

<https://progressivehousing.net/>

Annual Report



2024 / 2025



PROGRESSIVE
HOUSING SOCIETY

6400 Roberts St #205
Burnaby, BC V5G 4C9



“ Saved my life twice
By taking me back into program after being
homeless. Made my life happier now that I
can enjoy everything in my home. Support
workers are very open and resourceful because
they care. Without support I'd be on the
street homeless or dead. Thank you so much
Progressive Housing. ”

—— S.N

Mental Health Client

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Our Mission

We strive to empower individuals to be engaged with the community to achieve personal independence by providing access to resources and life skills.

Our Core Values

Compassion: We approach every individual with empathy and understanding.

Integrity: We uphold the highest standards of honesty and accountability.

Equity: We strive to create inclusive environments where everyone has equal access to opportunities.

Community: We believe in the power of collaboration and mutual support.

Hope: We inspire optimism and the belief in positive change.

Our Vision

We envision a compassionate community where every person has access to a safe, stable home, inclusive support, and the opportunity to thrive with dignity.



What Our Team Says



85% of our staff feel they make a difference for others.



85% of our staff feel they have good relationships with their co-workers.

Building a Foundation for Dignity and Care



Georgia House



This year, Progressive Housing Society made significant improvements across our housing sites to ensure they remain safe, comfortable, and welcoming for residents. With support from the Reaching Home Initiative, we completed extensive renovations that enhance the quality, accessibility, and longevity of our homes.

Across multiple properties, living spaces have been renewed to create brighter, more functional environments that foster stability and belonging. Thoughtful design choices and modernized systems reflect our ongoing commitment to increasing our liveable space and maintaining housing that residents can take pride in.

These renovations strengthen the foundation of our work and help preserve affordable, supportive housing in Burnaby. We are grateful for the funding and collaboration that made this progress possible and for the lasting impact it will have on the people who live and work within these spaces.



Rumble House



OUR PROGRAMS

Emergency Shelter

A 40-bed, housing-focused shelter offering meals, health care, and person-centered support. Staff help clients meet urgent needs and move toward permanent housing through counseling, referrals, and a trauma informed path to recovery.



Norland Place Supportive Housing

A 52-unit residence with 24/7 staff, private suites, and on-site health services in partnership with Fraser Health's newly added Health in Housing Program. Residents, many of them seniors, access wellness checks, care referrals, and inclusive programs that foster independence, leadership, and community connection.



Ledger Place Supportive Housing

Ledger Place offers 24/7 staff support in a safe, inclusive housing environment. With trauma-informed care, health services, and structured programs, clients gain stability, reconnect with community, and build meaningful, lasting change.



Burnaby Housing & Outreach Hub

This program provides direct, on-site support for individuals facing homelessness in the Burnaby and New Westminster communities. Individuals have access to basic necessities as well as life skills coaching, referrals to community services, and support in finding and securing housing.



Supported Independent Living (SIL)

This program Provides rent subsidies and personalized support to individuals with severe mental illness. Clients meet regularly with support workers to build life skills, stay on track with goals, and successfully maintain stable, independent housing in the community.



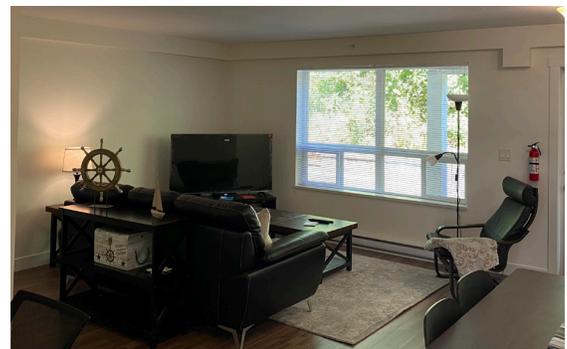
Community Living Support Program

Offers shared and transitional housing for individuals with severe mental illness. Residents live in supportive, communal homes across Burnaby, building independent living skills with personalized guidance from staff in a nurturing, recovery-focused environment. This year we added two new townhouse units in Burnaby to this program.



Irman Affordable Housing

Since 2005, this 18-unit affordable housing program has provided safe, stable homes with rent options suited to community needs.



Burnaby Winter Shelter

A 40-bed shelter operated by Progressive Housing Society in partnership with BC Housing and the City of Burnaby. Open 24/7 from November to April, it offers meals, a harm reduction space, and health services near Royal Oak SkyTrain. This year, 143 individuals accessed shelter and support, with most transitioning to longer-term housing through coordinated outreach.



Tri-Cities Winter Shelter

From December to April, from 9 p.m. to 8 a.m. shelter rotated monthly between churches in Coquitlam and Port Coquitlam. Supported by Saint Laurence, Trinity United, and Coquitlam Alliance, it offered meals, warm beds, transportation, and outreach support. Guests accessed housing, recovery, and community services with many finding pathways to stability.



Richmond Winter Shelters

In partnership with the City of Richmond, BC Housing, and local agencies, the Richmond Winter Shelters provided warmth, safety, and connection. Operating across two sites, the program offered nightly shelter, meals, and access to essential health and housing supports.



Executive Message

In many ways, this year at Progressive Housing Society was like many others. As a staff team, you met with those living unsheltered on the worst nights of the year to provide hope, welcomed those coming inside for one night or more in to provide safety, security and offer services they could not receive elsewhere. You met with clients in the community and in their homes to provide connection and support, and were with those who opened a door to their own place for the first time in years to provide stability. All the while, you dealt with big and small crises in clients' lives, and everything that makes up a day, week, and year.

Organizationally, there are also successes, such as renewing our Strategic Plan, progressing the re-development of the Holly Street project, facilitating pre-development work on a new 43-unit housing project opportunity, and expanding operations into Richmond and Tri-Cities.

However, this year is different in that it is a year of transition. Since 2020, the COVID-19 pandemic brought uncertainty, but also new funding opportunities for emergency programs that, like much of that time, was unprecedented. Now, we are in the midst of economic change being experienced by everyone across the country. These changes impact how funding works for community services through some of our more core streams, and PHS is not immune to these changing tides. We, as a Board, are aware that in addition to the "normal" realities of working in the mental health, housing and homelessness services, these additional uncertainties will naturally affect our essential programs, services, and our dedicated staff team.

We encourage you to be kind to yourselves and each other as this year draws to a close, and we begin to look forward to 2026. Be assured that, as an organization, PHS will continue to work toward providing as many high-quality programs for those we serve as possible, and adapt to this changing landscape. Take time to reflect on the successes you've been a part of over the past year, and appreciate that none of that will change.

On behalf of the Board of Directors of Progressive Housing Society, a deep and sincere thanks for all the change you have brought to our clients' lives this year.

———— **Board President**
James Caspersen

Our Board Members



James Caspersen
Board President



Marsha Goldford
Past Board
President



Emmanuel Chouinard
Board Treasurer



Tina Larouche
Board Secretary



Esprit Chouinard
Board Director



Garth Evans
Board Director



Kim Darcey
Board Director



Eugene Tseng
Board Director



Jaye Treit
Executive Director

MILESTONES OF IMPACT



Over 3,160
participant
interactions

Over 1,270 participant
interactions from self-
identified DEI individuals



Over 27,315 overnight shelter
stays provided

Our shelter programs had an
average of 95% capacity



EVENT HIGHLIGHTS



April 3, 2024 Holly St. Demolition

Redevelopment work begins at Holly Street, marking a new chapter for the program.

May 31, 2024 Walk for Mental Health

We held our annual walk for mental health at Burnaby Lake.



June 21, 2024 National Indigenous People's Day

We celebrated National Indigenous People's Day with music, performances, and food

Aug 20, 2025 Mental Health BBQ

We held our annual summer Mental Health BBQ





**September 13,
2024
Fraser Health's
Health in
Supportive
Housing Program
Launches**

A new partnership with Fraser Health brings on-site health supports to PHS housing programs.

**October 21, 2024
Holly Street
Redevelopment
Progress**

Construction continues at Holly Street as redevelopment advances toward completion in the coming year.



**December 11,
2024
Mental Health
Christmas Party**

We hosted our annual Christmas Party!

**December 2024
Gift Wrap Station
at The Amazing
Brentwood**

In partnership with The Amazing Brentwood, staff and volunteers ran a festive gift wrap station to raise funds and connect with the community.



PROGRAMS REPORTS

Douglas Shelter

In 2024, Douglas Shelter supported 166 individuals. Of those, 28% identified as Indigenous and 30% as women. We also welcomed a few companion animals, including cats and dogs. The shelter maintained a high occupancy rate, averaging 95.9% throughout the year. In total, there were 15,501 overnight stays, and 627 instances where guests had to be turned away due to capacity.

+15,500 Overnights stays and counting	166 Unique individuals supported
46% individuals aged 45+	14 obtained permanent housing
28% Self-Identified as Indigenous	30% Self-Identified as Women

Highlights

- Partnered with Home Health to bring support services directly to guests.
- Facilitated 14 successful housing placements.
- Strengthened collaboration with Fraser Health iHart and City of Burnaby outreach teams.
- Advanced ID access for guests through continued work with ICBC.
- Participated in a BCCDC initiative introducing responsive harm reduction supplies.
- Deepened connections with healthcare partners including Fraser Health and EMS.

Norland Place Supportive Housing

Health Partnerships & On-Site Supports

Over the past year, meaningful improvements were made to the supportive housing building through deeper collaboration with Fraser Health's Health and Supportive Housing team. Embedded on-site, this dedicated team played a vital role in helping residents, especially seniors, improve their health and well-being. With consistent access to healthcare support, wellness checks, and referrals to external medical services, tenants benefited from a more stable, health-focused environment. Fraser Health also helped connect individuals with more complex needs to appropriate housing and specialized care.

Community Engagement & Peer Leadership

Alongside health supports, the building saw strong growth in programming that emphasized inclusion, independence, and empowerment. Tenants, particularly seniors, accessed more community outings that reduced isolation and fostered connection. Residents also helped plan and lead peer events, receiving honorariums for their contributions. These initiatives promoted social engagement, skill-building, and a deeper sense of purpose while strengthening peer support and shared leadership.

Looking Ahead

We aim to build on this year's progress by continuing to strengthen health partnerships and expand meaningful programming. Priorities include growing tailored supports for seniors, easing transitions for those needing higher care, and increasing opportunities for tenant involvement and community connection.



Health support with Fraser Health team onsite.



Increased tenant-led activities and peer events.



Expanded community outings focused on seniors

Ledger Place

Daily Care & Inclusive Living

In 2024, Ledger Place offered 24/7 support, nutritious meals, spacious rooms, trauma-informed spaces, primary care and inclusive environments that nurtured physical and emotional well-being. Clients joined activities, accessed outreach services, and gradually adopted healthier habits as they adjusted to supportive housing. With support from staff and community allies, many began to feel renewed safety and pride in their homes.

Connection, Belonging & Personal Growth

Clients reconnected with family, built strong bonds with peers and staff, and contributed to a community rooted in mutual respect. Their engagement fostered a stable, empowering environment where personal growth could thrive.

Integrated Health & Cultural Support

A partnership between Fraser Health's Health in Supportive Housing (HSH) program and Progressive Housing Society brought in biopsychosocial care, medical support, and culturally responsive programming. This integration helped residents improve health, build skills, and deepen their role in the community.

Looking Ahead

Since marking its first anniversary in October 2024, Ledger Place continues to build on its success, supporting clients as they pursue stability, belonging, and lasting well-being.



Fraser Health provided on-site medical care.



Ledger celebrated its first annual anniversary.



Clients rebuilt bonds with family and staff

Mental Health Services

Empowering Independence & Recovery

In collaboration with Burnaby Mental Health & Substance Use (Fraser Health), our SIL and CLS programs supported individuals with persistent mental health challenges. Through in-home visits and relationship-based support, clients built life skills, stability, and confidence in their daily lives.

Community Connection & Inclusion

Participation in ECHO Clubhouse enriched social connection, while personalized services from our 6th Street office and community homes fostered belonging and independence. Our staff helped clients set recovery goals and engage meaningfully in the community.

Celebrating Client Progress

This year, we celebrated two program graduations, powerful milestones that highlight the strength of our clients and the dedication of our teams. These moments reflect the impact of sustained, trauma-informed, person-centered mental health care.

Legacy of Care, Built for the Future

A major 2024 development was the transformation of our long-standing Holly House site into 10 new assisted living and 4 new Supported Independent Living beds. This redevelopment honors our legacy while meeting Burnaby's growing need for supportive, dignified housing.

Looking Ahead

We remain committed to evaluation, innovation, and partnership growth, ensuring our work is rooted in dignity, inclusion, and the resilience of those we serve.



Staff supported clients through recovery focused home visits



Clients celebrated milestones, including program graduations



Holly House redevelopment will add 14 affordable homes

Housing & Outreach

Funding Cuts & Program Resilience

2024 began with a sharp reduction in Reaching Home funding, cutting subsidies by half. Though difficult, the team adjusted quickly, reallocating subsidies, reorganizing roles, and maintaining core services. The situation underscored how fragile housing-first funding remains, even as demand for housing and income support grows.

652

Referrals in 2024-2025

Growing Need, Ongoing Response

Even with reduced resources, 652 individuals and families reached out for support. Each one was met with empathy and action, whether they needed housing, income help, or simply someone to listen.

15+

Housing outcomes

New Outreach Roots in the Tri-Cities

Fall brought expansion with the BC Housing Provincial Encampment Response: a new Outreach team was launched in Port Coquitlam, in partnership with Trinity United Church. Staff collaborated with local service providers, housing 8 people and preventing 7 evictions within months.

70

Referrals per month in average.

Strength in Transition

Staff shifts tested our capacity, but showed the strength of our bench. In January, we welcomed a new manager with broad experience in leadership and mental health. The team has maintained their commitment throughout and now responds to 70 referrals monthly.

Burnaby Winter Shelter

From November 8, 2024, to April 30, 2025, the Burnaby Winter Shelter provided essential shelter and wraparound supports for those experiencing homelessness during the coldest season of the year. Operated by Progressive Housing Society in partnership with the City of Burnaby and BC Housing, the shelter became a safe, welcoming place where guests could rest, recover, and move forward.

Safe Shelter & Daily Support

Located near Royal Oak SkyTrain station, the shelter provided 40 beds, hot meals, and a dedicated harm reduction space. Guests received 24/7 care, clean facilities, & dignified support from a compassionate team.

Holistic Health & Care

FraserHealth's IHART team delivered daily on-site medical care, addressing urgent needs, easing hospital pressure, and supporting wellness for guests with complex health conditions.

Housing-Focused Collaboration

Working with the City of Burnaby's Intervention Support Team and Progressive Housing's outreach team, staff helped guests apply for housing, connect with recovery and detox programs, and access transitional services. Most guests transitioned into shelter or permanent housing by season's end.

This Season's Impact



Warm meals and care were provided



143 individuals accessed shelter and support



40 beds operating 24/7 throughout the season



6,195 total overnight stays



Daily medical care provided by Fraser Health



Most guests transitioned to stable housing

Tri-Cities Winter Shelter

From December 1, 2024 to April 1, 2025, the Tri-Cities Winter Shelter offered more than warmth, it offered connection, dignity, and care to those facing homelessness during the coldest months of the year. Thanks to the dedication of community churches, volunteers, funders, and local partners, the shelter became a nightly place of refuge for individuals needing safety, food, and support.

Each night from 9:00 PM to 8:00 AM, guests were welcomed into rotating church host sites: Saint Laurence Anglican, Trinity United, and Coquitlam Alliance. Transportation was provided from three pick-up locations, ensuring accessibility across the Tri-Cities. Guests received a hot dinner, breakfast, evening snacks, and a bagged lunch for the next day.

Volunteers prepared meals, cleaned spaces, and created a welcoming environment where guests could rest with dignity. Their care helped foster a culture of hospitality and human connection.

Beyond Shelter: Building Pathways Forward

Through outreach partnerships with Progressive Housing, guests accessed supports beyond the shelter doors, including help with housing applications, health care, detox and recovery services, and spiritual or ministry-based support. Thanks to local donations, clothing and hygiene essentials were also available.

This Season's Impact



2,206 total
overnight stays



188 individuals
accessed shelter
and support

Richmond Winter Shelters

From November through April, the Richmond Winter Shelter provided warmth, safety, and care to community members experiencing homelessness during the coldest months of the year. Operated across two sites, Brighthouse Pavilion and Southarm Pool, the program offered nightly shelter, meals, and connection to vital supports in partnership with the City of Richmond, BC Housing, and community agencies.

At Brighthouse Pavilion, up to 15 guests found refuge nightly between November 19, 2024, and April 15, 2025. Southarm Pool opened its doors November 10, 2024, through April 20, 2025, offering 20 additional bed spaces. Across both sites, guests received warm meals, weather protection, harm reduction supplies, and referrals to housing, medical, and mental health supports.

Together, the shelters supported over 400 individuals, the majority of whom identified as male, reflecting ongoing systemic challenges including lack of affordable housing, mental health and substance use barriers, and experiences of violence or conflict with the law.

Collaboration in Action

The Richmond Winter Shelter succeeded thanks to strong collaboration between Progressive Housing Society, the City of Richmond, Vancouver Coastal Health, RCMP, and a network of local faith and community organizations. These partnerships strengthened community ties and ensured responsive, compassionate service delivery throughout the season.

This Season's Impact



3,863 total
overnight stays



428 individuals
accessed shelter
and support

New and Upcoming Programs

Holly House Redevelopment

Redevelopment of our property, Holly House, began this year, transforming what was once a single shared residence into a purpose-built duplex that will double the number of homes available for people in need of health care support and at risk of homelessness. When complete, the new Holly House will offer 14 homes with private living spaces and shared common areas designed for comfort, accessibility, and connection.

Residents will have access to on-site staff who provide individualized support, including mental health care, life skills training, and assistance with daily living. These wraparound services will help residents, including seniors, maintain independence while remaining connected to the care and community they need. Holly House is more than just a housing project; it is a model for how secure, supportive environments can promote stability, dignity, and recovery for people facing complex challenges.

The redevelopment builds on our long-standing commitment to creating housing that feels personal, safe, and respectful. Holly House represents an investment in both the people who live there and the community around it and a place designed to help residents find stability and a renewed sense of home.

Construction is expected to be completed during our next fiscal year, and we look forward to welcoming residents into this newly expanded and revitalized space.



Future Housing Development

In addition to this redevelopment, we are in the early stages of planning new supportive housing opportunities in Burnaby. These future developments will expand access to safe, affordable homes with integrated supports for individuals and families facing housing insecurity. Through collaboration with local and regional partners, Progressive Housing Society continues to strengthen Burnaby's housing continuum and ensure that people with diverse needs have a place to call home.



THANK YOU!