Emergency Shelter Operating Principles





We track and analyze outcomes to inform planning and policy decisions and to continuously improve services.



We take a person-centred, holistic approach and ensure that people are offered spiritual and religious care.



We help those experiencing long-term homelessness to access stable housing and appropriate supports.



We coordinate services and participate in planning with community partners.





We use harm reduction principles to guide services and use behaviour-based criteria for determining access to shelter.



We aim to make every discharge from shelter an organized departure.



4 We arrange accompaniment and follow-up services, as needed.