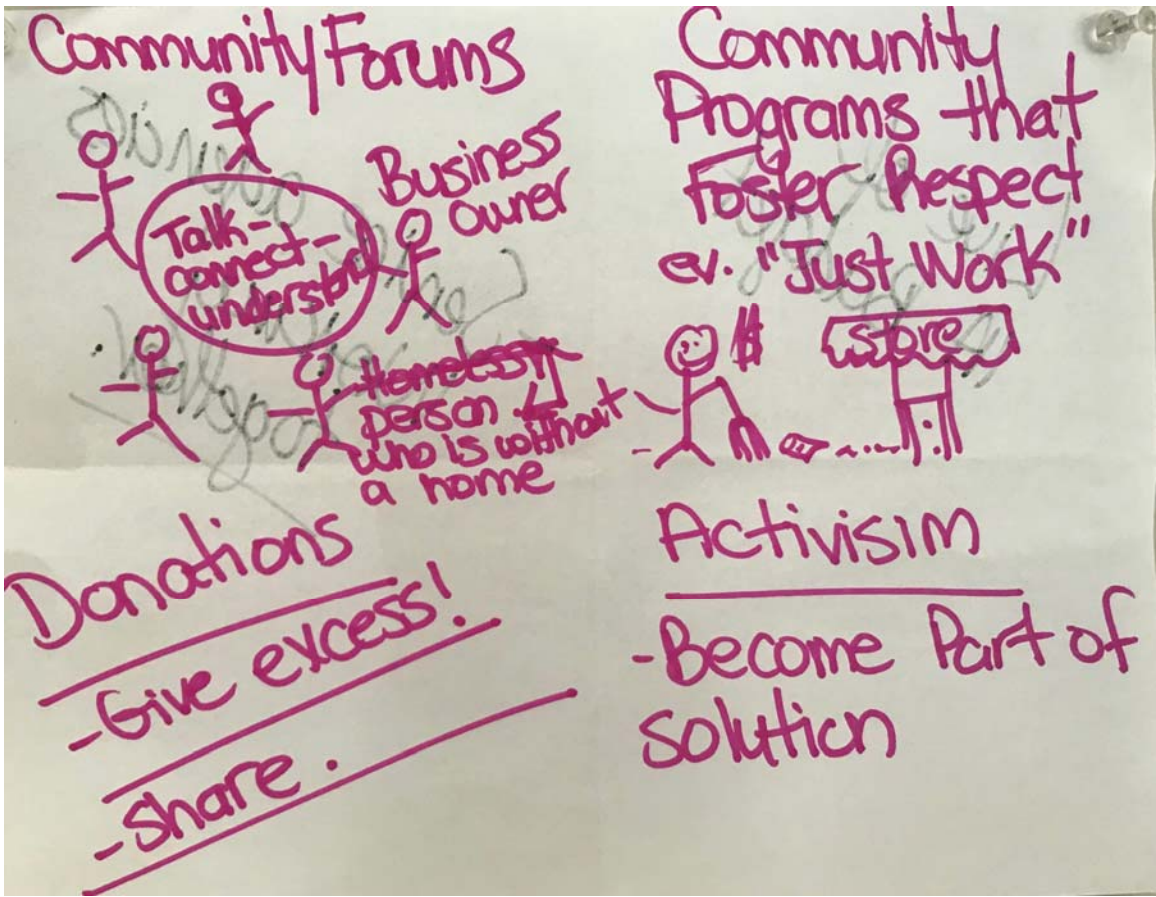


Figure 4.10. Crazy 4s, example 2

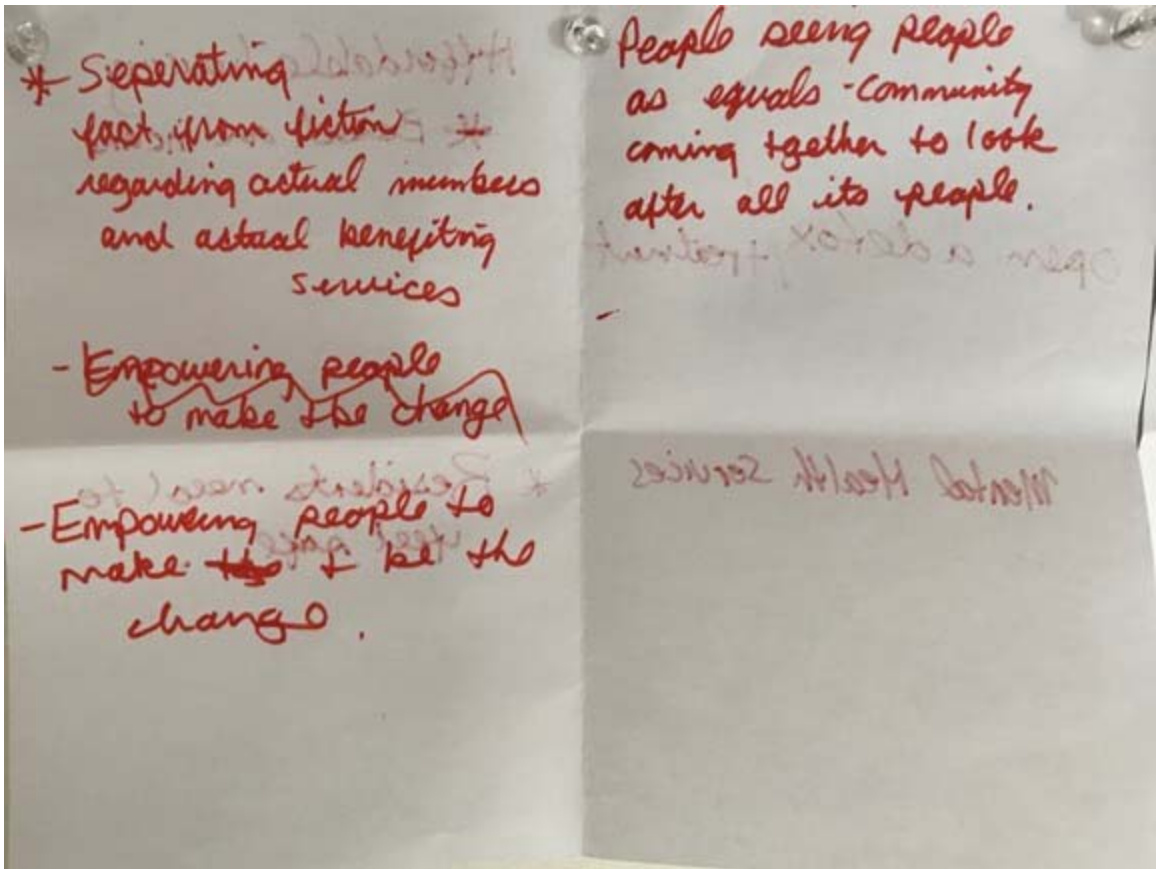


Figure 4.11. Crazy 4s, example 3

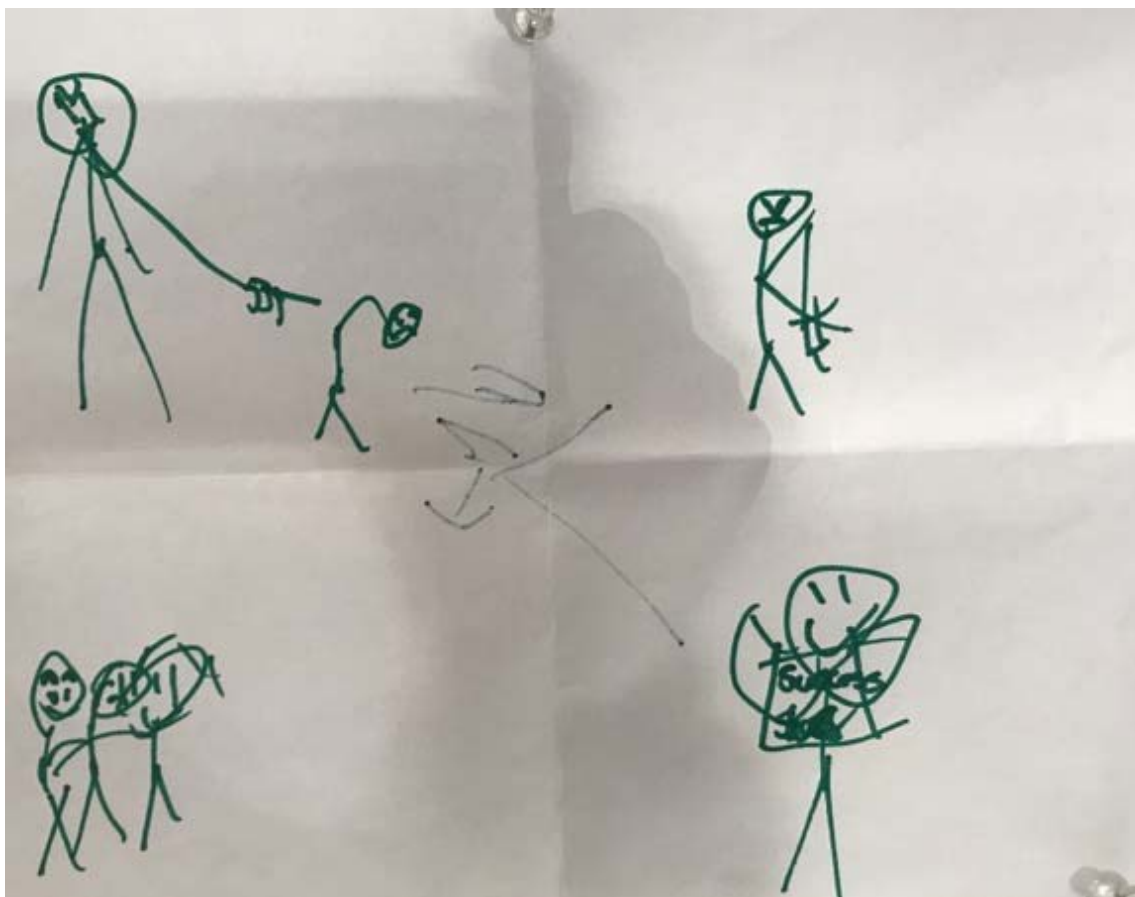


Figure 4.12. Crazy 4s, example 4. This Crazy 4 was not well explained. It was done by someone from Anita Place.

4.4.5. Storytelling posters

The previous exercises all contributed to priming participants in advance of the storytelling posters. This exercise was exciting and challenging for all of the participants, but as evidenced in video records of the groups presenting what had done., they were pleased with what they had produced.

The materials: magazines, glue sticks, scissors, fabric, wool, straws, pins, cotton balls, Styrofoam cups and buttons, were in many ways visually incongruent and perhaps ambiguous, but as the groups began to talk about the materials, individuals started to create stories around the elements in the kit, the groups started to process what they saw, assign responsibilities for creating different elements and worked together to get them done. This idea of using “ambiguity as a tool”. (Sanders and Stappers, 44) is a way of accessing latent and tacit knowledge that lies deeper within participants’ minds.

“Latent knowledge refers to thoughts and ideas that we haven’t been experienced yet, but on which we can form an opinion based on past experiences” (Ibid., 53).

The results went beyond expectations in many instances. Although a number of posters were informed by some embedded colonialist attitudes that positioned the homeless as “things to be pitied and taken care of” many pushed past this and demonstrated ideas that empowered people experiencing homelessness to take charge of their own futures and rebuild their lives.

The most interesting part of this exercise was how each group explained what they had done and what it meant. Some were relatively literal in execution and some were much more abstract.



Figure 4.13. Dwayne and Gary imagine a way to create communication within Maple Ridge

In workshop three on November 24, Dwayne, a member of Anita Place Tent City and Gary, a semi-retired executive, sparred and rationalized an expansion on the very workshop in which they were participating. “It’s almost an insoluble problem in some ways. The end goal is what’s happening today as a microcosm. If we could do the very same thing and multiply it a hundred times. The solution is to get us all talking” (Cleave).



Figure 4.14. Dwayne and Gary’s final poster



Figure 4.15. Sean and Jessy’s poster illustrated the importance of an integrated federal response to homelessness.

Sean and Jessy, both with lived and living experience with homelessness illustrated a federal response to homelessness that created fairness to both the homeless and the domiciled. “We feel like it should be a federal solution because pitting communities against each other and forcing them to compete on who provides affordable housing for Canadians is never going to work. You’re just going to end up moving the homeless from one community to another and another.” (Orcutt)

Although their solution focussed more on resolving homelessness rather than the stigma around homelessness, they still identified some of the social issues between communities.

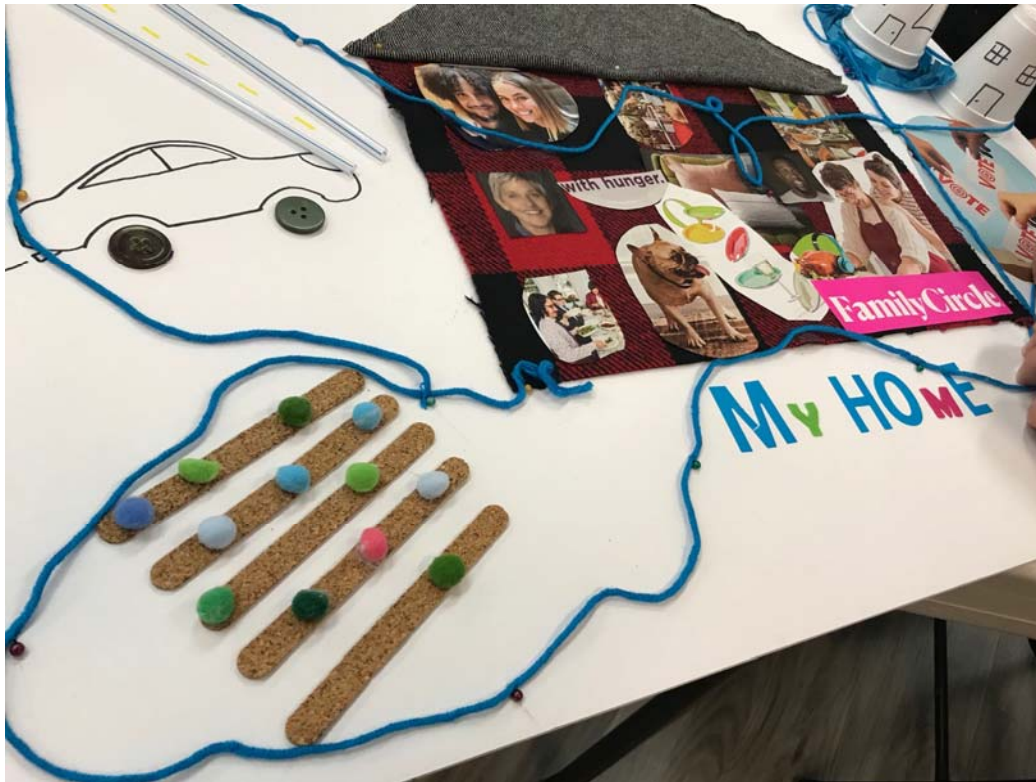


Figure 4.16. Themes of connection and community gardens came up in a lot of the posters.

This group from the Friday, November 23 workshop, worked with people living without homes as their central focus. “You need somewhere to call your own which allows you to be part of the community, to have a garden and space of your own. Having one piece builds many pieces.”



Figure 4.17. Jamie, Veronica and Elicia, creating an integrated community building and neighbourhood



Figure 4.18. Participants used every part of their creative kits at times, even the bag the materials came in became a building.

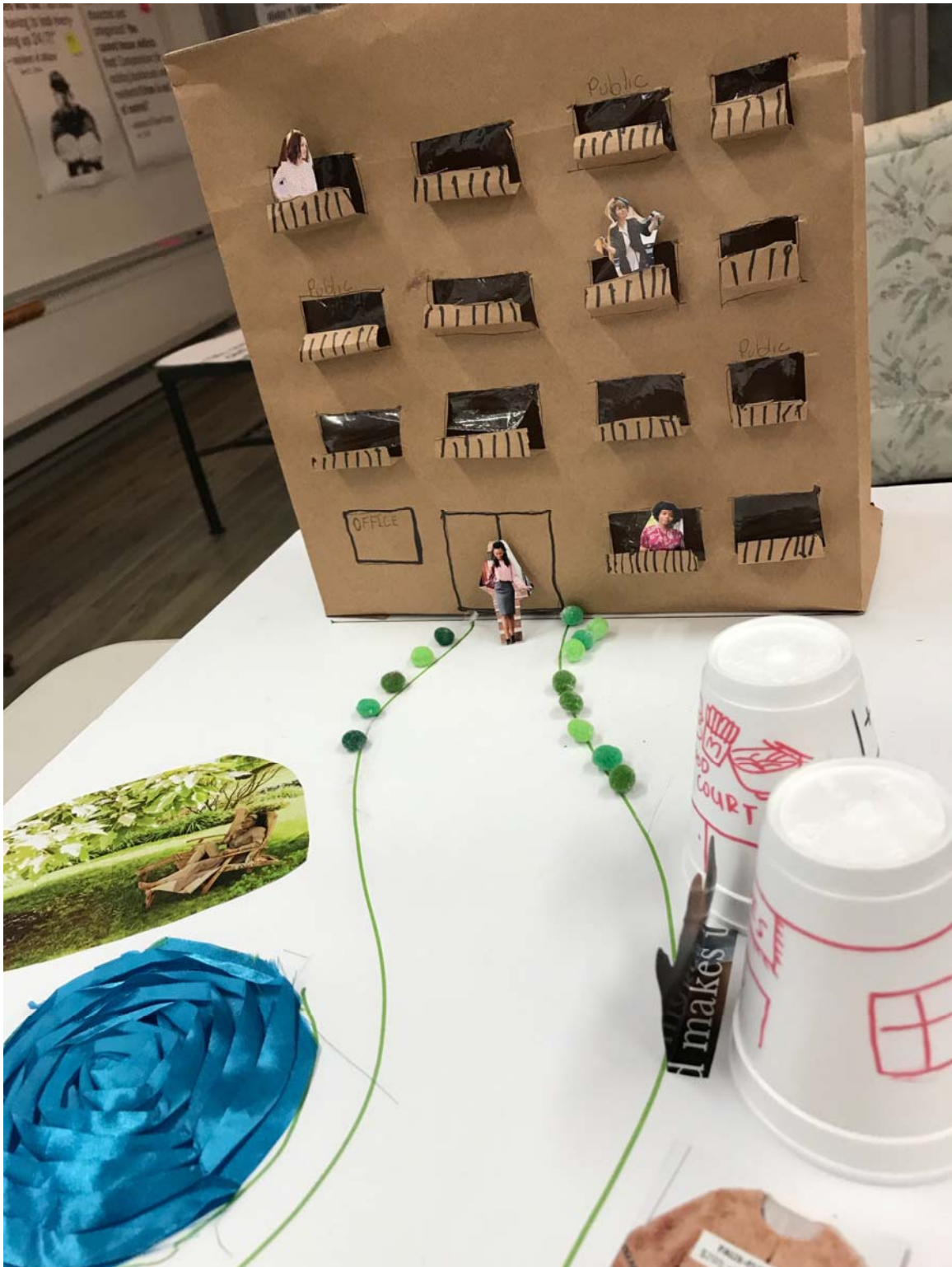


Figure 4.19. A fully-integrated neighbourhood that evens the playing field between the poor and the not-so-poor, created by Jamie, Veronica and Elicia.

Chapter 5.

Discussion/Observations

5.1.1. Strengths and limitations of research

Interviews with people who are experiencing or have experienced homelessness provided an understanding of how these people would like to be seen and treated by the community. Early assumptions about people living with homelessness were challenged. The assumption that lifelong poverty was at the root of this state, in many cases, was true. But there are instances of life-altering physical harm or illness that instantly changes people from contributing members of society to “homeless people” with little apparent identity, visibility or value.

There were times during investigations when people in the Anita Place camp were exhibiting threatening behaviors and the researcher frequently witnessed fights going on nearby. Working with the crew from Open Door Church offered a certain amount of security in these situations. The conversations which included Pastor Bradley were more relaxed and revealing. Interviewees all seemed more willing to chat in this “group” setting. Interviewees were very open about their lives and how they felt about living in Maple Ridge.

Each person interviewed appeared to be (and they often said they were) suffering at least one mental health issue as well as addiction. No one living at the Salvation Army shelter was interviewed, as the introductions for these interviews fell through. But it was understood from Darrell Pilgrim of the Salvation Army that these interviewees would also have some mental health issues.

Missing from interviews was a youth voice. Opportunities to interview those in the <19 years and 19-25-year-old populations did not materialize. Youth interviews would have shed light on an important type of experience with homelessness. There was also an initial opportunity to interview an elderly couple in the camp. She was suffering from a chronic illness and was quite frail. They ultimately declined to be interviewed. No other seniors who had been recently become homeless were available to be interviewed. This would have provided a fuller picture.

The expert interviews were intended to gather further information from service providers and those who deal with homelessness as part of their work about the issues that are causing stigma for people experiencing homelessness.

With only eight interviews, the work was not exhaustive, but did gather a range of perspectives.

The political climate in Maple Ridge at present is highly charged. The current Council is in disagreement with the Province about providing low-barrier housing in the city. Local politicians (who I have spoken with off the record) are pushing an agenda that is not supportive of this research. However, all Councillors as well as Members of the Provincial Legislative Assembly were invited to the workshops. One councillor did participate.

The biggest difficulty in running the workshops was in recruiting enough participants, of the right type, for each workshop. Although each workshop was “filled” ahead of time, some people came on the wrong day, didn’t come at all, or brought friends or co-workers who were not expected. It required flexibility and adaptation of the materials.

The imbalances in the groups also skewed output. On the third workshop, November 24, it happened that almost half of the participants were from Anita Place. It produced some of the most interesting posters and stories.

Design-led co-creation workshops are inherently messy. They have to be adapted on the fly to accommodate different personalities and situations. Sometimes, an attendee will come with an agenda of their own and they need to be channelled to find ways that something can work differently. With this messiness, the data is open to a great deal of interpretation. It is important that the facilitator remain as neutral as possible and maintain what is referred to as a “beginner’s mind”, without bias.

It should also be noted that this research can be viewed as a paternalistic act, in that the researcher has identified an issue in the community and puts herself in the potential power position of “helping those who cannot help themselves”, although this group includes not just the homeless, but the rest of the community as well. These

people, part of the cultural hegemony, would not likely imagine themselves as needing help.

5.2. Goal 1: Investigate the potential for design-based methods to achieve greater understanding between those experiencing homelessness and the rest of the community of Maple Ridge

The metric data generated in the online survey paints a picture of a community on edge, with people feeling compassion for those living without permanent homes but not at the cost of having them live in their neighbourhoods. In the narrative data, there are comments ranging from defence of those experiencing homelessness to shocking and defiant words of hate.

Interviews with those with lived experience revealed a common theme of a group of people who all wanted to be seen as human, and for people to understand how close many of us are to being in the same state of homelessness.

Design-based methods are useful in disarming participants and allowing them to see in ways they have been thus far unable to do. This methodology uses ways of thinking that are new and that broaden thinking on a subject. Where people are entrenched in their ideas, design thinking can often soften their stance and allow them to consider new ways of thinking. Overall the results of the public survey provide support for the utility of design-based methods as a means of generating progress on social issues that divide community members.

In the workshops, participants were working side by side with those who were on the other side of the issue. As an example, people living without homes worked with seniors from the surrounding community, and people with young families living nearby. Comments from participants expressed surprise and positivity about the people they worked with. It was clear that almost everyone came away from the workshops wanting to do more to foster understanding in the community about the people they had met.

There were at least two exceptions to this. One was a politician who seemed disengaged throughout the workshop. They have since publicly expressed entrenched beliefs that homelessness is about addiction and that housing first does not work. The

other was a business owner who appeared agitated throughout the workshop. This person expressed a great deal of anger about what the homelessness situation in Maple Ridge had done to their business. It is valuable to consider these types of participants and how they can be better engaged, as their more extreme points of view are important to the total voice in the community and could be the source of some truly innovative approaches.

It was observed that many of the people with lived experience with homelessness went from looking tired and disinterested to animated as they worked in their groups. It appeared that they felt heard and respected in the process, as they became more and more engaged as time went on.

5.3. Goal 2: Evaluate the broader applicability of design-based methods as a means of supporting progress in common divisive community issues

In order to evaluate the efficacy of design-based methods in supporting progress in common divisive community issues, it is valuable to break down the “themes” that arose in the preceding research.

5.3.1. Problem Themes

Several themes arose from this research that are worth identifying as opportunities to change the social stigma around homelessness in Maple Ridge.

Social stigma is about othering in a way that places one person on a higher level than the other. Human beings cannot or will not identify with another person because of colour, gender, sexual orientation, religion, nationality or social strata. They are not like us, they are an “other.” By being an “other”, they do not belong. In many cases, they are not even human.

People who would normally be kind and rational in normal circumstances are verbally abusive and belittling of others who are homeless, mentally ill or suffering from addiction. These people exhibit fear of what they don’t understand and demonize it because of a simple lack of knowledge.

5.3.2. Fear

Participants in the workshops identified fear in empathy maps and crazy 4s exercises. Housed residents and business owners said they feared the addicts and the mentally ill, conflating these with homelessness. And the homeless expressed fear — of dying from overdose, cold, illness and violence from each other, the police or members of the community.

When everyone is afraid, how can we move forward to trust each other as neighbours in a community? How can we build a strong community...or any community at all? The workshop activities clearly created a lowering of barriers and more relaxed interaction for the majority of participants. These methods were effective in assuaging some fear in most participants.

5.3.3. Paternalism

In many of the empathy maps, the crazy 4s and in a few of the storytelling posters, there was a strong theme of paternalism. It was generally motivated by compassion and good will, but when we think of having people knit things, donate clothes, give what they “don’t need”, bake and serve food to others, even though they may need those things, it puts those others in the position of being “less than.” Even if they don’t ask for the help, and it is freely and kindly given, the giver of that help is put into a position of power or privilege. There was a statement made by a speaker in a conference called “Othering and Belonging” held in April 2019, that “privilege is invisible to those who possess it” (Raikes, 2019). This quote is useful in explaining the concept of paternalism sometimes evident in charity and charitable acts.

The current institutional system for service delivery to people living without homes requires a battery of forms to fill out, waiting times, compliance tests and detached, overworked people asking for all of these requirements. It is not an environment for feeling a sense of dignity or security.

Some of the storytelling posters created in the workshops dealt with giving people true agency through housing that allowed them to be contributing members of the community, not singled out as “those people” or “others”. This self-respect is central to

coming back from the kinds of loss that have caused people to find themselves homeless, to regain the dignity that allows them to rejoin society in work and community.

Joseph Lynch is quoted by Dan Fumano in a Vancouver Sun article as saying, “There’s no comparison. A human being needs dignity to have self-respect. To have the ability to go out and make things happen in this life that nourish and protect him. When you strip the dignity, you strip the self-respect, and his ability to function to get ahead” (Fumano, 2019).

5.3.4. Labelling

When walking into an office labeled “Social Service Housing”, “Intensive Care Management”, or “Salvation Army”, a person dealing with life altering circumstances is reminded that they are not like the rest of the community, and everyone who sees them walking in that door knows it as well. When labelled as mentally ill, an addict, or homeless, a person is often no longer seen as a human being. They *are* that label. Labels allow those of us not in that outgroup to look past the person and feel protected by the mask that separates us from their situation.

Self-stigma can have a crippling effect on people living in poverty and with homelessness (Corrigan and Wassel, 2008, p. 43). Loss of feelings of personal empowerment in this group is reinforced not only by the institutionalized labelling of service agencies, but by the names attached to the homeless by the media, the public and even the government. It makes getting employment, help with addictions and even seeking housing that much more difficult.

The design thinking methods used in the workshops used language and tools that empowered the participants and, at least during the time spent there, helped them live without labels.

Goal 3: Generate new questions and avenues for research

This research has highlighted some aspects of the social challenges in breaking down the stigma around homelessness in Maple Ridge. It has also pointed out some opportunity spaces in which design thinking methods might be scaled to create some innovation in the interactions between those experiencing homelessness and the rest of

the community. The rest of the community involves everyone from the general public and small business owners, to service providers and decision makers in government.

In interviews and workshops, interviewees and participants repeatedly mentioned specific broad areas that might hold the possibilities change. In and of themselves, they are not complete, but with further work they may bear some fruit. Change in social issues does not appear as wholesale wins. It is incremental. But if we can look at these themes as guides to what we should be doing as a community, we may be able to agree to sidestep the silos created by “competing” agencies, entrenched points of view and simplistic heuristics. A key element in doing this work authentically and meaningfully is to involve those experiencing homelessness in the act of affecting change.

5.3.5. Education

The most actively discussed and written ideas on the empathy maps were those where the participants had to imagine themselves as high school students. There was evidence that participants saw students as the future of the community and that they were more open-minded about the homelessness issue. Yet they were also confused. It was repeatedly suggested that they are open to influences of peers, teachers and parents. If their parents expressed fear and disgust with people experiencing homelessness, then that is what the student would repeat. Alternately, if they heard compassion at home, they were more likely to look for ways to make a difference. As Dawn-Lyen Gardner so succinctly puts it, “We are making each other” (Gardner, 2019).

Since the young people in any community are its future, and because they are already in a learning environment, how can we give them accessible tools to learn the facts about homelessness and give them the agency to create a community that accepts people experiencing homelessness as legitimate members of that community?

5.3.6. Contact

In the workshops, almost every group identified the idea of getting people together through meetings, barbeques, craft fairs or coffee chats. The experience that the participants had in sitting at tables together — a person with lived experience with homelessness, a politician, a volunteer; or a retired senior, an addict experiencing

homelessness and a service provider — made everyone see how many myths and misconceptions fell away. The emphatic cry in almost every interview with people who were currently living without a home, or who had lived without a home, was that they were just people like everyone else.

There is likely no other solution more effective in dissolving stigma than face-to-face meetings where everyone has a task to do towards a common goal, and they are encouraged to work together. Shifting the energy from fight or flight to cooperative work that generates conversation and the search for commonalities is healing and a good tool for building community.

What kinds of tools can we create to foster opportunities for people experiencing homelessness to work together with other members of the community to build things together that improve the community for everyone?

5.3.7. Employment

Contrary to the misconceptions, many of those experiencing homelessness are still working. Darrell Pilgrim of the Ridge Meadows Salvation Army estimates that number to be 10-20% of the homeless at the shelter. And in the workshops, we learned that many people experiencing homelessness want to work.

Living without a permanent home is not an ideal situation from which to rise every morning and go to work. Seeking work without a permanent address, without clean, pressed clothes to wear to interviews or a bathroom to shower and tidy one-self, and having to carry all of your worldly possessions with you in a backpack, must seem like an insurmountable task.

How can we make decent work more accessible to those experiencing homelessness so that they can feel more a part of the community?

5.3.8. Creating a design brief

In the broadest definition, a design brief is a simple document that defines the problem to be solved, the criteria, the audience(s), objectives and “design character”.

When specific projects are identified and need to be defined, specifications, timing, budgets and executional considerations can also be added to a brief.

Design character is a set of descriptors for the emotional attributes of a desired design solution. These attributes allow a designer to understand the goals for the voice, look and feel of a solution, outside of the technical parameters. It can also help them find visual metaphors to make a concept more easily understood or absorbed. These attributes can help a designer choose appropriate typography, layout, illustration, photography, colours and language for a design solution.

As an example, if an industrial designer is tasked with creating a concept for a chair, a design brief might look like this:

Project: Concept for a lounge chair

Audience: Millennial first time home-buyers with mid-century modern tastes

Objectives: Ultimately, we want people to buy the chair, but at this concept stage, we want to test response to the design, sizing for contemporary room sizes, materials and cost to manufacture.

Brief: This chair concept should blend the design characteristics of mid-century modern design with the current understanding of ergonomics and comfort.

Design Character:

- Chic
- Warm
- Inviting
- Whimsical
- Architectural

5.3.9. A Design Brief for further research

As already stated, the stigma around homelessness is a complex and challenging issue that has defied satisfactory resolution to date. Results from the current

project indicate that no *one* solution will remedy all that is broken in Maple Ridge's community relationships. Nor will helping the homeless ever seem fair to those struggling to make ends meet but still managing to stay housed — for now. But design, whether it be service design, communication design or even industrial design, may have a role to play in breaking down the stigma around homelessness in Maple Ridge, even if it is only one small bit at a time.

What has emerged from this research are a number of possible solutions from which to start building solutions. Around these themes, we can explore ideas for creating solutions. We start with a design brief.

5.3.10. The brief for shifting social stigma around homelessness in Maple Ridge

In the case of making even small changes in the social stigma of homelessness in Maple Ridge and putting the tools for change into the hands of the community, design for social innovation has a brief as well. This brief derives from all of the work in this project, particularly the workshops.

Project: Create and/or co-create tools for social change that can be used by the community to build understanding, mutual respect and warmth between those living without permanent homes in Maple Ridge and the rest of the community.

Audience: Government, service providers, residents, business owners and citizens living without permanent homes.

Objectives:

- Create tools to help members of the community develop projects that bring those experiencing homelessness together with the rest of the community to work on small, delineated projects that will improve the community and feelings of agency and self-worth for those experiencing homelessness.
- Create tools to effectively educate students about the facts around homelessness in Maple Ridge, involving students in the creation of these tools.
- Create tools to identify meaningful and gainful employment options for people living in poverty who want to work but face barriers to employment due to homelessness, mental illness or addiction.

Brief: These tools should reflect consistent design character. They should be interesting, well thought out and co-created with the community by professional designers or design students, if that is possible.

Design Character:

This design character is drawn from the observational and narrative data generated by the workshops. Clearly, these conclusions are subjective, but it is believed that they are a reasonable synthesis of the feelings of the participants.

- Open
- Brave
- Warm
- Genuine
- Respectful

Chapter 6. Conclusions

This work has provided a window into how design-based methods might help the citizens of Maple Ridge begin to create a community that is more inclusive of people who are homeless, thereby reducing the stigma around people experiencing homelessness. Homelessness is a growing problem throughout the world driven by economic changes, political upheaval, and climate change. The “switch” that gets turned off — when someone becomes homeless — that allows the rest of the community to see them as less than human has to be turned back on so that we see the human in the difficult situation they are in, instead of a demon bent on hurting our children and seniors.

First identified by R. M. Williams in 1947, contact hypothesis posits that “contact between members of an in-group and an out-group is expected to improve the attitudes of the former toward the latter by replacing in-group ignorance with first-hand knowledge that disconfirms stereotypes” (Lee, Farrell and Link, 2004, p. 40). At a micro-level, the workshops in this research did this very thing.

Data in this study are consistent with a vignette study conducted by Phelan et al (1997:334) which observed, “homelessness is stigmatized more severely than poverty and, generally, more severely than mental illness. The substantial percentages of survey respondents blaming homeless people for being homeless...” And yet, they observe that, “...the empirical record is not entirely one-sided. In the same surveys cited above, structural beliefs about causes of homelessness are more common than individualistic ones. Many respondents remain emotionally engaged, expressing sadness or anger regarding the persistence of the problem, and backing government efforts to solve it. (Lee, Farrell and Link, 2004, p. 42).

In the workshops, the community was able to see the results of people from different economic strata work together to solve problems. These participants co-generated the ideas for next steps from this project. The next step will be to evaluate methods for creating more meaningful contact between those living without homes and the rest of the community.

The second goal of this research was to evaluate the broader applicability of design-based methods as a means of supporting progress in common divisive

community issues. It is recommended that a proposal be drafted to acquire funding to proceed on development of the tools to:

- Help members of the community identify meaningful projects that can be designed around bringing those experiencing homelessness together with the rest of the community to work on a small delineated project or projects that will improve the community as well as build relationships.
- Effectively educate students about the facts around homelessness. Importantly, this means involving students in the creation of the tools to do this, whether it be a book, a play, a game or some other as-yet-not-imagined solution.
- Working with a team or teams made up of local businesses with enough scale to sustain entry-level positions with opportunities for growth, service providers and people living with homelessness can work together to identify creative solutions for meaningful and gainful employment options for those who want to work but face barriers to employment due to homelessness, mental illness or addiction.

The tone of each of these initiatives would be to be *open, brave, warm, genuine and respectful*, as this is what we were made aware of as the characteristics in the design brief.

The intent would be that these initiatives would be replicable and scalable, to be used in situations where community building has proven to be complex and challenging.

Design thinking is simply a toolset of ways to think about and solve problems abductively. Where fear and misinformation have built roadblocks to growth and communication within the community, different thinking is required. Regardless of backgrounds, moral or social biases or political motivations, there is a way to find common ground through co-creating with community-based projects. When people are brought together and, rather than focusing on their differences, are asked to work as a team on a project that will benefit them all, the energy shifts. The workshops in this project bore this out.

There was a missed opportunity in this project, and that was to involve high school students. Through the workshops, we observed that the community believes that

the fertile ground in young minds is a place to plant the “right” ideas, ideas that will help heal rather than divide the community. Co-working with students to explore the best ways to disseminate these ideas will be an exciting next step.

The last theme that rose to the top in this research was finding doorways to employment for the disadvantaged. Employment helps to strengthen identity and build self-worth. It gives the employed the financial agency to acquire housing and buy their own goods and services. Rather than businesses alone trying to create these opportunities and handing them out like charity, they might work together with those living in poverty and service providers to tailor a solution that works for everyone. This way, people experiencing homelessness share responsibility for creating these opportunities, giving them ownership and responsibility in the solution. Once again, working with the community in the form of potential employers and involving those with barriers to employment may create opportunities for work in existing jobs, or may even create new jobs.

And so I come back to Marcus Aurelius, who saw that we are one and that to obstruct each other is unnatural.

But I have seen the beauty of good, and the ugliness of evil, and have recognized that the wrongdoer has a nature related to my own—not of the same blood or birth, but the same mind, and possessing a share of the divine. And so none of them can hurt me. No one can implicate me in the ugliness. Nor can I feel angry at my relative or hate him. We were born to work together like feet, hands, and eyes, like two rows of teeth, upper and lower. To obstruct each other is unnatural. To feel anger at someone, to turn your back on him: these are obstructions. (Aurelius, 2.1)

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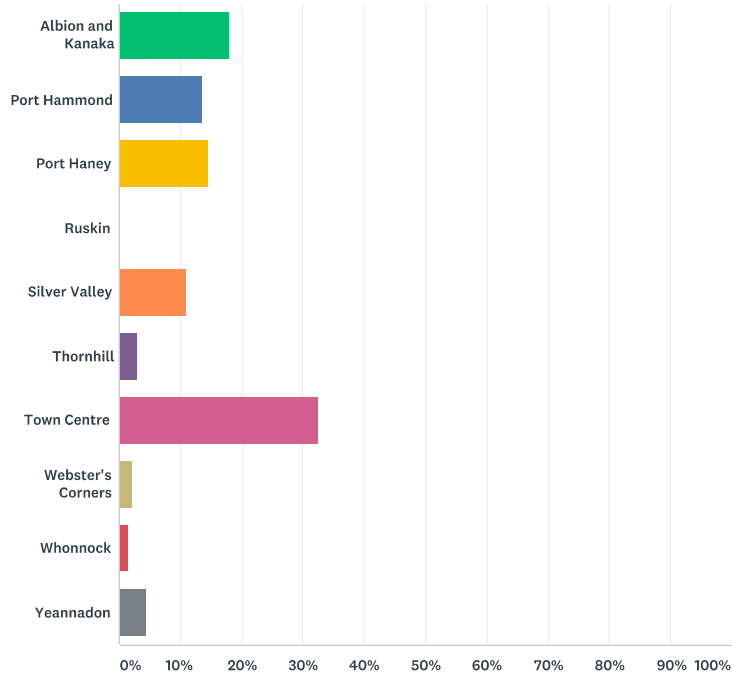
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Appendix A

Online Survey Responses

Q1 In what neighbourhood do you live?

Answered: 139 Skipped: 7



ANSWER CHOICES	RESPONSES	
Albion and Kanaka	17.99%	25
Port Hammond	13.67%	19
Port Haney	14.39%	20
Ruskin	0.00%	0
Silver Valley	10.79%	15
Thornhill	2.88%	4
Town Centre	32.37%	45
Webster's Corners	2.16%	3
Whonnock	1.44%	2
Yeannadon	4.32%	6
TOTAL		139

Q2 How are you feeling about the temporary supportive modular housing going up on Royal Crescent?

Answered: 144 Skipped: 1

#	RESPONSES	DATE
1	Good	7/23/2018 2:38 PM
2	Concerning the area, indifferent. Concerning the supportive housing going up, worried there is not a proper infrastructure, such as mental health workers, medical staff, addictions counsellors and first responders to manage the issues that will accompany its residents, and or to assist the residents in overcoming homelessness.	7/19/2018 1:49 PM
3	Mixed. Not sure if it will help alleviate the problem or only cement it as a permanent problem.	7/16/2018 10:21 AM
4	I fully support it.	7/10/2018 3:41 PM
5	I am not in favour of this for the same reason below. There is too much opportunity for crime.	7/9/2018 12:17 PM
6	I am in support of any housing coming to Maple Ridge.	7/9/2018 11:17 AM
7	Short sighted band aid fixes just delay actual long term solutions	7/9/2018 9:43 AM
8	Negative	7/8/2018 7:28 PM
9	I'm glad this is happening. It's one piece of the solution to a very complex problem.	7/8/2018 1:23 PM
10	im for it	7/7/2018 11:02 AM
11	Doesn't bother me. The modular housing is a great idea and will help a lot of people.	7/7/2018 10:51 AM
12	worst possible location	7/7/2018 10:28 AM
13	Absolutely not,drug infested unsupportive warehousing	7/7/2018 8:32 AM
14	Awesome!	7/7/2018 2:38 AM
15	Support	7/6/2018 9:40 PM
16	I feel supportive, a human has basic needs and I find it appalling that so many people are against it.	7/6/2018 6:38 PM
17	Modular housing is great, the one thing I will say from working with homeless is that a solid 60% do not have life skills and would destroy the place same with the shelter. I'm not saying they don't deserve housing but they need to respect it and frankly I don't think housing is enough to fix the problem. I work at a shelter and can confidentially say that at least 99 in 100 people who are homeless struggle with mental illness, you need to find the root of the addiction and start there.	7/6/2018 6:11 PM
18	Great!	7/6/2018 3:52 PM
19	It's a good idea but I don't think the people of tent city like the idea	7/6/2018 3:49 PM
20	I am concerned that there may not be adequate support, or that it will not adequately address 'tent city'. However, I support the housing first model and am glad we are seeing progress. I am also concerned that 'temporary' may morph into sub-par long-term housing.	7/6/2018 3:45 PM
21	It is absolutely necessary. A good first step. Unfortunately, because of the limited number of suites, vulnerable people are going to be disappointed again.	7/6/2018 11:26 AM
22	At some point we need something. It's frustrating that ideas keep getting delayed or turned down.	7/4/2018 8:57 PM
23	Is the modular housing for the homeless or the drug users?	7/4/2018 7:08 PM
24	The key is supportive housing. It would really be dependent on what would be built in as opportunities for better housing	7/4/2018 5:49 PM
25	Mad as hell. We had 84 homeless/addicted, we have house 700+. Our town is so over taken with JUNKIES. Build jails, detox/rehab centers.	7/4/2018 9:24 AM

26	Supportive. No issues with the building or design, great units. But can't just scoop people off the street and expect them to instantly adapt. They need supports and for the tenants safety it is not suitable for everyone.	7/3/2018 10:09 PM
27	A much needed change to the current lack of housing support in MR	7/3/2018 6:55 PM
28	I hate having it built near vulnerable seniors	7/3/2018 5:11 PM
29	Negative there needs to be treatment centres for addicts and subsidized housing for low income families and monitored transition housing with life skill counselling for those coming out of treatment centres.	7/3/2018 4:53 PM
30	It's about time.	7/3/2018 4:50 PM
31	It's a great start but we need long term solutions and now, no more pussy footing around.	7/3/2018 4:18 PM
32	I don't think that the options given have been what is needed in maple ridge. Any housing options need to NOT be low barrier anything else is not adequate to treat the problems in maple ridge. We have extreme drug addiction problems, these people need treatment. Giving them modular housing will not treat the underlying problem.	7/3/2018 3:59 PM
33	I am fully supportive of the housing.	7/3/2018 3:50 PM
34	About time they built something.	7/3/2018 3:20 PM
35	I'm fine with it.	7/3/2018 1:16 PM
36	Positive and relieved that we are finally doing something to address homelessness in Maple Ridge. It should be noted, however, that this was an initiative of the Province, and due to the temporary nature of the housing, the Province was not required to submit a development application to the City, so the City had no say in the matter.	7/3/2018 12:12 PM
37	Im in full support of any supportive housing.	7/3/2018 11:32 AM
38	I will start by saying I had tent city on my street Cliff ave in 2015 to give you some context. I have also spent my whole life working in support services. I feel that yes people need to be cared for and yes many of them have very complex issues. I think how positive an experience it will be, will depend on the accountability of health services and outreach or ICM teams. We have seen many structures/ makeshift environments to support this population in the city and personally I feel we are going about this the wrong way. Many of these individuals are heavily addicted with mental health issues that need proper health care, a workable plan to help them move forward and heal with ACCOUNTABLE SUPPORTS in place and people that are support staff need to have more than just high school graduation cert. or minimal training like Rain City staff did at the last temp shelter. There was so much fear and dysfunction, actually allowing very illegal things to take place. I was on many committees and talked to many people (police, staff, addicts, neighbors etc...) It was really a frightening and non supportive environment when it comes to health and healing. Fear is with Royal crescent that this is going to be a repeat of that temp shelter.....and also a concern that with people that are so at risk...people are going to be "found" inside these spaces where they have used unsafely. At the end of the day..we know they need somewhere to go. Community is just REALLY tired of being stolen from, frightened and continually having to work harder and harder to pay more taxes that include half assed support for these very wounded people. THEY NEED TO GET TO THE CORE ISSUES OF WHY THEY ARE USING. GET TO THEIR EMOTIONAL PAIN. A ROOF WON'T FIX THAT....IN MY OPINION THE HEALING HAS TO COME BEFORE HOUSING.	7/3/2018 11:01 AM
39	I do not agree that they are given free housing to do their drugs on the property	7/3/2018 10:30 AM
40	I'm glad to see some housing being provided.	7/3/2018 10:14 AM
41	My major concerns are the support system that will be placed to operate this housing system...these people need treatment...life skills...education and most important jobs...this should be a moving forward project not palliative care till they die...but then again it is the wrong location ...families and seniors don't need this next door to them...these people can be very volatile	7/3/2018 9:04 AM
42	Love it. Don't like the word temporary as we need long term solutions.	7/3/2018 8:59 AM
43	I am supportive	7/3/2018 8:49 AM
44	Hopeful that it might be a stepping stone for people but concerned about its proximity to me.	7/3/2018 8:40 AM

45	These people need detox and rehab not housing so they can continue their drug use. This is completely the wrong location (seniors & a daycare close by). Gordon Ave has proven that crime does go up I don't care what nonsense the government keeps trying to push that it doesn't they are lying. They need to be away from the downtown core for detox and rehab to stabilize themselves and get back to being productive members of society. Look at Wagner Farms - they have the model BC Housing should be following. I don't believe there will be enough support services nor supervision from the program manager. There are issues with bedbugs, hoarding and storing of stolen merchandise. BC Housing were determined to do what they wanted regardless of the communities wishes.	7/3/2018 8:39 AM
46	I don't think it's a good idea	7/3/2018 8:38 AM
47	Oppose the fact that drug use will be allowed in the rooms.	7/3/2018 8:10 AM
48	only for the non drug use homeless people	7/3/2018 8:07 AM
49	Too little but much better than nothing	7/3/2018 8:02 AM
50	I want housing for homeless but not low barrier	7/3/2018 7:11 AM
51	I feel that anyone that is homeless through no fault of their own (had financial issues, etc.) deserves to have a roof over their head. I am not as sympathetic to the drug addicted, thieves that feel that they are entitled to steal from others and don't respect the work involved in trying to keep them sheltered. They would rather destroy personal property that they are given to use for free and do not belong in a government funded place that wants to help the legitimately homeless population.	7/3/2018 6:52 AM
52	No, it does not work- they are not "homeless" they are drug addicts . They need recovery	7/3/2018 6:37 AM
53	I am fully supportive of it	7/3/2018 6:24 AM
54	Totally against it	7/3/2018 6:23 AM
55	No housing - send them to jail when they break the law. (I've had so much stolen from our home/vehicles)	7/3/2018 5:54 AM
56	I don't think it will help the problem.	7/3/2018 5:12 AM
57	This is an absolutely ridiculous location and model. This was put though without consultation or rezoning. This government has become a dictatorship and have set a very dangerous precedent. The seniors in the area are terribly afraid of their safety and have full right to be with the documented assaults, purse snatching, theft, drug use and sales, and all that goes with addiction.	7/3/2018 3:02 AM
58	I recognize the need, but don't think it will address the safety concerns of the residents	7/3/2018 2:48 AM
59	Rage. not a solution to a growing problem, rather a popular expectation politicians feel they have to do to appease voters.	7/3/2018 1:40 AM
60	Terrible idea	7/2/2018 11:46 PM
61	Disagree with the location and model	7/2/2018 11:42 PM
62	I think that it is necessary, I don't think in Canada we should be like a 3rd world country and have people living on the streets	7/2/2018 11:31 PM
63	As a resident of the area I am not happy with the selected site	7/2/2018 11:22 PM
64	Not positive.. Our problem is not homeless people. We don't need or want any more low barrier housing options. These are not homeless people they are addicted criminals some with serious mental health issues. They need help before they need homes. We do not support the low barrier model. Mandatory treatment is necessary.	7/2/2018 11:22 PM
65	I don't agree with the location and the style or lack of support provided. I am against it.	7/2/2018 11:22 PM
66	I approve of modular homes and the site selected	7/2/2018 11:19 PM
67	Don't think it's the right place for it	7/2/2018 11:19 PM
68	Not the right place, seniors and low income family housing would be much more suitable there. Housing without treatment and psych and medical support will help no one.	7/2/2018 11:18 PM
69	I do not think it is the right location, it is in between to senior care homes, seniors are vulnerable prey for homeless individuals	7/2/2018 11:17 PM

70	Hate it. It will allow the drug addicts a safe place to do drugs and store stolen property. The goal is to end homelessness, not to enable addicts.	7/2/2018 11:10 PM
71	I would love to help get the homeless into proper housing and get them the help they deserve to beat their addictions	7/2/2018 10:14 PM
72	50/50 homeless deserve homes but I dont want it turnig into a drug haven. I believe safety and security should come first it should be a place our children would be safe in	7/2/2018 10:06 PM
73	Fine, people need somewhere to live	7/2/2018 9:42 PM
74	Concerned for the surrounding neighbourhoods.	7/2/2018 9:20 PM
75	Makes me want to move away	7/2/2018 9:12 PM
76	Dislike it and am disappointed in the council for their location choice	7/2/2018 9:09 PM
77	No fucking way	7/2/2018 9:05 PM
78	Supportive. You can't get clean on the streets and there will be addiction and mental health supports in the housing so I am all for it.	7/2/2018 9:04 PM
79	I am fine with it and wish there was a better solution but this way they have an address and programs	7/2/2018 8:56 PM
80	I support it	7/2/2018 8:28 PM
81	It is not the right place for it	7/2/2018 8:06 PM
82	Wrong location...a expedited knee jerk reaction by the bc government.	7/2/2018 8:05 PM
83	Something needs to be done but I am not sure this is the solution. Really haven't done much research since it's NIMBY.	7/2/2018 7:56 PM
84	A good start but something perminate is needed.	7/2/2018 7:41 PM
85	Hopeful. Homeless/hopeless people need structure.	7/2/2018 7:37 PM
86	Terrible, Myself husband and 3 children live on royal crescent within feet of this housing	7/2/2018 7:36 PM
87	Hoping it will be helpful but I am doubtful as the street ppl can and have been doing whatever they pls	7/2/2018 7:24 PM
88	I think, that while housing is needed, this location and model will not work. The neighbors will be at risk, and moving a small number from Anita place will only open spaces at Anita Place for a new influx of homeless and addicted.	7/2/2018 7:13 PM
89	Good ? I didn't even know haha	7/2/2018 7:10 PM
90	I feel it is a start	7/2/2018 5:43 PM
91	It is a good first start but ensuring there is capacity to transition people to mental health services, homeless youth safe house, longer term housing, etc will be an important second step.	7/2/2018 5:42 PM
92	Unnecessary	7/2/2018 4:50 PM
93	Happy. This is very much needed.	7/2/2018 3:17 PM
94	More.thought required People who call this neighbourhood home need to be heard and considered before any decisions are.made We wont fix these problems overnite I dont feel thé.mix is a healthy one...	7/2/2018 3:02 PM
95	Much needed and should have been done ages ago. We need more types of support not less.	7/2/2018 1:32 PM
96	Bandaid solution, little information on the impact on the neighbourhood and potential risks.	7/2/2018 1:21 PM
97	Not a good spot for it	7/2/2018 1:13 PM
98	Positive	7/2/2018 1:04 PM
99	There needs to be rules.	7/2/2018 12:40 PM
100	I believe that supportive housing is overdue in maple ridge. I support any location in the downtown core as these people need to be close to local resources.	7/2/2018 12:39 PM
101	I encourage it as a stop gap, but hope that it does not become long term. People need long term, permanent housing.	7/2/2018 12:17 PM

102	No, we don't want this!	7/2/2018 12:17 PM
103	I don't have enough information to have an opinion other than that housing should be a basic human right	7/2/2018 12:01 PM
104	Happy its being done finally but upset with all the people trying to stop it being built	7/2/2018 11:58 AM
105	100% in favour	7/2/2018 11:52 AM
106	I support this initiative.	7/2/2018 11:45 AM
107	It's a good step towards addressing the homeless problem	7/2/2018 11:36 AM
108	Something needs to be done, so at least this is a start?	7/1/2018 2:36 PM
109	Hopeful, but not entirely convinced that it will be successful. It will really depend on how much support is offered.	6/30/2018 1:18 PM
110	Glad that it is moving forward. We need to start helping people off the streets and have space for those who are at risk.	6/29/2018 9:00 PM
111	Mostly positive. The more low income/supportive housing the better!	6/29/2018 3:02 PM
112	Fine	6/29/2018 2:07 PM
113	Glad to see it go up. We need more housing like this in Maple Ridge.	6/29/2018 1:37 PM
114	I am happy to see BC housing moving ahead with this much needed housing project	6/28/2018 10:59 PM
115	NEGATIVE IT IS A TERRIBLE LOCATION. Low barrier residences do not belong in the town core or anywhere near homes, businesses, schools, daycare centers, or senior citizen complexes.	6/28/2018 3:37 PM
116	Can't get it up fast enough -- it won't be enough, though.	6/28/2018 3:01 PM
117	It is a facility that is required as a first step to deal with the homeless population.	6/28/2018 1:06 PM
118	I am glad for it. People need help sometimes and they need a home.	6/28/2018 11:45 AM
119	I do not agree. They need supportive housing with a strict rule of no drugs or alcohol, and proper mental health care. Just housing them isn't going to stop our crime problems and won't help them get better.	6/28/2018 11:36 AM
120	I think that it is providing a solution that is much needed and a long time coming.	6/28/2018 11:21 AM
121	Great - it is about time! Great location and will make a big difference!	6/28/2018 10:07 AM
122	I do feel that people that are homeless should be giving homes but I also believe that the ones in addiction should be put through treatment first ! I do not believe that there should be drug use on the premise at all and that there should be many supports put in place for mental illness and addiction and trauma therapy	6/27/2018 10:55 PM
123	It is very much needed and long overdue.	6/27/2018 9:25 PM
124	I am ecstatic about FINALLY seeing some move in compassionate action for those who are WAY less fortunate than I am, and many others.	6/27/2018 7:13 PM
125	Fully support	6/27/2018 6:56 PM
126	I'm fully in support	6/27/2018 6:38 PM
127	I don't believe in so called supportive housing. I think this model enables peoples addictions and the life styles including theft, loitering, and the continued use of drugs and alcohol. These models are essentially warehousing them and causing havoc for residence surrounding them. I believe there needs to be more drug and alcohol treatment centres and of course mental health facilities. I think this property should used for affordable housing for families, seniors, and productive members of society	6/27/2018 6:31 PM
128	They need somewhere to live. Homelessness is not a problem to be put elsewhere. So we can face it here and start by giving them shelter.	6/27/2018 6:27 PM
129	Upset that it is a low barrier facility.	6/27/2018 6:10 PM
130	I support it	6/27/2018 5:41 PM
131	I feel that it should have happened sooner. Better late than never though.	6/27/2018 5:32 PM

132	not supportive at all of any temporary measures of housing without first dealing with any mental health or addictive issues. For the "true" homeless I'm all for it but again it needs to be a permanent home for them and they are the ones that deserve to be close to access to doctors, shopping and transit.	6/27/2018 2:56 PM
133	I am against it.	6/27/2018 2:53 PM
134	LOVE IT! It's about time (3 blocks from my home - YES in my backyard!)	6/27/2018 2:45 PM
135	Do not like the location . Would like to see proof (data) that this approach to homelessness works. I feel like it's going to ruin downtown Haney. The one in Coquitlam has created terrible problems and no one talks about why it would be different here.	6/27/2018 2:44 PM
136	Extremely Negative.	6/27/2018 2:40 PM
137	It's about time.	6/27/2018 2:36 PM
138	Not happy at all...that should have been a place for seniors due to the proximaty to shopping	6/27/2018 2:29 PM
139	Furious ! Crime is bad enough and now it will spread at lightning speed.	6/27/2018 2:27 PM
140	If it was to truely help those who needed a hand up I would be supportive but our "homeless" group occupying the tent city are not the true homeless they do not want rules and they are terrorizing our community with their behaviour (theft, open drug use, etc). Wrong neighborhood also for a low barrier model	6/27/2018 2:25 PM
141	Not happy with this location or model at all! There should be mandated treatment and dry housing only. No drugs or crime should be tolerated.	6/27/2018 2:14 PM
142	Negstive	6/27/2018 2:14 PM
143	It is fantastic	6/27/2018 2:09 PM
144	A national housing strategy is needed, as the divide between classes grows so will homelessness. however temporary housing is better than nothing.	6/27/2018 1:38 PM

Q3 How are you feeling about the supportive housing proposed for Burnett Street?

Answered: 144 Skipped: 1

#	RESPONSES	DATE
1	I hope there is structure so they can get help	7/23/2018 2:38 PM
2	About the area chosen for the build, very concerned they have chosen an inappropriate location as it is too close to schools, residential and the senior's centre. About the build itself, same as above.	7/19/2018 1:49 PM
3	Wasn't aware of the differences, but I am newer to town.	7/16/2018 10:21 AM
4	I was in favour of it.	7/10/2018 3:41 PM
5	I don't live near Burnett Street. However, in general, I do not believe housing in high density residential areas is a good idea due to increased crime (mostly theft for small change). My parents experienced this in their neighbourhood. I believe housing should be established away from high residential areas where there is less opportunity for crime and higher opportunity for healing.	7/9/2018 12:17 PM
6	I am in support of bring housing to Maple Ridge	7/9/2018 11:17 AM
7	Housing is a problem but the solution requires more than accommodation options. We need long term aggressive response to opiate addiction, mental health and social service under funding	7/9/2018 9:43 AM
8	Negative	7/8/2018 7:28 PM
9	Same. It's another piece.	7/8/2018 1:23 PM
10	im for it	7/7/2018 11:02 AM
11	It needs to happen.	7/7/2018 10:51 AM
12	it was turned down by council	7/7/2018 10:28 AM
13	Same as above,no substantial medical intervention,warehousing at its best	7/7/2018 8:32 AM
14	Disappointed that the City of Maple Ridge voted no for the Salvation Army to move and run it!	7/7/2018 2:38 AM
15	Support	7/6/2018 9:40 PM
16	I support all housing for the homeless	7/6/2018 6:38 PM
17	It needs to happen. Regardless of how people feel homelessness is a real and active problem that needs to be adressed, if there were no shelters then people would be camping in your sheds and yards. There may be reasons why it's not a good location but people won't be happy wherever it is placed.	7/6/2018 6:11 PM
18	Great!	7/6/2018 3:52 PM
19	Don't think it's happing anymore	7/6/2018 3:49 PM
20	It's proximity to the senior centre does make it less than ideal, as they are less equipped to deal with the potential of increased crime, and more affected by theft. We must protect the most vulnerable in our community.	7/6/2018 3:45 PM
21	Again, we need be able to get people out of tents and into stable housing so that they are in a position to consider moving forward with positive changes.	7/6/2018 11:26 AM
22	Same.	7/4/2018 8:57 PM
23	Depends.....yes for homeless and no for drug users	7/4/2018 7:08 PM
24	I feel the same as royal crescent	7/4/2018 5:49 PM
25	Again we had 84, we have housed 700+. WE ARE FULL. True homeless people will NOT use the junkie center.	7/4/2018 9:24 AM

26	Need to separate emergency shelter housing and long term housing with supports for addictions and mental health. No problem with that location as a treatment facility. Not suitable location for a low barrier shelter.	7/3/2018 10:09 PM
27	Good, I think the current negative views about it are based on fear of what people don't know and the stigmatizing of homeless people	7/3/2018 6:55 PM
28	Dead against it once again near seniors and School n business s	7/3/2018 5:11 PM
29	Negative there needs to be treatment centres for addicts and subsidized housing for low income families and monitored transition housing with life skill counselling for those coming out of treatment centres.	7/3/2018 4:53 PM
30	Again, it's about time.	7/3/2018 4:50 PM
31	Great	7/3/2018 4:18 PM
32	As I said above any low barrier option is not going to help the problem that we currently have in maple ridge. Drugs are the problem, treatment is necessary in order to have success.	7/3/2018 3:59 PM
33	I am fully supportive of the housing.	7/3/2018 3:50 PM
34	Perfect location in the heart of the community.	7/3/2018 3:20 PM
35	I'm fine with it.	7/3/2018 1:16 PM
36	We desperately need more supportive and affordably housing in Maple Ridge, and I supported the construction of a purpose-built shelter and supportive housing facility on Burnett Street. Unfortunately, the City didn't agree and the development application submitted by the Province failed to pass first reading. The Province has now passed responsibility to find a suitable location back to the City, and council has all but stated that they have no plans to search for an alternate location, so it looks like it will have to wait until after the municipal election on October 20, 2018.	7/3/2018 12:12 PM
37	Im in full supprt of any supportive housing.	7/3/2018 11:32 AM
38	I believe it is the wrong venue. Putting addicts near seniors who are our MOST vulnerable people is a terrible idea. I am 42 years old and having tent city outside my house intensely affected my mental health...(I have many stories that would help you to understand that piece) I watch the seniors walk around town...women clutching their purses nervously...the elders that used to walk up my street and share some history of this area do not walk up here anymore. It is very very sad. Personally I think those that have high substance abuse ("The hardest to house" mayor Read has called them many times) need to be outside of the town core until they have addressed some of their cognitive issues that affect their behavior. Again that sounds harsh but really there was absolute insanity in the tent city we experienced. People in the camp were stealing from each other, fighting, every 2nd night we had ambulances, firetrucks, blood, people beating people, yelling and screaming, campers threatening us when we were on our property(my kids were 4 and 6)...it was insane and I struggled with having empathy (which is a huge part of who I am as a person) and went to being incredibly angry and depressed myself.	7/3/2018 11:01 AM
39	I do not agree with the location nor the fact that they can use drugs on the property	7/3/2018 10:30 AM
40	Mixed feelings. I believe we do need to provide housing and services. I do understand the concerns that "warehousing" people without providing services isn't the way to go. I wish the proposal would have gone ahead.	7/3/2018 10:14 AM
41	Wrong location but its not a concern as it was voted down	7/3/2018 9:04 AM
42	Love	7/3/2018 8:59 AM
43	I am supportive	7/3/2018 8:49 AM
44	Concerned for my families safety.	7/3/2018 8:40 AM
45	Yet again, wrong location. The community made it clear wrong location and not enough support services on sight.	7/3/2018 8:39 AM
46	Glad for the neighbours that it was not passed through council.	7/3/2018 8:38 AM
47	Do not agree with drug use being allowed. Lower barrier housing model creates a barrier for those who are homeless with no drug addictions.	7/3/2018 8:10 AM
48	only if they have mandatory rehab	7/3/2018 8:07 AM
49	Again, too little, but much better than nothing	7/3/2018 8:02 AM

50	Scared. Low barrier is not an option	7/3/2018 7:11 AM
51	Same answer as above.	7/3/2018 6:52 AM
52	No, it does not work- they are not "homeless" they are drug addicts . They need recovery	7/3/2018 6:37 AM
53	I am angry that council refused to let it go ahead	7/3/2018 6:24 AM
54	It never passes first reading. So not an issue.	7/3/2018 6:23 AM
55	NO!	7/3/2018 5:54 AM
56	I don't think it will help.	7/3/2018 5:12 AM
57	It has been turned down and should have been. Under current model there is no hope for the addicted The which would be the majority of the building. The supports of which they speak are not adequate. BC Housing is speaking for Fraser Health. The ICM team has no capacity to deal with the numbers nor did they even know their doctors name when asked. Plus the team is already over capacity of clients for their stated mandate.	7/3/2018 3:02 AM
58	I recognize the need, but don't think it will address the safety concerns of the residents (same as above)	7/3/2018 2:48 AM
59	Rage. not a solution to a growing problem, rather a popular expectation politicians feel they have to do to appease voters.	7/3/2018 1:40 AM
60	Terrible idea	7/2/2018 11:46 PM
61	Disagree with location and model	7/2/2018 11:42 PM
62	I think it is desperately needed, not just for addicts but the working poor	7/2/2018 11:31 PM
63	As a resident of the area I'm not happy with this selected site	7/2/2018 11:22 PM
64	The same way. No low barrier. We are tired of seeing people shooting drugs in their arms, tired of our property being stolen to support their drug habits.	7/2/2018 11:22 PM
65	Wrong location, no rules, no support or lack of strong support. Completely against the project.	7/2/2018 11:22 PM
66	I approve of supportive housing and the site selected	7/2/2018 11:19 PM
67	To close to the schools	7/2/2018 11:19 PM
68	If SA runs a high barrier shelter with supports and treatment as a first option, then it might work.	7/2/2018 11:18 PM
69	Totally against the location	7/2/2018 11:17 PM
70	Same thing as above. Unfortunately, these addicts don't want help. Maple ridge doesn't have a homelessness situation. We have an addictions issue that is being allowed to continue by enabling their habits and giving them everything they demand.	7/2/2018 11:10 PM
71	Same as number 2	7/2/2018 10:14 PM
72	I believe this is a waste of time. What is needed first and foremost is a treatment and rehab facility which would truly be the only way to help addiction	7/2/2018 10:06 PM
73	Same	7/2/2018 9:42 PM
74	Concerned for surrounding neighbourhood.	7/2/2018 9:20 PM
75	The same if it is to be for addicts	7/2/2018 9:12 PM
76	Hate this idea too	7/2/2018 9:09 PM
77	Not fuckin way	7/2/2018 9:05 PM
78	While I am not upset is not in my neighbourhood, they deserve just as much space as I do, so they deserve a descent neighbourhood to try to rehabilitate their lives.	7/2/2018 9:04 PM
79	That was voted down already but I was all for it!!	7/2/2018 8:56 PM
80	I don't have all the details but I am supportive if it is NOT low barrier.	7/2/2018 8:34 PM
81	Support anything that will help people have a home.	7/2/2018 8:28 PM
82	It shouldn't be anywhere near schools or daycares	7/2/2018 8:06 PM
83	Once again wrong location, near seniors center/housing and elementary school.	7/2/2018 8:05 PM

84	Same as above. I do think there needs to be more beds for treatment and transitional support and housing for seniors and those on disability whether it's physical or mental.	7/2/2018 7:56 PM
85	I think it is much needed	7/2/2018 7:41 PM
86	Disappointed that it's not going ahead.	7/2/2018 7:37 PM
87	That was stood down and they are looking for another area. Royal cres is rushed and not suitable for this type of vulnerabiil neighborhood. The political persons in this city are lack lustre and bc housing is bullying our neighbourhood into living with a homeless camp in fine new furnishings	7/2/2018 7:36 PM
88	Same as above	7/2/2018 7:24 PM
89	Not supportive enough, untrained staff, little policing or medical care, not enough to actually move the most critically addicted from the streets to productive members of society.	7/2/2018 7:13 PM
90	Good ???♀	7/2/2018 7:10 PM
91	See above	7/2/2018 5:43 PM
92	Sad that it did not pass approval by council.	7/2/2018 5:42 PM
93	Fine, bad location, should look at moving resources like BCEA needed within certain distance of any facility built in other location. Needs to be built with a treatment as the core of what the facility is doing.	7/2/2018 4:50 PM
94	Happy. I understand that it disappoints some but the location is central and I think will work well for the needs of the future residents.	7/2/2018 3:17 PM
95	Same as above. We should be doing more for our most vulnerable citizen's.	7/2/2018 1:32 PM
96	Support needs to be increased with skilled workers.	7/2/2018 1:21 PM
97	Again not a good spot for it	7/2/2018 1:13 PM
98	Location could be better. Salvation Army would not be my preferred provider	7/2/2018 1:04 PM
99	There needs to be rules	7/2/2018 12:40 PM
100	As stated above.	7/2/2018 12:39 PM
101	I love that Maple Ridge is getting supportive housing, however Burnett street is quite far from services. I would prefer it in the downtown core.	7/2/2018 12:17 PM
102	We don't want this either!	7/2/2018 12:17 PM
103	I don't have enough information to have an opinion but I hope that supportive housing means qualified addictions personnel	7/2/2018 12:01 PM
104	Excited. Such an opportunity to house people and get those who want the help the help they need.	7/2/2018 11:58 AM
105	100% in favour	7/2/2018 11:52 AM
106	I support this initiative.	7/2/2018 11:45 AM
107	A bit mixed-I want to see supportive housing in place but I want to see enough skilled support for the residents.	7/2/2018 11:36 AM
108	If it was right next to me, I would have probably issues with it - concerned about property values, crime, drug use, needles, etc. But where is a good place? I don't know.	7/1/2018 2:36 PM
109	I feel it was a good location. It was close to support services and transit (both of which are important) and again felt hopeful with the Salvation army as the operator	6/30/2018 1:18 PM
110	It was a well designed facility, the proposal lacked info on health services details. The salvation army is not the right service provider.	6/29/2018 9:00 PM
111	I thought it was a great idea and well thought out!	6/29/2018 3:02 PM
112	Fine	6/29/2018 2:07 PM
113	I am so very disappointed with our Mayor and City Council for not supporting this project. This supportive housing is so needed in our city and the Provincial Government is willing to help us. So sad our local leaders have turned down their help.	6/29/2018 1:37 PM
114	I had hoped council would approve this project.	6/28/2018 10:59 PM

115	NEGATIVE. Unless it is a drug free project it should not be in proximity to homes, businesses, schools, daycares, or seniors buildings. Low barrier belongs on the outskirts with proper medical facilities and other services brought to the facility. NOT in town. Supportive housing is the most dangerous for the residents as well because of the opportunity to overdose and die behind closed doors. They are actually worse than shelters in that regard.	6/28/2018 3:37 PM
116	Again, this is way overdue, and I hope they find a site for it soon.	6/28/2018 3:01 PM
117	This type of housing is required and has to go somewhere. Unfortunately a lot of people have taken the position of "not in my backyard" and as a result no area would prove to be acceptable. My suggestion is to place it on Royal Crescent with the temporary housing facility.	6/28/2018 1:06 PM
118	Fine. Sometimes people need help.	6/28/2018 11:45 AM
119	I do not agree. I went to the council meetings and the guidelines BC housing uses are not good for recovery. They can come back high, they can store their stolen shopping cars and items in a shopping cart parking spot in the basement, and they aren't made to have goals and start volunteering or working in society.	6/28/2018 11:36 AM
120	Same as above.	6/28/2018 11:21 AM
121	Disappointed that our Council refused 1st reading which would have allowed a wider conversation in the community. Now it is just the angry minority and a few councillors making the decision.	6/28/2018 10:07 AM
122	I think there should be a shelter but not beside a senior citizen building or near any schools	6/27/2018 10:55 PM
123	I hope this happens soon and the negative minority do not block it happening.	6/27/2018 9:25 PM
124	I am praying it goes through.	6/27/2018 7:13 PM
125	Supportive housing is essential in our current society	6/27/2018 6:56 PM
126	I'm fully in support	6/27/2018 6:38 PM
127	I don't believe in so called supportive housing. I think this model enables peoples addictions and the life styles including theft, loitering, and the continued use of drugs and alcohol. These models are essentially warehousing them and causing havoc for residence surrounding them. I believe there needs to be more drug and alcohol treatment centres and of course mental health facilities. I think this property should used for affordable housing for families, seniors, and productive members of society	6/27/2018 6:31 PM
128	Do it.	6/27/2018 6:27 PM
129	I am not aware of any difficulties with this.	6/27/2018 6:10 PM
130	I supported the first or initial draft. I like the design of the building but felt the operation of it should have been vetted.	6/27/2018 5:41 PM
131	I think BC Housing should go ahead with or without support from council. Council seems to think this proposal should include all the supports that are required for a treatment centre.	6/27/2018 5:32 PM
132	it's redundant....it did not pass the first reading as it is the wrong location and the wrong model	6/27/2018 2:56 PM
133	Glad it didn't pass first reading	6/27/2018 2:53 PM
134	also love it!	6/27/2018 2:45 PM
135	Same as above. Also I feel like the people living in the squater camp don't want to move onto these places.	6/27/2018 2:44 PM
136	Extremely Negative	6/27/2018 2:40 PM
137	I hope that the government steps up and makes it happen.	6/27/2018 2:36 PM
138	Not very happy about this one as well - very close to the malls and other senior homes. Should be a seniors place	6/27/2018 2:29 PM
139	Furious ! Help the truly homeless but house the thieving addicts where there are no children, seniors & the rest of us taxpayers, who will be at risk.	6/27/2018 2:27 PM
140	Wrong neighborhood for low barrier.... along with same answer as above	6/27/2018 2:25 PM
141	Happy it was defeated! Again wrong location, wrong model	6/27/2018 2:14 PM
142	Negative	6/27/2018 2:14 PM

143	There needs to be a location found soon. It is greatly needed	6/27/2018 2:09 PM
144	Great location.	6/27/2018 1:38 PM

Question 4: What are your concerns, if any?

Answered: 136 Skipped: 9

#	RESPONSES	DATE
1	Ethical treatment, bandaid fixes	7/23/2018 2:38 PM
2	In addition to the concerns above, I worry there will be an increase in crimes such as thefts from homes and vehicles in the areas near the imposed supportive housing. Also, I am concerned children in the area, particularly near the Burnett location, may be exposed to volatile transactions, such as drug deals and use, domestic or general disputes etc. I also worry there may be an increase of discarded syringes at the parks near the imposed supportive housing.	7/19/2018 1:49 PM
3	That the problem will only get worse.	7/16/2018 10:21 AM
4	Now that the proposed facility has been denied first reading, I am concerned that the current shelter is inadequate both in numbers and quality, and that there is no transitional housing available. Also there are no youth shelters closer than 35 km and no youth safe houses.	7/10/2018 3:41 PM
5	unpredictable and/or aggressive and/or violent behavior due to influences of drugs/alcohol and/or sleep deprivation.	7/9/2018 12:17 PM
6	None. The housing crisis is a huge problem and a start is to create housing.	7/9/2018 11:17 AM
7	Lots of concerns, poverty employment and addiction issues are of paramount concern in Maple Ridge... housing is only part of the growing list of social issues in this community	7/9/2018 9:43 AM
8	Either facility would destroy the surrounding neighbourhood.	7/8/2018 7:28 PM
9	My only concerns are towards the loud minority of our community that don't really understand how badly we need this to happen. We need to make well thought out decisions based on the over all good of our community, not fear-based knee-jerk reactions.	7/8/2018 1:23 PM
10	no concerns	7/7/2018 11:02 AM
11	No concerns.	7/7/2018 10:51 AM
12	About which part	7/7/2018 10:28 AM
13	The homeless statement needs to be dissected and categorized! You cannot house addicts first! Compromises the existing businesses and residents! Crime is out of control!	7/7/2018 8:32 AM
14	My concerns are the NIMBY assholes who protest these facilities	7/6/2018 9:40 PM
15	My only concern is overdoses/ drugs on the property. Will they be allowed? Will there be certain rules to be abided by?	7/6/2018 6:38 PM
16	Folks not respecting the space or the people around them, destroying the place, increase in drug use and violence around you. Even though I work with them I can see where people are uncomfortable, they will need to respect that.	7/6/2018 6:11 PM
17	I really just want people to be safely housed and to have access to support! But not at the risk of the most vulnerable - children and seniors.	7/6/2018 3:45 PM
18	I would want to know that the appropriate oversights are in place to ensure that the facility maintains its "good neighbour" policy.	7/6/2018 11:26 AM
19	Neighbourhood crime. Safety for the citizens of Maple Ridge. I have huge concerns for our children & seniors	7/4/2018 7:08 PM
20	Low barrier housing will prevent some folks from accessing housing who don't want to deal with addiction issues.	7/4/2018 5:49 PM
21	JUNKIES	7/4/2018 9:24 AM
22	Who is managing it. The UGM is a fantastic and well managed facility. People need rules and guidance. Must be consequences for bad behaviors. Enabling doesn't help people in the long run. Putting very sick drug addicted people that are not ready for treatment with those that are trying is not fair to either party	7/3/2018 10:09 PM

23	The amount of hate towards homeless people in MR	7/3/2018 6:55 PM
24	Crime needles Mayor allowing this to snowball	7/3/2018 5:11 PM
25	Homeless like Pete we have empathy and care. The addicts that have swarmed to out town are different. Discarded syringes we find at parks and at the door to our Scout meeting. Assault and theft. 2-tiered legal system assault and property laws are not applied to addicts. The wild erratic behaviour when they are tripping on meth. Innocent bystanders tramataized by witnessing the physical and sexual assault addicts do to each other daily in the open. They have tents a solid roof will not change that. The minimal 1 day sentences for stabbing an innocent person walking on the street.	7/3/2018 4:53 PM
26	That the greater community will create problems for either location.	7/3/2018 4:50 PM
27	None	7/3/2018 4:18 PM
28	Low barrier housing is an open door for illegal activities. A truly homeless person will live by rules given to receive a home. A drug addict will continue being a drug addict without any treatment.	7/3/2018 3:59 PM
29	My only concern is drug use in the modular homes. Will people be checking on multiple times a day? I think I just need more information on how it will happen.	7/3/2018 3:50 PM
30	That the haters will win a fourth time.	7/3/2018 3:20 PM
31	Not sure Salvation Army is the best choice to run it given their religious nature.	7/3/2018 1:16 PM
32	There is evidence that when you bring a large number of people who are homeless and possibly also dealing with mental illness and substance use disorder into one area that incidents of petty crime increase in the neighbourhood. But these issues can be dealt with by establishing a neighbourhood watch group and, perhaps, increasing police patrols in the area. It doesn't really concern me.	7/3/2018 12:12 PM
33	If any, cleanliness.	7/3/2018 11:32 AM
34	Biggest concern is that the Highly addicted and those who are homeless but not struggling with addiction are 2 different groups. Yes there are also some who fall in the middle. We have those that are homeless, yet very respectful...yes I have had conversations with them about their struggles, their hopes. They are wounded people but open to hope. Then there is a group who is very unpredictable, destructive and doesn't care about the well being of anyone through their actions and attitudes. They are using others and clearly have no respect for themselves...because they likely have some very deep unresolved emotional issues and negative cognitive pathways that haven't been addressed Everyone deserves a safe space but if you are going to disrespect and trash the place or use it to continue to feed the demon and numb their emotional stuff, then we are not helping peopleWE ARE ONLY PROVIDING PALLIATIVE CARE AND THAT IS NOT GOOD ENOUGH. EVERYONE DESERVES A CHANCE TO HEAL...then they will be ready for a home (or give them a home with FREQUENT ACCOUNTABLE SUPPORTS) WE JUST NEED THE RIGHT VENUE, THE RIGHT ACCOUNTABLE STAFF, AND THE RIGHT MODEL. GET TO THE TRAUMA...BUT as many at the camp has said.."we don't want any of your rules, we want to govern ourselves and do what we want and we will continue to live in your parks ." (Hard to swallow when you also know that the advocate and spokesperson for the camp is a known drug dealer) This is a case of people hurting people	7/3/2018 11:01 AM
35	Drug use being permitted in an area where seniors live and near schools	7/3/2018 10:30 AM
36	I don't have any concerns about housing being provided to homeless people. I believe that having housing in place would decrease problems in the neighbourhood and benefit recipients.	7/3/2018 10:14 AM
37	Warehousing isn't going to change homelessness...treatment is needed	7/3/2018 9:04 AM
38	My concern is not giving these folks a place to live. My concern is the current council invited a lot of these folks here with promos of souldution and then keep shutting down progress.	7/3/2018 8:59 AM
39	The level of supports and resident participation	7/3/2018 8:49 AM
40	The safety of my children, their exposure to inappropriate situations which we have experienced in the past. Theft is another big one, we have had things stolen from our property which is so frustrating and once we caught the person who was clearly homeless and drug addicted.	7/3/2018 8:40 AM

41	I outlined my concerns above. This is a very difficult problem just having sympathy for addicts is not an answer. I fully support housing seniors and single parent families who are caught in the rental crunch on Royal Crescent grounds. Housing them in the middle of the Lougheed at Laity is ridiculous since they don't usually have transportation. Laity is a long way from downtown and there are no shops or services nearby for these people. They need to be either at Burnett or Royal Crescent.	7/3/2018 8:39 AM
42	Why is the Federal Government not doing more to support these people with mental illness? Also why are homeless allowed to set up camps, and make an ugly mess when everyone else has to follow strict bylaws in the community.	7/3/2018 8:38 AM
43	Homelessness and drug addiction/mental health issues need to be looked at and dealt with in two different ways. I do not think low barrier housing works. I absolutely think ALL need housing but those with mental health needs and those with addictions need different help than those who are needing housing.	7/3/2018 8:10 AM
44	some of these people do not want to be working or living in a law abiding scenerio and they should not be given a free ride	7/3/2018 8:07 AM
45	I assume neighbours' concerns will be monitored and addressed appropriately.	7/3/2018 8:02 AM
46	We can't keep supporting drug addicts with low barrier housing. They need help.	7/3/2018 7:11 AM
47	That people who should use the homes will be scared away by the ones who abuse the privilege.	7/3/2018 6:52 AM
48	Safety- these people don't care who they hurt ..	7/3/2018 6:37 AM
49	That Maple Ridge is becoming a city ruled by fear and misinformation	7/3/2018 6:24 AM
50	Theft, dirty needles laying around, people that need medical attention. Basically government assisted suicide.	7/3/2018 6:23 AM
51	Ok, it's too close to schools and senior housing, and these people are NOT nice.	7/3/2018 5:54 AM
52	From some of the voices from tent city, they don't want housing. They want to be left alone.	7/3/2018 5:12 AM
53	The major issue is that the label of homeless is not broken down to the reason for homelessness. The drug addicted hold the majority of the homeless category and with that addiction comes the issues that greatly affect the rest of the community. They speak of poverty but if you speak to any user they will tell you they gross more per year than most middle-income couples. In that regard how can they be considered in poverty as they claim. Our attention for housing needs to be turned to those who are not addicted and just need some help with income levels. The addicted need to have immediate access to treatment and dry second stage housing with an immediate return to treatment if they relapse for the health and safety of others. The "truly homeless" are having a real hard time accessing services and help in Maple Ridge as the addicts take precedence. This includes seniors, youth, women with children. This government needs to address the fact that with the current model they are creating more addicts and unconsulted neighbours who are now experiencing PTSD.	7/3/2018 3:02 AM
54	there needs to be some serious drug-rehab interventions - without addressing the drug dependencies the homelessness and local crime will go unchecked	7/3/2018 2:48 AM
55	non conformity, non contributing, freeloading expectation for those that pity and enable	7/3/2018 1:40 AM
56	None of these solutions correct the root cause. They're going to entrench homelessness in the area. Governments are continually asking us for more and more and More, and we don't have any more to give; we're already stretched to the limit.	7/2/2018 11:46 PM
57	Seniors, schools, theft, needles left in public and local businesses being affected	7/2/2018 11:42 PM
58	I feel we need more subsidized housing there are a lot of working poor, people on disability and single moms, the price of rent if you can find a place is outrageous	7/2/2018 11:31 PM
59	My concerns are with the drug use and the crime already in the area. The condo I live in and others in the area are plagued with theft.	7/2/2018 11:22 PM
60	This low barrier housing model will bring more undesirable people to our city, and normalizes drug addiction. This is not ok. My children saw a man with his pants half off bouncing up and down pulling branches out of a bush. He stopped his bouncing to inject drugs and then soiled himself while shouting incoherently. We were on our way to the playground which I have to check for used needles, condoms and human waste before I let them play. This is no way for the addict to live and no way for my family to live.	7/2/2018 11:22 PM

61	These are no rules, no real support and no expectations to change. It's a broken system	7/2/2018 11:22 PM
62	They aren't getting rehab	7/2/2018 11:19 PM
63	Continuing addiction, with no regard for the surrounding neighbours. Dirty needles, drug waste. Theft of property is a huge issue.	7/2/2018 11:18 PM
64	Preying on seniors i.e. theft, rampant drug use, rampant drug dealing, discarded needles and garbage	7/2/2018 11:17 PM
65	Crime rates spike. Property values drop. Our neighborhood is unsafe in so many ways. My kids growing up around this behavior and crime.	7/2/2018 11:10 PM
66	I believe sometimes some of these people are to sick to see that they need help. There needs to be more options for people with menta health and addiction problems. They are people just like we are and they deserve help!	7/2/2018 10:14 PM
67	Enabling and endangering more vulnerable people	7/2/2018 10:06 PM
68	Typically with homeless there is a tremendous amount of theft. Garbage, needles, begging, potentially dangerous encounters. All of which I have seen, been in the presence of and have been stolen from in my neighbourhood dozens of times already in 2 years.	7/2/2018 9:20 PM
69	There are many deserving citizens who receive no help, yet we must tolerate these criminals' activities and they are not expected to obey the law	7/2/2018 9:12 PM
70	Stealing Crimes Attacks on older people	7/2/2018 9:09 PM
71	My main concern is the crime - just way too much lately and yes I blame the homeless	7/2/2018 9:05 PM
72	Crime increase and possibly an increase in drug accessibility.	7/2/2018 9:04 PM
73	I don't have concerns, these folks all have stories and I am tired of having them all labeled as junkies there are people who are homeless	7/2/2018 8:56 PM
74	Crime and more people in need coming to our city that are not from Maple Ridge due to lack of resources in other communities.	7/2/2018 8:34 PM
75	None	7/2/2018 8:28 PM
76	Drugs, theft, assault, exposure to children, overall crime.	7/2/2018 8:06 PM
77	Drug use/strewn needles, theft...similar to the temporary shelter at the sleep shop.	7/2/2018 8:05 PM
78	Current situation is unacceptable and more needs to be done for mental health and addiction.	7/2/2018 7:56 PM
79	Not enough room for all the homeless	7/2/2018 7:41 PM
80	I fear defeatist attitudes and NIMBYism. People need to be housed.	7/2/2018 7:37 PM
81	Safety!!!! I pickup needles and cast aside random bags of garbage. The daycare centre at the corner within meters of the housing, the vulnerability of the senior citizens directly beside and along this street, risk factor of the neighbourhood entirely, the lack of interest in providing already current residents with continued safe living of person and material items, theft, criminals living within the housing. I cant afgord to move to a safer area due to high cost of living in lower mainland as our 3br family complex townhouse is 980 per month and the find this lical or anywhere like abbotsford, chilliwack or mission are now all unobtainable for the working family I live in a corner unit of a complex across from the intended modular housing on royal cres, turn right on the corner and bam drug den frequented by prostitutes across street from my home, turn right again and bam welfare office My children play in a yard checked daily for aharps and i am hesitant to allow teen to walk to mall or high school in fall.	7/2/2018 7:36 PM
82	Tax payers paying more. They should get jobs, go to treatment and be shut down	7/2/2018 7:24 PM
83	Theft, prostitution, drug dealing, drug paraphernalia. Giving homes to severely addicted will not help them. They need treatment. I predict more overdoses.	7/2/2018 7:13 PM
84	None. At all.	7/2/2018 7:10 PM
85	That there is continued support	7/2/2018 5:43 PM
86	That the supports and staffing to properly service the complex needs of the residents would be enough.	7/2/2018 5:42 PM
87	How its to operate.	7/2/2018 4:50 PM

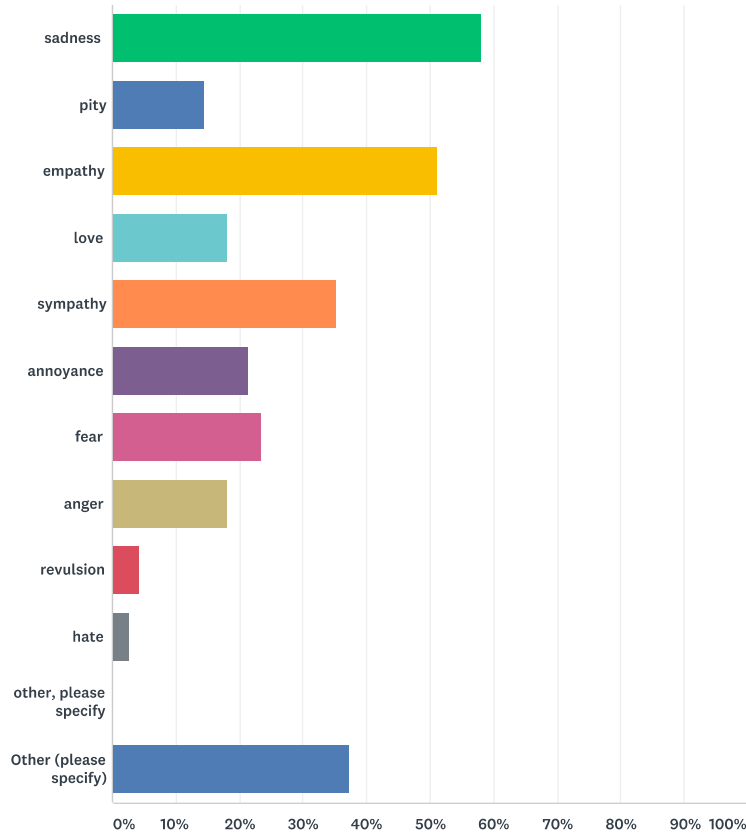
88	I hope there will be sufficient staffing levels to make sure people are truly supported and the neighbours are not left to deal with any problems on their own.	7/2/2018 3:17 PM
89	Public safety Crime	7/2/2018 3:02 PM
90	I am concerned that people spreading lies and fear about our homeless situation will end up stopping the new shelters.	7/2/2018 1:32 PM
91	The government is doing another bandaied solution, without addressing any real issues. People in need of support should be triaged by need, ie homeless due to housing shortage vs mental health and concurrent disorders.	7/2/2018 1:21 PM
92	Too many families, seniors and at risk people who are working hard to lead a clean life that will be exposed. I fear for my families safety and it's already been an issue	7/2/2018 1:13 PM
93	They need rules. No open drug use, curfew, not allowed to store stolen goods, etc	7/2/2018 12:40 PM
94	My concerns are that certain groups will complain and protest no matter what, and that they will continue to stall the process of getting these people help	7/2/2018 12:39 PM
95	I am concerned that there will not be enough wrap around services to support those in need. Treatment and mental health options are few and far between and ongoing support can be lacking.	7/2/2018 12:17 PM
96	There's enough junkies in maple ridge already, this will attract more as it is just house the problem not helping them in any way.	7/2/2018 12:17 PM
97	Treatment options need to be available. The options need to be understood and the need to be quality options	7/2/2018 12:01 PM
98	safety of the residents of the housing from the NIMBYS and the people against the housing	7/2/2018 11:58 AM
99	No concerns, except for the lack of understanding from our current council. Also the misleading information being spread by certain councillors	7/2/2018 11:52 AM
100	That we are not fixing the root causes of homelessness.	7/2/2018 11:45 AM
101	The location isn't ideal but our community has unfortunately been very resistant to a project like this, and rejected other options that were previously put forward-I think those locations may have been better	7/2/2018 11:36 AM
102	As above - property values, crime, drug use, needles, etc	7/1/2018 2:36 PM
103	My concerns are that so many people in Maple Ridge are so uneducated and misinformed. This includes politicians. The drugs are leaving those who use them with long term psychosis. There is only 2 treatment centres for those with mental health problems and addiction. Detox, hospital, recovery homes can not support these patients. It seems almost like a systematic genocide.	6/29/2018 9:00 PM
104	Not many. Getting "on your feet" is messy, complex and requires many support systems. It seemed that this project included most support agencies.	6/29/2018 3:02 PM
105	1, The proposed "solutions" do not distinguish between the treatment needs of 3 homeless communities a) drug culture, b) mentally ill, c) people able to work but unable to afford housing. 2.) The province closed Riverview which could continue to address the first two categories (drugs & mental health) dumping needy people onto the street for local communities to deal with without even the semblance of a plan.	6/29/2018 2:07 PM
106	My concerns are for our Mayor and City Council that continue to make excuses for not dealing with the issues facing our community. They have lost my trust.	6/29/2018 1:37 PM
107	My only concern would be that those apposed would not accept these people as neighbours	6/28/2018 10:59 PM
108	Im concerned that low barrier will be continued as BC Housing's prime objective for housing addicted and mentally ill people, because it does virtually nothing to make them healthy and it wreaks havoc on the community. A much better system of health provision and care is required for them where they live, and the security for the public has to be greatly improved and GUARANTEED before I and many others will approve of them anywhere except in a more rural and isolated area.	6/28/2018 3:37 PM
109	Same as they are now, with crime being a major factor.	6/28/2018 3:01 PM

110	The homeless camp does have a higher percentage of substance abusers within their ranks and as such some people within the criminal element will frequent the area to support their addictions. An additional issue at hand is some of the abusers may prey upon the local populace to support their habits via committing petty thefts and other crimes. Neither of these factors will help the homeless to be endeared by members of the neighbourhood.	6/28/2018 1:06 PM
111	The rest of the people in Maple Ridge. I didnt realize I lived in such an uncaring community.	6/28/2018 11:45 AM
112	Drug use and crime will continue to go up, and the community will become even more dangerous(needles and confims left on the ground, random attacks to females mid day)	6/28/2018 11:36 AM
113	That it is taking way too long to provide support in those of need.	6/28/2018 11:21 AM
114	That adequate supports are put in place and that the community be 'welcoming and supportive' rather than hateful and destructuve.	6/28/2018 10:07 AM
115	My concerns is enable addict I was an addict and I am telling you I would of never gotten clean if I was given a free home and free meals and free showers it took me hitting rock bottom before I got clean and the facts is facts you can't make someone get clean till they truly want to get clean !!! So until that day comes they should not be given homes but the family's struggling with homeless due to can't afford the high rents and senior who are in need of a place should come first in line ! I think people with addiction have choosen there path and the with destroy the property and turn it in to a drop house	6/27/2018 10:55 PM
116	I trust the professionals will handle any problems when and if they occur.	6/27/2018 9:25 PM
117	I am very upset about the amount of hatred expressed by people I live among !	6/27/2018 7:13 PM
118	The split and hatred that has been generated Need good support in housing and good connection with surrounding community	6/27/2018 6:56 PM
119	That the people housed have some autonomy on how these housing is run.	6/27/2018 6:38 PM
120	The damage it will cause to the surrouding neighbors including loitering, needles, drugs use, theft.	6/27/2018 6:31 PM
121	Many homeless people often have mental issues and addiction issues. These can be severe, and require other social institutions to assist alleviate the stresses caused by these issues. That being said, homeless people are already here. Their problems are already part of our communities. I guess I'm saying, buckle up, Maple Ridge, learn how to tackle homelessness and do it.	6/27/2018 6:27 PM
122	Also, if it is a low barrier, it will not address the problem.	6/27/2018 6:10 PM
123	My main concern is the potential harassment the users of such facilities might be subjected to by some members o maple ridge.	6/27/2018 5:41 PM
124	as a senior who does not have a vehicle I have many concerns. Within the past year we have had so much thievery (of which many items have been located at the protest camp), damage to homes and businesses, aggressive panhandling, muggings, kids and seniors witnessing addicts shooting up, fights at the camp and elsewhere, as well as seeing these addicts writhing all over our streets after they do their thing with illicit drugs. Another real concern is the seemingly lack of policing on our streets. I am appalled	6/27/2018 2:56 PM
125	Blatant drug use, theft in area will increase, filth will be a problem. The people need treatment, not a place to continue their slow death due to condoned drug use	6/27/2018 2:53 PM
126	public opinions formed by fear and no facts	6/27/2018 2:45 PM
127	I worry that like the one in Coquitlam the place will be a permanent Center for selling Drugs, fencing stolen goods crime, and a beacon to tons drugged out zombies searching endlessly for things to steal to support their addiction. Needles everywhere . (Like there are now)	6/27/2018 2:44 PM
128	More open drug use, violent and property crime increases, increased amounts of dangerous drug paraphernalia discards, witnessing open air sexual acts, increased prostitution, increased danger to seniors and children	6/27/2018 2:40 PM
129	I'm concerned about the "NIMBY's". Someone, or group is spreading lies and creating major discrimination against all of the homeless. There are concerns, safety, crime, but not all of the homeless can be lumped into criminals or addicts. I'm on cpp, and as my kids get older, I receive less and less. By the time I live on cpp and spousal, I will most definitely need low income housing, and royal crescent is just the beginning of what we need to not only survive, but to give those less fortunate a fighting chance.	6/27/2018 2:36 PM

130	That the "homeless" that are addicts are not getting help but they are stealing from the citizens of Maple Ridge and making it an eyesore	6/27/2018 2:29 PM
131	Crime is going to escalate and property values will fall. Am tired of having to lock everything up 24/7 !	6/27/2018 2:27 PM
132	We need true help for those no low barrier..... rules need to be followed just like everyday citizens.... no consequences for those at tent city.... blind eye turned while we the tax paying citizens are paying for services for them and they rob us blind nightly.	6/27/2018 2:25 PM
133	I do not want to endure any more drug fueled crime and crazy behaviour than I already have to living next to the drug/crime hub APTC	6/27/2018 2:14 PM
134	All the other sites and the junk vill drug pushing prostitution villages they havebecome	6/27/2018 2:14 PM
135	I am concerned that the NIMBY's are receiving support from our counsel and it will get tied up	6/27/2018 2:09 PM
136	Because many people who are homeless haven't been able to develop life skills, I worry about cleanliness of the facility if strict rules aren't enforced regarding hygiene.	6/27/2018 1:38 PM

Q5 When you come across a person you believe is living without a home in Maple Ridge, what do you feel?

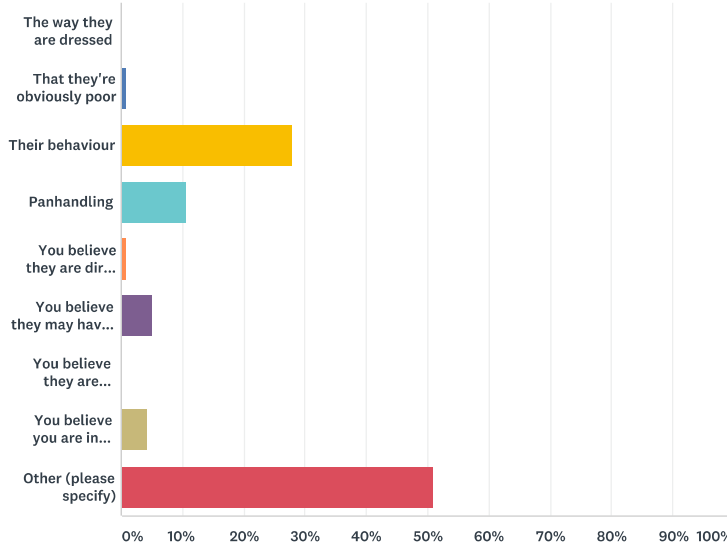
Answered: 145 Skipped: 0



ANSWER CHOICES	RESPONSES	
sadness	57.93%	84
pity	14.48%	21
empathy	51.03%	74
love	17.93%	26
sympathy	35.17%	51
annoyance	21.38%	31
fear	23.45%	34
anger	17.93%	26
revulsion	4.14%	6
hate	2.76%	4
other, please specify	0.00%	0
Other (please specify)	37.24%	54
Total Respondents: 145		

Q6 If you feel uncomfortable about encountering a person living without a home, what is it about them that you think bothers you? Please check all that apply.

Answered: 122 Skipped: 24



ANSWER CHOICES	RESPONSES
The way they are dressed	0.00% 0
That they're obviously poor	0.82% 1
Their behaviour	27.87% 34
Panhandling	10.66% 13
You believe they are dirty, smelly	0.82% 1
You believe they may have dirty needles on their person	4.92% 6
You believe they are infectious/contagious	0.00% 0
You believe you are in physical danger when you are near them	4.10% 5
Other (please specify)	50.82% 62
TOTAL	122

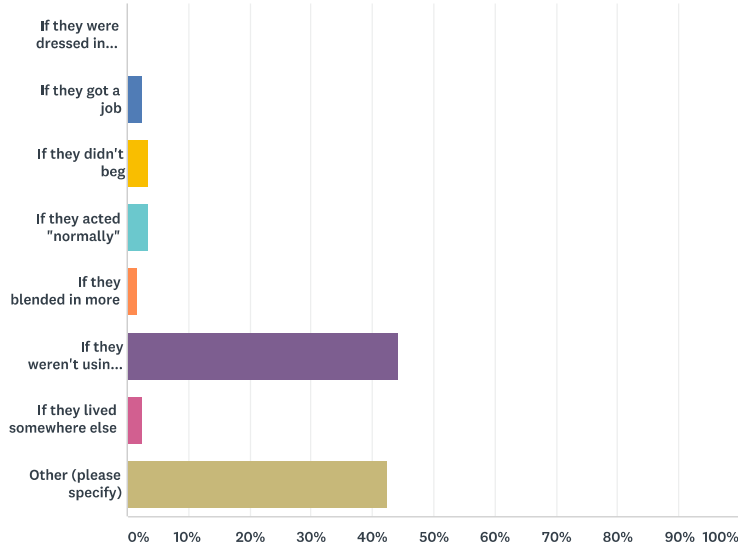
#	OTHER (PLEASE SPECIFY)	DATE
1	There are good and bad among us all. The unpredictability of anyone on drugs frightens me but I do not insinuate that all homeless people are drug addicts. Also, the boys on bikes (BOB's per my neighbour) who rob properties at night make me nervous!	11/1/2018 3:12 PM

2	I was unable to also click on fear they may be infectious/contagious due to lack of hygiene/supplies. Primary, I am afraid of unpredictable and aggressive behaviour due to influence of drugs/sleep deprivation/mental health; I am mostly afraid when I am with my small children.	7/9/2018 12:17 PM
3	I dont have concerns as I work with this population	7/9/2018 11:17 AM
4	the crime associated with their presence, property theft, property damage (by the way the options listed above are weak, the assumption is that if people object to homelessness its out of a cultural bias towards impoverished people or a societal status bias. That premise is insulting. Members of the public object to homelessness not out of class snobbery or fear of the mentally ill and addicted individuals. I believe the community in general object to the obvious lack of social services that these people need and the failure of society to address meet and support. Homeless people represent our failures as a society and threaten the balance of safe communities and community health	7/9/2018 9:43 AM
5	The only time I feel uncomfortable, is if they are behaving in a way that seems violent or out of control. But that goes for any human I encounter.	7/8/2018 1:23 PM
6	nobodys helping them	7/7/2018 11:02 AM
7	These questions are not appropriate for what you label as homeless!I was brought up to encounter individuals who had no job,and just needed a hand up	7/7/2018 8:32 AM
8	We have a mental health and addictions problem which causes certain individuals to become homeless. I would be more in fear on a person's instability and erratic behaviour.	7/7/2018 2:38 AM
9	Many of my friends are homeless and in addiction	7/6/2018 3:49 PM
10	Not applicable.	7/6/2018 11:26 AM
11	This question only allows you to check one option. You used the wrong survey question option. :)	7/4/2018 8:57 PM
12	Drug users are free loaders. They think I owe them!	7/4/2018 7:08 PM
13	It really depends on behaviour from mental health and or addictions	7/4/2018 5:49 PM
14	Their behavior,begging,dirty needles,infectious, thieving, our town is no longer safe.	7/4/2018 9:24 AM
15	If I feel uncomfortable, it's not them, it's me	7/3/2018 4:50 PM
16	I have been made uncomfortable by individuals under the influence of substance and am aware they could behave dangerously. But I would call 911 and try to get them help before they hurt themselves or someone else.	7/3/2018 4:18 PM
17	I worry that they have no roof over their head and no food in their belly.	7/3/2018 3:20 PM
18	Cleanliness of themselves and their living place.	7/3/2018 11:32 AM
19	If they are acting in an aggressive manner yes it can be very frightening because many we have already seen are very unpredictable. EG man on 224 that punched lady in face randomly or randomly yanked a young lady's hair that same day	7/3/2018 11:01 AM
20	Most have serious mental health issues	7/3/2018 9:04 AM
21	I don't.	7/3/2018 8:59 AM
22	Won't let me check more than one. Their behaviour, concern they have dirty needles/drugs and believe I'm in physical danger. But these all relate to the drug addicted homeless population of Maple Ridge. I've lived in Maple Ridge for 13 yrs and in the past Several yrs have seen a tremendous change in our city. I no longer feel safe being in town after dark and will purposely not shop, do not allow my children to use a public washroom, etc. i work in the public sector and see first hand daily what the drug use has done to our city. It needs to be dealt with differently than pure homelessness	7/3/2018 8:10 AM
23	if they don't bother anyone, then they are fine	7/3/2018 8:07 AM
24	That they might be on drugs/violent	7/3/2018 6:52 AM
25	i don't feel uncomfortable	7/3/2018 6:24 AM
26	behavior, mental illness, criminals.	7/3/2018 5:54 AM
27	Your multiple choice is not working. There have been multiple assaults, purse snatching, theft, knifing. Safety is first and foremost.	7/3/2018 3:02 AM

28	their expectation that they should receive something from you for doing nothing, they pollute the streets, they drain the system, they refuse to help, volunteer, work or conform to society but they want society to take care of them...for nothing	7/3/2018 1:40 AM
29	I feel nervous because most are high and irrational	7/2/2018 11:22 PM
30	All but the first 2	7/2/2018 11:22 PM
31	Homeless people don't make me feel uncomfortable; thieving addicts that have no regard for others and feel that they have no responsibility for improving their situation anger me.	7/2/2018 11:18 PM
32	I really do not feel uncomfortable	7/2/2018 11:17 PM
33	Drug addicts are unpredictable so it's intimidating being around them.	7/2/2018 11:10 PM
34	I feel sad but also a bit unsure of what they may be capable of	7/2/2018 10:14 PM
35	I dont feel uncomfortable.	7/2/2018 10:06 PM
36	Annoyed mainly because there is so much help out there. There are jobs available, and there are shelters. Most homeless seem to be drug addicts and that's a choice. For the mentally ill, I understand but again there are shelters in place. I feel the homeless problem is political. I believe that there are people who like to keep the homeless camps going regardless if what the city and province offers for help.	7/2/2018 9:20 PM
37	behavior, panhandling, the smell, fear of addicts unpredictable behavior	7/2/2018 9:12 PM
38	Criminals	7/2/2018 9:05 PM
39	I know I am mostly safe, but I fear I could get attacked. I know it's nuts, but that's my gut feeling	7/2/2018 9:04 PM
40	I am not any of these things	7/2/2018 8:56 PM
41	Sad but if they seem high I am cautious and uncomfortable.	7/2/2018 7:56 PM
42	I'm not uncomfortable. I want them to be housed.	7/2/2018 7:37 PM
43	I think they're humans like me.	7/2/2018 7:10 PM
44	Concern for them and also for the neighbourhood. Sometimes people without homes can frighten others as they try to get their needs met.	7/2/2018 3:17 PM
45	Homeless bother me just as much as non homeless. More worried about groups like sons of odin.	7/2/2018 1:32 PM
46	Not knowing what state they are in and if they could be dangerous	7/2/2018 12:39 PM
47	What bothers me is that I can't fix it	7/2/2018 12:01 PM
48	That I can't/won't do anything about their situation.	7/2/2018 11:45 AM
49	I don't feel uncomfortable	7/2/2018 11:36 AM
50	Not applicable	6/29/2018 3:02 PM
51	life-style of theft because they are unable/unwilling to live on welfare	6/29/2018 2:07 PM
52	I am not bothered	6/29/2018 1:37 PM
53	how do i rank this? this Q isnt set up for ranking. If it was the list would be numbered and we could just type the numbers out in the order we feel is appropriate	6/28/2018 3:37 PM
54	I believe that the ones with addiction are unpredictable and you can never know what to expect	6/27/2018 10:55 PM
55	mainly I am uncomfortable in not knowing what it is I can do to help them	6/27/2018 7:13 PM
56	No issue with the homeless	6/27/2018 6:38 PM
57	I'm never sure who is living without a home. All that you have indicated can also fit folks who have a home	6/27/2018 5:41 PM
58	I am not uncomfortable being around homeless	6/27/2018 5:32 PM
59	Frustration. At the services that we have lost, esp mental health. And frustration with the closed minds in Maple Ridge.	6/27/2018 2:36 PM
60	I have no issue with "homeless" people. I have issue with self entitled, addicts and thieves	6/27/2018 2:14 PM
61	I don't feel uncomfortable	6/27/2018 2:09 PM

**Q7 What might change your feelings about the people living without a home, in order for you to feel more acceptance of them as neighbours?
Please check all that apply.**

Answered: 120 Skipped: 26



ANSWER CHOICES	RESPONSES
If they were dressed in clean clothes	0.00% 0
If they got a job	2.50% 3
If they didn't beg	3.33% 4
If they acted "normally"	3.33% 4
If they blended in more	1.67% 2
If they weren't using drugs	44.17% 53
If they lived somewhere else	2.50% 3
Other (please specify)	42.50% 51
TOTAL	120

#	OTHER (PLEASE SPECIFY)	DATE
1	Same reasons as above. If they were just without a home it would be a completely different reaction. The fact is that the majority are mentally unstable and with that comes a whole host of concerns as noted earlier.	7/9/2018 12:17 PM

2	My feelings won't change if someone is a clean, drug free homeless person. Quite simply, if your homeless you will be defecating on my property, stealing my kids bikes and my daughters backpack for school from our porch. You cannot maintain employment without a home, you cannot collect youe EI or full IA without an address so you will not have enough money to live. The options listed above insinuate that people simply object to the look smell and panhandling behaviors associated with homelessness. This assertion is unreasonable. People object to homelessness for very practical reasons that are completely understandable. You cannot function in society for any length of time without a home and health. I applaud the effort to do something... but "temporary" housing is not enough. We need a social services overhaul. This temporary housing will have little or no effect. We need a long term multi faceted approach which includes decriminalization of drugs and signifigant enhancement of not only housing but mental health and employment supports. See the Portugal Model for success.	7/9/2018 9:43 AM
3	Mental health help!!!!	7/6/2018 6:38 PM
4	Seeing someone that is happy and healthy and has self worth	7/6/2018 3:49 PM
5	Not applicable.	7/6/2018 11:26 AM
6	Same here. Can only pick one.	7/4/2018 8:57 PM
7	No to drug users	7/4/2018 7:08 PM
8	no addicted thieves	7/4/2018 9:24 AM
9	Depends if they appear to be trying to help their situation.	7/3/2018 10:09 PM
10	I accept them as neighbours	7/3/2018 6:55 PM
11	If they were not openly tripping on meth with a string still in their hand waving on the air	7/3/2018 4:53 PM
12	I feel guilty that I cannot do more	7/3/2018 4:50 PM
13	None of the above. I accept and support them already.	7/3/2018 4:18 PM
14	If they have access to everything a homed citizen has.	7/3/2018 3:20 PM
15	If they took better care of themselves (or had better care for them) and cleaned up.	7/3/2018 11:32 AM
16	I have nothing against homeless people. I hurt for their struggle. I have also lived with them in my family and all around my neighbourhood in scattered housing. I STILL hear steady conflict, see multiple drug dealings, People hurting people, and disregard for property (garbage, rats etc) stealing from neighbours (For 2" of copper wire our work truck was screwed for months.. If it didn't affect us in a negative way people would be more open. There is a huge respect piece missing. You can only take so much negative before it changes your outlook. I can turn the other cheek but once i'm black and blue i'm setting healthy boundaries...thats how we feel in today. PLEASE GOOGLE THE HIGHLY SENSITIVE PERSON AND ADDICTION - ELAIN ARON. I work helping people heal their emotional garbage. I have many addicts that are doing well and healing their emotional garbage. I feel A lot of addicts are highly sensitive people. I've spoken to a few that say tent city are full of HSP's. I am also HSP so it is very interesting. Please read it to add to your research.	7/3/2018 11:01 AM
17	Or stealing to maintain there life style...threating us that are different than them	7/3/2018 9:04 AM
18	I don't think I need to change my feelings. We need to help support and love all people	7/3/2018 8:59 AM
19	so much of the begging is to finance the drug habit. often when they are offered food they turn it down because that's not what they want even when that is their stated claim	7/3/2018 8:39 AM
20	no durgs or stealing. act appropriately in public	7/3/2018 8:07 AM
21	If our system acted to both prevent and address the issue	7/3/2018 8:02 AM
22	Stop stealing from our community.	7/3/2018 5:54 AM
23	your multiple choice is not working. They need to stop using or selling hard drugs which should eliminate the issue that come with it. Opiod replacement needs to be removed from the equation.	7/3/2018 3:02 AM
24	all of the above, most importantly if they got a job, contributed to society - as for use of drugs, I answered these questions based on homeless people, not based on drug addicts that will not and cannot function in society and need to be locked up in rehab.	7/3/2018 1:40 AM
25	Open to wanting help	7/2/2018 11:17 PM

26	Again there are support agencies for non drug addicts who are homeless. I don't think people choose to be homeless but they choose to not accept help. I would prefer that nobody was homeless, and that those people unable to work has assistance but most of the homeless I see in the camps and panhandling seem quite able to work and don't. I can't set up a tent in a public park without getting tickets so why should there be homeless camps allowed for years on end. It's ridiculous and so obviously a political stunt. I bet as soon as the properties are completed around the haney camp, the camp will be shut siren and those water view properties will be sold for big money. Who are the investors? I would bet that anyone of my neighbours would be happy to pay extra taxes if it meant that would stop families or children from being homeless. I just don't see many homeless people that aren't drug addicts. I'm tired of addictions being enabled by the province.	7/2/2018 9:20 PM
27	all of the above	7/2/2018 9:12 PM
28	Stop stealing from our neighborhoods	7/2/2018 9:05 PM
29	Na	7/2/2018 8:56 PM
30	Everyone deserves to be fed, clothed, and housed.	7/2/2018 7:37 PM
31	If they sought treatment and mental health support successfully	7/2/2018 7:36 PM
32	Nothing i love all humans.	7/2/2018 7:10 PM
33	If they had access to better mental and physical care which in turn gives them a chance to improve	7/2/2018 5:43 PM
34	I have no ill will towards the homeless population.	7/2/2018 1:32 PM
35	Drug use and criminality are tied together. Antisocial behaviour needs to be addressed.	7/2/2018 1:21 PM
36	Nothing. I just want to see them get the support they need	7/2/2018 12:39 PM
37	That's a complex question (I am formally educated in addiction) poverty does not make a bad neighbour. Active addiction manifests bad behaviour. Truly embracing treatment and finding success makes you a hero in my eyes. Your question is too ambiguous and broad.	7/2/2018 12:01 PM
38	N/a	7/2/2018 11:36 AM
39	It is interesting that for those who are not afraid there is no option to check off??	6/29/2018 9:00 PM
40	not applicable	6/29/2018 3:02 PM
41	if they didn't steal	6/29/2018 2:07 PM
42	It is impossible to check all that apply. This Q only accepts one answer. But if they werent using drugs would be my top choice.	6/28/2018 3:37 PM
43	If they weren't violent and didn't steal	6/28/2018 11:36 AM
44	meeting some and getting to know them as persons	6/28/2018 10:07 AM
45	I would want support for them to make changes they want	6/27/2018 7:13 PM
46	None. They are the same as me	6/27/2018 6:38 PM
47	I accept them as they are.	6/27/2018 5:32 PM
48	If they were not criminals	6/27/2018 2:44 PM
49	I don't know. I don't know enough of them to honestly say.	6/27/2018 2:36 PM
50	Stop behaving inappropriately, stop. Stealing	6/27/2018 2:14 PM
51	I don't need to change my feelings as I am sympathetic to their situation	6/27/2018 2:09 PM

Appendix B

Co-Creation Workshop Attendees

	Tuesday November 20	Friday November 23	Saturday November 24
Residents	Kathy Pring	Loraine Anchor	Ted Nugent
	Sharon Findley		James Penner
	Gina Bishop	Sheena Sharpe	
	Jolanda Oostewegel		
	Michelle Roberts		Gary Cleave
		Deanna Button	
Experts	Ginna Berg, Fraser River All Nations Aboriginal Society	Brenna Ayliffe, Fraser Health	Chris Bossley
		Leslie Billinton, Overdose Response Committee	
		Tracy Scott, RainCity	
Lived Experience	Liza Taylor		
	Joseph		Sean Orcutt
	Mel		
	Del		Tamara Huen
			Mary Kristine McCreary
		Kat Wahamaa	Debbie
Service Provide	Kim Dumore	Lynn Mather	Veronica, Fraser River All Nations Aboriginal Society
	Laurel Hay, Cythera	Lizette, Fraser River All Nations Aboriginal Society	
	Siobhan Keserich, Cythera		
	Barbara Metcalf		
City	Craig Speirs		
	Ahmed Yousef		
	Ryan Svendsen		

Appendix C

Empathy Map Data

November 20

Person without a home: NOTES ON THIS: What is “home”? : Street, couch surfing, families, shelter, transitional, treatment, car, child?

Think and Feel

On the edge

Displaced

Frustration

Distrust

Jealousy Despair

Helpless

Hopeless

Targeted

Abandonment

Community

See

Co-current disorders

Substance use as coping

Addictions

Adding barriers to what a person is already working with, i.e. developmental disabilities

Opportunities in spaces left by others; creative space making

Items left by others as use

Others' wealth

Say and do

Find community supports

Know system navigation

Hear

Stereotypes

Stigma

No I can't help you

Get a job

Cohabitate with others to afford rent

Success stories of friends?

Loss of friends to addiction or missing and murdered

High School Student

Think and feel

Love

Confusion "Not understanding why this is happening"

Anger

Defeat

Divided

Hope

Sad

Take action

Fear

Hatred

Judgement to homeless and to community

Compassion

See

Lots of homeless persons

Homeless camp

Garbage

Needles

Shopping cards

No enough resources or money

Activism

People volunteering

Donating

Connection

Possibility of change

Lack of connection

Harm

Say and Do

Donate to food banks

Teachers educating

Inquire about safety?

What is community doing?

Ask questions...why are they homeless? What can be done

Naloxone kit

Need to get a job

Hear

Divided community

Death

Disease

Harm

Media wants us to hear

Positive comments

We need to help

What can done?

My friend is there!

Junkies

Low lifes

Drug addicts

Not seen as people

Negative comments from family, friends and peers

Problems

Judgement

Influence of others including media

Not enough education

Lack of connection as human being

Opportunities

Remove stigma and connect as humans/brothers & sisters

One world

Find what unites us - hope -love

Belonging - compassion

Educate

Motivate and mobilize fellow students

Small Business Owner

Think and feel

Compassion

Defeat

Love

Hope of change

Sorrow

Fear

Anger

Disgust towards homeless and government

Loss of control

Aggression

See

Business broken into

Loss of business

Needles

Human waste

Garbage

Loitering

People helping people

Pan handling

Connection

Say and do

What is government doing?

What is being done?

We need more help! Money, Housing

Get rid of Anita's place! Tear it down

How can I hope? Donate food/clothes

My business suffers

Hear

People helping people

Hope of change

What more needs to be done

What other small businesses are doing to work towards a solution

About issues homeless people [are] causing, ex. theft, garbage, drug use on property

human defecation

Problems

Seen as homeless, not as people

Loss of business

Lack of action

Lack of compassion

Lack of love

Opportunities

Education

Bring people together

Create work (small jobs)

Work together (just work)

Create community that involves us all

Module housing

Housed Resident

Think and Feel

Frustrated at risk and threat to person and property

Park at risk (needles)

Fear

No one wants a camp close to their home

Everyone has an idea on what morally should be happening

More services attracts more homeless

Lack of accountability for services

See

Depravity/Desperation

Signs of addiction on people in streets

Mess of the camp

Crime

Needles

Parks taken over

ODs

Victims of crime, B&Es especially

Say and Do

Voice and acting on frustrations

Hold strong views on what they feel is right

Angry resulting in fighting with homeless population, resulting in homeless retaliating
(self fulfilling prophecy)

Wasting money/services

Feeling government money is being handed to for free, costing tax payers

Hear

Lots of noise

Construction all night

Loud music - partying all night

Sirens

Opinions - strong and passionate - both sides

Hear about B&Es

Negatives

Anger

Problems

Price of housing in the lower mainland

Lack of s.s. housing or low income

No detox

Not much for treatment

No M.H. services

Opportunities

Education

Getting on the right track

Actual facts

Senior

Think and Feel

Rent control!

Concern for younger generations

There for the grace of God go I...

Put yourself in others shoes

Not proper care

Being pushed out of community

Disrespected by younger generation

See

People suffer

People without proper size/type of shoes

Not warm enough - needing warm clothing

Trash everywhere

Say and do

Help in any way possible (meals/warm clothing)

Hear

Homelessness is increasing due to lack of affordable housing

Noisy all the time

Heard that the modular housing is low barrier

Those who try to help are being ostracized by our community

Problems

Pilferage has increased in certain neighbourhoods

Violence/violent thoughts towards less fortunate

Opportunities

Donating handmade knitted items for warmth

Involve government level agencies

Blessing bags

Surveys to who wants housing

November 23

High School Student NOTE MADE HERE: Not just one kind of
Think and Feel

Compassion

Not

Trying to fit in

Not wanting to tell situation at home

Know it all

Uncertainty

Prejudice

Lack of respect

Disrespect

Hatred

Fear

See

Depends on where they live, city vs rural

Actions of our parents/other community members

It's also what isn't seen, i.e. services

Homeless youth who are also trying to complete school

Pedal bike; backpacks; how they dress - assumptions are based on this

Say and Do

Revenge

Advocates

Lies

Rebels

Wanting to make a difference

Questioning

Family influence prejudice

Disrespect

Hear

Social media

Negative comments on Facebook

Positive and negative from parents

Peers - pressure

Unaware

Problems

Lack of places to meet and hang out socially

Big secret

Behavioural outbursts, ie. law, suspensions

Opportunities

Shelter and gathering places

Recreational productivity for free or at low cost

CEED Centre

Opportunity to raise awareness/increase compassion

Seniors

Think and Feel

Disconnected from them

Insecurities about the future

When times were with no (or little) homelessness; community was smaller and everyone knew each other

Nervous; scared

Veterans of generations before, never seen this sort of epidemic

See

Can't leave anything outside; or doors/windows unlocked

Security risks

People with shopping carts (full)

Various kinds of bikes for transportation (banana seats) (no helmets)

People with downcast eyes or who look intimidating

Unkempt, dirty, mental illness

Crimes

Scoping out the neighbourhoods

Discarded needles on the streets

Say and Do

Fear for their safety

Influencing others with drugs prostitution

They steal

Hold each other accountable

Hear

Others talking negatively

News reports (TV, newspaper) about homelessness and the issues

Drugs being used; where do the drugs come from? Who's making it?

Stories that can be related to; knowing someone who has been affected by homelessness

Marijuana being legalized now; is this leading to mindset of drug use being acceptable?

Conversely, words of gratitude

Problems

Disease

Safety

Bedbugs

Drugs being used - being harmful for others

Sickness

Invasion of privacy in/at home

Eyesore

Opportunities

Volunteer to speak about life's experiences

Need more soup kitchens; treatment options for supportive housing developments

Need a program which can include food/meal, cold weather initiative (touque, gloves, coat blanket)

For relationship friendship

Skills that shared + taught

Know how to develop community in adverse circumstances

Resilient people

Resourceful

Modular housing

Housed Resident NOTE: participants modified this as “concerned” housed resident

Think and Feel

Concerned for children & seniors

Fearful of increased social disruption

Hatred of those who aren't housed

Apathy

Victim-blaming

There's potential for violence

police don't enforce the law

A strong leader would fix the problem

Homeless are lacking in intelligence

See

Protests

Tent City

Beggars

People in doorways

Psychotic episodes

Theft

50-60 living in care

People on the street

Young people ages 13-18 living rough

Say and Do

Repeat everything they hear, think and feel

Communicated via social media and make the problem seem bigger than it is

Hear

Concern from neighbours

Hatred/hateful comments

That crime is on the rise

Withholding housing is the answer

If you're not clear, you're not worthy of housing

All homeless are addicts

Young lazy people who refuse to work

Problems

Youth in school; not connected to services

Theft

Tent city/shanty town

Lack of services?

Lack of will to use services

Perceptions vs reality

Survival crime not prosecuted

People living in their cars

No safe house for youth

Opportunities

No explosion of crime

A general calmness after election

Modular housing

New Council, new start

Opioid solution group

Committed Provincial government providing housing and follow up with services

New post: Minister of Addiction Services

Person Living Without a Home

Think and Feel

Frustrated

Sense of loss

Sickness

Not being treated fairly

Afraid

Fear

A sense of strength

Sad

Stress

Invisible

Discriminated

Cold, hungry

Hopeless

Family and safety with camp/shelter

Loss of connection

See

The good and the bad in people

Criminal justice system

The negative backlash in the community

The positive care in the community

Loss and death

Friends and family

Theft

The support being given

Addiction

The reaction from people: positive, negative, non-existent

The services: Police Fire Ambulance; negative vs positive; fair treatment

Say and Do

Survive and stay Alive

Look for a home

Work

Search for opportunities

Support others

Help each other

Hear

Anything

Seen as a dangerous person

The media

Any positivity or negativity

Waste of space

Stories positive and negative

Negative comments from community and own thoughts: thieves, junkies, useless

Family and friends

Problems

Lack of resources/support

Lack of housing

Misconception from landlords, community, employers

Opportunities

Employment

Access community resources: meals, support, shelter, mat program

Housing!!!

Help others living without a home

Small Business Owner

Think and Feel

What can I do?

Empathy

Overwhelmed

Concern for business and for homeless people

Fear

Anger

Worry about staying open

Stressed as an owner supporting their family

See

Increase in visible homelessness

Needles

In the media that we have an epidemic

Human waste

Feces in doorways

Say and Do

Protest

Hire security guards

Create petitions

Write letters to the editor

Enhance security

Make delegations to Council

Hear

Homeless folks commit crime

Fear/anger from other business owners

We have an epidemic

Needles everywhere

Problems

Agency

Lack of evidence-based knowledge

Where is law enforcement?

Opportunities

Grants

Partnerships

Employment

November 24

Housed Resident

Think and Feel

Comfort

Complacency

Fear

Anger

Scared

Worried

See

Homeless people

Tent cities

People living “free”

Say and Do

Write on social media

Write letters to the editor

Complain

Express compassion for fellow humans

Thieves or drugs addicts

Hear

Complaints

Compassion

Crime Stories

That all homeless people are thieves and/or drug addicts

Problems

Misconceptions, lies

Opportunities

“Homeless Fair” to showcase talents

Seniors

Think and feel

They’re dangerous

Just a group of addicts

It’s “their” fault

They’re dirty

See

People sleeping on patios

People breaking in/stealing from stores

Some folks “flailing” outside

Tent City in the media

Aggression

Fear

Mistrust

Say and do

Scowl and walk away

Treat you like you’re invisible

Want to create connections

Donate clothes and time

Hear

Thieves and druggies

Crime but not problem in camp

That they’re “vulnerable” in the media, but they don’t necessarily feel that way

Problems

Media heightening negative views

Generalizing/stereotyping people

Lack of shelters

Staying in their carports, garages, patios

Opportunities

To connect to humanize and de-stigmatize homeless and develop opportunities for conversation

Come down to Tent City and experience it/volunteer

Art groups/quilting with Kat

Peer work which involves different generations (meals on wheels?)

Joining community services with mixed populations

High School Student

Think and feel

Peer pressure

Proactive

- Better community - High empathy - Feel bad - Sympathy

Latch on

Reactive

Intimidated on public transportation

Passive

- how does this affect me

- shallow feelings

- no empathy

- scared/repulsed

Fear

See

Panhandling

Police

Drug addiction

Protests

Passive

- frustrated parents

Proactive

- friends being active in community betterment

- suffering

Paramedics

Smelly dirt clothes

Needles

Internet “good, bad or ugly”

Sleeping people

Naloxone kits

People bottling or picking up cigarette butts

People pushing buggies and shit around

People yelling being obnoxious (not just homeless, both sides)

Homeless fighting with each other

Parents yelling at homeless “get a job!”

Say and do

Group mentality

Passive

- “Who cares?”

- “Yeah, yeah, yeah”

Do hurtful things

Begin intimidating

Petition for safe injection site

Proactive

- how can I help?

- what can I do?

- fighting for homeless

- attending rallies

- making posters (educate on stereotyping)

Hear

Sirens

Parents

Friends

Rumors

Sensationalized news

“Protecting Maple Ridge” website

Teachers

Problems

Most kids don't want 2 help

Parents acting out on ignorance

Opportunities

School clubs

Volunteering

Attending City and political meetings & workshops

Donating to food bank

Talking to parents about creating opportunities

Small business owner

Think and feel

Angry

Fear

Worried

See

Drug addicted angry homeless

Say and do

Refuse service

Purposely delay service

“Get out”

“Don’t serve your kind”

Hear

Customer complaints

Opportunities

Business owner visit camp, get to know each other: fruit: mutual respect

Person living without a home

Think and Feel

Me

People need to experience homelessness before they get to have an opinion on it

Great support and advice

Discrimination

Scapegoats

Feel like there {sic} more family than actual family

Taken advantage of by others

Good people everywhere; bad people everywhere

Angry

Threatened

Optimistic

Suffered setback but still hopeful

See

Taking my picture

Security guards and vehicles

Fear of me

ODs (not just in camp)

Random acts of kindness

Donations

Meal service

Judgmental looks

Say and do

Work together

Constantly battling illness

Scramble for food

Do whatever I can to survive

- don't steal

- don't panhandle

- make work for myself; participate in BC Housing work initiative

Try to help others in the same situation

Sleep deprivation

Hear

Move along

Considered? to be looked at differently

Labelled as thieves and drug addicts

Honking horns

Not welcome in businesses

POS

You're a bad person

Name calling

Fuck you

Problems

Basic needs not met

Fear of certain people

Getting ripped off

Better power heat and bathroom facilities

Limited resources

Being homeless makes it hard to look for work, let alone work

Limited resources

Slandering

Tortured

Not on social assistance

Need to keep camp cleaner

No phone service

Lack of communication

Council members should actually be living in camp

Make sure pep are getting paid that actually works

People are misinformed

Way more people living in camps than they think (100 - 200)

Opportunities

Job offers

For more teamwork & cohesiveness among residents of the camp