ARCHITECTURE + HOMELESSNESS

INCLUSIVE PRACTICES FOR A SUPPORTIVE CITY

Design catalogue | 2023.01

ARCHITECTURE
WITHOUT BORDERS
QUEBEC

Land acknowledgment

The research and writing of this publication took place in Tio'tià:ke/ Montréal, ancestral home of the Kanien'kehá:ka nation of Kahnawà:ke and Kanehsatà:ke.

Tio'tià:ke has long been, and continues to be, a place of gathering, meeting and exchange among First Nations. AWBQ recognizes that these Nations have never ceded their land rights.

Credits

Document prepared by:

Sarahlou Wagner-Lapierre
PhD student in Architecture, ULaval
AWBQ research collaborator

Élizabeth Prince
Master student in architecture, UdeM
AWBQ research collaborator

Véronic Lapalme
PhD student in social work, UdeM
AWBQ research collaborator

Sonia Blank
Architect and researcher, AWBQ

Document translated by:

Joshua Wolfe
translator, Superphrase

Under the direction of:

Carolyne Grimard
Professor, UdM School of Social Work

Élène Levasseur
AWBQ Director of research and education

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About us

Architecture Without Borders Québec is a non-profit organization offering architectural assistance to populations in need, both internationally and locally.

Founded in 2008 by the Ordre des architectes du Québec (OAQ), the organization includes among its members the province's 4550 architects, acting as their humanitarian arm. The organization is a member of the Architecture Sans Frontières International network and the Association québécoise des organismes de coopération internationale (AQOCI).

Vision

To reinforce the capacities of communities in precarious situations by engaging the architectural sector.

Mission

A world where all communities have access to a high-quality built environment.

AWBQ fulfills its mission by providing architectural expertise and services in priority intervention areas, related to its support programs. They combine research, design, consultation, training and project management activities, adapting to specific issues and in collaboration with partner stakeholders.

The AWBQ team also implements programs to mobilize resources from the architecture sector at no charge, allowing the organization to increase its impact.

ARCHITECTURE WITHOUT BORDERS QUEBEC

ORDRE DES ARCHITECTES DU QUÉBEC

For more information:

Website : https://www.asf-quebec.org/en/about-us/

Programs : https://www.asf-quebec.org/en/our-programs/

OAQ page (in french) : https://www.oaq.com/ordre/a-propos/organisme-humanitaire/

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PART A Context

Introduction

Goal

This catalogue, produced by AWBQ from available scientific literature, aims to provide information and tools for design, community and urban development parties involved. It provides a **portrait** of **practices** and innovative projects that can promote the **well-being** of people experiencing homelessness (PEH). It presents:

- Concepts connecting design to the experiences of unhoused people;
- Arguments demonstrating the positive contributions made by the architecture and design sector to the creation of an inclusive metropolis;
- Best practices for the design of spaces for everyone including people experiencing homelessness (PEH);
- References and toolkits to help local stakeholders in the design of inclusive spaces, at all scales of the built environment;
- Innovative projects recognized as promoting the well-being of PEH;
- Avenues for additional reflection, unanswered questions and research gaps for further exploration.

1. Context

1.1 Relevance

This catalogue offers design strategies to address the increase of homelessness in urban areas, due to the global pandemic, the housing crises and migratory and climatological crises. The recent publication of the following documents is a testimony to the relevance of the Architecture + Homelessness project in municipal, provincial and federal contexts:

- Action Plan for Solidarity, Equity and Inclusion 2021–2025, Ville de Montréal;
- 2030 Montreal Agenda for Quality and Exemplarity in Design and Architecture, Bureau de Design de Montréal;
- Plan d'action interministériel en itinérance 2021-2026, Ministère de la Santé et des Services sociaux du Québec;
- Politique nationale d'architecture et d'aménagement du territoire, Ordre des Architectes du Québec (OAQ);
- Reaching Home: Canada's Homelessness Strategy, Government of Canada;
- National Housing Strategy, Canada Mortgage and Housing Corporation (CMHC), 2017

Engaging the architecture sector

Urban space needs to be adapted to be inclusive for marginalized people. The architecture sector, which as yet has not fully contributed to addressing this complex issue, must be mobilized. Since urban planning and design are rarely considered in planning for social intervention, and since homelessness is not a major subject of concern in urban planning and development, AWBQ raises the following question:

How can design be mobilized for the well-being of people experiencing homelessness and the recognition of their presence in the city?

1.2 Montreal: A supportive city through design and architecture

URBAN SOLIDARITY PROGRAM

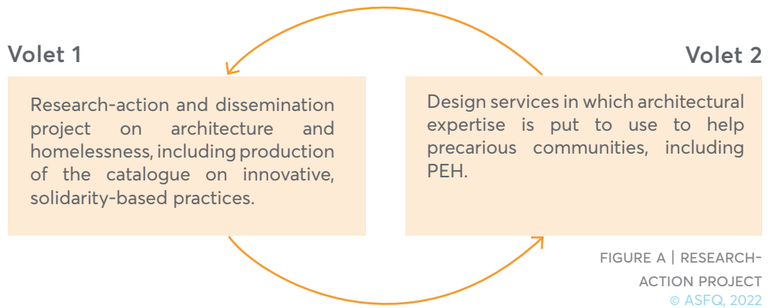


FIGURE A | RESEARCH-ACTION PROJECT

Research-action-diffusion project

The Architecture + Homelessness research project is one of the activities of AWBQ's Urban Solidarity program. In addition to its research component, this program includes a development project support service, in which architectural expertise is put to use to help precarious communities, including PEH. Through an application form and cyclical invitations for proposals, this free service allows organizations with limited means to complete development projects to alleviate urban issues such as food insecurity, poverty and violence against marginalized groups. The interventions that are part of this support service help channel research, and, conversely, they are enhanced through promising practices identified and documented during research.

Objective

The general question which guided the first year of research was the following: how can **design practices (1)** help improve the **well-being (2)** of people experiencing homelessness in urban areas?

Définitions

(1) **Design practices** include all actions taken to modify the environment, whether through a consultation process, legislation, programming, creation, construction or informal appropriation. These actions may be taken, for example, by design professionals, street workers, city employees as well as by the occupants of buildings and public spaces.

(2) According to Moser (2009), **well-being** for an individual depends on a match between their individual satisfaction and their aspirations regarding the environment and the objective conditions of this environment. Consequently, promoting well-being through design requires identification of the aspirations and needs of PEH related to their living spaces and implementation of practices to create an environment that meets these best.

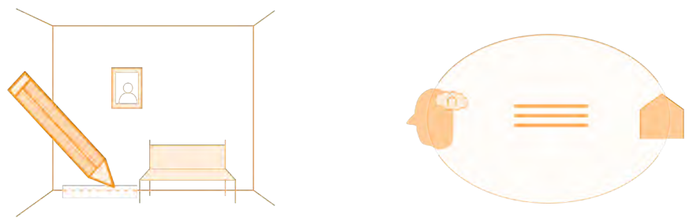


FIGURE B | DESIGN AND WELL-BEING

1.3 Interdisciplinary Advisory Committee

A first in Canada, this research project is a partnership with Carolyne Grimard, professor at the *Université de Montréal School of Social Work*, and in collaboration with an Interdisciplinary Advisory Committee that includes a dozen partners.

The Committee includes four categories of members: research institutions such as universities and research centres; design and architecture professionals; partner organizations working with people experiencing homelessness, and urban development and real estate entities.

Functions

The Interdisciplinary Advisory Committee has the following functions:

- Supporting the research strategy by providing advice and recommendations;
- Reviewing and improving the contents and structure of deliverables;
- Facilitating the data collection and analysis process
- Providing the project team with contacts to other people that can help enrich the research process;
- Acting as ambassadors for *Architecture Without Borders Quebec* for the research through interactions with the entire research community.

2. A Portrait of homelessness

2.1 The phenomenon

In Quebec, homelessness wears many faces and experiences, endured by people whose vulnerability has been worsened by current political and public health events (the housing crisis, inflation, the COVID-19 pandemic). The last census, conducted in 2018, revealed that 3149 people were visibly in an unhoused situation in Montreal, which was an 8–12% increase since the 2015 count (Latimer and Bordeleau 2019). Across the province, 5800 people were experiencing homelessness during that period (idem). In Montreal, it is estimated that among the 3149 people identified as unhoused, 679 were sleeping unsheltered.

However, the idea of counting people experiencing homelessnessis not unanimously accepted in Quebec. For a long time, many community organizations refused to take part, and researchers remain critical of the techniques used (RSIQ 2019; RAPSIM 2019; Bellot 2008). One of the principal limitations of census as they are currently done, is the fact that people experiencing visible homelessness, and using services specifically dedicated to homeless persons are included. By its very nature, hidden (or invisible) homelessness is difficult to record and the most recent studies indicate that condition is a major component of homelessness today (Gravel 2020; Grenier et al. 2020; Gouvernement du Québec 2022).

Moreover, people experiencing homelessness (PEH) are often labelled as being without a fixed address, But we cannot explain homelessness only through the lack of housing lense. Because the social, structural, institutional and interpersonal problems faced by people experiencing homelessness are multiple and concomitant, the complexity is such that housing cannot be the only answer to the homelessness experiences(drug addiction, mental health issues, violence, poverty, barriers to access, prejudice, etc.) (Grimard 2018; Rose and Hurtubise 2018; Parazelli 2021). The absence of a place to live is often the first explanation for trajectories of homelessness, but it is not the only reason. This means that it is difficult to know if social, institutional, structural or interpersonal problems have driven them onto the street or if the fact they are unhoused has led these people to experience a panoply of issues and violences. As is the case for many complex social situations, problems experienced are embedded in life trajectories that lead to them to — or keep them in — a life on the street or near to it.

2.2 The causes

The accumulation of events and issues that drive people to the street and keep them there are often grouped under the label of"causes"and generally fall into three categories (Gouvernement du Québec 2014). In and of itself, one cause does not push someone onto the street. It is always a complex process, an accumulation of events related to disruption that makes the person vulnerable in the absence of safety nets (family, friends, personal finances, geographic displacement, etc.). Poverty, the shortage of social and affordable housing, challenges accessing certain social and benefits programs, the difficulty of finding a job and the continuance of violence by the colonial State are examples of **structural causes** that may lead to a homelessness trajectory. Poorly organized release from youth centres, prisons and psychiatric units are examples of **institutional causes** that often lead people to homelessness. Finally, **individual causes**, which generally refers to vulnerability experienced by a person who, all too often, experiences a combination of health problems, family problems, unresolved trauma, intimate partner or family violence, addictions, and, more often than not, major social disruption.

2.3 The forms

While **visible homelessness (1)** is the most well known and most easily perceived by the public (since the people who experience it occupy public space in a variety of ways), other forms of homelessness coexist with it **(2, 3, 4)**. People experiencing these other forms of homelessness are unseen by the general public, and researchers are still trying to understand the the processes involved for these types of homelessness (Gravel 2020; Gouvernement du Québec 2022).

While visible homelessness is not the only type, its visibility makes it easier to document (through various types of studies). However, data obtained in research only provides information about a very small part of the phenomenon. Some researchers have indicated that for every person that is visibly unhoused, four are in invisible homelessness (Echenberg and Jensen 2012).

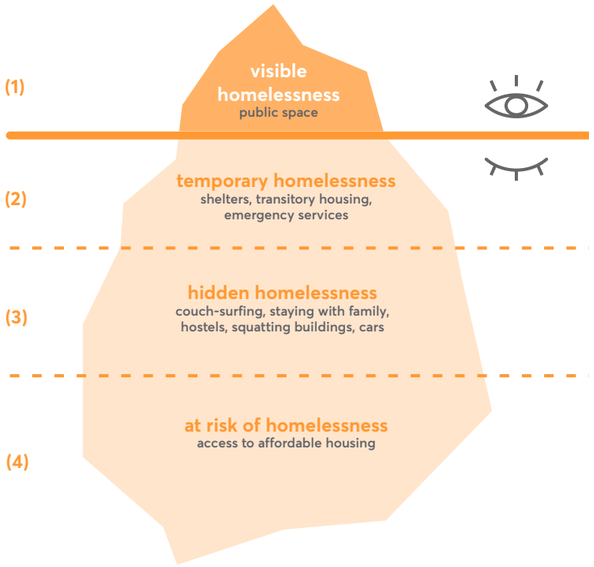


FIGURE C | HOMELESSNESS ICEBERG

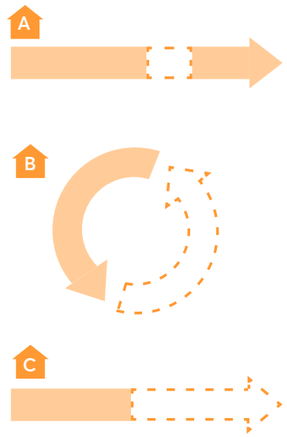


FIGURE D | TYPES OF HOMELESSNESS

2.4 The temporalities

The multiplicity of causes and forms of homelessness have an impact on its duration. Time spent in homelessness is often presented as a scale, from short-term to long-term (Gouvernement du Québec, 2014). **Situational homelessness (A)** is generally the shortest time period. This duration is the most common and the least visible, because after a single episode of homelessness, people who have exeprienced it usually manage to find housing. They disappear from the radar of intervention and research since the experience of being without housing is brief. This is explained by the fact that the accumulation of vulnerabilities is usually not so important that it keeps them in a situation of homelessness. This situation is mostly explained by a shortage of housing. **Cyclical homelessness (B)** is defined as repeated periods of homelessness alternating with access to services and housing. People experiencing cyclical homelessness accumulate a variety of vulnerabilities that mean they stay homeless or they are constantly back on the street. This cycle is partially explained by a lack of housing, but that is not the only caused. Finally, the longest, most visible and most concerning time period is **Chronic homelessness (C)**. The number of people experiencing chronic homelessness is not very high, but the length of time spent on the street leads them to use services a great deal, "leading to numerous interventions and major social costs" (translation) (Gouvernement du Québec 2014, p. 31). This type of homelessness is not explained solely by a lack of housing; rather it is due to a great many, overlapping vulnerabilities and social fractures.

2.5 Faces of homelessness

Initially, homeless persons were seen as men who travelled from one service to another, moving around to fulfill their daily needs (Roy 2013). Today, the faces and life experiences of people experiencing homelessness vary greatly, although they share a great many vulnerabilities. People in this category experience trajectories where the idea of home is not necessarily connected to a fixed address located between four permanent walls, which they can call their own (Grimard 2022). Such people are not, systematically, without a home. Rather it is how they live that is outside of the normative concept. The latter usually often refers to an ordered space, with an address, where one's daily life is sheltered from the eyes of the public (Bellot et al., 2005; Laberge and Roy, 2001; Leroux 2008; Vassart 2006).

Many definitions have been created to understand this social phenomenon. Typically, these definitions were created by people who do not have a lived experience of homelessness in order to define this population for a specific purpose, i.e. for administrative, research or intervention reasons. Often, behind these categories is a service offer that is trying to understand the population to adapt to it. That is the purpose of such categorization. However, there is a great temptation to use these definitions outside the context in which they were created. However, this does not do justice to the phenomenon. That is why we have chosen not to present a definition of homelessness but instead links to a range of definitions (see box below).

Defining homelessness

These hyperlinks lead to various definitions of homelessness. Since a great many exist, this is not an exhaustive compilation.

- Definition of the Quebec Government
- Youth
- Women
- Families
- Indigenous communities
- LGBTQIA2S+ Community
- Seniors
- Racialized communities
- Sex workers
- People with disabilities
- Newcomers

2.6 Service networks

The service network for people experiencing homelessness refers to a variety of services for a variety of groups, experiencing different needs.

Modelled after the Quebec healthcare system, it is often described in scientific literature as a network of first to third line services. First-line services are emergency services that often are not specialized but allow for rapid, short-term care provided without conditions (shelters, soup kitchens, warming stations). Second-line services are more specialized and offered over the medium-term to a smaller number of people who must meet certain conditions (transition programs, addiction treatment programs, employment reintegration programs).

Finally, third-line services are highly specialized and offered long term, and designed for a small group of people who meet very specific conditions (housing reintegration programs) (Gouvernement du Canada, n.d.; Roy and Grimard, 2015; Roy and Morin, 2007).

Two population groups are in the blind spot of the network of services for people experiencing homelessness, namely Indigenous people and LQBTQ2IA+. It is no longer possible to ignore them. In the view of the Canada's first Federal Housing Advocate, as well as that of UN special rapporteurs on the right to adequate housing, these groups are seen as experiencing a major human rights crisis and must receive a response that takes into account the specifics of their realities and life experiences (Commission canadienne des droits de la personne 2022; Farha and Schwann 2020).

Gender-based analysis +

Unhoused people have different life experiences. In order to do justice to the complexity of these experiences, a GBA+ approach is now used. It allows for intersectional analysis varying between genders.

This approach focuses on oppressed groups, who are underrepresented or may be subject to exclusion, in order to prevent systemic discriminations in all types of projects (Observatoire international des maires, n.d.).

2.7 Issues

Since "homelessness" is a population category created for research, intervention or administrative purposes, the phenomenon is also explained through the bureaucratic functioning of today's labour society. The social protection system revolves around three social requirements which, today, have become imperative:

- be employed (Castel 1995)
- be autonomous (Astier 2007)
- behave in a manner that "conforms to family models" (translation) (Farge and Laé 2000: 11)

People who do not meet these social requirements are outside of normaltive circles, excluded from socially approved interactions. In this sense, homelessness is understood as a function of how social norms have been structured and how living as part of society has been established. To be "good citizens" you must have a job, or be actively looking for one, and you must adopt a set of so-called "familiar" behaviours, i.e. having a fixed address and a way-of-life that revolves around it.

Over the last decades, or even longer, various ways to manage homelessness have been adopted in response to these three imperative/inescapable values (paid work, autonomy, residence). Historically. three strategies have been followed to manage the phenomenon and are still visible today. First, in the 19th and 20th centuries, penal and spatial methods were used to remove "vagrants" from public space and lock them up (Aranguiz and Fecteau 1998; Bellot et al. 2005; Parazelli 2021).

Then, toward the end of the 20th century, a social management strategy was established, recognizing the contribution of social aspects for which the State is responsible (Dorvil et al. 1997; Laberge 2000; Roy and Hurtubise 2007).

To respond to the issues raised by homelessness, solutions were based on the values promoted by society, i.e. the importance of giving people experiencing homelessness their autonomy (autonomy is transformed into a participation injunction), ensuring they have an income from the State or a paid job (by supporting them in their efforts), and finding them housing (through programs such as Housing First).

The legacy of these spatial, penal and social management strategies are at work today. Access to the city and its public spaces for people experiencing homelessness is increasingly restricted and conflictual (Margier et al. 2014; Parazelli 2021). In order to make themselves more attractive, in particular to appeal to investors and tourists, cities push away undesirable populations such as homeless persons in peripheral neighbourhoods, making them even more invisible and pushing them away for their places of references (such as community based organizations). The gentrification of some Montreal neighbourhoods occurs to the detriment of the existing social fabric and leads us to a central question: who has the right to the city?

3. Research statement

3.1 Objectives

The objective of this catalogue is to explore the role that architecture, in its broadest sense, can play to improve living conditions for people experiencing homelessness. This exploration is part of a wider reflection on all the solutions to be implemented to reduce homelessness. The purpose of this catalogue is to:

- Provide a portrait of architectural and design practices that have the potential to contribute to the well-being of PEH;
- Establish a communications tool for all stakeholders in order to develop a common language on the architecture and homelessness issue.

3.2 Méthodology

In order to identify these practices, we conducted a review of the scientific literature and grey literature in which homelessness and the built environment are connected.

More than 150 primary and secondary sources were consulted, in particular with regard to six main typologies, i.e., homeless encampments, public spaces, tiny-house villages, day centres, emergency housing shelters and supportive housing.

Analysis of these sources has led to the identification of more than 200 innovative, inclusive and/or solidarity design practices. These practices were then classified in five major categories as presented in the next part of this document:

- (1) Recognize the right to public space;
- (2) Facilitate social cohabiting;
- (3) Design inclusive spaces;
- (4) Design a safe haven;
- (5) Support self-determination.

Accronyms and definitions

- PEH: People experiencing homelessness
- Occupants: This term designates anyone who inhabits, works or visits the resource or the shelter (PEH, street workers, employees, friends)
- Residents: People who live in a housing resource.
- Neighbours: In the context of the catalogue, this term designates domiciled people who reside in the city.

3.3 Gaps

Review and analysis of the literature has allowed us to identify a few gaps. Firstly, **documentation** on the link between architecture and homelessness is rather **limited**. In a full review of housing for PEH published in 2021, Rollings and Bollo identified several concepts related to the built environment and well-being (mental and physical health) that have been little studied, such as legibility and wayfinding, accessibility, adaptability, biophilia, and their associated design approaches.

Secondly, little of the research explains how built space affects **specific subgroups in the PEH population** (Rollings and Bollo 2021). Experiences of the built environment can vary enormously as a function of age, ethnic and cultural origin, sexual orientation, gender identity and the intersections of these identities. For example, not much research addresses best practices to ensure the safety of people using drugs in regards to the built environement.

Thirdly, **post occupancy evaluations** on the projects studied are very limited, or non-existent. Therefore, it is difficult to render an informed opinion about the true impacts of these projects and to judge wether the practices used are exemplary.

3.4 Limits

There are several limitations to the analysis of the results of this catalogue. Firstly, the literature review was limited to texts in French and English and must face the **cultural perspective** related to the country where the research was effected. These countries are considered to be regions with a medium to very high quality of life (Pable and Ellis 2017). The majority of sources are universities located in Canada, the United States, Europe and Australia.

Finally, the contents of the catalogue have not been approved by **people who have experienced homelessness** through workshops or discussion groups. Since PEH have experiential knowledge that no one else has, feedback on the catalogue would be one way to ratify its contents and identify blind spots.

Finally, the translation, selection, classification and interpretation of these data are subject to the **biases of the research team**. For example, the team sometimes translated some of the issues raised in the literature into design actions and associated them with existing projects.

The practices collected here must in no case be adopted as universal design guidelines. Each project must be subject to rigorous investigation related to its context and specifics in order to extract appropriate practices. Therefore, the practices highlighted in the catalogue should be taken as suggestions.

Legend

1. Public space
2. Mobile resources units
3. Warm shelters
4. Urban encampments
5. Tiny-house villages
6. Day centres
7. Emergency shelter services
8. Shelter-Hotels
9. Transitional housing
10. Rooming houses
11. Permanent supportive housing
12. Scattered-site permanent housing
13. Social and community housing

FIGURE E | TYPOLOGIES

4. Glossary of typologies

The following glossary lists the different typologies that are relevant to our research. A range of different scales was selected in order to provide a general portrait of practices related as much to urban planning as to architecture and landscape design, interior and object design.

1 Public space

Public space is often described as urban space that has not been privatized (Laberge & Roy 2001; Low & Smith 2006; Paquot 2009). Among the typologies included in public space, are parks, squares, plazas, sidewalks, streets, and other circulation corridors. While these spaces are owned by municipalities, all neighbours have the right to use them, which makes them spaces of collective and civic ownership (Van Criekingen 2014). A plurality of people present in these spaces are using them as places for meeting, negotiation and compromise (Prud'homme 2019). Governance of these spaces may be a source of exclusion and conflict in the city, in particular for people experiencing homelessness who may carry out activities associated with the private and domestic domain.

2 Mobile resource units

Mobile resource units are designed to offer in a public space a variety of services such as food support, health care or access to showers and toilets. These units can accommodate users directly in their living spaces and be shifted to where the needs are greatest.

3 Warm shelters

Warm shelters are low-threshold facilities where people can come and go as they please. They offer hot beverages; food and resources are available but not mandatory (Leblanc 2022). Typically they are open day and night, every day of the week.

4 Urban encampments

Urban encampments are spontaneous occupations – often considered illegal, or simply tolerated – of a given space by one or more individuals. They vary in their characteristics, forms and configurations (Lefebvre and Diaz 2021). The following kinds of encampments have been identified in various cities: tents, vehicles, makeshift non-permanent structures, portable shelters, tarpaulins, camping equipment. These types of occupations, by one to dozens of people, mostly take place on exterior public spaces but sometimes occur on private spaces.

5 Tiny-house villages

Generally, a tiny house is any dwelling whose size is smaller than the minimum dwelling size authorized by the municipality in which it is located (Mingoya 2015, p. 15). In the village model, a group of tiny houses share the same plot of land.

These villages usually operate with few restrictions and little supervision and are often governed informally (Wong et al. 2020). This phenomenon is common on the U.S. West Coast, but has not been observed in Quebec.

6 Day centres

Day centres offer services during limited hours. They provide respite from difficult weather conditions, access to affordable or free food and facilities for essential sanitary needs. Some centres offer housing assistance programs, support services, educational and recreational opportunities, as well as training and job placement (Petrovich et al. 2017).

7 Emergency shelter services

Because they have relatively large capacities and are accessible to a variety of populations, emergency housing services or "shelters", are often the first contact point with the service network for PEH. Accommodations are temporary, with the duration ranging from one night to a few weeks. Emergency housing services are difficult to characterize because of the range of people that use them.

These types of services are often offered in converted buildings, with the number of beds ranging from 5 to 300. Sometimes they are affiliated with religious organizations, or they are subsidized by public programs. Emergency housing serves people with specific needs, e.g. women, families, youth.

8 Shelter-Hotels

During the pandemic, the phenomenon of shelter-hotels saw immense expansion to meet the glaring need for emergency housing. This type of housing refers to hotels converted on a temporary basis into emergency housing for PEH.

9 Transitional housing

Traditionally, transitional housing comes from the U.S. continuum of care system, in which people move from emergency shelters to permanent housing via transitional housing (Pable, McLane, and Trujillo 2022).

Stays in transitional housing can vary from 90 days to several months. The purpose of transitional housing is to facilitate access to permanent housing through a series of stages that often include complying with certain rules and conditions.

10 Rooming houses

Rooming houses are residential buildings with four or more units in which a person rents a room and shares certain spaces, such as kitchens and bathrooms, with the other tenants (RAPSIM, 2022). A rooming house may be owned by a private landlord or a non-profit organization. When managed by the latter, they usually offer subsidized rent, which is lower than the average rent on the private market. They can be used for transitional or long-term stays.

11 Permanent supportive housing

The objective of permanent supportive housing is to quickly provide individuals experiencing homelessness with a dwelling as well as flexible, voluntary services (Rollings and Bollo 2021). This type of dwelling provides stable, private and safe housing (for the long-term) for which residents pay a subsidized rent amount. These accommodations allow for participation in services and, conversely, for shaping services around the needs of residents.

12 Scattered-site permanent housing

Scattered housing designates private sector apartments or affordable dwellings rented by residents who are no longer experiencing exclusion related to housing, with the help of rent subsidies. Support workers may visit the dwellings or provide services off-site (Rollings and Bollo 2021). However, a lack of affordable market housing and landlords' and organizations' mistrust of PEH makes this strategy difficult to implement (Pleace et al. 2015).

13 Social and community housing

Social and community housing refers to the stock of subsidized units belonging to housing co-operatives, non-profit organizations or to governments. They are allocated to low-income tenants. The rents are calculated based on household incomes, with an upper limit, so the amount is lower than for so-called affordable dwellings. Several management models are possible, including social cohousing (Gouvernement du Canada 2017).

PART B

Catalogue of practices

Introduction to practices

Classification

The practices identified were divided into five large categories represented by the symbols shown above. The categories address specific issues for which design has the potential to contribute.

1. Recognize the right to public space
2. Facilitate social cohabitation

The first two categories include practices that are implemented at a citywide scale. They address the frictions that may arise with the sharing of interior or exterior public and community spaces, interior and exterior. They provide the means to facilitate harmonious coexistence.

3. Design inclusive spaces

The third category consists of design processes to be prioritized to create inclusive spaces for PEH. They emphasize the importance of making connections between conceptualization, research and consultation.

4. Design a safe haven
5. Support self-determination

The final two categories present practices useful at a building scale. Here we emphasize the way that the needs of PEH can translate into the built environment through projects intended for them.

Legend

Throughout the different sections of the catalogue, you will find these symbols, which provide links to tools, projects and interesting videos for more information.

1. Recognize the right to public space

There is a contradiction between the ideal of public space open to all and the reality experienced by the people who use it. Often, public space is open only to those who adopt socially acceptable behaviours and those whose behaviour is judged to be unacceptable are excluded (Iveson 1998). We are witnessing the annihilation of true public space in the sense that cities are giving into pressures to attract capital and tourism to be competitive in a globalized world (Mitchell 1997). Being able to pay for any consumption and possessing a home have become the two conditions necessary to be able to occupy a public space without suffering repression (Laberge et Roy 2001).

Some people are disturbed by the presence of PEH in public spaces, which leads city managers to implement regulations to control them or exclude them from certain public spaces, including parks. Rules place restrictions on loitering, asking for money, sleeping, and constructing makeshift shelters. In Montréal, several control measures have been implemented, including the closure of the subway and parks during the night, prohibitions on having a dog in certain parks, the installation of hostile urban furniture, etc.

According to Parazelli et al. (2013), two types of discourse tend to justify the invisibilization of PEH. Firstly, the public **safety** thesis insists on the threat that the presence of PEH may represent in the eyes of the public, which leads to their erasure, through the criminalization of PEH and their removal to the margins of the city. Once moved, they find neither a community to welcome them, nor services adapted to their needs. Alternatively, the so-called **salutary** thesis seeks to solve the"problem"of homelessness by"social reintegration"in which PEH are taken care of by institutions that force them into a normative mould (access to a job and having a house). In contrast to these two theses, which justify invisibilization, Parazelli et al. have identified a **democratic** thesis, which aims instead for"negotiation of the dominant norm, in solidarity with [people in marginalized situations]"(translation) (Parazelli et al. 2013, 27).

The practices presented in this section are consistent with what can be called the **democratic** thesis, where public space brings together several kinds of people who interact with each other. According to this"multi-public"model, promoted by Iveson (1998), openness to difference is, specifically, what makes a space public. With the democratic thesis, the fact that the marginalized fringes of the public can feel accepted in public spaces, establish their own cultural norms and define their collective interests just as dominant groups do is celebrated. The forming of a"multi-public"character is created by the occupation of a space by different groups (Iveson 1998).

1.1 Avoid use of design as a tool for the invisibilization of PEH

a. Denounce the presence of hostile furniture in public spaces

The goal of hostile design is to guide how people conduct themselves in public spaces, as a coercive strategy. More specifically, it is used to exclude certain groups specifically deemed undesirable by preventing certain behaviours that make people uncomfortable. It is justified for crime prevention or the protection of private property. It is often characterized by design gestures that will go unnoticed by the groups that are not targeted (Petty 2016). Examples include the presence of benches or spikes in front of buildings preventing people from sleeping on them, lights that discourage people from occupying a space or using drugs, and garbage can lids that prevent dumpster diving.

b. Be attentive to the effects of revitalizing neighbourhoods that were historically occupied by PEH

The gentrification of central neighbourhoods, the greening of alleys and the holding of events that attract many people to public places can compel PEH to leave spaces they associate as home (Margier 2013; Parazelli et al. 2013).

Living unsheltered or in encampments

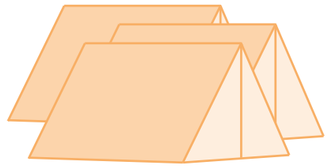
Why do some people live unsheltered or in encampments? There are many reasons, including:

- operating rules of the resources (rigid opening hours, limitation on exits and returns, sobriety requirements);
- complexity of the administrative process;
- concerns about safety and that of their belongings;
- location and accessibility of resources;
- inaccessibility for couples and people with pets;
- discrimination based on gender or behaviour (Leblanc 2021).

c. Prohibit forced expulsion from encampments

- **Decampment Report Card** | *National Protocol for Homelessness Encampment in Canada*

Dismantling urban encampments is expensive, inefficient, leads to isolation and worsens the precarious situation of people living in them (loss of social and geographic points of reference, destruction of physical resources, etc.). Dismantling can never be justified by "the public interest, city beautification, urban planning or urban renewal or the wishes of certain private interests". (Flynn et al. 2022, 43)



Some practices for managing urban encampments

- If dismantling occurs, allow occupants to choose among credible and available housing alternatives. According to a decision by the British Columbia Supreme Court, prohibiting PEH from sleeping or creating a shelter in parks is a violation of the Charter of Rights and Freedoms in that they deprive them of the right to life, liberty and security of the person [Abbotsford (City) v. Shantz, 2013 BCSC 2612]. A similar judgment in the United States (Martin v City of Boise, 902 F.3d 1031, 1035 [9th Cir. 2018]) stated that it is unconstitutional to criminalize PEH living in public space if appropriate and available alternative solutions do not exist.
- Make urban encampments official, or tolerate them under bylaws and standards in their locations on private or public property or on sites previously identified as appropriate for this use (Lefebvre et Diaz 2021).
- Evaluate possibilities of using design to consolidate urban encampments, while maintaining self-management by occupants **(see category 5, p. 69)**
- Implement services to reduce the risk of fires, provide basic hygiene services and adapted garbage collection, while respecting occupants' right to self-determination.

1.2 Recognize one's responsibility toward marginalized groups

Public space is home for some PEH and architectural and design actions can contribute to their uprooting. Design professionals acting on a space PEH have appropriated have a responsibility towards them. That is why it is important to take into account their needs and listen to them during the programming and design of the spaces where they live.

a. Include PEH in the consultation process

To understand strategies to include PEH in the programming of spaces, refer to the"Design inclusive spaces"section **(see category 3, p. 45)**

b. Plan for cohabitation from the start of the programming and design process

- **The Coexistence Toolkit** | *Jan Gehl + SPUR*

- Target potential obstacles to cohabitation

It is important to identify from the start of the design process specific behaviours that cause cohabitation problems. This will permit direct intervention on these elements through design solutions. Certain potential conflicts will need to be identified, such as the desire to have unobstructed views in public spaces due to safety concerns, versus having areas that are not visible to everyone, e.g. for sleeping.

- Give priority to multifunctional designs

Create spaces that are not designed for one particular group and that allow everyone to use the space as they wish by multiplying the ways it can be adapted (Commission for Architecture and the Built Environment 2008).

- Give priority to passive programming

Design spaces that can be used for a variety of unstructured activities as suggested by the equipment installed (Prud'homme 2019). This type of programming, called"passive"contrasts with intensive programming in which activities are organized on a regular basis, attracting a targeted audience, which can lead to the exclusion of PEH from the space.

c. Provide services adapted to the needs of PEH

- **H.O.P.E. Lockers** | *Legacy Initiative, Salt Lake City*
- **Solidarity Lockers** | *Duarte Paiva, Lisbonne*
- **Comptoir postal** | *Le Sac à Dos, Montréal*
- **El Pueblo Emergency Centre** | *Gensler, Los Angeles*

Fixed or mobile public infrastructure and services must respond to several essential needs of people living on the street or in encampments. These services can be provided in outdoor public spaces and within public buildings (libraries, universities).

▶ Guarantee access to sanitary facilities

The presence of accessible public toilets and showers reduces urban conflicts and the stigmatization of PEH by allowing them to take care of hygienic needs away from public view. Public hygienic facilities must be universally accessible, regularly maintained and open at all times. In order to reduce the risk of accidents caused by drug overdoses in these spaces, toilet cubicles should be large enough so that a second person can enter if care must be administered, and doors must open outwards.

▶ Guarantee access to drinking water

Provide places where PEH can drink water and fill bottles. Water sources can be in the form of drinking fountains or wash basins. They can be integrated, e.g. in outdoor kitchens, in order to promote food safety.

▶ Plan for waste collection

Garbage generated in informal living spaces, such as urban encampments, are not taken into account by municipal waste collection services. This causes such spaces to deteriorate and reinforces the stigmatization of people who inhabit them. Also, the collection of hazardous objects, such as used syringes, must be planned in strategic locations.

▶ Provide safe spaces to store possessions

Offer lockers or a safe space for storage of sufficient size to protect the personal property of PEH, so that they can attend to their activities without being concerned about the safety of their personal effects. This will also make it easier for them to move around in the city (Davis 2004).

FIGURE 1.2.1 | POP-UP PUBLIC TOILET
Bridgman collaborative, Winnipeg
© Photo : Jacqueline Young, Stationpoint photographic

The Pop-Up public toilet project in Winnipeg provides sanitary services in a public space. They are free, maintained and kept open at all times for anyone needing them. Toilets are cleaned and supervised by a worker at the service counter. **(see practice 1.2 c), p. 26)**

FIGURE 1.2.2 | MOBILE SANITARY SERVICES
LavaMaeX, Californie
© Photo : LavaMae[x]

The LavaMaex organization in California offers mobile sanitary services. Buses and trailers move to places where the needs are greatest and offer service pop-up villages for (showers, haircuts, clothing donations). This organization is based on the"radical hospitality "concept **(see practice 1.2 c), p. 26).** For more information, view the website: **https://lavamaex.org/**

▶ Provide a postal address

Having a mailing address is one of the conditions to obtaining certain public and private services and activities (driver's licence, passport, health insurance card, etc.) (Laberge and Roy 2001, 123). Providing a mailbox or a postal counter makes recognition of the person's citizen identity easier. For example, solidarity lockers can be made available in public spaces, meeting the need for a safe location for possessions as well as providing a postal address.

▶ Identify places where important information can be obtained

Public libraries, free Wi-Fi stations and public telephones are tools that facilitate access to information and maintenance of support networks. It is important to make them accessible to PEH so they can obtain information about legal and social services, job and housing opportunities, and community activities (Davis 2004).

▶ Provide access to electricity

Electric outlets must be available in interior and exterior public spaces.

▶ Provide warm shelters/drop-in centres

Warm shelters or drop-in centres are places without entry restrictions where PEH can rest and take shelter from the cold during the winter. These facilities must not be only seasonal, since the support networks that can be created there must be maintained throughout the year. Additionally, they can provide shade and refreshment during the summer.

1.3 Use design to raise awareness about homelessness

a. Use design as a plea for the right to the city

- **" Strange Acts of Kindness "campaign** | *Raincity Housing et Spring Advertising, Vancouver*
- **Star Aparments** | *Michael Maltzan Architects, Los Angeles*
- **Crest Apartments** | *Michael Maltzan Architects, Los Angeles*

Audacious and renowned architecture can facilitate **social acceptance** of projects for PEH while proudly exhibiting the legitimacy of their presence in the city. Public facilities can also serve to demonstrate the right of PEH to occupy public space and to make the situation of PEH in the city better known.

b. Hightlight social contributions by PEH

Some activities by PEH help improve the city, which design can facilitate and make use of.

Tray to facilitate collection of deposit containers

Participatory waste bins, an original concept by Danish artist Michael Lodberg Olsen, located in the Ville-Marie borough, supports the action of Les Valoristes, i.e. contributing to better management of returnable containers.

To learn more about the organization and its mission: **https://cooplesvaloristes.ca/**

FIGURE 1.3.1 | PARTICIPATORY WASTE BINS
Coopérative Les Valoristes, Montréal
© Photo : Aliette St-Pierre

Through his projects in Los Angeles, including the well-known **Star Apartments**, which houses 102 PEH, architect Michael Maltzan adopts a proud and audacious architectural approach that fights for the rights of these people to a quality built environment. **(see practice 1.3, p. 29)**

FIGURE 1.3.2 | STAR APARTMENTS
Michael Maltzan Architecture, Los Angeles
© Photo : Iwan Baan

2. Facilitate social cohabitation

Design projects for PEH are often coldly received by their neighbourhood, and subject to the "not in my backyard" phenomenon. Despite laws prohibiting discrimination related to access to housing, a great deal of the opposition is based on prejudices.

The social cohabitation category is at a citywide scale, in particular with development projects for PEH. The objective of this section is to present strategies to prevent the"not in my backyard"phenomenon. It also provides design practices to facilitate both the social acceptability of projects for people experiencing homelessness, and cohabitation at the neighbourhood and street scale.

Social cohabitation assumes the sharing of space by many individuals. This sharing goes beyond coexistence without friction, and is part of a range of interactions, e.g. conflict, tolerance and collaboration (Dansereau and al. 2002).

The **"not in my backyard"** phenomenon (NIMBY) is an example of a refusal to share space. It is defined as the opposition by neighbours to the insertion of a project considered undesirable in the neighbourhood where they live or work, but acceptance of the same project if located elsewhere. For the purposes of this publication, this phenomenon concerns design projects for people experiencing homelessness. Typically, three types of opposition arise, according to Connelly (2005):

- Predjudice;
- Consultation issues;
- Design issues.

Certain design practices can improve project acceptability and facilitate social cohabiting. By educating people to break down from predjudice by adopting strategies to reduce opposition related to development, design professionals can help reduce protectionist attitudes of neighbours and invite them to a active and positive participation in their living space.

2.1 Prevent the" Not in my backyard "phenomenon

a. Educate and break predjudices

- **Community Acceptance Series and Toolkits** | BC Housing
- **Research and Policy (2016)** | Yes in My Backyard
- **Housing in my backyard: A municipal guide for responding to NIMBY** | The Homeless Hub

- **Workshop Give Me Shelter** | *Madworkshops, Santa Monica*

- Introduce the issues of homelessness in design training

Train design professionals with regard to the homelessness phenomenon and its different manifestations to raise awareness about the impact of their actions on the daily life of PEH. People experiencing homelessness are legitimate users of public space and must be recognized and considered in design decisions.

- Sensitize the general public on homelessness

Demystify homelessness by raising awareness of the general public in order to counter discriminatory attitudes toward PEH that feed the main arguments against the creation of projects for their use.

- Deconstruct myths connected to the creation of dwellings or services for PEH (see bellow)

Deconstruct myths

1. Market values and use values of properties will not be reduced

Several North American studies (Galster et al. 2003; Dear et Wilton 1996;" The Impact of Supportive Housing on Surrounding Neighborhoods: Evidence from New York City », 2008) conclude there is no link between the creation of affordable housing and the reduction of value market and use value of adjacent properties.

2. Projects for PEH do not negatively affect the character of a neighbourhood

Projects for PEH undergo the same rules and regulation on design and construction as any other project. They must also be designed to integrate the context. For example, this catalogue illustrates projects that are inserted with great respect to the existing architectural and urban elements.

3. Public facilities and equipment will not be saturated

All new developments must respect urban planning requirements. An appropriate density allows concentration of close services and the creation of efficient active public transit.

4. The crime rate will not increase

A study done in Denver (Galster et al. 1999) on the impact of permanent supervised housing on the neighbourhood demonstrates there is no connection between the creation of housing and an increase in crime rate. However, they have observed that the complaints for incivilities had increased proportionately to the building density.

5. The neighbourhood does not have enough resources

A research report by the Fondation du grand Montréal and Centraide (2022) highlights an urgent need for social and community housing to answer the very low vacancy rate of affordable housing, the rent increases. One quarter of the Island of Montreal devotes more than 30% of their income on housing.

b. Reduce opposition related to consultation issues

The second type of opposition focuses on the holding and management of public consultations. Neighbours opposing the development of projects for PEH will often cite the lack of public consultation to legitimize their opposition. Consequently, it is important to organize meetings, even when projects do not officially require consultation. Moreover, positive participation by neighbours has the potential to greatly contribute to improving design proposals.

- Educate the general public about urban transformation mechanisms

Prior to public consultation efforts, create opportunities for learning about urban transformation (construction techniques, typologies, densities, dynamics between the built environment and public spaces, etc.) to inform citizens about development issues and enhance their participation when public consultations are held.

- Develop and make accessible a variety of information tools

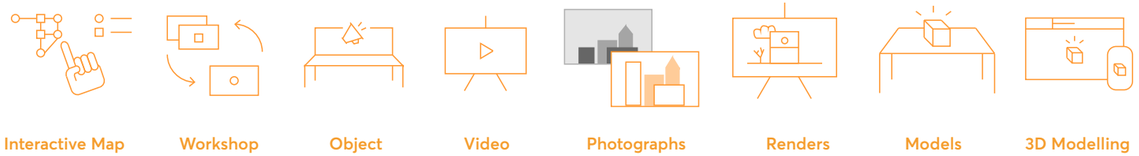
Provide varied and inclusive information tools to respond to different learning experiences. They should also be culturally adapted. They can take the form of interactive maps, web pages, videos, photographs, photomontages, drawings, 3D modelling, physical models, texts, participatory workshops, etc.

- Begin public consultations as soon as the conceptual process starts

Begin public consultations as early as possible in the conceptual process to reduce opposition and to create a project that will be welcomed, and even improved by the neighbourhood.

- Define the scope and limits of the public consultation

From the start, define the project elements that are subject to the public consultation to better manage discussions. For example, construction standards and budget constraints can limit the scope of influence of public consultations. Transparency creates a trusting relationship and helps improve evaluation of development and design issues (Prud'homme 2019).



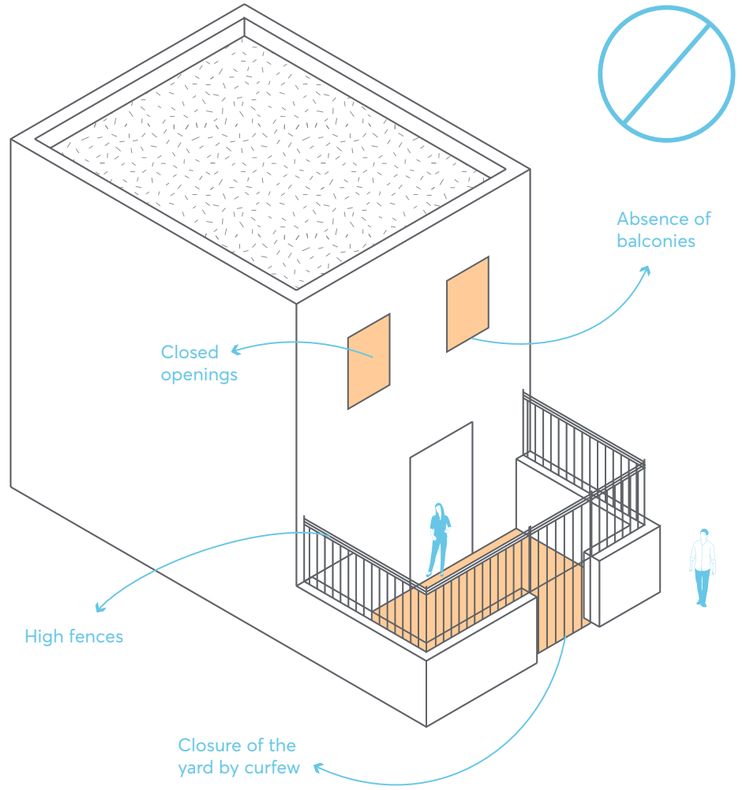


FIGURE 2.1.1 | HOSTILE DESIGN

Do not include design practices guided by prejudice

In order not to compromise the well-being of future residents, hostile design practices and those guided by prejudice must be avoided. Such practices include: building high fences, eliminating balconies, imposing curfews, limiting the use of yards and restricting the opening of windows (Connelly, 2005; "Housing in my backyard" n.d.).

2.2 Improve the social acceptability of projects through design

The third type of opposition concerns design issues. One of the myths to be deconstructed suggests that projects for people experiencing residential instability will negatively affect the physical character of the neighborhood where they are inserted. Neighbours fear, for example, very dense projects, saturation of on-street parking spaces, institutional-looking buildings that clash with the neighbourhood, increased noise levels, etc. Design can facilitate social acceptability of projects by showing solutions that respond to neighbours' fears while improving the well-being and integrity of project residents (Connelly 2005; "Housing in my backyard" n.d.; "Community Acceptance Series and Toolkits" n.d.). It is particularly important to distinguish between legitimate disagreement and discriminatory opposition, since design should not be used to control occupants or render them invisible.

a. Integrate into the built context

- Preserve and improve existing landscape and urban qualities

For example, retain pedestrian streets, play areas and meeting spaces, setbacks, walkways, access to green spaces, particular views and, more generally, the landscape and urban qualities of the public realm.

- Designing appropriately for the context

Consider existing density, heights, alignments and setbacks, shapes, colours, window/door dimensions, composition of the facade and building materials to improve the project's social acceptability.

- Consider public infrastructure so as to avoid negative impacts on the neighbourhood

Plan, for example, for parking and waste collection so as to limit negative impacts.

- Encourage non-institutional design

Opt for non-institutional design in order, firstly, to not stigmatize occupants and, secondly, to integrate the project into a neighbourhood's specific character.

FIGURE 2.2.1 | O16, FACADE AND INNER COURTYARD
Studio MC, Francfort
© Photos : Studio MC

Project o16, in Frankfurt, Germany, offers 150 places to house PEH for variable periods. Located beside the Ostpark green space, this two-storey building blends into the existing landscape and presents iridescent facades that reflect the surrounding nature. **(see practice 2.2 a), p. 36)**

b. Prevent potential irritants

▶ Think about adapted lighting

Use appropriate lighting to promote a feeling of safety among neighbours and residents. However, lighting should not be used to increase surveillance of occupants.

▶ Encourage dialogue with the street

Open up facades to the street and allow for a dialogue between yards and the public realm. It is strongly advised not to create main facades without windows or with very small windows. This would stigmatize occupants, limit sharing opportunities and reduce interior comfort.

▶ Preserve privacy for occupants

Setbacks, visual filters such as frosted windows, balcony separators and vegetation can be used to provide the privacy desired by occupants. Including protected yards in the project can be a way to provide occupants with exterior space sheltered from views from the street.

▶ Preserve the tranquility of the neighbourhood

Provide appropriate soundproofing to limit noise problems within the projects, and to reduce irritants for neighbours. In particular, interior courtyards must be designed so residents can fully benefit from them and not disturb the neighbourhood or be disturbed by it.

c. Provide spaces for sharing

▶ Include open spaces for non-residents in the project

Integrate open spaces in PEH projects available to non-residents. Such spaces can be places like cafés, restaurants, shared workshops, studios and multi-purpose rooms. In addition to offering non-institutional meeting spaces for occupants, these spaces will also be opportunities for sharing with neighbours.

▶ Include spaces for socializing connected to the public realm

Develop the public space adjacent to the project so as to provide comfortable meeting spaces to sit, shaded and green. Such spaces will benefit both occupants and neighbors.

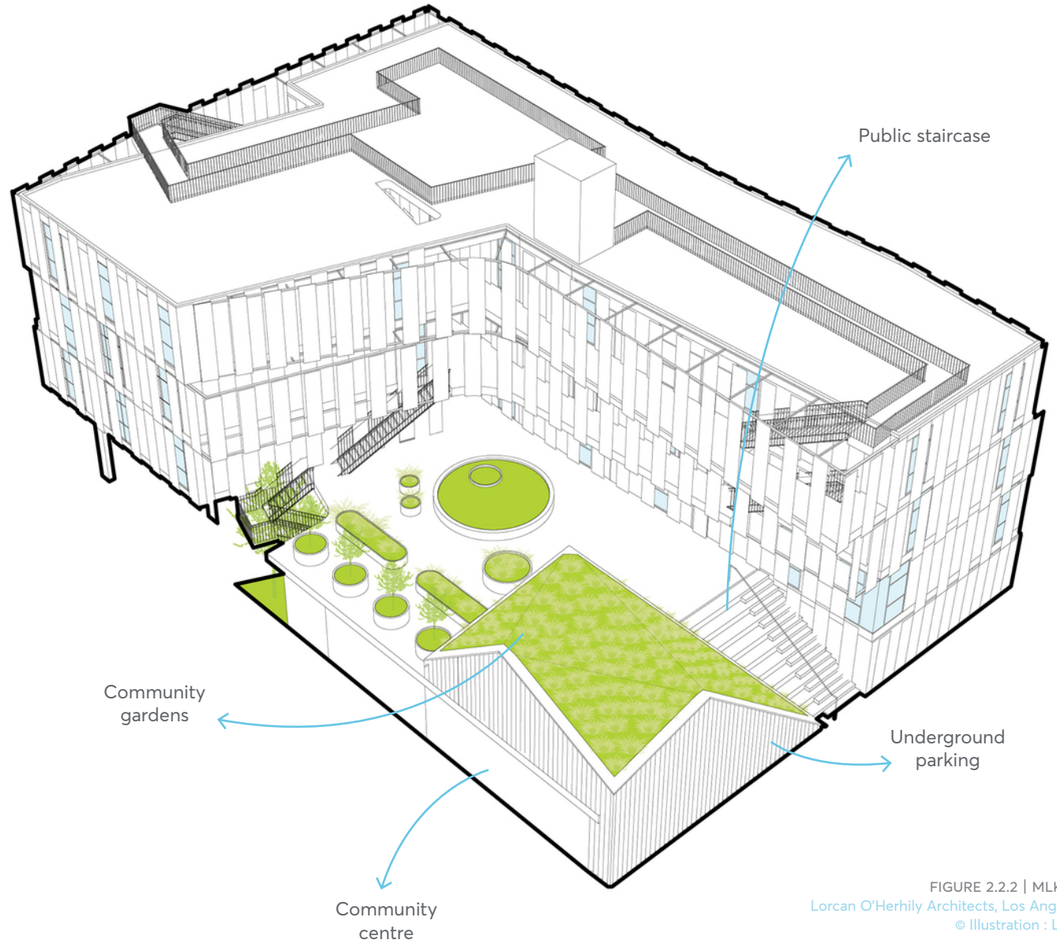


FIGURE 2.2.2 | MLK1101
Lorcan O'Herhily Architects, Los Angeles*
© Illustration : LoHA

* Annotations have been added by AWBQ for explanatory purposes

MLK1011, in Los Angeles, is a permanent supportive housing project, with 26 dwelling units for PEH. At the street level, parking space was integrated by creating a raised community garden and a community centre for residents and neighbours. A monumental staircase connects private and common spaces. It is a public, unifying gesture that encourages interactions. **(see practice 2.2 a) b) c), p. 36)**

FIGURE 2.2.3 | VINZIRAST MITTENDRIN, CAFÉ
gaubenraub +/- architekten, Vienne
© Photo : Kurt Kuball

FIGURE 2.2.4 | LA FERME DU RAIL
Grand Huit Architecture, Paris
© Photo : Christophe Ponceau

Social mixity within a single building

Several social mixity projects caught our attention:

VinziRast, by **gaupenraub +/-** in Vienna is the first example. The building is comprised of dwellings organized in ten nodes that can each house three people who experienced homelessness and students. The project was born after the 2009 student occupation of the Audimax auditorium at the University of Vienna. During this action, several people experiencing homelessness joined the demand for access to university education. One of the results was the conversion and enlargement of the Biedermeier building to house this pilot project for intentional community living.

La Ferme du Rail, by **Grand Huit Architectes**, is a project promoted by the Paris municipal administration under a call for innovative urban projects named "Réinventer Paris" (Reinvent Paris). This urban agricultural project, located near a closed railway yard, also houses a restaurant, a centre to house people in precarious situations and a student social residence. It was born out of a desire of neighbours and local organizations to see the development of an agricultural solidarity space.

3. Design inclusive spaces

The voice of PEH is rarely heard in public consultations and various decisional forums. This exclusion from governance is in part explained by reduced participation in social, cultural and political life due to stigmatization, discrimination and marginalization (Whiteford, 2011). Active participation to resolve this exclusion is a crucial step toward inclusion.

The practices reported here aim at creating inclusive spaces, which involves both the development of a better understanding of the needs of occupants, and the verification of choices and methods at several stages.

The diagram on the following page illustrates the links among the conceptualization, consultation and research processes necessary to create inclusive environments.

From universal accessibility to inclusive design

Inclusive environments must provide universal accessibility for occupants. Universal accessibility must be considered prior to each development project since adaptation after construction is often costly and complex.

Traditional research in the field of inclusive design is only marginally interested in broader notions of inclusion, focusing mainly on physical accessibility within the urban context (Ilie 2014).

According to the Commission for Architecture and the Built Environment (2008), inclusive environments are:

- Attentive to the needs of occupants;
- Diversified, and offer choices when a single, design concept cannot respond to the needs of all occupants;
- Flexible in their use;
- Practical in order to be used without excessive effort or spatial separation;
- Welcoming to a wide variety of people, providing them with a sense of feeling like they belong, without problems or exceptions for people who have specific needs.

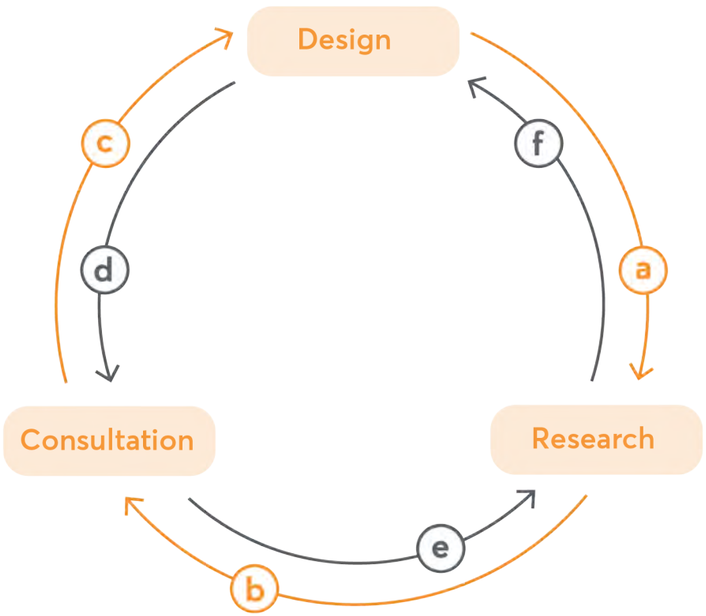


FIGURE 3.1 | INCLUSIVE DESIGN

3.1 Develop a better understanding of concerned parties' needs

- a — Base the concept on available research
- b — Document the diversity of tastes and specific needs of concerned parties
- c — Include concerned parties in the decision-making process

3.2 Ratify the design process with concerned parties

- d — Confirm the conceptual choices with concerned parties
- e — Recognize internally and publicly the importance of participation in research
- f — Evaluate the conceptualization process and the project

3.1 Develop a better understanding of needs

a. Base the concept on available research

The architectural conception process and programming must use existing data to best respond to the specific spatial needs of various occupants.

b. Document the diversity of tastes and specific needs of concerned parties

People experiencing homelessness are often represented as a homogeneous group (Ilie 2014) and the resource system in cities allows little individuality within the group It is important to consult PEH and take into account the fact that their needs and land tastes are not homogeneous (Hertlein and Killmer 2004; Graham, Walsh, and Sandalack 2008). For example, cultural specificities must be taken into account, in particular for **Indigenous communities** who experienced spiritual and cultural disconnection in cities.

Design in indigenous communities

Pable, McLane and Trujillo (2022) recommend avoiding design environments that reinforce colonial practices such as approaches based on the nuclear family, individualism (under the pretext of private life) and social hierarchies (Greenop and Memmott, 2016).

The planning of exterior spaces for spiritual practices, gathering places to prepare and share meals, and traditional healing gardens have been identified as desirable spatial attributes by these communities

For more information, refer to : **Pable, McLane et Trujillo (2022, 161-62)**.

c. Include concerned parties in the design process

- **Espace de rêve** | *Pivot et Exeko, Montreal*
- **Rooming House : Le 3629** | *L'Anonyme, Montreal*

Desgining inclusive spaces requires the consultation and/or participation of concerned parties in the conceptualization and decision process.

▶ Recognizing experiential knowledge

People experiencing homelessness are particularly qualified to provide information that is not otherwise available (Sakamoto et al. 2008). to architects and planners. Knowledge of the impacts of not having a home on physical, mental and emotional conditions belongs to the people who have experienced it (Ibid). Remunerating PEH is one way to recognize their experiential knowledge and benefit from their suggestions during participatory processes and/or consultations. Making use of input from peer support workers is also among good practices.

▶ Provide the resources necessary to ensure the process will be ethical

Taking into consideration the challenges that PEH may face, such as disclosure of their status and their emotional closeness to the issues (Leblanc 2021), is essential for their participation.

▶ Reach out to the people involved

Taking into account people experiencing homelessness requires a direct, mobile and flexible approach. Organizers must plan on doing outreach to groups to be consulted and lead consultations in several stages.

▶ Offer a variety of strategies to involve PEH

Speaking up may be a difficult issue for PEH. Consequently, consultations must be flexible and avoid excessively institutional methods. They must also use several forms of participation.

▶ Take into account the points of view expressed.

PEH included in a design process can feel instrumentalized or used for their status in situations where their points of view are not recognized (Eaton et al., 2019). During participatory workshops, it is important to build trust between PEH and other concerned parties. If the requests of people consulted are not implemented, this could stop them from participating in future projects.

FIGURE 3.2.1 | TERRACE, LE CHAÎNON
Architecture Sans Frontières Québec, Montreal
© Photo : ASFQ, 2022

The terrace of the **Le Chaînon** shelter, Montréal, was redesigned to take into account the needs of occupants as revealed through a series of co-creation sessions. **(see practice 3.2 c), p. 45).**

For the Friends of Ruby Home transitional housing project in Toronto, architects opted for a collaborative design process with the occupants. This allowed them to address certain specific needs of the clientele — young members of the LGBTQIA2S+ community — such as access to individual bathrooms and indoor and outdoor common spaces. **(see practice 3.2 c), p. 45).**

FIGURE 3.2.2 | FRIENDS OF RUBY HOME
Sustainable Architecture | For a Healthy Planet , Toronto
© Photo : Friends of Ruby, 2021

3.2 Validate the design process with concerned parties

d. Verify conceptual choices

- **New Horizon Youth Centre** | *Adam Khan Architects, London*

The needs and preferences of different occupants may conflict with each other. It is important, during the design process, to take each group into account and to compromise among their needs/ wishes, where applicable.

- Respond to the specific needs of various groups

Examples of specific needs to consider would include:

- Increased safety concerns of women leaving violent or abusive situations;
- The importance of individual bathrooms for some members of the LGBTQIA2S+ community;
- Play areas for families;

- Design flexible spaces and layouts

In order to adapt to evolving needs of occupants, it is recommended to anticipate the possibility of removing, transforming and adding spaces.

- Respond to the needs of workers, where applicable

MacLaren, Pencheva and Macey (2020), and Pable, McLane and Trujillo (2022) identified the following needs to facilitate cohabitation among all occupants of a space as well as safety for support staff:

- Workers' office, including a work space, room for meetings and discussions, access to lockers and a private washroom;
- Appropriate lighting of spaces;
- Rest area with lounge and multifunctional spaces so people can rest and relax;
- Safe, confidential intervention areas that address soundproofing and visibility concerns;
- Strong door for everyone's safety;
- Strong and durable facilities to limit maintenance needs, which can overload the worker team.

e. Verify and publicly recognize the importance of participation in research

It is important to give credit to contributors for their participation in research and during consultations. It is essential to inform participants of the next steps in the process and communicate information related to the project.

f. Evaluate the design process and the project

Little evidence-based data is currently available on collaborative design practices and occupants' satisfaction with the constructed building. That is why it is important to provide evaluation data through post-occupancy studies and experience reviews. These evaluations will help better understand the interactions between occupants and their environment. Through such evaluations, inclusive design approaches can be revised and perfected. By implementing a project in phases, feedback from PEH can be used to make improvements (Heben 2014).

4. Set up a safe haven

Experiencing the loss of one's home can create significant trauma. According to Pable, McLane and Trujillo (2022), the following three fundamental needs are shared by people who have suffered this trauma:

- Ability to cope with and manage stress;
- Security, privacy and personal space;
- Be in the presence of beauty, objects of beauty and meaning.

It is also important to design a setting for these people that is safe, comfortable and peaceful – a haven. Rollings and Bollo (2021) define a safe haven as a space that is protective, a place of refuge and respite, as opposed to the less safe spaces previously occupied.

Molony (2010) underlines the same thing: feeling at **home** is closely related to being in a haven, i.e. a place that is not only safe and secure, but also one of comfort and relaxation, with fewer restrictions than those imposed in public spaces.

This fourth section presents design practices that help reduce sources of stress related to the physical environment and encourage the feeling that one has a home.

Trauma-Informed Design

- **Design Resources for Homelessness** | *Jill Pable, Foride*

Trauma-informed design is a method that is based on the comprehension and consideration of trauma. It is based on four initial principles, i.e. sensitivity to experienced trauma, safety, empowerment and an emphasis on individuals' strengths. Trauma-informed care understands that the physical environment plays a role in healing and can limit the risks of retraumatization.

Trauma:

"...an event, series of events, or set of circumstances that is experienced by an individual as physically or emotionally harmful or life threatening and that has lasting adverse effects on the individual's functioning and mental, physical, social, emotional, or spiritual well-being." (SAMHSA 2014, p.7)

4.1 Reduce the sources of environmental stress

Environmental stress resulting from an imbalance between environmental demands and individual and social capacities to respond to them (Evans and Cohen 1987). Since homelessness can be a stressful experience, the environment must be designed to not make this feeling worse. Among the spaces often used by PEH, shelters are identified as a high source of stress: in particular they fear their safety will be compromised by theft, violence or aggression (Leblanc 2021). Qualities of the physical environment must be thought out to reduce adaptation demands on them, but rather reinforce their feelings of safety.

a. Reduce intermittent sources of stress

Occasional stress is caused by day-to-day events that create frustration, tensions and irritants. They can unfold from unique or recurring events, or from interpersonal problems (Evans and Cohen 1987).

- Plan several entrances and exits to a building

When a building has several uses (emergency, short-term, long-term housing, day service, intake unit, health care), provide visible access points whose functions are clearly identified. Reduce the number of barriers to obtaining help can facilitate access to services. In addition to countering the feeling of confinement, providing several building entrances will prevent stigmatization and the fear of being stigmatized by allowing PEH to enter and exit the building away from public view.

- Design spaces so as to limit unintended encounters

Wide corridors, unobstructed routes, appropriate lighting and waiting-area furniture along the wall help intentional interaction. Visual connections between common spaces make it possible to see the arrival of people entering the space.

- Provide spaces for secure storage of possessions

The availability of secure, flexible and expansive day-to-day and long-term storage space helps increase feelings of security.

- When storage is located in common spaces, ensure that it is not visible to everyone;
- In collective kitchens and laundry rooms, think about offering lockable compartments so that occupants can securely store their food.
- Provide space for storing large objects such as donation baskets, grocery carts and bicycles;
- In personal spaces, such as rooms, provide a balance of closed storage space (for visual order) and open storage (to display possessions). These spaces must be flexible and of different dimensions in order to respond to specific needs of occupants, in particular a space large enough for a suitcase, and spaces with hangers (Pable, McLane, and Trujillo 2022).

FIGURE 4.1.1 | SHELTER FROM THE STORM
Holland Harvey Architects, Londres
© Photos : Nicholas Worley, 2020

The **Shelter from the storm** project, in London, is a 42-bed shelter for PEH. The project was born from the transformation of a grocery store into a shelter. Its services include a community café open during the day. The café has a large entrance to invite neighbours to enter, while a second entrance, private and discreet, was provided for residents. Attention was paid to choosing warm materials, and providing visual access to landscaping and plants outside to make the shelter an inviting, non-institutional space. **(see practice 4.1 a), p. 51)**
(see practice 4.2 b), p. 59)

b. Facilitating spatial orientation

Not knowing where you are *(disorientation)* or which route to take to get to one's destination (*way-finding*) can be a source of frustration and stress (Carpman and Grant 2002). That is why it is important to not make PEH devote a great deal of attention to finding their way in unfamiliar spaces, especially since the building may house many different services.

▶ Generate intuitive, fluid barrier-free pathways

The sequence of spaces and pathways should be meticulously planned at the project concept stage. The location of entrances, staircases and elevators must be intuitive and easily found. Corridors meeting at right angles should be favoured. Corridors that meet at concave angles are not recommended.

▶ Create visual links between spaces

Views between common spaces as well as between indoor and outdoor spaces help occupants find their way easily.

▶ Clearly identify different zones and create landmarks

This strategy can be applied through the use of colours, materials, decorations and variations of height, for example, to create unique and distinct spaces in the building.

▶ Use signage

When pathways appear unclear, use well-placed, illuminated signs (arrows, symbols, words) to allow occupants to get to specific places.

c. Reduce environmental stressors

Ambient stressors (e.g. overcrowding, unhealthful air and noise) are more constant than temporary sources of stress but often go unnoticed. Their presence, although in the background, may reduce the comfort of occupants.

▶ Counteract feelings of overcrowding

Feeling crowded occurs when an individual feels too high a level of social stimulation. It can be caused by physical factors such as rooms that are too small, too highly occupied or crowded. It can also be caused by social, psychological and cultural factors.

Consequently, crowded shelters are often anxiety-inducing places.

- Ensure that rooms are not cramped;
- Avoid creating high-density dormitories;
- Vary ceiling heights as a function of the spaces and desired ambience;
- Ensure window dimensions are sufficient to provide views toward the outdoors;
- Use light-toned finishing and materials in small spaces.

▶ Limit olfactory discomfort

Spatial organization, ventilation, the choice of materials and the placement of openings can reduce discomfort caused by odours. Frequent ventilation maintenance and the use of materials that do not absorb odours and are easy to clean are the best strategies.

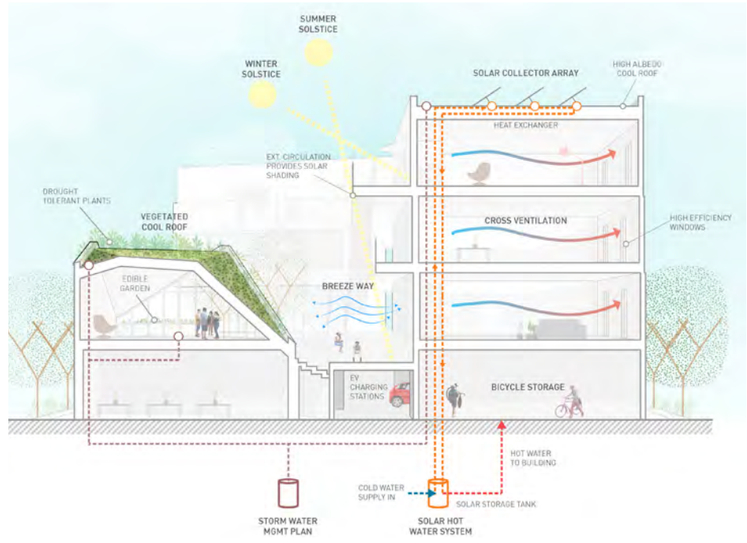
▶ Minimize noise disturbance

Acoustics must be taken into account to provide protection from exterior and interior noise sources.

Pay attention to wall components during construction; in an existing building choose finishing materials that absorb sound. Use acoustic wall and ceiling panelling in common spaces as needed. Heating and ventilation systems should be silent.

▶ Ensure thermal comfort

Thermal comfort can be provided by efficient heating, air conditioning and ventilation. When possible, provide occupants with controls for their personal spaces.



MLK1011, in Los Angeles, is a permanent supportive housing project with 26 dwelling units for PEH. It includes several natural ventilation, cooling and passive energy storage strategies. These techniques enhance occupant comfort while reducing energy costs. **(see practice 4.2 c), p. 54)**

FIGURE 4.1.2 | BIOCLIMATIC SECTION
Lorcan O' Herlihy Architects, Los Angeles

4.2 Foster a sense of home

- **What It Takes to Make a Home** | *Canadian Centre for Architecture, Montréal*

Home can represent both a defined place and the process through which a place becomes a home (Molony 2010). In addition to providing protection and security, the home represents a place with a certain degree of comfort and privacy. This familiar space is also associated with place identity and self-expression, which can manifest in the form of an appropriation process (Dovey 1985). No mistreatment, discrimination, alienation or discomfort is experienced there (Rollings and Bollo 2021). The environment can also play a role in the development of a feeling at home, in particular, by applying certain design strategies to create security and privacy for occupants and also by including beauty, attractive and meaningful objects.

Home is also closely related to **ontological security**, the capacity for self-determination and a relationship with a community. These elements will be addressed in more detail in Section 5.

a. Preserve privacy for occupants and respect their personal space

For people living on the street, under the surveillance of police, and for those living in shelters under institutional surveillance, privacy is a major issue Reflections about personal space requires a culturally appropriate approach (Hall 1990) and must take into account the different needs of each person.

▶ Allow for different levels of social involvement

Collective spaces planned for a living environment for PEH must be multiple, large and flexible. Their design must allow occupants to choose if they want to interact or not with their peers, and to what degree. The arrangement of furniture and the physical characteristics of spaces must invite occupants to organize spaces as a function of the level of socialization and privacy desired. For example, provide individual, paired and grouped tables in eating and recreation spaces.

▶ Create spaces for individuals

Housing with individual bedrooms and bathrooms is usually preferred by PEH (Rollings and Bollo 2021). This preference must be taken into account when conceiving living spaces, while also considering occupant safety. Calm, more isolated rooms can also be planned in the building.

▶ Include features that provide visual and sound privacy

In interior spaces, movable partitions, half-walls and screens can provide good levels of privacy. For the building envelope, translucent coverings, perforated metal panels and movable panels can also be used to filter views from outside. Spaces must allow for the preservation of privacy and confidentiality. Doors leading to intervention spaces must be soundproofed. Spaces to which people can withdraw for phone calls must also be included.

On the facade of the Lauberivière organization's shelter, Lafond-Côté architects developed perforated aluminum panels in collaboration with an artist. They filter the light and provide a level of privacy in particular spaces. **(see practive 4.2 a), p. 56)**

FIGURE 4.2.1 | MAISON LAUBERIVIÈRE
Lafond Côté Architectes, Québec
© Photo : Charles O'Hara

A house is not a home

Often PEH find it difficult to consider the housing provided to them as a home, in particular because of their location (urban periphery), physical condition (unsanitary, insect-infested, defective equipment) and design (size, institutional materials, organization of space), which can add to their feelings of social exclusion and stigmatization.

Some people choose to live on the street, in a vehicle or encampment instead of in an apartment or a shelter **(see category 1, p.2)**. Once housing is visualized in a way beyond its normative concept (four walls, a place of one's own, permanent, long-term), one can see the creation of a feeling of being home in a variety of places (the street, a vehicle, parks, etc.)

FIGURE 4.2.2 | CREST APARTMENTS
Michael Maltzan Architects, Los Angeles
© Photo : Iwan Baan

In this housing complex for war veterans, the creation of a planted yard was a central element. Visual connections between the yard and indoor spaces help reduce stress and create a peaceful ambience **(see practice 4.2 b), p. 59)**

b. Pay attention to the aesthetics of spaces

Beauty in living spaces is one of the basic principles of trauma-informed design; aesthetic qualities allow occupants to see themselves as mattering. It is important to take into account the aesthetic preferences of occupants **(see chap. 3)**. Here are some of the strategies to consider:

- Integrate art and decorations that reflect cultural specifics and tastes
- Incorporate biophilia

According to a review by Berens (2016), environments that include vegetation provide many benefits. They reduce stress and pain, improve mood, promote feelings of peace and tranquility, in addition to increasing the attractiveness of a space. Including plants in interior spaces, providing views to green spaces or access to them are examples of good design practices.

- Pay attention to lighting

Natural light must be maximized through generous fenestration adapted to the program. Solar screens can be added to better control the temperature of interior spaces and avoid glare. With regard to artificial lighting, it is preferable to use lighting that provides a warm and calm ambience, not neon lights. Side lighting for mirrors in bathrooms instead of ceiling lights, which generate more shadows on the face, can also help improve self-image (Pable 2019).

- Opt for designs with domestic and familial qualities, not institutional

For example, cozy and warm furniture can be used in spaces, instead of exclusively standardized furniture. Ergonometric, comfortable furniture must also be the priority.

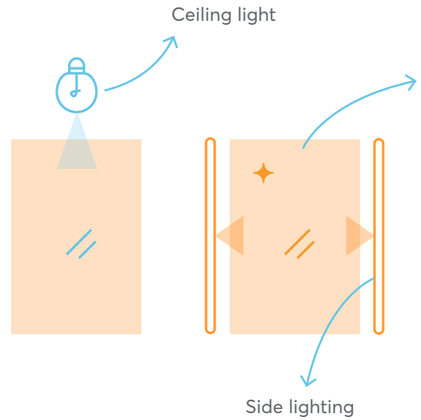


FIGURE 4.2.3 | TYPES OF LIGHTING
Schéma inspiré du trauma-informed design, Jill Pable
© ASFQ, 2022

Opting for cross lights on either side of mirrors in bathrooms promotes a sense of security and a calm atmosphere **(see practice 4.2 b), p. 59)**.

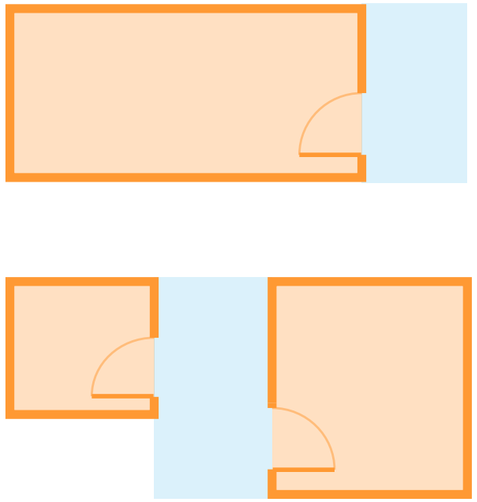


FIGURE 4.2.4 | COMMUNITY FIRST! VILLAGE
© ASFQ, 2022

In the **Community First! village** of tiny houses, porches are used as transitional spaces to create places for socializing outside of the interior space, which is more private. **(voir pratique 4.2 b), p. 45)**

c. Support social interactions

▶ Design indoor spaces for social interaction

It is important to include common spaces within projects, as mentioned in point 4.2.a). The success of such spaces depends on several factors. Common spaces must be visually accessible from adjacent spaces to allow PEH to decide if they want to join in. Facility of access (integration into the building) and proximity with other spaces of interest can also increase the use of common spaces. Access to natural light and views, layout flexibility and the aesthetics of the place are also key elements for making common spaces attractiv. (McLane et Pable 2020).

▶ Design exterior spaces for social interactions

Public spaces adjacent to the project must be provided to enable occupants to gather outside, either at street level or on a landscaped terrace.

▶ Include spaces for visitors

Provide a convivial, safe and enclosed space for occupants and their visitors. Access must be designed so as to protect other occupants from the circulation of non-residents, which is a source of stress (Graham, Walsh, and Sandalack 2008).

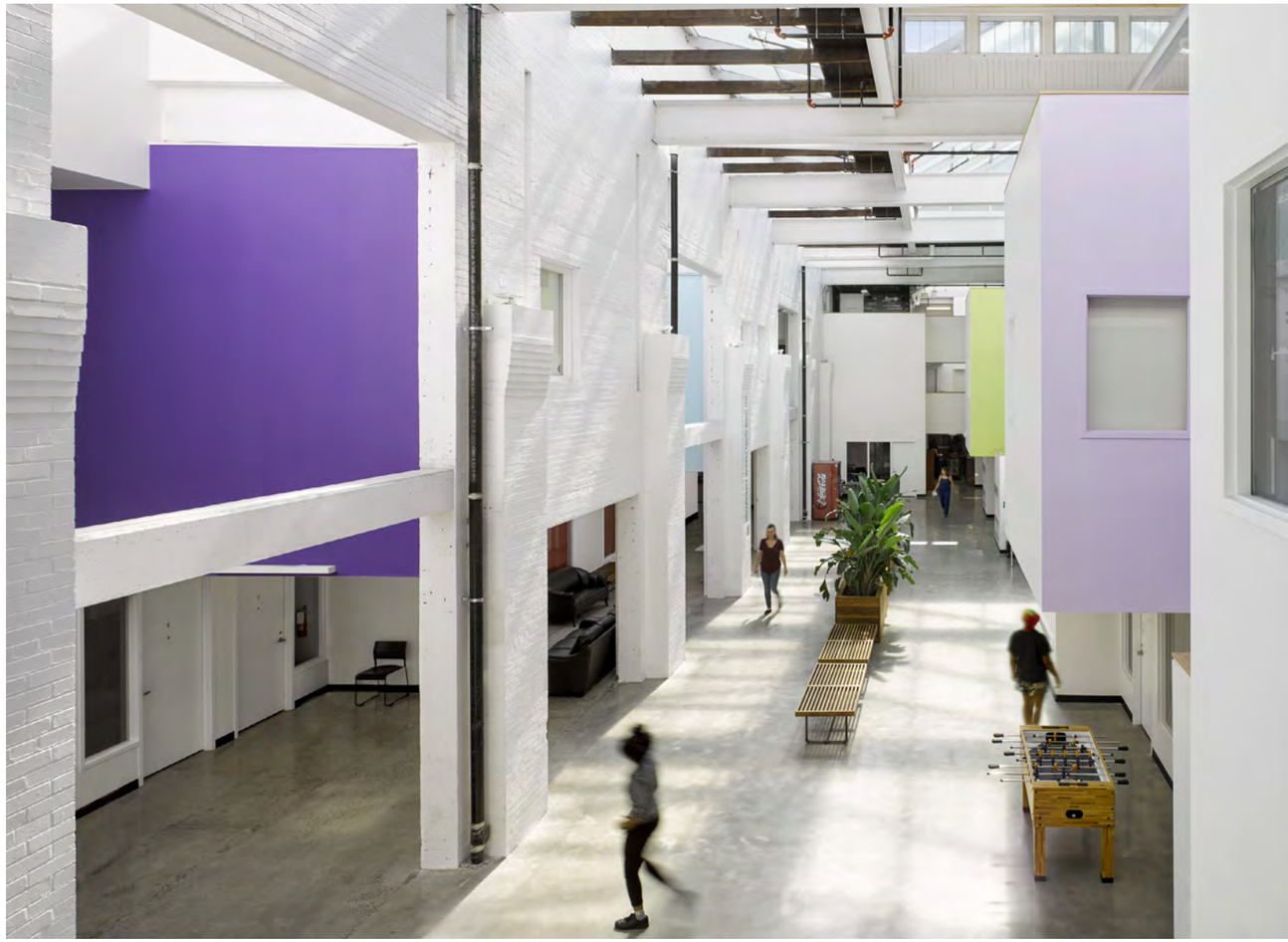


FIGURE 4.2.5 | EVA'S PHOENIX, COMMON SPACE
Lga Architectural Partners, Toronto
© Photo : A-Frame Photography

The **Eva's Phoenix** project in Toronto, houses youth experiencing homelessness. The building integrates several design practices, including individual rooms for privacy, natural light, incorporation of biophilia, the use of non-institutional colours and materials, the creation of visual links between spaces and the inclusion of a variety of spaces for socializing. **(see practice 4.2 c), p. 45).**

5. Support self-determination

PEH often face environments that can be infantilizing and restrictive. Self-determination and personal control are fundamental needs for people who have suffered trauma (Pable, McLane, and Trujillo 2022).

This chapter addresses practices that support self-determination processes for PEH: help provide a feeling of ontological security; provide strategies to personalize spaces, offer a variety of spaces; take into account existing services and networks; recognize PEH design initiatives. These practices are closely related to the **"trauma-informed design"** approach which holds that the built environment can have an impact, not only on self-determination, but also on feelings of dignity, self-esteem and gratitude.

The wall cladding of rooms in the VinziRast project in Vienna allows occupants to personalize their space through the installation of decorations and equipment **(see practice 5.2 b), p. 64)**

FIGURE 5.2.1 | VINZIRAST - ROOM
gaupenraub +/- architekten, Vienne
© Photo : Simon Jappel

5.1 Contribute to the development of ontological security

The process to reconstruct one's personal identity after a traumatizing experience requires a journey to **ontological security**, i.e. a state of well-being rooted in a feeling of constancy in one's social and material environment. This environment has to support "constancy, the ability to complete daily routines, privacy and freedom from surveillance, control, and having a secure base for identity construction" (Rollings and Bollo 2021, 17). The design of spaces can influence the development of ontological security.

a. Design a durable environment

Durability of space is an issue for people who have experienced being without a house, in particular due to the feeling of instability in their housing and lack of security for their possessions (due to moves, breakage, theft, vandalism). The use of resistant, solid, low-maintenance materials reduces the risk that equipment and objects will be destroyed, heavily damaged or stolen.

b. Avoid architectural elements reminiscent of institutions

Institutional facilities such as prisons, hospitals, and youth centres are often associated with trauma. That is why it is important to avoid the colours, materials, spatial arrangements, and furniture as well as the punitive, coercive and controlling programs that are specifically found in such spaces.

5.2 Provide for personalization strategies

a. Provide ways to identify the threshold to personal space

The access threshold to private space is an opportunity for self-expression and personalization (MacLaren, Pencheva, and Macey 2020). Possibilities include:

- Distinguishing one's entry door by using a unique colour;
- Identifying one's space by one's name instead of a number;
- Personalizing one's private space using adaptable elements (poster panel, entry mat, planting zone, etc.);
- Choosing exterior cladding materials on one's tiny house.

b. Design spaces that can be decorated

Since the majority of PEH have dealt with institutional centres where the design of space is standardized, they may feel it is particularly important to be able to personalize their space in order to feel at home in it. Simple examples of what can be included are shelves, billboards and whiteboards in common spaces.

c. Prioritize flexibility in interior design

Flexibility in the design of interiors allows occupants to adapt their space as a function of their desires and needs, e.g. through easily moved furniture, numerous electric outlets and supply points Providing a variety of light sources that can be controlled by occupants allows ambience to be adjusted.

In the **Community First!** village, each tiny house has a porch. This outdoor room, adapted to the local climate, provides opportunities for unique decorations. **(see practice 5.2 a), p. 64)**

FIGURE 5.2.2 | TINY-HOUSES IN THE VILLAGE COMMUNITY FIRST!
Mobile Loaves and Fisches, Texas
© Photo : Claire Davenport, 2022

5.3 Offer a variety of spaces and programs

a. Provide several ways of inhabiting

Given the diversity of occupants, it is important to be attentive to the variety of their needs so they can choose the housing mode that is most suitable for them. This implies options such as:

- Different types of apartments (varying sizes and number of rooms), e.g. for families;
- Provide rooms for couples;
- Include shared, community and social housing into the offer;
- Allow for diverse modes of governance of spaces.

b. Anticipate the presence of animals (if applicable)

Researchers have noted the importance of animals for many people living on the street (Labrecque and Walsh 2011). A study by Singer (1995) revealed that more than 90% of PEH with pets would refuse a dwelling if their animals would not be allowed.

c. Provide multi-functional and multi-use indoor and outdoor spaces

Within housing resources, spaces must support a variety of uses and allow occupants to develop activities according to their tastes and wishes. Given that space is often limited in resources, the same space must be able to serve several functions: groups/ privacy, formal/informal.

The MLK1101 project (Los Angeles) includes several types of apartments. For example, some apartments are fully accessible, while others have a different number of rooms. A variety of exterior and interior spaces allow PEH to enjoy activities as they wish. **(see practice 5.3 a), p. 66)**

FIGURE 5.3.1 | MLK1101 PERMANENT HOUSING
Lorcan O' Herlihy Architects, Los Angeles
© Illustration : LoHa

d. Include programming beyond housing and services

Diversified architectural programming can offer, e.g. studios, learning rooms, discussion spaces, urban gardens. These spaces can be included in a housing service or can be independent of it.

The sorting centre of **Les Valoristes** organization is a particularly innovative example of such programming. It was designed to support and recognize the work done by informal recyclers, including collecting returnable, recyclable and reusable materials.

5.4 Take into account existing services and networks

PEH are often displaced to the outskirts of cities, which exacerbates their vulnerability. PEH housing must be part of a network of nearby resources and existing, complementary services in the neighbourhood or district.

a. Promote access to a variety of local services

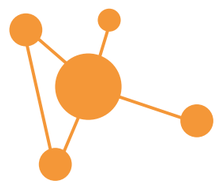
The choice of location is important to allow occupants to have easy access to commercial, cultural, legal, social services and health care (Graham, Walsh, and Sandalack 2008). These services must be adapted and accessible to PEH.

b. Promote access to public transportation during the day and night

Access to public transportation, including bicycle paths, offers PEH autonomous travel options and prevent a feeling of isolation in the urban environment. Locating resources for PEH near transportation networks makes their daily activities easier.

c. Consider the social and community network

PEH are attached to the people and places they frequent in a city. It is essential that they can stay in the neighbourhoods in which they have support networks. Some communities, e.g. the Indigenous, are particularly sensitive to the need to maintain social networks (Margier 2014).



5.5 Provide design support to initiatives led by PEH

Design can help support initiatives for informal living space and political demands led by PEH. In order to not distort informal management modes, it is important that designers learn from these communities and avoid imposing their own vision.

a. Learn from informal practices

- **Square One Village** | Eugene, Oregon
- **Quizote Village** | MSGS Architects, Olympia

Many urban encampments and tiny-house villages have been established by people experiencing homelessness, first as a survival strategy but also as a vehicle for political demands (Heben 2014). Such spaces, in the margins of formal planning processes, reveal, at low cost, interesting development strategies, clever sharing of resources and the creation of valuable intentional communities. Becoming interested in these types of developments will increase comprehension of the needs and aspirations of PEH.

b. Be circumspect when participating in the creation of tiny-house villages and the consolidation of urban encampments

In some U.S. cities, architects and students have greatly contributed to the consolidation of such spaces without disturbing their informal modes of governance. However, vigilance is important because the institutionalization of villages and the chain reproduction of tiny houses negatively impacts expression of the unique needs of occupants and the informal character of these living environments.

Institutionalization of tiny-house villages

Tiny-house villages, due to their low cost and because they can be rapidly implemented have become an increasingly used strategy for housing PEH. In Portland and other cities, under the cover of an emergency situation, the city has institutionalized this type of construction to legitimize the demolition of encampments. Not only does the institutionalization of such practices undermine the political impact of initiatives implemented by people experiencing homelessness, it tends to contribute to making them invisible in the public space (Margier 2021).

FIGURE 5.5.1 | DIGNITY VILLAGE
Dignity Village, Portland, Oregon
© Photos : Kwamba Productions
Dignity Village website : **https://dignityvillage.org/**

Dignity Village, Portland, is an example of a tiny-house village born from an encampment. The community was able to negotiate with the city to get approval for a parcel of land. It remains self-managed, and the village maintains its informal character. After having been relocated multiple times on a series of vacant parcels, the occupants built their tiny-house village with help from volunteers and organizations. **(see practice 5.5 a) b), p. 69)**

PART C Conclusion

Other avenues for research

This catalogue presents and illustrates design and development practices that promote the well-being of people experiencing homelessness in urban settings. By developing a common language for organizations working in homelessness, municipal and governmental players and design professionals, this catalogue can be the basis on which to build other research.

The limitations of the available research literature (see category 1, p. 13) have highlighted the relevance and importance of expanding comprehension of the connection between architecture and ways to address homelessness. In this concluding section, we will identify several research themes that deserve more attention.

a. Issues related to the design of public space

Research is needed to assess the impact of design of public facilities (toilets, showers, lockers, warming stations, etc.) on PEH. Research could also help understand the dynamics of the occupation of public space by PEH in order to provide guidelines to facilitate, through design, their daily activities and social cohabitation.

b. Issues related to specific groups

Several reports available on the Design Resources for Homelessness website focus on the needs of certain groups (seniors, adolescents, families, survivors of domestic violence). However, there is very little information about the needs of several other groups that are overrepresented among Montreal's unhoused population, such as Indigenous and LGBTQIA2S+ people.

c. Design practices connected to the well-being of people who use drugs and/or consume alcohol

Eligibility to several PEH services requires sobriety. Additionally, the design of many PEH projects is often hostile to persons who use drugs. Instead, projects should include strategies to ensure the security of people consuming alcohol and/or drugs. For example, the first wet shelter in Quebec opened in 2020 under the initiative of Projets Autochtones du Québec (PAQ). The impacts of design still need to be assessed. Other spaces that can benefit from design actions are supervised injection sites. More generally, designing secure environements for people who are using can constribute to prevent death from overdose.

The **Grands Voisins** social laboratory in Paris, during a period of transitional use, brought together mutiple populations, in different marginal situations. This transitional integration in a neighbourhood reinforced the social acceptability of services for PEH and this experimentation promoted social cohabitation. The social benefits are clear: a portion of the site was later offered to emergency housing when a permanent construction project was developed in an affluent Paris neighbourhood that until then had been resistant to the idea of social housing (Plateau Urbain 2020).

FIGURE F | LES GRANDS VOISINS
Plateau Urbain, Paris
© Photo : Anne Leroy, 2021

d. Building methods and modes of occupation

- **Naomi's Place**, | *Community Builder's Group, Vancouver*
- **Durham Modular supportive housing** | Montgomery Sisam Architects, Durham

▶ Potential for transitional occupancy by PEH

Vacant spaces, which are more affordable than other options in the traditional market, can be made available to a greater diversity of users, including people in marginalized situations (Entremise 2017). These spaces can be used to anticipate and experiment programming and uses as needed.

▶ Temporary modular housing

According to BC Housing, the advantages of modular construction include minimizing the impacts of construction on the neighbourhood, since the installation is done very rapidly. Another advantage is that such structures can be moved to another vacant or underused site in the city, according to needs.

▶ Prefabrication

Prefabrication of modules can mean the rapid construction of housing units at less cost. The Durham Modular Supportive Housing project won Canadian Architect magazine's Award of Excellence in 2021.

▶ Cohabitation and voluntary social mixing

Several social mixing experiments operated on a voluntary basis between PEH and students have caught our attention. The impacts of cohabitation must be verified as well as the potential for architecture to facilitate cohabitation between groups.

▶ Transformation of existing buildings

Prioritizing the prefabrication, reuse and recycling of a site or a building is a strategy to explore.

▶ Accessory housing

Some cities have started to authorize the development of what is called accessory housing units (Bachand 2022), on existing lots. These dwellings are either house extensions or new residential structures in the rear yard of an existing lot. It is a kind of soft densification that may, if planned appropriately, help increase the supply of affordable housing.

e. Zoning practices

According to a review by Meda (2009), the needs of PEH are rarely part of urban planning regulations and other instruments. On the contrary, several exclusionary zoning measures create homogeneous communities which exclude people considered undesirable. This type of zoning increases the concentration of PEH in downtown districts, limits the number and type of facilities for community services and restricts the development of affordable housing projects (Akita et al. 1988; Oakley 2002). The development of inclusive zoning tools may contribute to the well-being of PEH.

List of figures

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