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|  | **OPERATING POLICY** |
| **Oshawa Community and Family Services** |  |
| **EMERGENCY ASSISTANCE POLICY** | Effective |  |
| Reviewed |  |
| Revised |  |

##### Policy:

The Salvation Army Oshawa CFS provides assistance on an emergency basis. This may include situations such as fire, theft, illness, and delay in receiving government or other assistance. It does not include ongoing assistance due to large bills (utilities, telephone, etc.) and problems with continued substance abuse, gambling or poor financial management.

When emergency assistance is requested, assistance will be provided based on the individual/family needs.

##### Procedure:

1. Interview clients to determine their needs based on information they provide.
2. The client will be referred to other agencies that may be able to help with their situation if we are unable to provide assistance.
3. Inform client that our help is given only when they have accessed other agencies first. Food assistance will be provided for no more than once every two months. Names of other food banks are provided to clients when they register and clients are informed of rules of use.
4. If it is necessary to access information from any outside agency the client must sign a Declaration and Consent form. (Appendix)
5. Prepare assistance for the client’s situation.
	1. **Food Assistance**: bags are made up as per family size and need.
	2. **Medical Assistance**: Prescriptions for “life or death” medications only will be filled when all other avenues are exhausted. The client must authorize Family Service to contact the pharmacy and/or doctor to ascertain the necessity of the medication and the best price (if a generic is available and is appropriate). The Family Service worker will accompany the client to the pharmacy to fill the prescription. (policy may need to be changed depending on volume of requests, limited according to budget, consult CSD, See appendix: Release form
	3. **Housing Assistance**: Men & Women over the age of 19 may be given one night stay in local Motel. Clients will be encouraged to first go to the local Hostels. If this is not possible we consider motel accommodation for short periods.
	4. **Rent Assistance**: Rent is rarely provided, as there are other agencies that will provide this service. Occasionally we may help with a small portionif assistance would prevent homelessness. A cheque will be issued to the landlord for the amount agreed upon. This help will only be offered once.
	5. **Clothing Assistance**: When it is deemed to be necessary, a voucher to The Salvation Army Thrift Store will be provided to a client. The voucher will indicate the specifics of assistance and must be signed by both the interviewer and client. The client will be asked to sign the voucher again at the thrift store once the materials have been supplied. See appendix for current guidelines.
	6. **Furniture Assistance**: When it is deemed to be necessary, a voucher to The Salvation Army thrift Store will be provided to a client. The voucher will indicate the specifics of assistance and must be signed by both the interviewer and client. The client will be asked to sign the voucher again at the thrift store once the materials have been supplied. See appendix for current guidelines.
6. **Travel Assistance**: 1) Bereavement – upon verification of a death of an immediate family member, we may provide a one-way bus ticket or gas card to your destination. 2) Employment upon verification of commencement of employment and destination, we may provide a one- way bus ticket or gas card to the job site. 3) Recovery Program – Upon verification by a professional or a counsellor and acceptance into a program, help will be provided to get you to a Salvation Army sponsored program ONLY.
7. **Special Circumstances Assistance**: from time to time we will receive a request for assistance that has not been covered in the above. The interviewer will have to assess the situation and decide the appropriate action to be taken. The proposed action will be discussed with the CSD prior to the extension of service. (eye exams – if required for confirmed employment, dental emergencies only, utility assistance – extreme circumstances). When making a decision regarding special circumstances, the availability of program budget must always be a consideration.

## Reviewed and approved by Management Team