* 1. Emergency Shelter Program

2016

POLICY & PROCEDURE MANUAL



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* + 1. Admission Criteria

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: September 2011

Updated: August 2015

Policy

The Gateway of Hope has established admission criteria for the Emergency Shelter Program.

Procedure

The admission criteria shall be as follows:

* + - * An applicant must be 19 years of age or older and be homeless or be at risk of homelessness.
      * As a low barrier shelter individuals may be admitted under the influence of drugs or alcohol however the applicant should have a basic level of awareness and not pose a safety threat to either staff or other guests of the emergency shelter.
      * The Emergency Shelter Program is designed to assist any individual to move forward out of their current emergency situation towards wellness and stability.
      * Upon intake, guests will be offered the opportunity to work with staff developing a case plan. Shelter staff will meet with the guest within the first 72 hours of their stay for the purposes of commencing a case plan.
      * Guests will initially be given 30 days in the shelter, with additional time provided on a case by case basis. Extensions will be granted for bona fide reasons such as, but not limited to: highly vulnerable persons with multiple barriers, confirmed housing, treatment intake date, medical issues, etc.
      * If no extension has been established and no case plan has been commenced, at the end of 30 days, guests will be placed on the waiting list for a shelter bed. If no new guest has claimed a bed; the guest coming off of 30 days will be entitled to a bed for an additional week. At the end of each week, the guest will need to be put back on the waiting list.
      * Guests who have finished a 30 day stay without commencing a case plan will be given any bed available at, or after 10:30pm.
      * Eligibility of a guest is dependent upon the availability of accommodations or if a returning guest based on availability and/or restrictions and requirements to access the shelter.
    1. Intake & Orientation

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: September 2011

Updated: August 2015

Policy

The Gateway of Hope will provide a comprehensive intake process in order to ensure applicants meet the admission criteria and to provide fair equitable access to our program.

Procedure

The guest will meet with an Emergency Shelter Support staff for approximately 30 minutes to complete the intake process and receive an orientation package. During this session the guest will be given:

* + - * An overview of the program.
      * Information on what the program can provide.
      * Expectations that are outlined in terms of the guest’s rights and responsibilities.
      * Residential rules and regulations that will be reviewed.
      * Time set aside to answer questions or address concerns.
      * A tour of the Emergency Shelter.
      * A designated bed area.
      * An offer to commence a case plan.

Staff will enter intake data into the BC Housing database during the intake process or before the end of their shift.

Case plans and referrals offered will also be put into the database as part of the measurement outcomes stipulated by BC Housing.

Completed Intake forms and signed forms will be placed in the guest’s file and noted on the progress notes.

Staff may request that the applicant begin to try identify what personal barriers are preventing him/her from attaining self-sufficiency and sustained housing so they can be ready to address them when developing their action plan.

* + 1. Case Management Model

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: September 2011

Updated: August 2015

Policy

The Gateway of Hope Emergency Shelter offers case management to our shelter guests to assist them in identifying their goals and assisting them to find resources to meet those goals.

Procedure

Staff will offer each resident the opportunity to develop a case plan which will identify their goals and needs.

Case plans will be recorded in the BC Housing database within the first 3 days of a person’s stay at the Gateway of Hope. If a guest refuses the offer, that refusal will be noted by clicking on the box “Refused Case Plan”.

A hard copy of the case plan will be kept in the guest’s file and the plan should be updated periodically and every time the person returns to the shelter.

Staff will do a general needs assessment which will be used to identify a guest’s physical, social, financial, psychological or mental health issues in relationship to their identified achievable goals.

Staff will support the guest by making referrals to in-house services as well as agency/ministry services and support systems within the community

Staff will conduct ongoing evaluation of the guest’s progress in relationship to the identified short term goals to provide feedback and encouragement.

Staff will intercede on behalf of a guest to ensure equity and appropriate services are being provided and accessed.

The Gateway of Hope will create additional services or resources to address the needs of guests. Additional services may be obtained through partnership with other agencies in providing services on-site.

The Gateway of Hope offers the following in-house resources/services to shelter guests:

* + - * Shelter Support Worker(s).
      * Computer access for on-line Social Service Applications and other resources.
      * Clothing and hygiene supplies.
      * Literacy testing.
      * Spiritual Care Coordinator (Chaplain).
      * Housing list(s) and support.
      * Community Program Services Referrals.
      * Options Outreach services (formerly Newton Advocacy Services).
      * Stepping Stones Society Outreach services.
    1. Emergency Shelter Guest Discharge

Department: Emergency Shelter

Approved By: Planning Team Issue Date:

Updated: August 2015

Policy

Wherever possible, we wish to make every discharge from shelter an organized departure.

Procedure

Our aim is that no guest should ever be discharged to homelessness. When a guest is discharged from our emergency shelter to the street, or to an abusive or exploitative household, they are leaving one form of homelessness for another. At the very least, if our shelter is no longer able to accommodate a guest, staff will offer to assist the guest in locating another suitable shelter.

An ‘organized departure’ means that when a guest leaves our shelter:

* + - It is their choice (i.e. it is a planned and/or guest-led departure rather than a staff-led discharge) and
    - They are leaving for another type of housing that better suits their current needs. Ideally, this is stable, positive, and permanent housing. In some cases the guest may prefer to access transitional housing first; the Gateway of Hope offers transitional housing and supports these choices, but does not require a guest to complete any predetermined steps before assisting them to access permanent housing.
    - Discharges for non-critical events will only happen between 10am & 4pm. This will allow sufficient time for exit planning and other arrangements to take place.

While the above stated policy is our desire, we recognize that there may be guests who are discharged due to behavior related issues with the rules and expectation, especially in relation to guest and staff safety.

Please refer to:

* + 1. Behavior Based Criteria & Harm Reduction Principles

6.1.9 Non-Incident Related Events & Verbal Warning

For information and instruction related to necessary discharge due to guest actions. This type of departure will be considered as ‘guest-led’.

* + 1. Behavior Based Criteria & Harm Reduction Principles

Department: Emergency Shelter

Approved By: Planning Team Issue Date:

Updated: August 2015

Policy

The Gateway of Hope emergency shelter will use behavior based criteria rather than abstinence based criteria to determine access to, or restriction from the shelter.

Procedure

In all cases, decisions to restrict access to the emergency shelter are based on behavioral standards, and not on absolute sobriety.

Behavior-based criteria allow a guest to gain admission to and maintain their bed in the emergency shelter if they are under the influence of drugs or alcohol, as long as they are not behaving in a way that would pose a risk to themselves or others.

If a person is acting aggressively, or is threatening guests or staff, the person may be turned away or discharged. Staff would first attempt to calm the guest and de-escalate the situation. If de-escalation does not occur, the guest would be assisted to access another shelter or alternate accommodation.

If a person is intoxicated to the point that they may be at risk of alcohol poisoning or a drug overdose, the person would be transferred to emergency medical personnel rather than be admitted to shelter.

Harm Reduction Principles

The Salvation Army Gateway of Hope uses harm reduction principles to guide emergency shelter service delivery. These principles are as follows:

* + - Respect: Staff treat guests with dignity and respect.
    - Understanding and Compassion: Staff understand that people who have experienced trauma in their lives or who are living with physical or mental health issues may rely on drugs or alcohol as a way to escape emotional, psychological or physical pain.
    - Non-Judgment: Staff recognizes that a non-judgmental approach is critical to the building of trust with guests that can lead to positive life change.
    - Practicality: Staff take a practical approach, making client safety the main priority.
    - Opportunity: Staff use the time a person is in emergency shelter to address housing needs and connect them to needed resources and services including those that address substance abuse.
    1. Logbook

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: September 2011

Updated: June 2016

Policy

A logbook will be kept at the Shelter Support office and shall be the official record of all incidents and activities related to the daily operations and guest care.

Procedure

The logbook is an official document that could possibly be used as court evidence at some point, therefore neatness and accuracy is vital.

Logbook entries must be restricted to operational matters and must be factual and not staff’s opinion on guest’s or other staff behaviours.

Each page of the logbook must be dated before entries are made.

All lines of each page must be used and all empty space on each line must be struck through to the end with a line and initialed by the staff member who made the entry.

In the event of a logging error, staff will delete with the use of a single strike through line. No other form of erasing the error is permitted.

Logbook entries shall relate to the following (but not inclusive of):

* + - * Abusive behavior and actions by guests/community members and Opportunities Program participants. Incidents or disturbances between guests/community members and Opportunities Program participants. Incidents resulting in damages or breakage.
      * Guests/community members and Opportunities Program participants attempting to access building while under the influence. Attempts at unauthorized access.
      * Medication information.
      * Supports or referrals that are pending for the guest or Opportunities Program participants.
      * Any information that is critical for staff to know to properly care for the guest or Opportunities Program participant. Guests being discharged or Opportunities Program participants leaving the program.
      * Staff absences and shift adjustments
      * Any other incident or event that should be brought to the attention of the Shelter Team or Opportunities Program Advisors.

The logbook should be read each day by the Shelter Support staff (Opportunities Program Advisors on a need to know basis) so that they may be aware of incidents that have occurred or information helpful to assisting guests with their goals. Pages are never to be removed from the logbook, either in whole or in part.

The logbook is never to be used by staff members to editorialize or to air gripes and complaints about other staff members or administration. It is solely for the purpose of recording incidents that have taken place and which need to be kept on record.

Staff members are not permitted under any circumstances to divulge the information recorded in the logbooks to guests, community members or transitional housing residents.

* + 1. Handling Medications

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: September 2011

Updated: June 2016

Policy

Staff will follow the procedures in place for the handling of medication for the guests of the Emergency Shelter Program.

Procedure

At the time of admission guests sign a medication release form to ensure that all Salvation Army Personnel will not be held liable or responsible for the guest’s medication. Program guests are advised to release all medication to the Shelter Support Worker upon intake. Special permission will be granted to a guest who must carry their medication on their person at all times for a life-threatening condition providing the guest can provide proof of this necessity.

Guests who require pain meds or meds where a specific time falls outside the schedule below may be given their meds as needed at the discretion of the staff. Daily dosages for pain meds shall not be exceeded without a physician’s authorization.

Medication is placed in medication storage unit with the name of the guest. All medication is stored in a locked cabinet in the Shelter office and only authorized personnel has access to the cabinet. If medication requires refrigeration, it will be placed in the refrigerator in the Shelter office.

The Shelter Support Worker creates a medication log for each guest. Each time a guest takes his medication, the date and time the medication was taken is recorded on this form and initialed by both guest and staff member. All medication logs are kept in the Shelter office.

Upon discharge the guest is required to sign off on their medication log indicating that their medication has been returned. If for some reason medications are left behind after a guest discharges, they will be held for 14 days then returned to a pharmacy for disposal.

Shelter Support Workers do not dispense medication dosages to guests. Each Shelter guest is responsible to administer their medication dosage as per their prescription.

Medication Schedule: 7 Days Per Week

 7:00 am – 8:00 am

 11:30 am – 12:00 noon

 4:30 pm – 5:00 pm

 8:30 pm – 9:30 pm

* + - * Meds requiring special times such as meds after meals or at bed time will be administered as directed on the prescription.
    1. Release of Guest Information

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: August 2008

Updated: June 2016

Policy

All information concerning a Shelter guest is confidential and cannot be shared without the proper signed Release of Information form.

Procedure

It is a breach of confidentiality if a staff member reveals confidential information without authorization. Guest information is to be kept confidential in accordance with the Personal Information Privacy Act (PIPA).

See Gateway of Hope Policy 1.2.6: Client Information: PIPA, Confidentiality, Acquisition, Maintenance and Release of

Requests made over the phone for any information concerning a guest should be responded to with “I cannot confirm or deny that (name of guest) is a guest in our Shelter”. Guest’s right to privacy and safety is to be protected.

Staff discussing matters of a confidential manner with a guest or other staff should do so in a private location or if in the office with the doors and sliding window closed.

At shift change, staff will ensure that doors and sliding windows are closed before debrief with incoming staff.

Staff will not leave a guest’s file open or in an area where other guests or non-Shelter staff may have access to view the information. Under no circumstance will staff share a guest’s personal information with another guest.

Information stored on any computer is confidential and is to be used only by authorized personnel in the course of their duties.

Any staff member who releases unauthorized guest information is subject to suspension and/or dismissal. Release of a guest’s information to an external agency or organization:

If a guest requests that information on their file be released to an external agency or organization it is necessary for the guest to fill out the appropriate form (refer to the Form section for reference). This form must be signed by the guest before further action is taken by staff to release information.

A request for such information should not include detailed information that is not essential.

In order to have any information released it is necessary to have the guest fill out the form and give written permission.

* + 1. Guest Rights & Responsibilities

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: September 2011

Updated: June 2016

Policy

Guests staying in our Emergency Shelter will be made aware of their rights and responsibilities while accessing services at the Gateway of Hope

Procedure Guest Rights

Shelter guests have the right to:

* + - * Be treated with dignity and respect.
      * A safe and supportive environment.
      * Have their information kept private.
      * Have their questions and concerns addressed in a prompt respectful manner.
      * Receive an explanation of the reasons for the discontinuation or the denial of services.
      * Access complaint form, file a grievance and follow an appeal process.
      * Actively participate in the development of a plan of action to address their personal needs.
      * Request and receive information on devotional services, Chapel or referral to the Chaplain.

Guest Responsibilities

Shelter guests have the responsibility to:

* + - Treat each other and staff with dignity and respect.
    - Give the staff the information needed to deliver the best possible services, referrals and programs.
    - Not take actions that could cause harm to their persons, each other or staff.
    - Obey the rules and regulations outlined in their Intake package.
    - Make a genuine effort to participate in the action plan they have developed
    - Keep their appointments and to contact the appropriate person(s) if they need to cancel an appointment
    - Notify staff when they are experiencing difficulties with their plan
    - Keep their assigned bed area clean and tidy
    - Follow the drug, drug paraphernalia, alcohol policy and procedure
    - Not smoke or loiter in front of the Gateway of Hope as this contravenes the Good Neighbor Agreement that the Salvation Army Gateway of Hope has made with the community
    1. Incident Reporting & Dispositions

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: August 2008

Updated: June 2016

Policy

The Gateway of Hope has procedures set in place to report any incidents that may occur. The following will be classified as an incident:

* + - * misuse of services and resources that escalates to the point where it becomes an event that is outlined in the Guest Behavioral Guide under the critical incident category
      * medical Emergencies
      * any time emergency services need to be called (police, fire and ambulance)

Procedure

When an incident has transpired and staff has properly responded, an entry must be made in the logbook including the following:

* + - * Date and time of incident.
      * Names of those involved (including staff members).
      * The area that the incident occurred.

An Incident Report form must be completed and submitted to the responsible manager. The following are examples requiring an Incident Report:

* + - * There is an incident with a guest where access to services may be withdrawn.
      * When police are called to address a matter.
      * In case of injury, whether it is an employee or a guest. In the event of a fall or potential injury, please state and describe any observed injury on the incident report.
      * When there is a loss of property or damage to property.
      * Any incident that requires an investigation.

All incidents must be recorded on the designated ‘Incident Report’ form (a copy of the Incident Report has been put in the Forms Section for reference).

A Disposition of Incident Form must be completed for every Incident Report that is filled out. The manager, or supervisor, that receives the original Incident Report (determined by program area and the time the incident occurred) is to complete the Disposition of Incident.

A Disposition of Incident Form must be completed and processed within 72 hours of the submission of the Incident Report. A copy of the Disposition of Incident Form will be submitted to the Executive Director.

If the disposition results in a recommendation for shelter restriction, the supervisor will notify the guest immediately. If there is a recommendation for a full property ban, the Residential Services Manager and Executive Director (as per Policy 1.2.2) will meet and decide whether to approve and then determine the length of the ban.

* + 1. Non-Incident Related Events & Verbal Warning

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: August 2008

Updated: June 2016

Policy

This policy is to hold guests accountable for their behaviors and to allow staff interaction with the guest to encourage changes in behavior and attitude.

Procedure Verbal Warning

A guest may be experiencing difficulties adjusting and following some of the rules and regulations may be subject to a verbal warning.

Consideration will be given to the fact that many of our guests come with various barriers, such as mental health, trauma and addictions.

Inappropriate behavior will be addressed through a maximum of five warnings, per admission, issued by staff. The purpose of these warnings is to provide a formal process to identify the behavior for the guest and provide an opportunity for change.

Once two warnings have been issued, staff will sit down with the guest and discuss possible challenges in regards to their behaviour and understanding of our rules & expectations. This will ensure that a proper conversation takes place and the guest understands the impact of their behavior. An agreed upon plan for behavioural change may be developed at this time. This interaction will be documented on the Behavioural Summary.

Refer to the Guest Behavioural Guide for further information.

When an event identified as a non-incident transpires and a warning is issued, an entry is to be made in the logbook.

Written Warning

A written warning report is required when:

There is identified inappropriate behavior that the guest must address or a minor violation of the rules and regulations.

There is an indication that behavior is disruptive to other guests.

It is necessary to prevent a guest’s inappropriate behavior from escalating to a point where it will cause conflict amongst the Shelter guests or Opportunities Program participants or result in conflict with the staff.

All non-incident events as outlined in the Guest Behavioural Guide must be recorded on the designated Behavioural Summary form.

Staff person is to meet with the guest to address the event. A warning does not automatically result in a restriction.

A combination of any five warning reports results in corrective action being taken.

* + 1. Complaint, Grievance & Appeal

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

The Gateway of Hope has a complaint and grievance process which allows guests to address problems or concerns that come up while accessing services.

Procedure

During intake, all guests will be made aware of their Rights and Responsibilities as well as the Complaint process. Guests should be aware that they have the right to make a complaint in writing and that any bona fide complaint made will not affect their stay in the Shelter or access to services provided.

At all times, guests are encouraged to maintain strong communication through open dialogue with the Support Worker, Emergency Shelter Supervisor and other staff members.

If a guest has a concern or problem, it is important that it first be addressed between the individuals involved, whether another guest or a staff member.

If the situation cannot be resolved then the guest has the option to request a meeting with a Support Worker regarding the complaint.

The guest is to fill out a complaint form which is available through the Support Worker(s).

The Support Worker will forward the form to the Emergency Shelter Supervisor or appropriate department director/manager, who will process the complaint according to the established Complaint Policy.

If a guest is not satisfied with the decision based on the findings or feels a mistake has been made then he/she has the option to file an appeal with the Executive Director within three business days upon receipt of the decision of the disposition.

* + 1. Community Referrals

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: September 2011

Updated: June 2016

Policy

The Gateway of Hope does not duplicate programs and services that are readily available in the community in which we serve. In accordance with this decision, the guests will be provided with access to external services and programs that are not available in-house. The Shelter Support worker(s) & RSW`s will provide referrals for the guests to contact external professional expertise, community-based programs and resources.

Procedure

Staff will attempt to connect guests with our community partners and make referrals where possible. The community resource below lists pre-existing agencies and supports but is not exclusive.

|  |  |  |
| --- | --- | --- |
| AGENCY | CONTACT PERSON | TELEPHONE |
| Alcoholics Anonymous |  | 604-533-2600 |
| Options (Newton Advocacy) | Susan Sellick | 604-596-2311 |
| Wagner Hills Recovery |  | 604-856-9432 |
| Lazarus House Recovery |  | 778-886-9214 |
| Inner Visions Recovery |  | 604-468-2032 |
| Crossroads Treatment Centre |  | 1-866-860-4001 |
| Teen Challenge Chilliwack (Men) Teen Challenge Abbotsford (Women) |  | 1-866-866-0701  1-877-777-2922 |
| Maple Ridge Treatment Centre |  | 604-467-3471 |
| King Haven Treatment Centre |  | 1-877-864-0039 |
| Samaritan Inn |  | 778-880-0466 |
| Phoenix Centre |  | 604-583-7166 |
| Campbell Valley House of Hope (Women’s recovery) |  | 604-530-6228 |
| John Howard Society |  | 604-585-3428 |
| Langley Mental Health & Addictions |  | 604-514-7940 |
| Ministry of Income Assistance |  | 604-586-5600 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| GATEWAY OF HOPE – Policy & Procedures Manual  **Langley, BC** | | | | |
|  | Ishtar |  | 604-534-1011 |  |
| Vancouver Multi-Cultural Society |  | 604-731-4648 |
| Langley Community Services Society |  | 604-534-7921 |
| Fraser Valley Regional Library |  | 604-514-2855 |
| Women’s Resource Centre |  | 604-855-3363 |
| Adult Literacy KOOL Program |  | 604-599-3336 |
| Stepping Stones Society | Fraser Holland / Joel | 604-530-5033 |
| Night Shift/Care Bus | Leah Baugh | 604-953-1154 |

This list is continually growing and will be updated every quarter.

* + 1. Funds Held on Behalf of a Guest

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: September 2011

Updated: June 2016

Policy

The Gateway of Hope will not hold funds on behalf of Shelter Program guests.

Procedure

Shelter guests who ask about holding funds will be informed that no funds can be held as per policy. No funds or other valuables will be held in our safe

Under no circumstances will Shelter Workers agree to personally hold funds on behalf of any guest. Violations of this policy may result in disciplinary action, up to and including dismissal.

* + 1. Personal Belongings & Storage

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: September 2011

Updated: June 2016

Policy

The Gateway of Hope will store and secure the personal belongings of guests to a maximum of 3 bags. Gateway of Hope will only be responsible for the safekeeping of those belongings which are tagged and placed in storage.

Procedure

The Shelter Support worker or designate will provide information to the guest on the items and personal belongings that are permitted in the shelter bed area. The bed area is for daily living and not for storing a large amount of items.

A guest is not to store personal belongings of another individual in their bed area at any time. Failure to comply will result in a written warning being issued.

All belongings requiring storage will be tagged with the guest’s name and secured by staff in the designated storage areas only.

A shelter guest’s belongings will be held for 14 days after discharge as per the exemption policy signed upon intake. After this time, the guest’s belongings will be disposed of by shelter staff unless other arrangements have been made.

Due to space limitations, all requests to hold belongings past 14 days need to be forwarded to the Emergency Shelter Supervisor for approval and may only be granted in exceptional cases.

Prior to disposal, bags will be searched and all items deemed of value or legal importance such as personal items or records, official government documents, etc. will be removed and securely held for a reasonable amount of time or turned over to the appropriate authority.

* + 1. Accommodating Pets in Emergency Shelter

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: August 2008

Updated: June 2016

Policy

The Gateway of Hope will make every effort to accommodate a guest who arrives at our emergency shelter with a pet.

Procedure

At most we will accommodate two well behaved pets that can comfortably fit into the provided, and available, kennels.

For the purpose of this policy, we consider pets to be dogs and cats. Any other animal must be pre-approved by the emergency shelter supervisor.

Pet’s may be refused based on aggression, infestation, incontinence, or other serious health related concerns. Where infestation or other serious health related concerns are suspected, Gateway of Hope reserves the right to have veterinary services treat and /or certify the pet’s health as a condition of the pet’s stay in the shelter.

Pets will be leashed at all times while in the building or on the property. Pet owners will be fully responsible for their pet including feeding and cleaning up after their pet.

No pet, other than a Certified Service Dog for Persons with Disabilities, may enter a dining room or eating area during meal times.

Certified Service Dogs for Persons with Disabilities will be accommodated in the shelter regardless of whether the number of pets is at the maximum allowable under this policy.

\*\*Further procedure to be developed and distributed via memo prior to implementation of this policy

* + 1. Accessing Medical Care for Guests

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: August 2008

Updated: June 2016

Policy

The Gateway of Hope will respond to medical emergencies ensuring that guests who require same will have access to urgent medical care.

Procedure

Staff member(s) will be provided training to be certified in First Aid/CPR Level 1 onsite. There will always be at least one staff member in the building who has the certification and can act as the First Aid Attendant as needed.

If a guest requires urgent medical care, Shelter Support Worker(s) will dial 911 immediately and request medical assistance. The certified First Aid/CPR Level 1 staff member will remain with the guest until medical assistance arrives on the scene.

If a guest requires an ambulance, Shelter staff will ensure all medication information is available for the guest and given to the attending paramedics as required.

All medications as well as the medication sheet are to be given to the paramedics to take to the hospital with the guest. The paramedics must sign a release form indicating that the medications have been taken with the guest.

An Incident Report and First Aid Report (and where applicable a Liability Report in the event of injury) will be completed by staff as soon as possible

* + 1. Meal Programs & Times

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

The guests of the Emergency Shelter will be provided with 3 meals and 2 snacks per day

Procedure

Meal times will be as follows:

* + - * Breakfast: 8:00 am – 8:30 am
      * Midmorning Snack: 10:00 am – 10:30 am

 Lunch: 12:30 pm – 1:30 pm

* + - * Dinner: 5:00 pm – 6:00 pm
      * Evening Snack 8:00 pm – 8:30 pm

Guests will be given a meal ticket from a Support Worker for any meals happening during non-Community Meal times. No ticket is required for any of the 7 Community Meals provided weekly.

Tickets must be submitted to kitchen staff or volunteer when receiving meal.

Guests will be expected to abide by all rules and regulations while in the dining room for all meals. Any inappropriate behavior in the dining room will not be tolerated and may result in a restriction.

Guests will be required to return dishes to the appropriate bins provided and shall not remove any dishes from the dining room.

Special arrangements can be made by the Shelter Worker to have a meal brought into the shelter area if a guest cannot eat in the dining room due to illness or mental/physical needs (to be determined by the Shelter staff).

Guests wishing to have a meal saved due to an appointment or employment must make prior arrangements with the Shelter Support Worker.

* + 1. Bagged Meals & Reserving Supper

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

The Gateway of Hope will provide the option of bagged or saved meals for those unable to access one of the Shelter or Community meals due to reasons such as work, appointments, etc.

Procedure

Guests that are in need of bagged or saved meals must inform the Shelter Worker the night before and provide proof of why they cannot access the regular meals at Gateway of Hope.

Staff on day shift are to complete the bag lunch request form with all the information required and then give to the kitchen no later than 9:00 am.

The bagged meals will then be prepared by kitchen staff for the following day. Guests who have ordered bagged meals may pick it up in the morning before 8:00 am from the Shelter office. If a guest fails to pick up their lunch after requesting one, further requests for a bagged lunch may not be processed.

If a guest cannot attend supper due to work, appointments, etc., staff are to be notified the night before. Shelter staff will then inform the kitchen. A supper plate will be prepared by kitchen staff who will give to the Shelter Worker to be put in the refrigerator. The guest must eat this supper in the snack area of the Shelter’s common room.

* + 1. Special Dietary Needs

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

The Gateway of Hope has procedures in place regarding special dietary needs for those guests/participants accessing the food services department.

Procedure

The Food Services Department will make every effort to assist those who have special dietary needs. Please note that the kitchen cannot accommodate a safe environment for serious allergies. The dining room and kitchen are not a peanut-free environment.

Any special dietary needs (vegetarian, religious, allergies, etc.) of a Shelter guest will require a memo to be sent to the Food Services Department by a Shelter Worker.

Health related reasons may require a doctor’s letter indicating the health problem and a detailed dietary request.

In the memo, the Shelter Worker will detail the foods that can and cannot be eaten, giving as much detail as possible about the type of meals required.

The kitchen’s ability to fulfill dietary needs will be subject to resources, product availability and financial constraints.

If special meals are made and not picked up, subsequent meals will not be made until clarification that the meals are still needed.

The guest’s name will identify special meal items.

The Support Workers will follow the same procedure to inform the Food Services Department when the meals are no longer required by the guest.

* + 1. Smoking

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

Please refer to the Smoking Policy in Health & Safety Policy Manual

* + 1. Shelter Bedroom Access & Assigned Beds

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: August 2009

Updated: June 2016

Policy

Access to shelter rooms will be available at all times excluding set times when staff or volunteers are changing linens or accessing rooms for cleaning/maintenance or in the event of a critical incident.

Procedure

We recognize that guests visiting the emergency shelter arrive in various states of crisis and their needs may include prolonged rest due to extended periods of turmoil.

Guests will be assigned a bed at intake. Bed assignment is based on availability. Staff will attempt to accommodate any request for a lower bunk due to physical or medical reasons.

Weekly linen exchanges are set for Thursdays between 9am – 12pm. Access to bedrooms will be unavailable at this time.

* + 1. Curfew

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: August 2008

Updated: June 2016

Policy

All guests residing in the Shelter will be subject to a curfew.

Procedure

Curfew for all Shelter guests will be 10:00 pm.

Failure to return to the Gateway by curfew will be considered a no show and the guest will lose their right to a previously assigned bed. Staff will follow discharge procedures, remove the guest’s personal items from the locker and properly tag and store. The bed will be reassigned to the next person.

In all possible circumstances we will give a grace period of 10-15 minutes recognizing that a number of factors could potentially keep a guest from arriving by the exact curfew.

An extension of the curfew may be granted by staff if the guest is employed and their hours of work prevent them from returning in time to meet curfew. If the guest calls with a justifiable reason for being late, staff should use discernment to authorize late entry. A guest with permission will be allowed to enter the Shelter within the allotted extension time frame.

Unless there are extenuating circumstances, if a guest chooses to leave the building after curfew they will be considered to have broken curfew and will lose their assigned bed.

The earliest a guest may leave after curfew without it affecting their residency is 5:00 am unless it is for verified work.

* + 1. Wake-Up Calls

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: August 2008

Updated: June 2016

Policy

Staff will provide wake-up calls for those who need to attend an appointment or be at work.

Procedure

Staff are to put the name of the guest requesting a wake up, the bed # and the time of the wake-up on the “Wake Up/Supper/Lunch” form and also make an entry in the logbook.

Staff assigned to work the night shift should check this list at the beginning of their shift and note who requires a wake-up call.

Staff are to wake up the guest in a manner that does not disturb the other guests in the shelter.

Each guest is responsible to get up and leave at the appropriate time in order to keep their appointment. Guests are to be reminded not to disturb other guests still sleeping.

* + 1. Visitors

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: August 2008

Updated: June 2016

Policy

The Salvation Army Gateway of Hope will not permit any visitors for Emergency Shelter guests in the emergency shelter.

Any visitation is encouraged to take place during community meals unless authorized by support staff, RSW’s or the Emergency Shelter Supervisor is granted and a location provided.

* + 1. Fights

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: August 2008

Updated: June 2016

Policy

The Gateway of Hope is dedicated to providing a safe non-violent environment for guests and staff.

Procedure

If a fight breaks out between guests, staff will not attempt to break up the fight by getting between the persons involved but should use Non-Violent Crisis Intervention methods where possible. Staff safety is of the utmost importance and staff should never put themselves at risk.

Staff will make sure that other staff and guests are kept safe. Staff will call the police.

Staff will observe the fight and offer First Aid once calm has been restored. Staff will offer statements to the police when they arrive.

The incident will be recorded in the logbook as soon as possible and an Incident Report will be completed and submitted as per policy.

* + 1. Television & Electronic Equipment

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

The Gateway of Hope is a multi-purpose facility serving many guests. In order to be considerate and respectful of all guests and staff, the use of television, radio and electronic equipment is limited.

Procedure

Access to television viewing is provided by the Gateway of Hope in the common area lounge. Programming material being viewed is not to involve the following: excessive foul language, violence, racial or religious slander, nudity or sexually explicit material. Other entertainment type of media such as MP3, IPOD, etc. will also not involve foul language, violence, racial or religious slander or sexually explicit material. Please be aware of the noise levels and be considerate of other guests.

Staff will monitor and make the final decision on what is being viewed.

Television viewing times are from 4:00 pm -10:00 pm Monday to Friday and 10:00 am – 10:00 pm Saturday and Sunday. Exceptions may be made based on “special” events that may be of interest. Staff will check with management for approval.

* + 1. Food &/or Drink in Emergency Shelter

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

Shelter guests are permitted to bring food and/or drinks into the shelter.

Procedure

This policy is primarily intended for, but not limited to, the food donations available after community meals.

Guests may bring in food items intended for timely consumption. All food or beverage items will either need to be consumed or discarded by 11pm.

No food or drink will be permitted in the bedrooms or lockers. Guests will be given a guest warning if food or drink is found in their locker.

If there is a situation where support staff suspect that a controlled substances or alcohol are being consumed, while hidden within the food or beverage product, they are to: engage the guest in conversation, make an assessment in consultation with fellow support staff, RSW or supervisor and respond accordingly based on the guest behavioural guide.

The fridge may be used, upon staff approval, for guests with possible dietary restrictions.

* + 1. Threats or Threatening Behavior

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

The Gateway of Hope has health and safety policies in place to ensure the safety of staff and guests in the event of a personal threat.

Procedure

All threats, whether verbal or physical, made towards staff or guests will not be tolerated and will be subject to the consequences outlined in the Guest Behavioural Guide. These will be documented on an Incident Report form.

For further guidance please refer to policies in Health & Safety.

* + 1. Weapons

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

In order to ensure safety at the Gateway of Hope, efforts will be made to determine if a guest is in possession of any weapon(s) or item that may be considered a weapon.

Procedure

Staff will exercise caution when undertaking the responsibilities of this policy.

All guests will be asked and are required to surrender all knives and other weapons to the Support Worker at the time of admission.

All weapons received will be tagged and placed in a secure cabinet designated for this purpose, located in the Support Worker office.

Any guest known to be carrying a weapon and refusing to surrender it at time of admission will be refused access to the Shelter program.

After admittance, any guest found to be in possession of a weapon of any kind, will be asked by staff to surrender it immediately. Refusal will result in immediate discharge and if necessary the police will be called to assist.

For weapons of a more serious nature (e.g. guns) or if there is any question regarding what constitutes a weapon, or if unsure of the legality of a weapon, staff will contact the Emergency Shelter Supervisor or Residential Services Manager for assistance.

The guest will then be discharged as per the Guest Behavioural Guide.

Weapons will only be returned to the guest upon discharge. This must be made clear at the time of admission.

Illegal weapons will be confiscated and given to police. Staff will enter the officer’s badge number and relevant information and the officer will sign the guest’s progress notes.

Under no circumstances are staff members to make any attempt to relieve anyone of a weapon by means of physical force.

* + 1. Cleaning the Emergency Shelter Rooms

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

The Emergency Shelter areas will be kept clean and tidy to ensure health and safety and to allow janitorial staff to clean on a daily basis.

Procedure

Staff will ensure Shelter guests are aware that they are responsible to make their bed on a daily basis and that all items are off the floor in the morning.

These tasks must be completed in order for the housekeeping staff to clean the rooms safely and efficiently. Guests who fail to abide by these rules may be given a guest warning.

* + 1. Emergency Shelter Lockers

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: August 2008

Updated: June 2016

Policy

Each Shelter guest will be provided access to a locker in their designated room for the safe keeping of personal possessions. A lock may be provided to the guest upon request or if they request staff to hold onto items that may be considered valuable.

Procedure

Upon intake guests must sign a release stating that “The Salvation Army Gateway of Hope is not responsible for lost or damaged belongings.”

All Shelter guests are responsible to ensure the safety of their possessions when placed in the lockers.

Personal items shall not be left on window ledges or on the floor to provide access by staff or janitors to these areas. No food is to be brought into the Shelter room or stored in the lockers.

Lockers will be inspected every morning and guest warnings issued if failure to comply with rules and regulations.

Refusal to sign the waiver and failure to comply with the rules and regulations could result in a guest being asked to leave the emergency shelter.

* + 1. Cleaning of Bed Linens in Shelter

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

Procedures are in place regarding the cleaning of bed linens in the Emergency Shelter which are to be followed by staff and guests to ensure the cleanliness and safety of the Gateway of Hope.

Procedure

Emergency Shelter bed linens are to be changed every seven (7) days during a guests stay. If a guest will not be returning for any reason, the Shelter Support staff or volunteer is to change the bed linens as soon as they are informed. Wet, soiled or infected beds are to be changed immediately and the housekeeping staff will carry out the necessary measures to ensure adequate sanitation.

* + 1. Hygiene Kit & Towel

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

The Gateway of Hope will make every effort to provide basic hygiene items for guests.

Procedure

Each day, guests will be provided with a clean towel for their use. After use, these must be placed in the dirty towel bin next to the shelter office door.

No guest is permitted to use their own towels or to store towels in their assigned locker.

Guests can access other hygiene items such as soap, shampoo, razors etc. from the Shelter office. Guests must abide by rules and regulations concerning access to showers and hygiene items.

Staff may provide extra towels, hygiene items and allow different shower times based on medical and/or physical needs.

* + 1. Emergency Clothing

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

A supply of emergency clothing will be maintained for Shelter guests with legitimate needs.

Procedure

The availability of clothing is dependent upon donations therefore all needs may not always be met.

Emergency clothing should be taken from the clothing room on the first floor shelter area. Staff will provide the clothing to the guest.

Shelter staff will search the clothing room for requested items. Guests will not be permitted into the clothing room.

It must be documented in the logbook that emergency clothing has been given to the guest so that additional clothing is not given in error.

Any requests from community guests for clothing or blankets during regular office hours (8:30 am – 4:00 pm) need to be forwarded to Family Services. Requests made after regular office hours can be processed by Shelter staff provided we have the requested items and an assistance form is filled out.

* + 1. Occupancy Reports

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: November 2009

Updated: July 2015

Policy

Gateway of Hope program staff will document daily occupancy and report to Residential Services Manager, BC Housing, and the Emergency Shelter Supervisor as appropriate.

Procedure

Transitional Housing (Opportunities & First Step)

Transitional Housing staff will maintain and up-to-date participant list that highlights program occupancy, bed availability, and waitlists.

* + - This document is emailed to the Residential Services Manager and other support staff each time there is a change in occupancy.
    - An electronic file of this document can be found anytime in the online Housing folder, under ‘Participant Lists.’

Emergency Shelter

Emergency Shelter staff keeps a daily record of occupancy on our internal bed list. This bed list is used to determine availability, total bed nights per guest, and provides staff with real-time data for inquires. Emergency Shelter staff also update the BC Housing database to reflect occupancy, per guest.

This bed list is available in paper copy in the emergency shelter and is forwarded to the Emergency Shelter Supervisor daily.

* + 1. Residential Rules

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: November 2009

Updated: July 2015

Policy

Program participants, and guests, will be informed of, and expected to follow a detailed list of program rules and expectations. These rules and expectations will be provided to the individual upon intake into programming.

Procedure

Transitional Housing (Opportunities & First Step)

Participants entering into the transitional housing program will provided with a list of rules and expectations upon intake. A program staff member will ensure that the participant understands the document, have the participant sign that they understand, and then provide the participant with a copy to keep with them.

Emergency Shelter

Guests entering into the Emergency Shelter will be provided with a list of rules and expectations upon intake. A shelter staff member will ensure that the guest understands the document, have the guest sign that they understand, and then provide the guest with a copy to keep with them.

* + 1. Spirituality

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: August 2008

Updated: June 2016

Policy

As a Christian residential facility, Gateway of Hope provides its guests with access to a Spiritual Care Coordinator, Christian teaching, programs and services.

Procedure

Meeting with a Spiritual Care Coordinator:

Shelter guests enquiring about spiritual matters should be encouraged to make an appointment with the Spiritual Care Coordinator either at the reception desk or through the Spiritual Care Coordinator’s office.

Encouragement to Attend Chapel Services:

The Gateway of Hope encourages participation in Chapel services Monday through Friday from 8:30 am – 8:45 am.

* + 1. Use of Naloxone

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: June 2016

Updated: June 2016

Policy

The Gateway of Hope recognizes the benefits of Naloxone injections for persons experiencing possible overdose related to illicit substance misuse. As such, Naloxone will not be considered a restricted substance and its use on Gateway of Hope premises will be guided by the following principles and procedures:

Background:

* + - Naloxone is a drug known more commonly by the trade name Narcan
    - Naloxone reverses the effects of overdosing on natural and synthetic opioids including heroin, methadone, morphine and oxycodone
    - Death and/or disability caused by heroin or pharmaceutical opioids overdose are preventable by administering a dose of Naloxone
    - Naloxone has no other action than to reduce the adverse effect of heroin and other opioids
    - It is not a drug of dependence, and therefore, is not a drug which is likely to be diverted or misused
    - Naloxone requires a prescription for use by the client/resident

Procedure

Gateway of Hope residential staff will be oriented in the properties and use of Naloxone. Training in the use of Naloxone will not be mandatory. However, staff who wish to be trained in the administration of its use may make a request to their supervisor who will arrange for the appropriate training to be provided. Furthermore, staff will not be compelled under this policy to administer Naloxone, without first contacting 911 and following the instructions provided by ambulance services personnel.

Upon intake to the emergency shelter staff will ask guests if they are in possession of a Naloxone kit. Gateway of Hope staff will not restrict guests from possessing the Naloxone kits on property, or in programs. Guests will be encouraged to refrain from administering an injection to other guests themselves, unless authorized by the 911 ambulance services personnel.

Guests who have misused or altered the Naloxone kit for the intention of illicit substance abuse will be considered to be in possession of drug paraphernalia. This behavior will be addressed as per the Guest Behavioral Guide.

At the present time, the Gateway of Hope will not be providing Naloxone kits for staff or guest use in our building. At this time the kits are only prescribed by medical authorities to opioid users unless purchased from a pharmacy.

However, given the fast changing landscape of harm reduction interventions, this policy may be subject to change with relatively short notice.