



PROGRESSIVE
HOUSING SOCIETY

ANNUAL REPORT

April 2025 - March 2026



Our Purpose

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.

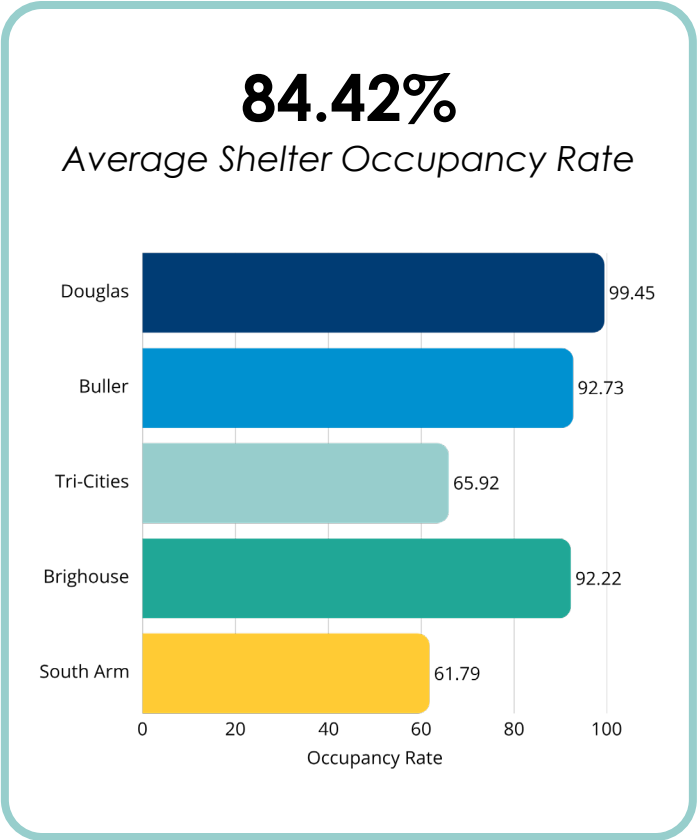
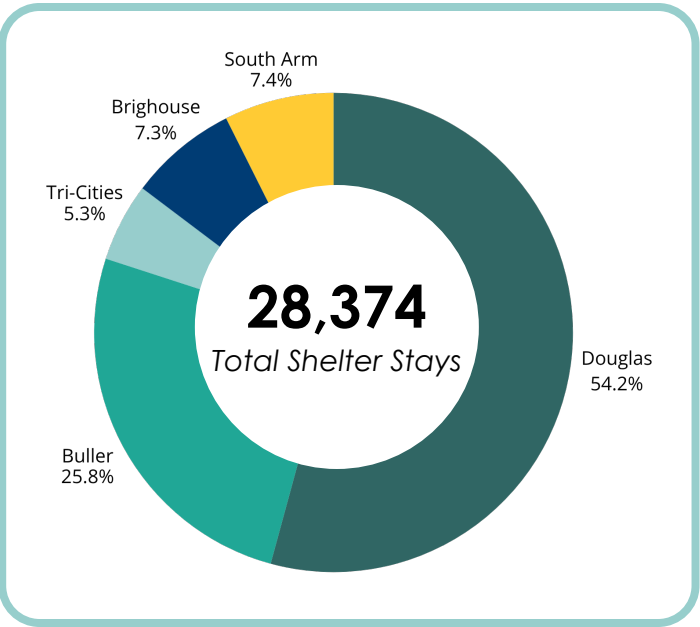
Our Vision

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



PROGRESSIVE
HOUSING SOCIETY

Key Impact Highlights



Our Board Members



Jaye Treit
Executive Director



James Caspersen
Board President



Esprit Chouinard
Board Director



Emmanuel Chouinard
Board Treasurer



Tina Larouche
Board Secretary



Garth Evans
Board Director



Kim Darcey
Board Director



Eugene Tseng
Board Director



Aditi Rudra
Board Member



Arthur Leong
Board Member



Fred Michael
Board Member

Executive Report

Since its beginning, Progressive Housing Society has been a reflection of what is needed by those most vulnerable in the communities we serve. As you as a staff team will know, we are often the first to see the effects of systemic pressures and inadequate supports based on who gets in touch with us, and how challenging it can be to find those right supports for those who become our clients – which of course includes challenges finding appropriate housing.

The theme we as a Board of Directors see in the work you have done at PHS this year across the organization is much like working with our clients. Sometimes successes can be small, hard to notice by others, but meaningful to the client. Other times, success is tangible, like handing someone the keys to their new home. There is much to celebrate this year in the of both of these types – including the very literal move into something new that is happening right now with the administration office move. From a governance perspective, the Board of Directors and leadership team at PHS has always been intentional and strategic in defining our mandate and the communities we serve, focusing our efforts where there is a demonstrated need, where we can make a meaningful difference, and where our involvement is welcomed and valued. We believe in complementing the good work of others, in partnership, and in directing our resources where they can have the greatest impact. The growth PHS has seen in recent years is a reflection of this community need.

This year has seen 25 new supported living units of housing added with the completion of our newly redeveloped Holly House, our purchase of Carsen Street duplex, along with the groundbreaking on the 11th Avenue project which will soon see 43 new units of affordable and deeply affordable housing in Burnaby. We have also made significant improvements to our existing properties through a transformational remodeling of two existing supportive living homes. These are exciting developments and visible signs that you are changing what opportunities are available. This year has also seen much to celebrate that are those harder to see but meaningful wins, including the establishment of a committee focused on Cultural Safety and Reconciliation, and new partnerships that will help guide us in this work. We have invested resources in reviewing our internal systems and processes, and we are completing work that improves our external communications procedures to maintain a professional presence that can continue to advocate for our clients. These will be essential to deepen and build the relationships with other organizations will make sure we continue to be able to celebrate at this time next year.

These are only a few of the successes this year that show what a small, yet mighty team can do, and does not happen without frontline staff, administration staff, and contractors working together on a shared mission. As the organization settles into its new home, we hope you take time to congratulate each other on all the wins we know you will continue to have, big and small.

On behalf of the Board of Directors, thank you for another milestone year for our organization and more importantly our clients.

Year in Review

Richmond Drop-in
GRAND OPENING



APRIL 16 2025

Mental Health
SUMMER BBQ



AUGUST 20 2025

11th Avenue
GROUND BREAKING



OCTOBER 2025

CLIENT
Christmas Party



DECEMBER 10 2025

2025

2026

JUNE 26 2025

SEPTEMBER 23 2025

NOVEMBER 2025

MARCH 2026

Richmond Drop-in
BBQ & OPEN HOUSE



Truth & Reconciliation Day
NORLAND PLACE BBQ



Carson House
PURCHASED



Holly House
REDEVELOPMENT COMPLETED



Our Programs



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 (CLS)

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.



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

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.



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.



Richmond Drop-in Centre

The Richmond Drop-in Centre is a welcoming place for people experiencing homelessness or housing instability to get a hot meal, a shower, and clean laundry. Our team is here to connect people with the supports they need and help them move toward housing.



Irman Affordable Housing

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



11th Avenue Affordable Housing

Coming soon: Our 11th Ave modular affordable housing project in Burnaby is taking shape. Once it opens, it will offer safe, stable homes with on-site supports, so people can build stability and feel at home in the community.

Our Shelters

Douglas 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.



Buller Shelter

A 40-bed shelter operated 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

The Tri-Cities Winter Shelter was operated out of a single location on Riverview Grounds this year. 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.

Brighthouse Winter Shelter

Brighthouse Pavilion is a temporary winter shelter at 7840 Granville Avenue that gives the people of north Richmond experiencing homelessness a safe, warm place to rest. Guests get an evening meal, snacks and referrals to housing and health supports. They can also connect with our Richmond Drop-In Centre in the same building.



South Arm Winter Shelter

South Arm Winter Shelter is a temporary winter shelter at 10100 South Arm Place that gives people experiencing homelessness a warm, safe place to rest. Guests also get snacks and connections to housing and health supports, and pets are welcome.



Richmond Drop-in Centre



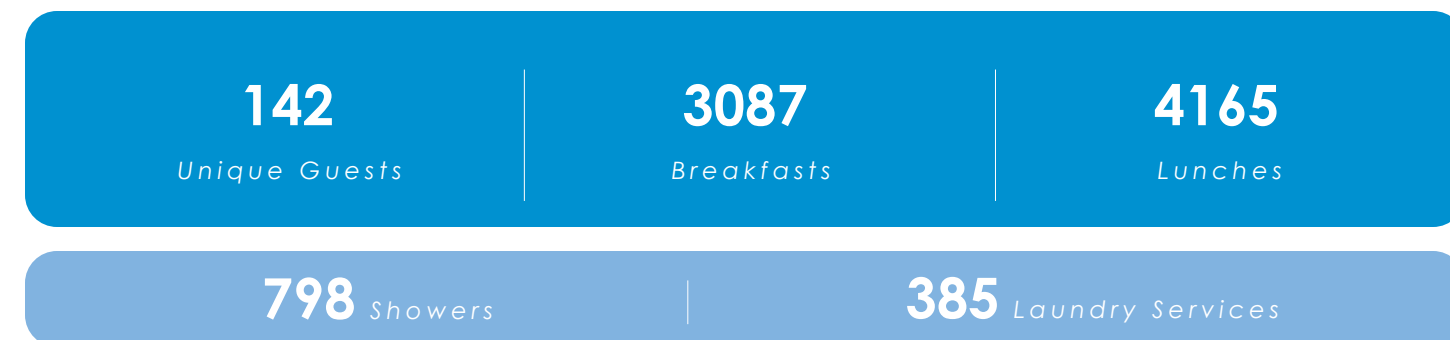
The Richmond Drop-In Centre is one of our newest programs opened in April 2025. It has allowed us to expand our impact into the Richmond community and has quickly become an important community resource for individuals experiencing homelessness and housing instability.

In addition to meeting immediate needs, we supported clients in accessing longer-term housing solutions. We assisted three clients in securing permanent housing and successfully connected more than a dozen clients to the Reaching Home program, resulting in additional housing placements.



To address a range of client needs and promote community connection, we organized and hosted monthly service events, including:

- Foot care clinics
- Bicycle repair services
- Haircut services



We also held a weekly Bingo program, which fostered social connection, reduced isolation, and brought enjoyment to participants.

A key component of our work has been connecting clients with community services and supports to help them achieve their goals. Throughout the year, we collaborated with and referred clients to organizations including:

- Substance Use and Outreach Team
- Anne Vogel Clinic
- Vancouver Coastal Health Housing Team
- City of Richmond Outreach
- Turning Point Housing Team
- Richmond Food Bank
- Richmond Recreation Centre



Holly House Re-imagined



This December, we completed the redevelopment of Holly House, a five-year project that nearly tripled the number of people we can support. What was once a 5-bedroom home now offers a 10-bed assisted living program for individuals living with persistent mental health challenges, plus two separate suites on the lower level providing four supported independent living beds for individuals who need a lower level of support.



10

Assisted Living Beds

4

Supported Independent Living Beds

This has been a truly remarkable endeavor for the organization as well as an important step forward in expanding our capacity and offering a range of housing options. It lets us match housing to where someone is in their journey, and better meet diverse client needs within the Burnaby community.



COMING
SOON

11th Avenue Modular Project



People will soon have more affordable housing options in Burnaby.

8304 11th Avenue continues to be developed, eventually delivering 43 rental homes for people and families, including those at risk of homelessness and people living with disabilities. We broke ground in November and construction has begun.

The five-storey building will include a mix of studio, one- and two-bedroom homes. The design emphasizes livability, with indoor-outdoor integration between the courtyard and amenity spaces, and the use of natural materials to create a warm, welcoming environment.

Land Owner: City of Burnaby

General Contractor: NUQO Modular Inc.

Architect: studioHuB architects

Development Consultant: CitySpaces Consulting

Funding: BC Housing, Canada Mortgage and Housing Corporation (CMHC), City of Burnaby

Mental Health Programs

In partnership with Burnaby Mental Health & Substance Use (Fraser Health), our mental health programs have continued to deliver essential, individualized support to individuals living with persistent mental health challenges. Through our Supported Independent Living (SIL) and Community Living Support (CLS) programs, staff provide regular in-home visits and community-based engagement, helping clients build life skills, maintain stable housing, and work toward their personal goals.



**Celebrated Client
Graduation**



**Completed redevelopment of
Holly House**



**Purchased new home for 10
new assisted living Beds**

Client Success Story

With regular check-ins and a place of his own to build a steady routine, RoRe showed up to every appointment and followed through on his goals. He's now connected to Burnaby Mental Health and lives in his own apartment with a permanent rental subsidy, along with his cat, Ninja. He has work opportunities, takes his boat out weekly, has a new partner, and a rebuilt relationship with his father.

Clients have also benefited from participation in weekly activities at ECHO Clubhouse, fostering social connection and enhancing community inclusion. This year, we celebrated one client graduation, marking an important milestone in their recovery journey.

We remain committed to growing our services, strengthening partnerships, and improving outcomes for those we support. We extend our sincere gratitude to Fraser Health, our dedicated staff, valued partners, and clients, whose resilience and contributions continue to drive the success of our programs.

Community Homes

On top of the redevelopment of Holly House, Progressive Housing Society completed significant capital improvements across another two of our community homes, Rumble House and Georgia house. This is an incredible milestone that enhances the quality, accessibility, and longevity of our homes as well as bringing improved functionality for our clients. Improvements include EV chargers, on-demand hot water, air conditioning, fireplaces, new appliances, cabinets, and building envelope improvements. These renovations were made possible with support from the federal Reaching Home Initiative. We also purchased a new home that will bring even more beds to Burnaby.

Georgia House



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.



Rumble House



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.

Carson House

In November, we purchased Carson House. A new home that that will bring 10 more community living beds to Burnaby once redevelopment is completed.



Norland Place



Norland has had a particularly busy and productive year, with a strong focus on community building. Through resident-led initiatives, strategic partnerships, and increased access to supports, the year has been full of growth, collaboration, and lots of engagement.

We started a community garden that saw residents taking great pride in working on, growing a wide variety of foods, ranging from hazelnuts to potatoes, and produced more tomatoes than we could keep up with. In addition to an abundance of home-grown food, a variety of flowers were planted to support local pollinators, adding to the beauty of the building and doing our part to support our local wildlife.

52
Unique Clients

5
New residents housed



New Horizons Peer Program

The program was a significant success, providing residents with opportunities to give back to their community in multiple ways including assisting with building upkeep, organizing donations, and planning community events. This program gave residents sense of ownership, purpose, and mutual support among tenants.

Strengthened relationships with contractors has improved turnaround times between unit renovations for new move-ins. This was particularly important as several units required renovation following long-term tenants graduating or transitioning out of the building.

All clients who were previously not connected to family doctors have now been successfully matched through the Primary Care Network. This resulted in increased appointments and kept dedicated PHS staff actively engaged in supporting clients within the community, helping clients develop greater independence while also fostering trust and confidence in asking for support or advocacy when needed.

Ledger Place



Since opening its doors in October 2023, Ledger Place has been providing a culturally safe and inclusive space to foster community and individual growth for our clients. Working alongside our community partners, our team has dedicated their efforts to promoting healthy habits and meaningful connections with Ledger community members.

Clients had the opportunity to actively engage in events, activities, and workshops, to develop life skills, promote community values and offer an opportunity to leave their rooms and connect with others.

43

Unique Clients



3

Clients attended detox

1

admitted to treatment center

Showing interest in keeping the community safe, healthy, and demonstrate a sense of belonging, clients continue to participate in our monthly community meetings to express their concerns, ideas, and recommendations. Due to the ongoing commitment of staff, our service delivery model and our focus on person centered programs, we have been able to see a significant reduction in interpersonal conflicts and OD's, and many personal successes for the people we serve

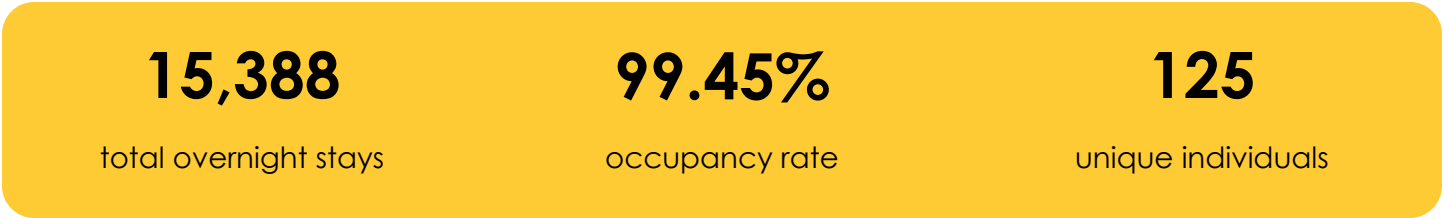
Thanks to the support of the in-house FH Health in Supportive Housing (HSH) program, most of our ledger clients were connected to family doctors and encouraged to regain a sense of independence in managing their health and medical appointments.



Check out our Youtube video featuring Ranjeet, our chef at Ledger Place!

Douglas Shelter

In 2025, Douglas Shelter supported 116 unique guests, including 17 Indigenous individuals, with a total of 15,767 stays and an occupancy rate of 99.45%. During this time, 16 guests were successfully housed and 4 completed drug treatment programs. We also had several cats and dogs spend the night!



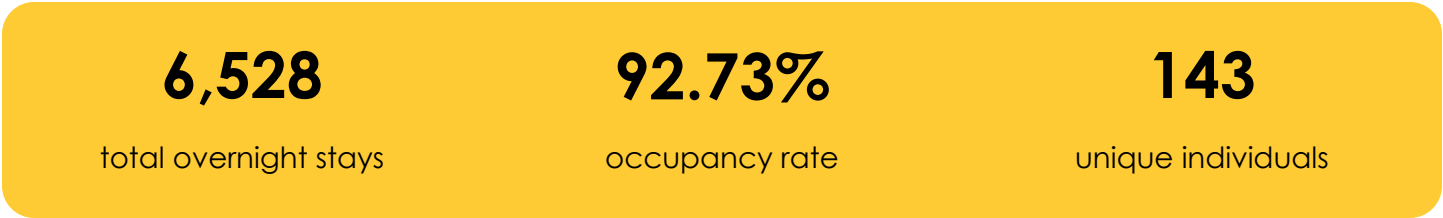
Monthly foot care clinics continued, along with access to a ministry worker on site every Tuesday. Health and wellness supports were strengthened through continued partnerships with ihart, Home Health, and Burnaby Hospital. This included STI testing and weekly substance use services, like OAT clinicians and SUSAT. We partnered with Mosaic Community Clinic, connecting 30 guests to essential health supports like a GP, NP, counselling. We also referred 3 guests to the First Nations Health Clinic.



Regular visits from the Burnaby Library helped connect guests to reading materials and community resources. We hosted a tax super clinic where 15 clients had 21 years of taxes completed. Building community remained a priority, with summer BBQs, holiday meals, and celebrations for birthdays and housing milestones. The program also recognized important dates such as Remembrance Day, Black History Month, and Truth and Reconciliation Day.

Buller Shelter

In partnership with the City of Burnaby and BC Housing, the Burnaby Winter Shelter opened on November 5, 2025, and will remain open through the summer of 2026. It provides essential shelter and holistic support to people experiencing homelessness, offering a safe, welcoming, and trauma-informed space where guests can rest, heal, and regain stability. The shelter has become a supportive community that helps people move forward and work toward new opportunities.



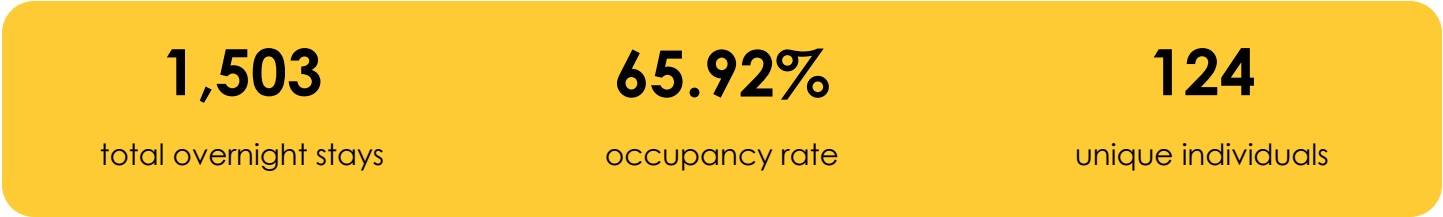
The shelter offers 40 beds, hot meals, a harm reduction space, trauma informed approach and support from a dedicated and compassionate team. Individuals receive 24/7 care in a clean and safe environment that promotes dignity, supports personal choice, and empowers each guest.



Progressive Housing outreach team and the City of Burnaby's Intervention team together with IHART team and Ministry of Social Development's outreach has been helping clients being housed, getting connected with the appropriate resources.

Fraser Health's IHART team is on site daily connecting clients to primary care, detox and treatment. They also advocate for individuals and support the physical and mental well-being of guests with complex health challenges.

From January 7, 2026, to April 30, 2026, the Tri-Cities Winter Shelter offered a warm and safe space for vulnerable individuals facing homelessness in the community during the coldest months of the year. The shelter offered hot shower, hot dinner, coffee, snacks, and a bagged lunch for the next day. Pets owned by guests were not restricted from this service, as we had kennels, food and blankets.



We operated our doors from 8:00PM to 7:00 AM everyday from the Riverview grounds (səmiqʷəʔelə) and was excited about a more permanent location for the tri-cities shelter this year. This was made possible through our partnerships with kwikwəʔəm (First Nation), BC Housing, and the City of Coquitlam. We did not need to rotate through different sites and struggle with the daily tear downs and fix ups from the previous year. Guests were picked up from two locations, Lincoln station, and Gordon's 3030 encampments.

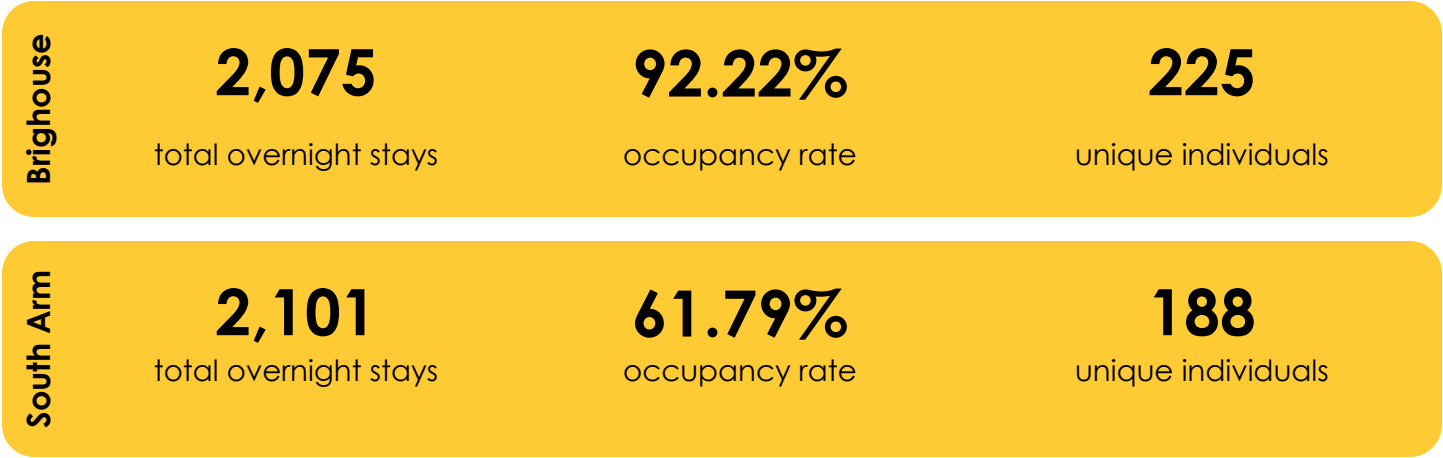
Hope Beyond the Shelter:

Success Stories

Through outreach partnerships, shelter guests accessed support beyond shelter services. Guests were connected to housing opportunities, to healthcare services that had been delayed and to detox and recovery treatments. Three guests transition from the Tri-Cities Winter Shelter to more stable housing accommodation this season.

Local community partners left remarkable impressions in our hearts by preparing hot meals for the guests, providing winter gear donations, giving us their kitchen to cook dinner from, and providing weekly baked goods and resources for any pet we welcomed into the shelter.

The Richmond Winter Shelters ran at two sites, Brighthouse Pavilion and South Arm Pool. They offered warmth, safety, meals, and care through the coldest months for people experiencing homelessness. A new morning shuttle took guests from the shelters to key transit points and the PHS Drop In Centre, bridging overnight shelter and daytime supports.



The shelters welcomed people with a wide range of identities, experiences, and support needs. Staff offered low-barrier care and connections to daytime services. Guests could bring their pets, which removed a common barrier to seeking shelter and kept them with a source of companionship.

For the first time, staff prepared warm, hearty meals in the Brighthouse Pavilion kitchen. An outreach worker also joined the shelter response to help guests develop and follow care plans, including rides to appointments. The worker took part in the Richmond Integrated Outreach Team, whose community partners coordinate shared case planning for more connected support.

The Richmond Winter Shelters were strengthened through collaboration among Progressive Housing Society, the City of Richmond, BC Housing, Vancouver Coastal Health, RCMP, and a network of local faith and community organizations. Together they coordinated services across both sites and connected guests with the wider community when the shelters closed in March.



PROGRESSIVE
HOUSING SOCIETY

From Programs, to Partners, to People

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