

**2024 – 2025
WHITE ROCK
WARMING CTR**

SUMMARY REPORT



Lookout
Housing + Health Society

OVERVIEW

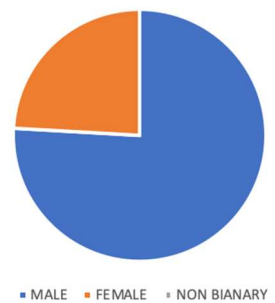
The White Rock Warming Centre operated throughout the 2024–2025 winter season as a minimal-barrier, essential service providing warmth, safety, and basic supports to individuals experiencing homelessness and poverty. Located in a temporary trailer within Centennial Park, the Centre operated daily, offering meals, washroom access, referrals, and resources. The program was funded by the City of White Rock, in partnership with Lookout Housing and Health Society and Engaged Communities Services Society, and was supported by a network of community members.

In addition to direct service funding, the City of White Rock, in collaboration with Partners for Health and Housing (PH2H), supported a Community Ambassador Program where local volunteers walked the park daily. These ambassadors assisted with litter collection, guest engagement, and directional support to the Warming Centre. SecuriSquad security personnel were also present each day to help monitor the park and provide an additional layer of safety and assistance to both staff and guests.

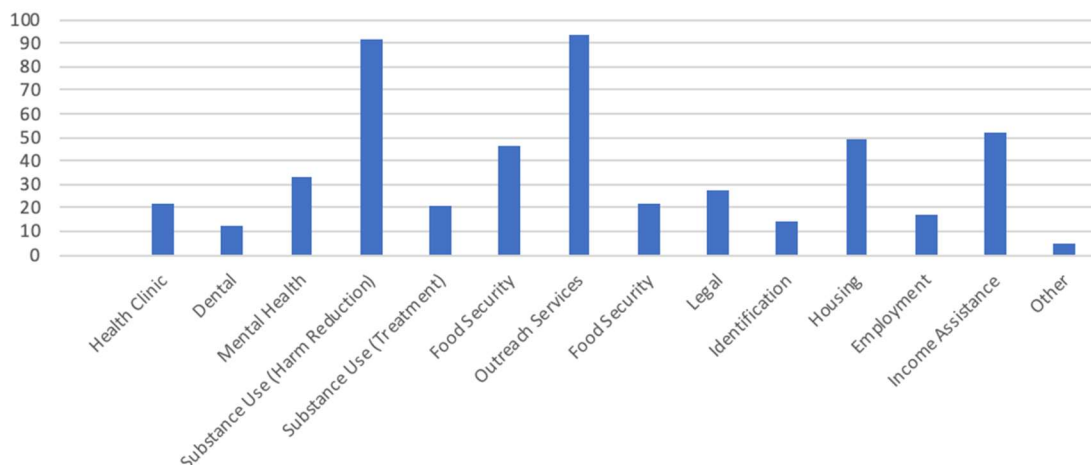
KEY IMPACTS

3,304	Unique Daily Visits
5,012	Meals Served
12	Long Term Shelter Beds Secured
1	Individual Housed
2	Individuals Accessing Substance Use Treatment Services
53	Health Services Engagements
50	MSDPR Service Engagements
215	Community Service Engagements
1,416	Referrals Made

GUESTS BY GENDER



SHELTER REFERRALS TOTALLING 910
ALTERNATE REFERRALS AS FOLLOWS



SUCCESSIONS

- High guest utilization with 3,304 visits recorded over the season.
- 5,012 meals served and 1,105 essential provisions distributed including harm reduction supplies, clothing, and bus tickets.
- 1,416 referrals made to health, housing, and financial services, with 330 resources directly accessed.
- Twelve individuals secured longer-term shelter placements.
- Two individuals accessed treatment services.
- One senior guest achieved stable housing.
- Community Ambassador Program operated in partnership with PH2H and the City of White Rock, with volunteers supporting park cleanliness and guest navigation.
- Daily presence of SecuriGuard staff provided added safety and support to staff and guests.
- Ongoing collaboration with key stakeholders, including MSDPR, iHART, Dr. Rogan, Division of Family Practice, Sources, Options, and PH2H.
- Generous and sustained support from White Rock community members through regular donations of meals, snacks, and care items.
- Program staff delivered compassionate, trauma-informed care in a consistent and welcoming environment.

CHALLENGES

- Limited operating hours (0700–2200hrs) left service gaps overnight.
- Physical space lacked basic infrastructure including kitchen, running water, and adequate indoor capacity.
- No hygiene facilities for guests to shower or do laundry.
- All meals required offsite preparation and transportation, with no ability to reheat and the budget did not support catering options from local merchants.
- Public park setting prohibited witnessed consumption, increasing overdose risks for guests using alone offsite.
- Guests often required reminders not to use substances in the park.
- Some guests avoided services due to fear of being seen or judged.
- Confidentiality became a concern when law enforcement sought access to the space, conflicting with organizational policy.
- Many guests presented with complex health and substance use needs beyond the centre's capacity to fully address.

RECOMMENDATIONS

- Transition the program to a formal Temporary Winter Shelter program to access overnight funding, staffing, and support services through BC Housing.

- Secure a permanent, indoor location with kitchen access, washrooms, and flexible spaces for privacy and service delivery.
- Allocate budget for either kitchen-equipped facilities or local catering partnerships to ensure safe food service.
- Collaborate with Fraser Health and the City to establish sanctioned, nearby witnessed consumption options that are offered daily with extended hours.
- Extend service hours to provide 24-hour support during severe weather or cold events.
- Add infrastructure or partnerships to offer guests access to showers and laundry facilities.
- Include peer support workers to enhance engagement, trust, and trauma-informed practices.
- Continue transparent outreach to residents and community to reduce stigma and strengthen public support.

CONCLUSION

The White Rock Warming Centre served as a vital, seasonal intervention offering safety, warmth, and human connection to those most in need. Despite environmental and operational limitations, the centre provided high-impact support through meals, referrals, and service connections while building relationships grounded in dignity and compassion.

Its success was made possible through the efforts of Lookout staff, dedicated volunteers, key community partners, the City of White Rock, and generous donors. Future program development should prioritize expanded infrastructure, overnight service, and integration with harm reduction and hygiene services to meet the growing needs of White Rock's unhoused population.