

SHELTER 2015 REPORT

Research Proposal for an Emergency Shelter in Cornwall, Ontario

Prepared for:

*Commissioner Normand Glaude,
Cornwall Public Inquiry*

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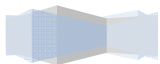


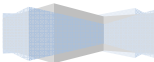
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- i. Ottawa Shelter Standards
- ii. Intake Forms from Various Emergency Shelters



1.0 Introduction

This report was created to answer certain questions about the need for and viability of a homeless shelter in the Cornwall area. It shows that the community has, in the past, had shelters for various groups of residents; some have been successful while others have not. There is a common desire for a shelter among both the general population and the professionals who provide services to the most vulnerable people of the community. These people may find themselves without a place to stay on a short term or emergency basis.

Consideration of a homeless shelter would require the following information:

- Who, in the community, would need to use the shelter
- The number of residents who would occupy the shelter and for how long
- Financial costs of creating and operating a shelter
- Who would manage the shelter (governing bodies)
- Measurement of objectives

The study will look at the financial viability in the short term and the long term, as well as possible organizations who could take on the management role.

1.1 Background and Context

In the early 1980's, there was a shelter located on Water Street East and funded under a federal government grant. It operated quite well until the funding ran out and further funding could not be found. Another home, strictly for girls, was established by an order of sisters in the early 1990's but this was also closed due to discontinued funding. A third shelter was developed with funds from the Ministry of Community and Social Services. This facility was geared to the under 21 years of age population and operated for a number of years. Clients were referred to the facility by community agencies. It was closed due to a combination of poor occupancy and funding cutbacks.

At present there are no shelters in the Cornwall area. Homeless individuals are assisted with temporary shelter by referral to either a local motel or to a domiciliary care residence that has several beds allocated for emergency use by individuals. Often, there is no immediate counselling available for those that do not fall under the realm of mental health programs.

To access emergency shelter for a motel room, referrals are made by either the police, fire department, Cornwall Community Hospital Crisis Team or the Red Cross Personal Disaster Assistance Group. Payment is made by the Social and Housing Services Department of the City of Cornwall. Research indicates that the motel presently used, offers too much opportunity for misuse and is not effective in providing safe accommodation.

Access to the domiciliary residence occurs through a referral by the Community Hospital Crisis Team. Clients have to be in a situation of crisis in order to access these services. The current residence being used for clients with mental illness presents difficulty in accessibility.

It should be noted that access to either of the above services is not available for those less than 18 years of age. Clients in this group are advised to seek out family or friends who are willing and able to become trustees of the individual seeking the services. Until special criteria are met under the terms of the Ontario Works Act, the “under 18” client is not eligible for assistance.

1.2 Project Objectives

In conducting this research, the primary objective of this proposal was to determine whether or not the present system of addressing homelessness is meeting the needs of the community. If there was a gap found between these needs and the resources available, then considerations would be made for the feasibility of an Emergency Shelter and whether resources were available to develop and manage a shelter.

A secondary objective was to see if there was willingness on the part of any agency in the community to develop and manage this shelter or to assist in the development of such.

1.3 The Cornwall Public Inquiry

The Cornwall Public Inquiry was instrumental in providing the funds for this research proposal.

Homelessness is often associated with those that are most vulnerable and when a person finds themselves in that situation, the possibility of becoming prey for those who want to take advantage of that state of vulnerability, is very real. A shelter provides individuals with safe residence, food, immediate counselling for issues and fears and assistance to contact agencies who can provide a sustainable plan to get out of this state of vulnerability. That plan may include access to mental health services, assistance with locating a more permanent residence, or a temporary safe place to reside while a crisis is cooling down.

1.4 Shelter 2015 Committee

The Shelter 2015 Committee was formed to examine and address the issue of homelessness in Cornwall and to assist in the information contained in this proposal. It is made up of a diverse group of individuals who are active in the community and who have an interest in helping clients obtain safe, temporary accommodation. The Committee met periodically to resolve issues related to the research being conducted and to formulate the needs for the shelter project.

Including myself, Jamie Marsolais, the Committee is made up of the following individuals:

- Glen Grant, Retired Supervisor Social Services, Cornwall

- Judy Dancause, Executive Director Agape Centre
- Wayne Kyte, Executive Director of Laurencrest Group Home
- Murray Mac Donald, Crown Attorney
- Claude Legault Probation and Parole Manager
- Raymond Houde, Executive Director of Family Counselling Centre of SD&G
- Mark MacDonald, City Councillor

1.5 Research Methodology

The following agencies were contacted and interviewed using a standard questionnaire and general open conversation. The purpose of the interviews was to discover if there was enough support for the services required of an emergency shelter and if there was a possibility of involvement of the agency in the development of the shelter. The interviews also provided valuable information about the operation and management of a homeless shelter.

The following agencies and individuals were contacted:

1. Sexual Assault Services For Women of S.D.G. and A.
2. Victim Crisis And Referral Service
3. The Salvation Army
4. The Cornwall Community Police Service
5. Centre De Santé Communautaire De l'Estrie
6. Cornwall And District Immigrant Services Agency
7. Cornwall Community Hospital Assault And Sexual Abuse Program
8. Baldwin House
9. Mental Health Crisis Team
10. Eastern Ontario Health Unit
11. Canadian Mental Health Association
12. Children's Aid Society of S.D. and G.
13. The Agape Centre
14. Guy Lauzon, M.P.
15. Jim Brownell, M.P.P.
16. Bob Kilger, Mayor of Cornwall
17. Claude Macintosh, The Standard Freeholder
18. Prevacation, a Cornwall Public Inquiry – Stage 2 Program
19. Community Action Network Against Abuse
20. Human Services and Justice Coordinating Committee
21. Victim and Witness Assistance Program
22. Cornwall Crown Attorney and Staff
23. Ron Graham and Mark Routliffe – A Different Street Housing Project
24. Jason Fox – The Ottawa Mission for Men
25. Stephen Bartolo – The Shepherds of Good Hope

26. Lori Smith Tinsley and Monique Cook – The Family Shelter System
27. Stacey Lauridson and Karina Skov – Young Men’s Shelter
28. Heather Williams, Program Coordinator – Emergency Shelters, City of Ottawa

2.0 Research Findings

It was difficult to determine which needs can be addressed safely. There will still be some gaps in the community that will need to be addressed separately in order to ensure safety and feasibility. A general shelter was recommended but it was apparent that this single project cannot fill all the needs of those in crisis. Each party that offered input indicated that they would refer clients to the shelter. Most of the local agencies could play a role in the operation of the shelter, either on-site or at their agency. There are specific agencies that need to be key partners in order for this project to succeed.

2.1 Community Feedback

Individuals and groups have expressed several ideas for the shelter. Two recurring suggestions have been that the shelter needs to be bilingual and centrally located.

Other suggestions have been:

- ✓ Clients contribute to basic chores and hygiene
- ✓ Provide addiction treatment
- ✓ Address any mental health issues
- ✓ Facility not be too institutionalized looking/feeling
- ✓ A place for those with nowhere else to go
- ✓ Multi-services (needle exchange, etc.)

Case Management will be an important part of the process. Everyone would like to see the clients be able to move from one point to the next so they are not repeat clients to the shelter.

Concerns about an emergency shelter:

- Safety
- Location
- Management (without any strain on police resources)
- Accessibility (both physically and mentally)
- Sensitivity (cultural background, sexual orientation)
- Criminals/Criminal Activity by Clients
- Adequate Supervision
- Abuse of Shelter

There were some serious concerns about safety at the shelter – both for the clients as well as the staff and the surrounding community. Clients already at the shelter must also feel safe from new clients entering the shelter. This concern may be addressed by the future management of the shelter.

2.2 Individual Shelter Analysis

There were five shelters visited during the research for this project. They are all in the Ottawa area. The shelters have all been in existence from just one year up to 102 years. They all operate 24 hours a day, seven days per week. Most of the time, they are operating at full capacity. Most shelters have an overflow program (Y.M.C.A., etc.) and they also lay extra mats down in various areas in the shelter.

The target population differs for each shelter. Aside from the family shelters, clients at the shelters are usually expected to be out of the shelter during specific periods of the day (i.e. 8:00 AM to 4:00 PM) for school, job hunting, appointments, etc.

All shelters have support workers as well as case managers. Shelters also have various positions such as front-line workers and housing workers depending on the shelter. Qualifications for staff vary depending on the position and the shelter.

The bulk of the therapy, activities, or case management takes place during the day from Monday to Friday. Referrals vary depending on the shelter. Some are from other shelters, the provincial courts, detox centres, police, Children’s Aid Society, Probation and Parole, etc. Case management varies and is pretty intensive. Each shelter has a variety of programs and referrals. They all have their own procedures.

1. The Mission for Men

- In operating for 102 years
- Has a Board of Directors and an Executive Director
- Client Services building adjacent to shelter (provides job and education workers, housing workers, public health workers, Ontario Works and more...)
- 30-day Stabilization Unit on 2nd floor
- Dry wing for sober clients attending day or evening programs
- Lifehouse (5 month addiction program in adjacent building)
- Occupancy rate of 98%
- Annual operating costs are \$10,000,000

2. The Shepherds of Good Hope

- Has a Board of Directors and an Executive Director
- Hope Outreach
- Street Community Outreach Team

- Hope Recovery
- Managed Alcohol Program in addition to Emergency Shelter
- Breakdown of funding:

Revenue	Expenses
Rent 5%	Groceries 23%
Ministry of Health 11%	Real Estate 8%
Volunteer Contributions 13%	Programs and Services 63%
Donations 13%	Administration 3%
Food Value Donations 21%	Amortization 3%
City of Ottawa 34%	
Other 3%	

3. The Family Shelter System (two locations)

- Operated by the City of Ottawa
- Parenting courses and referrals to all agencies
- Child and youth programming available (outings, social skills development, homework club, etc...)
- Play room on site
- Separate floor for women and children fleeing violence
- Occupancy rate of 100%

4. Young Men's Shelter

- Recently celebrated their first year anniversary
- Programs are still evolving
- Focus is on case management and referrals
- Has a Board of Directors and an Executive Director

5. A Different Street Housing Project

- In partnership with the John Howards Society
- Building is owned by the John Howards Society
- Funding is received through same
- Occupancy rate of 80%
- The Society has a Board of Directors and an Executive Director
- Life Skills one evening per week
- Recreational activities on Friday evenings
- Annual operating costs are \$600,000

Aside from A Different Street Housing Project, which is funded through The John Howard Society, most funding is through the City of Ottawa and the per diem rate which is \$40.75 per day in Ottawa. There is also funding through the Ministry of Health. The Family Shelters are

operated by the City of Ottawa and The Mission for Men has their own extensive fundraising program which amounts to approximately \$4,000,000 per year.

We have been unsuccessful in acquiring statistics from the City of Cornwall for this research. We do know that there is a need based on conversations with various agencies as well as speaking to clients of the shelters in Ottawa. There are people who use the Ottawa shelters during the winter and return to Cornwall in the summer. It is very difficult to change their situations when they are bouncing back and forth.

2.3 Results Oriented Recommendations

Some things that have not worked for these shelters are: addiction programs with no after-care, the same workers doing front-line and case management (hard to wear two hats), and workers living on site at “A Different Street Housing Project” (causing burnout).

Some tips to make the start-up of a shelter easier based on much discussion with individuals at the various shelters are:

- ✓ Obtain advice from the police as far as physical layout (cameras, lighting, A/C, etc.)
- ✓ Support families, do not take parental role
- ✓ Multi-cultural, teaches acceptance and tolerance
- ✓ Access to cultural interpreters
- ✓ Good security system
- ✓ Sturdy furniture
- ✓ Good staff training
- ✓ Good staffing model
- ✓ Location
- ✓ Focus on safety.
- ✓ Build safe rapport.
- ✓ Create partnerships.
- ✓ Transparency.
- ✓ Empower clients.

2.4 Target Groups

The target group that we propose to assist is made up of three different groups listed below. In this target group will be a number of other types of clients mentioned in the research but access to the shelter will be limited based upon an assessment of the clients’ attitude and the need for security of the staff and the residents who are occupying the facility.

2.4.1 Under 18

Persons under 18 do not qualify for Ontario Works assistance except under special circumstances.

Those special circumstances are:

- the family of the applicant must be contacted to see whether the absence from home can be resolved or whether the parents can provide financial assistance for the care of the child
- A relative or friend must agree to act as the trustee of any funds granted to the youth. Persons under the age of 18 are not eligible for public assistance in their own right.
- the person who is under 18 must be attending school if they have not completed secondary school

Until these conditions are met, an applicant cannot be granted emergency assistance (which includes housing or food).

Case in Point: There is a 17 year old boy from Cornwall who approached the Ontario Works office for help this year and was told to book an appointment to apply. This young man was in a bad situation at home and it was affecting his school performance. He is in his last year of high school and just wants to finish so he can move on to college. When he asked what to do in the meantime, because he had no money, he was told there was no shelter in Cornwall so there was nowhere for him to go. He had to follow the process and wait 5 days for his appointment. These stories are all too familiar in this area.

2.4.2 Adult Males

Adult males over 18 are eligible for assistance under the Ontario Works Act. They can be homeless for a number of reasons: domestic dispute and either removal or self initiated removal, shortage of funds, threats or physical actions against them by neighbours, ex friends or relatives, psychiatric episode, etc. There are many reasons for adult males to be temporarily homeless. The issue is one of immediate need and then assistance to locate more permanent shelter and some form of assistance to get relocated.

2.4.3 Adult Females

Adult females are served in the community by women's shelters but often there is overcrowding. The same reasons for homelessness apply for women as for men except that shelters are available for women. The services they need are the same as for the other two groups and should still be made available.

2.5 Gaps in the System

Gaps in services identified in the community as a result of the interviews were:

- Men who are homeless and single
- The elder who have been forced out of their homes due to abuse
- Youth who are under the age of 18 but over 16 years of age and who do not qualify for Social Assistance except under special defined circumstances
- Mentally ill clients who may have problems occasionally that result in homelessness for a short time
- New Immigrants who have no status in this country and who do not qualify for social assistance or sponsored immigrants who are temporarily homeless due to violence from their sponsors
- Persons who have been removed from their homes as a result of police action due to family violence and who cannot locate accommodation

After discussion with the committee, it was felt that, if developed, a new shelter could not serve all of these types of clients although clients referred would be individually assessed before admission. For example, seniors with dementia should be looked after by staff trained for this. (This group of clients has been served by an arrangement at the time of this report)

Another example would include mentally ill clients who are aggressive. In meeting the need to provide safe shelter for residents and staff, these clients would have to be denied entry.

In larger cities, there are specific homes to deal with these particular groups, however, the cost to build specific homes would be too great and therefore the above groups were not included as potential clients of a Cornwall shelter.

2.6 Statistics

Hard statistics for this research were not easy to come by since the Department of Social and Housing Services, who are mandated to assist clients in need, changed their statistical programs and did not have numbers available at the time of this report.

Discussions with the Department and with agencies who serve the homeless in Cornwall show that they feel that the numbers are more than sufficient to establish the need for the shelter.

3.0 The Proposed Shelter

The three target groups will define the basic design of the proposed shelter. A shelter with three modules would be proposed. The home would be flexible in its design to maximize usage. Shelter size would have to be established in order to meet all zoning and building code requirements for a residence with nine unrelated people living together and with accommodation for staff who would work there.

As noted earlier the shelter would have three areas or modules that could be secured from each other via locked doors. This module system would provide security for the residents. The modules could be flexible in their usage to allow the needs of applicants to be efficiently utilized. For example, if more adult males were being admitted, then beds in the female section could be utilized with the understanding that the priority is safety and that the beds were for the three groups.

It was also felt that the shelter should be located centrally to access community services such as Social Services, Mental Health Services, hospitals, and food and clothing services such as the Agape Centre and the Salvation Army.

The shelter should have safety as its main theme: Safe shelter for the resident and for the staff who would work there.

The shelter should be managed to maximize the clients' participation in developing the plan that they would follow to locate permanent accommodation and financial stability. It should attempt to get clients to participate in the care of the shelter.

Shelter stays should be for a limited amount of time. There should be enough time to accommodate the emergency nature of entrance to the shelter and to develop a plan with counselling and initiate that plan to reach the goal. Information and referrals to agencies would be part of the immediate counselling program attached to the shelter.

In light of the design issues mentioned earlier in this report the shelter proposed would be fairly small in size with a maximum of nine beds. This avoids having to build an institution that would be very costly. If the proposal was accepted and was successful in its operation then perhaps the size could be expanded.

3.1 Staffing

Staff for the shelter would be as follows:

Manager (One – Full Time): would supervise staff and respond to the Board of Directors. One manager would be employed.

Counselling staff (One – Full Time): would work with the clients and assist them to resolve immediate issues and to develop and follow through on their case plans. One counselling staff would be employed.

Custodial staff (Six – Full and Part-Time): would admit clients and supervise them while they are in residence. This would likely mean several shifts although not 24/7 coverage since management, clerical and counselling services would be available during the day. There would be approximately six staff full and part time to provide coverage during the week and the weekends.

Clerical/Fundraising Staff (One – Full Time): to provide assistance to the other staff, provide financial data for the reports to the board, and assist in fundraising, etc...

3.2 Reporting Structure

All staff would report to the manager. The manager would in turn, report to the Board of Directors. Finances would be handled by the Board.

Decisions regarding suitability would be made by the Mental Health Crisis Team who would assess each prospective tenant as they presently do for the domiciliary home.

3.3 Partnerships

There is a need to build on various partnerships for this project to succeed. The three main partnerships would be with the Agape Centre, the Canadian Mental Health Association and the Mental Health Crisis Team. Other community agencies will play vital roles in order to refer clients for services.

3.3.1 The Agape Centre

The ideal situation is for the shelter to operate under an existing agency. The agency best suited for this is The Agape Centre. The Agape Centre has an existing Board of Directors as well as an Executive Director. They have a long history of working with those in need. They also have an impeccable reputation in the community. This situation would reduce the amount of time and money needed to start up the shelter. They have a number of the crucial items in place. There would only be a need to hire from the shelter manager down, as you will see in the human resources section of this report. All funding would be directed through the Agape Centre to be delivered as necessary. As previously mentioned, they have everything in place to be able to handle the task.

The meals and the thrift shop are located at the Agape Centre which is a separate location from the shelter. This will be described in the location section of this report. It will be beneficial for the clients to make their way to a separate location for meals, therapy, appointments, etc. when possible.

3.3.2 CMHA

The Canadian Mental Health Association would play a vital role in the case management aspect of the shelter. They can do an on-site visit to the shelter the morning after a client enters the shelter or the client can do an assessment over the phone if a worker is not available. The CMHA currently offers services to the Agape Centre. They also have programs like court diversion and can offer a bridge from the shelter to supportive housing.

3.3.3 Mental Health Crisis Team

They can direct a client to the shelter if they do not need to be hospitalized and hand over their assessment of the individual to the shelter. The process then begins the same as other clients.

3.4 Social and Housing Services

The Social and Housing Services department provides social assistance to residents of the City of Cornwall and the counties of Stormont, Dundas and Glengarry. It also administers social housing to the residents of the area listed above. The department operates under the legislation known as the Ontario Works Act. Ministries that report to this Act are the Ministry of Community and Social Services and the Ministry of Municipal Affairs and Housing.

As part of their role in providing financial assistance, the Social and Housing Department administers several programs which are designed to assist homeless persons. Funds are received for homelessness and the per diem charges for crisis housing. The department also provides monthly assistance to clients who are in need of ongoing temporary support.

The department would be crucial in obtaining funds for ongoing maintenance of any shelter proposal. They would also be the key partner in applying for funding from the Ministry of Community and Social Services. Presently, the manager of the department feels that services are lacking for individuals under the age of 18.

It should be noted that the manager does not feel that a shelter is the answer to the needs of the residents of the community. The manager is advising that the present arrangement is working but that a purchase of a service agreement with another agency in the community to provide counselling services be made. It was also suggested that arrangements for housing emergencies with another organization may need to be looked at.

Unfortunately, research has shown that no other agency exists and this emergency shelter may be the only solution. At the time of writing this report, no agreement was reached and this is the one area that would need to be further developed to obtain support of this organization.

3.5 Costs (Start-up and Operational)

Start-up Costs:					
Lease of Property (1st and Last Month's Fee) 2000 Sq. Ft.				\$6,000.00	
Renovations				\$50,000.00	
Equipment and Furniture (includes beds, appliances, linen, toiletries, etc...)				\$175,000.00	
Security System				\$45,000.00	
Legal Fees				\$2,000.00	
Miscellaneous				\$7,000.00	
Total Estimated Start-up Costs:				\$285,000.00	

Staffing: (excludes Vacation Pay, etc...)					
Manager				\$50,000.00	
Case Manager				\$40,000.00	
Support Workers (240 hrs. x \$15/hr. x 52 wks)				\$187,200.00	
Clerical/Fundraising				\$35,000.00	
Benefits (15%)				\$46,800.00	
Office Supplies				\$55,000.00	
Lease				\$36,000.00	
Utilities				\$5,000.00	
Telephone				\$1,000.00	
Cable				\$1,000.00	
Insurance				\$3,000.00	
Food				\$18,000.00	
Miscellaneous				\$12,000.00	
Total Estimated Yearly Operational Costs:				\$490,000.00	

Some of these estimates were provided by Baldwin House (based on previous costs). There is also the option to purchase the building as opposed to leasing; however, the committee felt that leasing would be the best option.

4.0 Funding and Ongoing Financial Viability

A major source of funding for this project would need to be the present per diem rate from the City of Cornwall. There would also need to be funding from the province. In particular, the Ministry of Health, to pay for position of Case Manager as well as the Ministry of Community and Social Services. Ongoing fundraising would also alleviate some of the financial burden.

We feel confident that the Commissioner of the Cornwall Public Inquiry will endorse this project. Once it has received his approval, it will be up to the community to support this project in order to secure funding from the province. It is essential to secure enough funding to not only get the project up and running, but also cover operating costs for a short period of time. The province would be a key factor in assisting in a funding plan that would ensure the sustainability of this project.

5.0 Conclusion

The Shelter 2015 Committee recommends that an emergency shelter be put into place for the City of Cornwall.

An emergency shelter is a basic service that most communities provide. It is an essential service which is needed in our community. The cost of not having this service is far greater than any cost associated with the operation of the shelter. It is impossible for many individuals to change their present situations without being provided with the basic needs. Many individuals need a push start and guidance in order to move forward. This project provides that guidance as well as identifying the factors relating to that individual's circumstances.

This project needs the support of the community in order to be successful. There also needs to be protocols in place with key agencies. These protocols are very important in the operation of the shelter. The initial groundwork has been laid in establishing these agreements.

The shelter Standards which are attached to this report are an invaluable tool when starting a project such as this.

AGREEMENT TO RESIDE
YOUNG MEN'S EMERGENCY HOUSING PROGRAM

We are a woman positive, gay/bisexual/transgender positive and culturally sensitive environment that provides a safe place for all young men. In order to provide a safe living environment, the following guidelines apply to all young men:

1. Violence of any kind to any person will not be tolerated (horseplay, threats, threatening gestures or activity, verbal aggression, physical assaults) and will result in being ineligible for shelter services. Also disrespect towards peers, staff and the shelter environment are included in this section.
2. All weapons or objects which could be used as weapons must be turned in to staff upon admission. Any objects whose purpose is to potentially cause harm to others and/or are deemed illegal by the Criminal Code will be confiscated and disposed of by staff.
3. Drugs and/or Alcohol are not permitted in the shelter or on shelter property. If you have them on your person when entering the shelter you are asked to hand them over to be disposed of by shelter staff. If you are found to have drugs and/or alcohol in or around the shelter you may be found ineligible for shelter services. If a young man returns to the shelter excessively intoxicated, he may be directed to CHEO (under 18 years) or Detox (18 years and up).
4. Smoking is not permitted inside the shelter however we provide an outdoor designated smoking area.
5. Gang-related activities including recruiting, colors, gang jargon, tagging and/or graffiti are unwelcome at the shelter.
6. Sexual contact/activity with another person is not permitted in the shelter.
7. Please be aware that for security reasons, there are video cameras throughout the building and smoke alarms in each of the rooms. Tampering with any of the equipment is not permitted
8. All medications (including vitamins and non-prescription) must be kept in the main office of the shelter.
9. Curfew is 10 p.m. Sunday to Thursday, and 11 p.m. Friday and Saturday. If you choose to stay out later, you risk losing your bed to someone else who may need it.
10. There is one daily chore to complete to ensure the cleanliness of the building. You are also expected to keep your room in a safe and healthy state. You may be asked by staff to catch up on laundry and/or clean up bio waste in your room. You share this environment with your peers and it is a good healthy living skill to maintain a clean room.
11. You have free access to the food and cooking utensils in the kitchen. However, since you share this area and the utensils with your peers it is expected that you clean up after yourself. You are expected as a resident to clean all pots and pans you have used, and to rinse and load your dishes into the dish sanitizer. This demonstrates respect for your peers and the shelter in which you are residing.
12. You are encouraged to actively participate in all aspects of goal planning by connecting with your Case Manager on a regular basis.

13. When you leave the shelter, please take your belongings with you, as after a short period of time they will be donated to an appropriate agency.
14. The fire evacuation process has been explained to me - use closest exit and meet on the sidewalk across the street from the building in order for staff to do a head count to ensure that everyone is out safely.
15. **Day Program** - All young men are expected to be out of the shelter between 9am and 4pm on weekdays in order to connect with community resources and to work on any goal areas that they have identified (housing search, job, volunteering etc...).
16. Young men have a right to privacy in the building. However, if there is a concern for safety reasons, staff have a right to do a room search. You will be informed of the rationale and, if possible, be present during the room search. A daily visual room check is done for fire/safety reasons and 2 nightly checks.
17. Animals are not permitted in the shelter due to Health & Safety Regulations.
18. **All young men must agree to maintain the confidentiality of the other residents in the shelter. Young men are not to give out the names of anyone staying here or could risk their eligibility. Also transitional housing with visitors etc.**
19. **Please do not linger in the front of the building or in the alleyway beside the building. If someone is picking you up please ask them to pick you up at the backdoor on Lisgar.**

I understand and agree to these guidelines while I reside at the young Men's Emergency Shelter. Failure to follow through with these guidelines may impact my eligibility.

Young man

Date

Shelter Worker

Date

Young man

Date

Shelter Worker

Date

Young man

Date

Shelter Worker

Date

Young Men's Emergency Housing **Limits of Confidentiality**

- We are required to report any allegations of abuse of a youth under the age of 16 years old to the Children's Aid Society. This is to be done as soon as possible. Have the young man call with our support. In supporting the young man, staff must ensure they speak directly with the C.A.S. person at some point during the call. If the young man chooses not to call C.A.S., we must call ourselves. It is preferable to make the call with the young man in the office. **This needs to be done whether the young man states it has already been reported or not.**
- We are also required to call Children's Aid Society, if a young man alleges abuse and there are children under the age of 16 years old in the household of if the alleged perpetrator is responsible for children under 16 years old (foster parents, teachers, etc.). This is to be done as soon as possible. Have the young man call with our support, or call with the young man in the office.
- When you complete an intake at the Young Men's Emergency and Transitional Housing Program we will open a file. This file will contain your intake and other valid information. You have the right to read this file. If you would like to do this, please ask a staff or your case manager to set up a time. Although it rarely happens, your file can be subpoenaed by a judge for a court case.
- If a young man discloses a criminal activity deemed to be of a serious nature, we have a responsibility to inform the police (serious harm to another, serious harm to themselves, etc.).
- If a young man is at risk to seriously harm herself, we have a responsibility to take action in order to keep him safe as possible (ambulance, police, etc.).
- If the police call enquiring if a particular young man is residing at the shelter, we will ask the police officer what this pertains to.

Possible scenarios:

- ↳ If a police officer has a request from parents and the young man is over 16, the young man has a right to confidentiality. A police officer may choose to explain this to the parents and state he is safe but not where he is. In this case you may state the young man is safe.
- ↳ If a young man is under 16 years old, we co-operate as per usual.
- ↳ If there is a warrant (apprehension, arrest, etc.) we co-operate giving as much information, we would also ask the following questions: Do you want the young man to know you called, if he is residing at the shelter (and isn't in at the present moment). Can we let him know the police will be

coming? (if he is in the shelter at the time.) If the police do not want us to inform him of them coming, it is important to explain that to the young man after the police arrive in order to maintain trust.

- **If staff do not believe there are valid safety concerns, any info requested from police does not always need to be given**



CONSENT AND AUTHORIZATION

form 006.1

For clients **12 years of age or older** for **non-residential** services. Also to be used with clients **16 years of age or older** for **residential** services.

Client's Name: _____

Client #: _____ Date Of Birth: _____

I, _____ consent to receive services from the Youth Services Bureau of Ottawa-Carleton for the following purposes:

→ emergency food and shelter _____

→ short-term crisis counselling _____

→ emergency medical and dental services _____

I understand the nature and purpose of the services provided. Any major changes will be discussed with me, and cannot be made without my permission.

 Signature of client

 Date

 Signature of parent/guardian (if applicable)

 Date

 Signature of witness

 Date

I consent to be contacted by a YSB worker 6-12 months following completion of counselling. The purpose of this follow-up is to see how I am doing regarding my original counselling goals. _____

initials



Young Men's Emergency and Transitional Housing Program
Client Information Form – Missing Person Report

Client Information

Name:	D.O.B.(m/d/y):
D.O.A.(m/d/y):	Age:
Eye Colour:	Hair Colour/Length:
Height:	Weight:
Build:	Complexion:
Glasses:	Teeth:
Tattoos:	
Piercings/Distinguishing Marks:	
Right/Left Handed:	Blood Type:
Language(s):	Aggressive:
Streetwise:	Drug/Alcohol Use:
Common Hangout(s):	
Nickname/Street Name:	Other:

Missing Person Report

Date/Time Reported:	Report By:
Date/Time Last Seen:	Emotional State:
Clothing:	
Possible Whereabouts:	
Officer:	Badge Number:
Case Number:	Additional Information:

Other Contacts (if applicable)

Parents/Guardians:	Date/Time:
C.A.S. (Worker):	Date/Time:
Probation (Officer):	Date/Time:

Upon Return

Date/Time of Return:	Report By:
State Upon Return:	
MPR Cancelled (Officer/Badge #):	Date/Time:
C.A.S. (Worker):	Date/Time:
Parents/Guardians:	Date/Time:
Probation (Officer):	Date/Time:
Whereabouts During Absence:	
Additional Information:	

Young Women's Emergency Shelter
DATABASE CODES

Family Constellation

ADPT	Adopted
NAPA	Biological Parent(s)
EXTD	Extended Family
FSTF	Foster Father
FSTM	Foster Mother
INDE	Independent
GNDP	Lives With Grandparents
NFSM	Natural Father / Stepmother
NMSF	Natural Mother / Stepfather
OTHR	Other Family Constellation
SSPA	Same Sex Parents
SPFA	Single-Parent Father
SPMO	Single-Parent Mother
CASW	Ward Of CAS
YPRT	Youth With Partner

Self-Identified Racial Origin

ABR	Aboriginal / First Nations
BLK	African / Black Origins
ARB	Arab Origins
ANE	Asian – East and Southeast Origins
ANS	Asian – South Origins
ANW	Asian – West Origins
CRB	Caribbean Origins
LAT	Latin / South American Origins
CAU	European / Caucasian Origins
NAM	North American Origins
OCN	Oceania Origins
OTH	Other
xxxx	Undisclosed

Referral Source

ADV	Advertising
CAS	CAS Referral
PSSO	Centre Psycho-Social
CHEO	Children's Hospital of Eastern Ontario
CRCR	Community Resource Centre
FCSB	French Catholic School Board
FPSB	French Public School Board
ACCS	Coordinated Access
CRT	Court
CSRD	Crossroads Children's Centre
EMPL	Employer
MED	Hospital / Doctor
NBR	Neighbour
WELF	Ontario Works
OSSA	Other Social Services Agency
OCSB	Ottawa-Carleton Catholic School Board
SCHL	Ottawa-Carleton District School Board
PRNT	Parent
PEER	Peer
PLC	Police Referral
GPHM	Private Group Home
PROB	Probation Office
RSMT	Roberts/Smart
CORS	Secure / Open Corrections Facility
SELF	Self
YMCA	YM/YMCA Referral
YSB	Other YSB Unit

Intake Information Form

Date Completed: (dd/mmm/yyyy): / /	Date This Form Expires: (dd/mmm/yyyy): / /
--	--

CLIENT INFORMATION		
Last Name:	First Name:	Middle Name:
Gender: <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Transgender <input type="radio"/> Other	A.K.A. #1:	
Date of Birth (dd/mmm/yyyy): / /	Age:	A.K.A. #2:
Family Constellation:	Referral Source:	Racial Origin:

CLIENT DETAILS	
CLIENT IDENTIFICATION	
ID Type:	ID #:
<input type="radio"/> Mobility Indicator	Language: <input type="radio"/> English <input type="radio"/> French <input type="radio"/> Other: _____

EMERGENCY CONTACT			
Last Name:	First Name:	Phone: () -	Extension:
Relationship:			
<input type="radio"/> Acquaintance	<input type="radio"/> Colleague	<input type="radio"/> Employer	<input type="radio"/> Friend
<input type="radio"/> Parent / Guardian	<input type="radio"/> Partner	<input type="radio"/> Relative	<input type="radio"/> Roommate
Address:			Additional Contact Info (or Email Address):
City:	Province:		
Postal Code:	Country:		

PHYSICAL ATTRIBUTES							
Eye Colour:							
<input type="radio"/> Black	<input type="radio"/> Blue	<input type="radio"/> Brown	<input type="radio"/> Green	<input type="radio"/> Grey	<input type="radio"/> Hazel	<input type="radio"/> Dark-Coloured	<input type="radio"/> Light-Coloured
Hair Colour:							
<input type="radio"/> Black	<input type="radio"/> Blonde	<input type="radio"/> Brown	<input type="radio"/> Grey	<input type="radio"/> Red	<input type="radio"/> White	<input type="radio"/> No Hair (Bald)	<input type="radio"/> Add New:
Distinguishing Features:							
<input type="radio"/> Body Piercing(s)	<input type="radio"/> Earring(s)	<input type="radio"/> Hat	<input type="radio"/> Missing Limb(s)	<input type="radio"/> Prosthetic(s)			
<input type="radio"/> Ring(s)	<input type="radio"/> Scar(s)	<input type="radio"/> Tattoo(s)	<input type="radio"/> Teeth	<input type="radio"/> Add New:			
Photo File Name:							
Height: _____ cm	OR	_____ ft _____ in	Weight: _____ kg	OR	_____ lb		
Additional Attributes Info:							

CONTRIBUTING FACTORS			
Contributing Factors:			
<input type="radio"/> Anger Management	<input type="radio"/> Conflict With Law	<input type="radio"/> Court Ordered Out Of Address	<input type="radio"/> Detoxification
<input type="radio"/> Developmental Disability	<input type="radio"/> Discrimination	<input type="radio"/> Family / Relationship Breakdown	<input type="radio"/> Financial Crisis
<input type="radio"/> From Correctional / Jail	<input type="radio"/> From Treatment	<input type="radio"/> Gambling Addiction	<input type="radio"/> Housing – Eviction By Landlord
<input type="radio"/> Housing – Eviction By Other	<input type="radio"/> Housing – Fire / Flood	<input type="radio"/> Housing – Lack Of	<input type="radio"/> Housing – Lease Expired
<input type="radio"/> Housing – Loss Of	<input type="radio"/> Housing – Unsafe	<input type="radio"/> Ineligible For Social Assistance	<input type="radio"/> Medical Condition
<input type="radio"/> Mental Health	<input type="radio"/> New Arrival To Area	<input type="radio"/> New Immigrant	<input type="radio"/> Parental Abuse – Physical
<input type="radio"/> Parental Abuse – Psychological	<input type="radio"/> Parental Abuse – Sexual	<input type="radio"/> Partner Abuse – Physical	<input type="radio"/> Partner Abuse – Psychological
<input type="radio"/> Partner Abuse – Sexual	<input type="radio"/> Personal Safety	<input type="radio"/> Physical Disability	<input type="radio"/> Pregnancy
<input type="radio"/> Refugee Claimant	<input type="radio"/> Sponsorship Breakdown	<input type="radio"/> Stranded In Area	<input type="radio"/> Substance Use - Alcohol
<input type="radio"/> Substance Use - Drugs	<input type="radio"/> Substance Use - Other	<input type="radio"/> Transient Lifestyle	<input type="radio"/> Unemployment
<input type="radio"/> Welfare Reduced	<input type="radio"/> Add New:		

OCCUPATION / INCOME			
Current Occupation(s):			
<input type="radio"/> Actively Looking For Work	<input type="radio"/> Attending School / Program	<input type="radio"/> Temporary Layoff	
<input type="radio"/> Unable To Work	<input type="radio"/> Working / Employed	<input type="radio"/> Add New:	
Reason(s) For Not Working:			
<input type="radio"/> Actively In Training	<input type="radio"/> Drug and/or Alcohol Problems	<input type="radio"/> Health Problems	<input type="radio"/> Language Barrier
<input type="radio"/> Living On The Streets	<input type="radio"/> Looking After Non-Child Dependant	<input type="radio"/> Low Level Of Literacy	<input type="radio"/> Mental Disability
<input type="radio"/> No Access To Phone	<input type="radio"/> Parent With Pre-School Children	<input type="radio"/> Physical Disability	<input type="radio"/> Resident In Remote Or Rural Location
<input type="radio"/> Visible Or Ethnic Minority	<input type="radio"/> Add New:		

HOUSING			
Last Long-Term Housing Type:			
<input type="radio"/> Abandoned Building	<input type="radio"/> Co-Op Housing	<input type="radio"/> Correctional Facility	<input type="radio"/> Detoxification
<input type="radio"/> Foster Care / Group Home	<input type="radio"/> Home Ownership	<input type="radio"/> Hospital – Medical	<input type="radio"/> Hospital – Psychiatric
<input type="radio"/> Hostel	<input type="radio"/> Hotel / Motel	<input type="radio"/> Living In Family's House / Apartment	<input type="radio"/> Living On-Reserve
<input type="radio"/> Makeshift / Street	<input type="radio"/> Military Housing	<input type="radio"/> Rental At Market Price	<input type="radio"/> Residential Care Facility
<input type="radio"/> Rooming House	<input type="radio"/> Shelter	<input type="radio"/> Single Room Occupancy	<input type="radio"/> Staying With Friends / Relatives
<input type="radio"/> Subsidized Housing	<input type="radio"/> Supportive Housing	<input type="radio"/> Transition House	<input type="radio"/> Transitional Housing
<input type="radio"/> Treatment Facility	<input type="radio"/> Vehicle	<input type="radio"/> Add New:	
Last Long-Term Housing Address:			
Address:			
City:	Province:	Postal Code:	
Country:	Move-In Date: / /	Move-Out Date: / /	

EDUCATION / ORIGIN**Educational Attainment:**

<input type="radio"/> Alternate Education	<input type="radio"/> CEGEP	<input type="radio"/> College	<input type="radio"/> Elementary School	<input type="radio"/> High School
<input type="radio"/> Home Schooling	<input type="radio"/> No Schooling	<input type="radio"/> University	<input type="radio"/> Vocational / Technical Training	<input type="radio"/> Add New:

Country Of Schooling:	<input type="radio"/> Currently Enrolled in School?
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Name of Current / Most Recent School:

Last Grade Studied / Other Details:

Enrollment Problems:

<input type="radio"/> Availability Of School Records	<input type="radio"/> Birth Certificates	<input type="radio"/> Lack Of Available Childcare Programs
<input type="radio"/> Legal Guardianship Requirements	<input type="radio"/> Physical Examination Records	<input type="radio"/> Residency Requirements
<input type="radio"/> Transportation	<input type="radio"/> Add New:	

Country Of Birth:	Province / State Of Birth:	City Of Birth:
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Citizenship / Immigration Status:

<input type="radio"/> Canadian Citizen – Born In Canada	<input type="radio"/> Canadian Citizen – Born Outside Of Canada	<input type="radio"/> Permanent Resident / Immigrant
<input type="radio"/> Refugee	<input type="radio"/> Refugee Claimant	<input type="radio"/> Student Visa
<input type="radio"/> Undeclared	<input type="radio"/> Visitor Visa	<input type="radio"/> Work Visa

Aboriginal Indicator:

<input type="radio"/> First Nations: Off-Reserve	<input type="radio"/> First Nations: On-Reserve	<input type="radio"/> Inuit	<input type="radio"/> Métis
<input type="radio"/> Non-Aboriginal	<input type="radio"/> Non-Status	<input type="radio"/> Add New :	

HEALTH**Health Issues (include Allergies, Physical Disabilities, Mental Health, Pregnancy, & Substance Abuse):**

Health Issue #1:	Description of #1:	<input type="radio"/> Diagnosed <input type="radio"/> Contagious
Health Issue #2:	Description of #2:	<input type="radio"/> Diagnosed <input type="radio"/> Contagious
Health Issue #3:	Description of #3:	<input type="radio"/> Diagnosed <input type="radio"/> Contagious

Medications: (include dosage information)

Treatment: (only complete if the client is being treated for an active health condition)

FINANCIAL PROFILES

SOURCES OF INCOME

Sources Of Income:

<input type="checkbox"/> Aboriginal Band Council	<input type="checkbox"/> Child Support	<input type="checkbox"/> Child Tax Benefits	<input type="checkbox"/> Disability Benefits from Employer
<input type="checkbox"/> Employment - Casual	<input type="checkbox"/> Employment - Full-Time	<input type="checkbox"/> Employment - Part-Time	<input type="checkbox"/> Employment Benefits / Insurance
<input type="checkbox"/> Family & Friends	<input type="checkbox"/> Income Assistance - CAS	<input type="checkbox"/> Income Assistance - ODSP	<input type="checkbox"/> Income Assistance - OW
<input type="checkbox"/> Income Assistance - Other Province	<input type="checkbox"/> Insurance Settlement	<input type="checkbox"/> No Source Of Income	<input type="checkbox"/> Orphan's Benefits
<input type="checkbox"/> Panhandling	<input type="checkbox"/> Partner Support	<input type="checkbox"/> Savings	<input type="checkbox"/> Scholarship / Bursary
<input type="checkbox"/> Self-Employment	<input type="checkbox"/> Severance Pay	<input type="checkbox"/> Student Loan(s)	<input type="checkbox"/> Training Program / Apprenticeship
<input type="checkbox"/> Workers' Compensation Benefits	<input type="checkbox"/> Add New:		

Income Source 1:	Monthly Amount 1: \$	Starting Date 1: / /
Income Source 2:	Monthly Amount 2: \$	Starting Date 2: / /

CHILDREN'S AID SOCIETY

Has the client ever been in the care of the C.A.S. or other Child Protection Agencies?	<input type="radio"/> Yes	<input type="radio"/> No
Worker's Name:	Worker's Phone #:	
Details:		

COMMUNITY WORKERS

Does the client have any workers in the community? <i>(OW, Probation, Psychiatrist, Guidance Counsellor, etc.)</i>	<input type="radio"/> Yes	<input type="radio"/> No
Worker's Name:	Worker's Phone #:	
Worker's Name:	Worker's Phone #:	

FAMILY INFORMATION *(dynamics, names, ages of siblings, etc.)*

CHILDREN

Has the client have / ever had any children?	<input type="radio"/> Yes	<input type="radio"/> No
If "yes", does the client have custody of the child(ren)?	<input type="radio"/> Yes	<input type="radio"/> No
Details:		

OTHER INFORMATION GIVEN UPON INTAKE *(& follow-up required)*



SHELTER RESIDENT CONSENT FORM

CONSENT FOR RELEASE OF INFORMATION:

I, _____, Date of Birth _____, of
Name of Resident/Client (please print) *dd/mm/yy*

_____, give permission to the
Name of Emergency Shelter (please print)

emergency shelter operator, director, or designated staff person, to collect and release the following information :

- My Full Name
- My Date of Birth
- My Social Insurance Number
- My Health Card Number
- My current income and assets
- My Previous Address

To such employees of the City of Ottawa, and of the Ministry of Community and Social Services, as required for the purposes of verifying my eligibility for a personal needs allowance, and for verifying eligibility for per diem funding for my stay at the emergency shelter.

Signed : _____ Date : _____
Signature / Mark of Resident *dd/mm/yy*

Resident/Client could not / would not sign form.

Form contents *and* MFIPPA Collection Statement (below) read orally to Resident/Client.

Witness : _____ Date : _____
Signature of Shelter Staff Person *dd/mm/yy*

Once signed, this consent form will be valid for the period of time during which I require per diem funding or a personal needs allowance for my stay at an emergency shelter.

This personal information is collected under the authority of s. 39(1) of the Ontario Works Act, 1997, S.O. 1997, and s. 6 of Ontario Regulation 135/98, and will be used to meet provincial funding requirements for verifying eligibility for a personal needs allowance for emergency shelter clients. The questions relating to the collection of information can be addressed to the Manager of Residential and Peoples' Services, 1595 Telesat Court, Ottawa, K1G 3V5; Telephone # : 748-4357 ext. 4239.

**Young Men Emergency Shelter and Transitional Program
Admission and Discharge Checklist**

Admission Checklist	Initials	Date
1. OFFER A TOUR OF SHELTER AND FOOD, IF DESIRED.		
2. REVIEW CONFIDENTIALITY AND ITS LIMITS.		
3. COMPLETE FACE SHEET AND ALL PAGES OF THE INTAKE INFORMATION FORM.		
4. COMPLETE ALL CONSENT FORMS AND GET SIGNATURES (including forms for any desired phone contacts). ***For re-intake, only fill out Shelter Resident Consent Form***		
5. FOR RE-INTAKES, ADDRESS ANY OUTSTANDING ISSUES FROM PAST STAY LISTED ON THE SUMMARY OF INVOLVEMENT. ENSURE ALL FORMS ARE UP TO DATE (I.E. CONSENTS, INTAKE FORM, MPR, ETC.) AND CLIENT PROFILE CHECKLIST IS COMPLETED/UPDATED.		
6. REVIEW DAILY ROUTINES AND EXPECTATIONS. MAKE SURE TO INCLUDE THAT STAFF DO ROOM CHECKS AT NIGHT.		
7. REVIEW AGREEMENT TO RESIDE AND GET SIGNATURE.		
8. REMIND CLIENT TO INFORM STAFF EACH TIME THEY LEAVE THE SHELTER AND EXPLAIN PROCESS OF TAKING THEIR BELONGINGS UPON DISCHARGE.		
9. EXPLAIN MPR PROCESS AND COMPLETE INFORMATION FORM.		
10. EXPLAIN P.N.A. PROCESS AND GUIDELINES. IF THE CLIENT IS 16 OR 17, EXPLAIN PROCESS FOR O.W. APPLICATION.		
11. FILL OUT ADMISSION / DISCHARGE BOOK (& indicate time of arrival and if eligible for PNA).		
12. WRITE INFORMATION ON WHITE BOARD.		
13. GIVE THEM BED LINENS, TOWELS, AND ANY NECESSARY PERSONAL ITEMS TO USE FOR THEIR STAY HERE.		
14. NOTIFY C.A.S. IF CLIENT IS IN THEIR CARE OR IS UNDER 16. CONTACT PARENT OR GUARDIAN FOR CONSENT IF UNDER 16. ***Cancel any current M.P.R.s with the police***		

Discharge Checklist	Initials	Date
1. COMPLETE SUMMARY OF INVOLVEMENT AND OUTCOME MEASURES.		
2. FILL OUT DISCHARGE DATE & TIME ON THE FACE SHEET.		
4. FILL OUT ADMISSION / DISCHARGE BOOK AND ERASE THE INFORMATION FROM WHITE BOARD.		
5. BAG AND LABEL BELONGINGS. CLEAN ROOM.		
6. NOTIFY C.A.S. IF CLIENT IS IN THEIR CARE OR IS UNDER 16. ALSO, FILE ANY NECESSARY MPRs WITH THE POLICE.		

*** FOR RE-INTAKES, COMPLETE ONLY THE HIGHLIGHTED AREAS ON THE ADMISSION CHECKLIST ***

October 2005



OTTAWA
EMERGENCY SHELTER STANDARDS

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BACKGROUND

Program description

The City of Ottawa provides, directly and through purchase of service agreements, emergency shelter services including safe and secure accommodation, food, and personal support through a case management process for individuals and families experiencing homelessness.

Providers of emergency shelter services in Ottawa have a long history of being reliable, responsive and responsible partners in serving the needs of homeless people.

Purpose

The Ottawa Emergency Shelter Standards were developed to:

- Provide a framework of consistent shelter services for all homeless individuals and families in Ottawa;
- Ensure that these services are delivered to at least a minimum acceptable standard; and
- Provide a tool to ensure accountability for the purchase of these shelter services by the City of Ottawa.

All emergency shelters that provide service to clients subsidized by the City of Ottawa must comply with the Shelter Standards. The Standards document is part of the purchase of service agreement between the City and each shelter operator.

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This document is not meant to dictate shelter policy or operations but rather to provide a clear set of standards for all stakeholders, including clients, and can be a tool to identify areas where policy or service procedures need to be developed.

The Shelter Standards are not intended to be all-inclusive. Therefore, for issues not covered by these standards it is expected that shelter operators will exercise reasonable judgment and/or consult with City staff where necessary.

Any applicable federal, provincial, or municipal laws, by-laws, regulations, codes, orders or directives will supersede the Shelter Standards.

Guiding Principles

The following principles are embedded in the Shelter Standards:

- There is a focus on core client services and the supports needed to deliver them.
- There is recognition that shelters provide a level of service in excess of these minimum standards in many areas, both value-added and adjunct services.
- The articulation of City of Ottawa expectations will help service providers review operations and identify areas in which to develop capacity.
- Compliance with the standards benefits clients, staff, management and the entire service system.
- Compliance with the standards is a sign of accountability.
- An understanding that, as far as practicable, the client will have service provided in the official language of his/her choice.

Implementation

The successful ongoing implementation of the Shelter Standards depends on both the City of Ottawa, through the Housing Branch, and the shelter operators fulfilling their roles and responsibilities.

Role of City of Ottawa

As the primary funder for emergency shelter services in Ottawa, the City of Ottawa, through the Housing Branch, is accountable to the Ministry of Community and Social Services (MCSS) for ensuring that:

- Per diem funding is expended only for eligible clients and services;
- Shelter operators distribute Personal Needs Allowance in a timely manner to those clients who are eligible;
- Clients have equitable access to core services;
- Services are delivered in compliance with the purchase of service agreement that includes the Shelter Standards; and
- The shelter service system is coordinated and supported.

To this end, the Housing Branch will:

- Continue regular site visits to shelters;
- Be available for sharing information, resources, etc. that support both client services and developing organizational capacity;
- Conduct complete Shelter Standards Reviews at least once every 30-month period;
- Conduct partial reviews as deemed necessary by the City or MCSS and/or as requested by the shelter operator; and
- Support each shelter operator as a contributing member of the overall service system for the homeless and at risk population in Ottawa.

Role of the Shelter Operator

As a primary delivery agent of emergency shelter services, each shelter operator is responsible for ensuring:

- Compliance with the Shelter Standards;
- Availability for Shelter Standards Review by the City of Ottawa through the Housing Branch; and
- An understanding of their role as a key stakeholder in the emergency shelter service system in Ottawa.

To this end, the Shelter Operator will:

- Ensure full understanding of the requirements of the Shelter Standards in order to implement them;
- Be available for a scheduled Shelter Standards Review at least once every 30-month period; this includes having ready all documentation necessary to support compliance and being prepared to arrange interviews/questionnaires for selected staff, volunteers, clients and Board members;
- Be available for partial reviews as requested by the City of Ottawa Housing Branch;
- Ask City of Ottawa Housing Branch to schedule a review if it is deemed an exercise that could be helpful in developing organizational capacity; and
- Collaborate with other shelter operators in order to strengthen client service delivery as a shelter service system.

DEFINITIONS

The following definitions reflect the meanings of terms as they are used in the implementation and operation of the shelter standards and are intended to provide a greater understanding of some key language.

Act: The Ontario Works Act, 1997, S.O. 1997, c.25, as amended, and any successor legislation.

Admission: The formal process of giving a person access to a shelter and its services.

Assessment: Systematic gathering of information from all available sources and evaluation of the information in order to develop an individualized service plan.

Bed: A bed refers to a piece of furniture with a mattress intended for sleeping. Note: Cots and sleeping mats are used in extreme weather emergencies when maximum regular capacity has been reached, or in other unique circumstances, as approved by the City.

Bed Capacity: The maximum number of beds in a shelter facility, as documented in the purchase-of-service agreement.

Bed Registration: The process of reserving a bed for an incoming or registered shelter client.

City: Refers to the City of Ottawa.

Client: A person receiving residential service from a shelter.

Disability: Includes any degree of physical disability, cognitive impairment or developmental disability, learning disability and/or mental illness (adapted from Ontarians with Disabilities Act, 2001).

Discharge: The process of concluding an individual's stay at a shelter.

Eligible Client: A person determined by the shelter to be eligible for per diem subsidized stay, as set out in the service agreement.

Final Bed Count: The process of counting individuals in assigned beds. The count takes place once in a 24-hour period, typically during the middle of the night. Final bed counts must be consistent with bed occupancy information submitted for per diem payment.

HIFIS: The Homeless Individuals and Families Information System is a computerized shelter management system used to book-in and book-out clients, maintain health records, preserve historical client records, communicate amongst users through bulletins, and collect information on the shelter population.

Per Diem: A daily rate paid to shelter operators as set out in the service agreement for emergency shelter services rendered to eligible clients.

Personal Needs Allowance (PNA): An amount paid by emergency shelter operators to eligible clients for the purchase of personal need items as set out in the service agreement; the City reimburses each shelter for all eligible PNA payments.

Procedure: A written set of instructions to achieve a given task. A procedure may form a standard against which to evaluate the performance of that task.

Service Restrictions: The withholding of shelter services to a client for a limited duration due to a particular incident or behaviour.

Shelter Operator: The non-profit agency providing emergency shelter services under a purchase of service agreement with the City of Ottawa.

Summary Discharge: A shelter initiated discharge done immediately, not as part of a formal service plan.

'Time out': A negotiated temporary referral of a client from one shelter to another.

STANDARDS

1. CLIENT SERVICE

1.1. Intake

The shelter operator develops, implements and reviews regularly written policies and procedures to ensure that:

- 1.1.1. There is 24-hour intake to shelter services;
- 1.1.2. No one is denied access solely because of:
 - substance abuse or mental health issues;
 - a disability, providing the facility is accessible;
 - sexual orientation; and/or
 - self-identified gender,but, rather, on the overall behaviour/actions of the client that may place that client, other clients and/or staff at risk;
- 1.1.3. As much information as possible is gathered from the client at intake in order to collect all necessary information as found on the Homeless Individuals and Families Information System (HIFIS) intake form;
- 1.1.4. There is a determination of eligibility for per diem funding in accordance with the service agreement;
- 1.1.5. Bed assignment is recorded;
- 1.1.6. The client is informed of, and agrees to, the shelter rules during his/her stay in the shelter; the rules are posted where clients can see them and a copy is provided to clients upon request;
- 1.1.7. The client is informed of services available to him/her and how to access these services;
- 1.1.8. A bed will be held after curfew only when arranged ahead of time for employment, cultural, religious, or family obligations;
- 1.1.9. The client is referred to another shelter or overflow facility if all appropriate shelters are full; an effort is made to assist with his/her transportation if necessary;
- 1.1.10. The client will not be assigned a sleeping mat unless other appropriate beds (available beds in another shelter serving same client population) are full, or in exceptional circumstances to accommodate the client's unique needs; and
- 1.1.11. Referrals to other shelters/services are recorded.

1.2. Shelter

The shelter operator has procedures in place to ensure that each client:

- 1.2.1. Is assigned a bed or clean sleeping mat (if in overflow);
- 1.2.2. Receives a blanket, two clean sheets, pillow with clean pillowcase and one shower towel; these linens are replaced with a clean set at least once a week;
- 1.2.3. Has access to bath and/or shower facilities;

- 1.2.4. Has access to laundry facilities;
- 1.2.5. Receives hygiene products as necessary in an emergency or if client has no money;
- 1.2.6. Has access to common areas during the day;
- 1.2.7. Has access to sleeping quarters during day if ill or working night shift; and
- 1.2.8. Has access to a storage area, which can be secured for safekeeping of clothes and personal possessions.

1.3. Food Service

The operator of a shelter that provides food service ensures that:

- 1.3.1. Clients are provided with three meals a day that are prepared in accordance with Canada's Food Guide to Healthy eating;-
- 1.3.2. Clients who miss served meals for valid reasons (e.g. work, school, medical appointments, late book-in) are provided with a bag/box lunch;

The operator of a shelter that does not provide food service ensures that:

- 1.3.3. Clients are provided with food or access to funds to purchase food;
- 1.3.4. Clients have easy access to appropriate facilities for the storage, preparation and consumption of meals;

All shelter operators ensure that:

- 1.3.5. When obviously undernourished, clients are encouraged to seek a medical assessment to determine the need for food supplements; and if required, are assisted in seeking funding for food supplements from a financial income source;
- 1.3.6. Clients know what the daily menu is;
- 1.3.7. There is a posted notice at the beginning of the food service that the shelter cannot guarantee allergen free food; and
- 1.3.8. All food (including donated food) is stored, handled, prepared and served in accordance with the *Health Protection and Promotion Act*, R.S.O. 1990, c.H.7, as amended [Ontario Food Premises Regulations 562/90].

1.4. Personal Support

The shelter operator will provide documented case management services by ensuring that

- Achievable goals
- Referrals to on-site or community resources as needed for reintegration into the community for:
 - Financial benefits

- Healthcare: physical, mental health, addictions
- Employment/training
- Clothing, furniture
- Housing search plan
- Discharge/follow up plan;

1.4.3. Accessing a housing search service provider;

1.4.4. Obtaining ready access to a physician or health care center; appropriate referrals to essential health care services, when required; and

1.4.5. Obtaining home-care services, or emergency nursing care; the shelter will allow such home care services or nursing care to be provided as the shelter can reasonably accommodate (Refer to the *Health Insurance Act*, R.S.O. 1990, c.H.6, as amended, and its regulations, for a definition of home care services).

1.5. Services to children

The shelter operator will have policies and procedures in place to ensure that:

- 1.5.1. Staff actively works with parents/guardians to promote positive parenting techniques and share information on a variety of age appropriate play experiences for children and dependent youth within the shelter or off-site;
- 1.5.2. Staff provides information on, and referrals to, available community resources;
- 1.5.3. The safety and security of children is protected;
- 1.5.4. Any program plans and/or outlines of planned activities are shared with parents/guardians and conducted with written parental/guardian consent;
- 1.5.5. Staff works with parents/guardians and/or school boards to encourage children's regular attendance at school;
- 1.5.6. In the case of child minding, there are a maximum number of children another client may be responsible for at any one time; the client is aware of what to do in the event that a parent does not return; and
- 1.5.7. Staff knows their obligations under the Child and Family Services Act, as amended.

1.6. Service Restrictions

The shelter operator will have policies and procedures for the following restrictions of service (if applicable):

- 1.6.1. Overnight passes eligible for per diem funding (note: overnight passes must relate to the individual service plan and cannot exceed three days without approval from the City);
- 1.6.2. Reserving beds;
- 1.6.3. Summary discharge; and
- 1.6.4. 'Time out' arrangement with other shelters.

1.7. Client Rights and Responsibilities

The shelter operator will have policies and procedures:

- 1.7.1. Concerning the rights and responsibilities of clients;
- 1.7.2. To make clients/visitors and staff aware of the rights and responsibilities; provide a copy of the policy to clients upon request; and
- 1.7.3. For receiving, addressing and documenting client suggestions, concerns, or complaints in a clear, fair and objective manner.

1.8. Client Medication Management

The shelter operator develops, implements and reviews regularly written policies and procedures to ensure that:

- 1.8.1. Staff follows and encourages clients to follow City by-laws and policies concerning the proper disposal of syringes;
- 1.8.2. Clients have access to their prescription medication when needed and that such medication is:
 - 1.8.2.1. Kept in one or more locked cabinets and properly identified as to the drug name and user;
 - 1.8.2.2. Made available only to those clients for whom they have been prescribed and that this release of medication is recorded;
 - 1.8.2.3. Given to the client to whom they belong when that client is discharged and, if practical, a receipt is signed by the client; and
 - 1.8.2.4. Disposed of following proper medical and legal procedures if they are unclaimed.

2. FACILITY

2.1. Building Premises

The shelter operator ensures that:

- 2.1.1. The shelter is free from all hazards to the safety of clients, staff or visitors;
- 2.1.2. The shelter is in a clean and sanitary condition at all times;
regulation, is in place at the shelter to ensure safety and cleanliness;
- 2.1.5. Sleeping areas provide 3.5 square metres (37.7 square feet) per single adult age 16 and over. For safety reasons (e.g. in the event of an evacuation), a separation distance of .75 metres (2.5 feet) between the edges of beds (bunks, cots or mats) must be maintained;

2.1.6. In the case of families, each family member (except couples) has his/her own bed or bed-equivalent (e.g. cribs, small children may use a mattress or cot);

2.1.7. Dining area(s) provide an adequate eating capacity for all clients to eat comfortably; this may be accommodated by having more than one sitting for a meal;

With regard to toilet and bathing facilities:

2.1.8. Each client has privacy;

2.1.9. No toilet room or bathroom is within, or open directly into, any dining room, kitchen, pantry, and food preparation area or storage room;

2.1.10. One bathtub or shower is available for every twenty clients;

2.1.11. One washbasin and toilet is available for every fifteen clients (washbasins shall have a supply of liquid soap and paper towels);

2.1.12. Bathrooms, toilets and shower rooms have locks that can be readily released from the outside in the case of an emergency;

2.1.13. The bottom of each bathtub and shower is equipped with non-skid material;

2.1.14. The temperature of all rooms and halls is maintained at not less than 19 degrees Celsius from September 15 until May 31 in any given year, or at other times when heat is required; and

2.1.15. A maintenance plan that clearly specifies the manner in which preventive maintenance, emergency repairs, routine upkeep and long-term replacements are to be done is in place.

2.2. Health and Safety

General

The shelter operator develops, implements and reviews regularly written health and safety policies and procedures to ensure that:

2.2.1.1. Clients are safe and secure within the facility;

2.2.1.2. Pest control inspection and treatment plans are in place;

2.2.1.3. Garbage is stored in such a way as to discourage insect or rodent infestation;

2.2.1.4. Individual cases, or outbreaks, of infectious diseases are prevented, handled, and reported as per the most up-to-date recommendations for tuberculosis testing, immunizations, and routine practices found in the "Health Education Resource for Infection Control in Shelters and Drop-In Centres" reference binder developed in partnership with the City of Ottawa Public Health Department;

2.2.1.5. All shelters and other primary service providers, such as drop-in centres, are notified when there is an outbreak of any kind in a facility;

2.2.1.6. Environmental hazards such as chemicals and cleaning compounds are safely secured and stored in accordance with WHIMIS;

2.2.1.7. Children may enter kitchen and laundry areas only when accompanied by an adult;

2.2.1.8. Mattresses are safe and hygienic; and

- 2.2.1.9. Cribs, high chairs and playpens conform to specifications approved by the Canadian Standards Association (CSA) or other government agency; all draperies, blinds, or any other items that have cords of any kind are regularly checked to ensure there are no hazards to children.

Food Services

The shelter operator ensures that:

- 2.2.1.10. Staff, clients and volunteers are trained to adhere to the highest possible levels of hygiene in the food preparation and food storage areas in adherence to the Ontario Food Premises Regulations 562/90, as amended;
- 2.2.1.11. At least annual Health Inspections conducted by the City of Ottawa Public Health Department, and any requests resulting from such inspections, are completed; and
- 2.2.1.12. During food preparation times at least one current staff member on duty, whose function is to assist or prepare food, has a certificate from the Food Handlers Training program.

First Aid

The shelter operator ensures that:

- 2.2.1.13. At least one staff person certified in Standard First Aid and CPR Level C is on duty at all times in the shelter, in accordance with Regulation 1101 under the Workplace Safety and Insurance Act, as amended;
- 2.2.1.14. An approved first aid kit is available in each shelter and a portable kit must be taken on outings, in accordance with Regulation 1101 under the Workplace Safety and Insurance Act, as amended; and
- 2.2.1.15. Shelters use R.R.O 1990, Regulation 1101, as amended or replaced, entitled "First Aid Requirements", made pursuant to the *Workplace Safety and Insurance Act*, S.O. 1997, c.16, Sch. A., as a guideline for first aid requirements of the shelter and its clients.

Fire safety

The shelter operator ensures that:

- 2.2.1.16. The Ontario Fire Code, as amended is complied with at all times;
- 2.2.1.17. An annual fire inspection is arranged and performed; _____ employee _____ to each client upon admission or as soon thereafter as possible, is created. Diagrams of the evacuation plan must be posted in plain sight on the walls and/or doors of all sleeping and communal areas.

Emergency preparedness

The shelter operator ensures that:

2.2.1.20. An emergency preparedness plan is in place with procedures to manage various types of emergencies (e.g. medical emergencies, fire, flood, threats/ assaults, loss of essential services, service disruption, extreme weather conditions, etc.).

3. GOVERNANCE

The shelter operator, as a non-profit agency will:

Be governed by a duly constituted Board of Directors (the Board) or other legally binding governance structure (e.g. governing council);

Provide annual reports and minutes from the Annual General Meeting to the City of Ottawa on request, as outlined in the shelter purchase of service agreement;

Provide staff with ready access to management, or designate, for decision making; and

Have a conflict of interest policy in place approved by the Board of Directors or other authority.

4. ADMINISTRATION

4.1. *Policies and procedures*

General

The shelter operator develops, implements and reviews regularly written policies and procedures to ensure that:

4.1.1.1. Donated food is inspected and distributed in a safe manner; and

4.1.1.2. Weapons and illegal substances are handled appropriately as determined by the shelter in consultation with Ottawa Police Services.

Human Resources

The shelter operator develops, implements and reviews regularly written human resources policies and procedures to ensure that:

4.1.1.3. There is an implemented staff code of conduct;

4.1.1.4. At all times at least two awake staff are on duty;

4.1.1.5. Staff is adequately supervised and their performance evaluated regularly;

4.1.1.6. Staff is qualified, oriented and trained for their job function;

- 4.1.1.7. At minimum, regular core training consists of CPR/First Aid; suicide intervention; crisis intervention; health and safety (as per WSIA) training; and
- 4.1.1.8. Staff involved in food preparation is oriented to the Ontario Food Premises Regulation 562/90, Health Protection and Promotion Act, as amended, and participates in the Food Handlers Certification Course.

Record Keeping

The shelter operator ensures that:

- 4.1.1.9. Staff record daily incidents and observations necessary to ensure the safety of clients and orderly operation of the shelter in an operations log;
- 4.1.1.10. Service restriction records include the name, date, reason(s), and duration of each person denied admission and any follow-up or referral services provided;
- 4.1.1.11. Client service data is collected in an organized, consistent, and efficient manner in HIFIS or a computerized data collection system that can be uploaded to HIFIS;
- 4.1.1.12. Data are collected and submitted to the City in HIFIS format as per the Service Agreement and Ottawa HIFIS Data Sharing Protocol; and
- 4.1.1.13. Serious incidents are recorded and reported to the City within 48 hours of occurrence on a form approved by the City.

Confidentiality

The shelter operator develops, implements and reviews regularly written confidentiality policies and procedures to ensure that:

- 4.1.1.14. The collection, use, disclosure, and storage of all personal information under contractual arrangement with the City adheres to the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990 (MFIPPA), as amended;
- 4.1.1.15. Staff does not disclose personal information about a shelter client to external parties without signed consent from the client;
- 4.1.1.16. Where information about children less than 16 years of age is requested, only the person who has lawful custody of the child may consent to the release of information; and
- 4.1.1.17. A Shelter Client Consent Form (as amended) is signed by each client requesting subsidized service in order for specified personal information to be shared with the City for the purposes of determining payment of Per Diem and PNA subsidies for eligible clients.

4.2. Financial accountability

The shelter operator ensures that:

- 4.2.1. There are proper books of account and records in place, in accordance with generally accepted business and accounting practices, of the financial management of funding provided under the service agreement;
- 4.2.2. Audited financial statements are provided to the City annually or upon request;

4.2.3. Program and financial budget information is provided annually to the City in a form specified by the City; and

4.2.4. All invoices for per diem or PNA funding are submitted to the City including the required back up information (e.g. bed logs), as determined by the City and as stipulated in the Service Agreement.