EMERGENCY SHELTER PLAN

Council Workshop – February 22, 2021
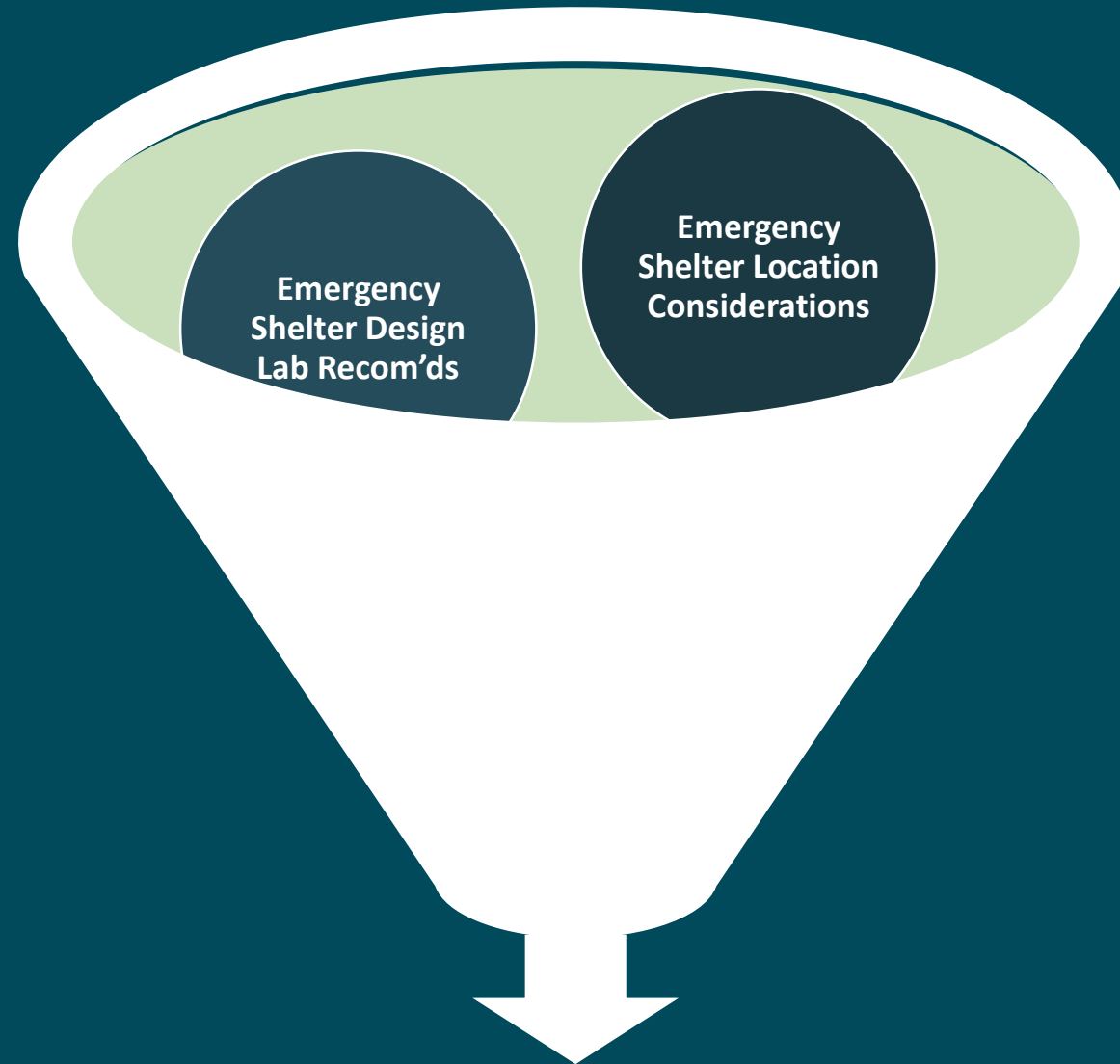
EMERGENCY SHELTER PLAN

OUR PROCESS

COMMUNITY EMERGENCY SHELTER PLAN PROCESS
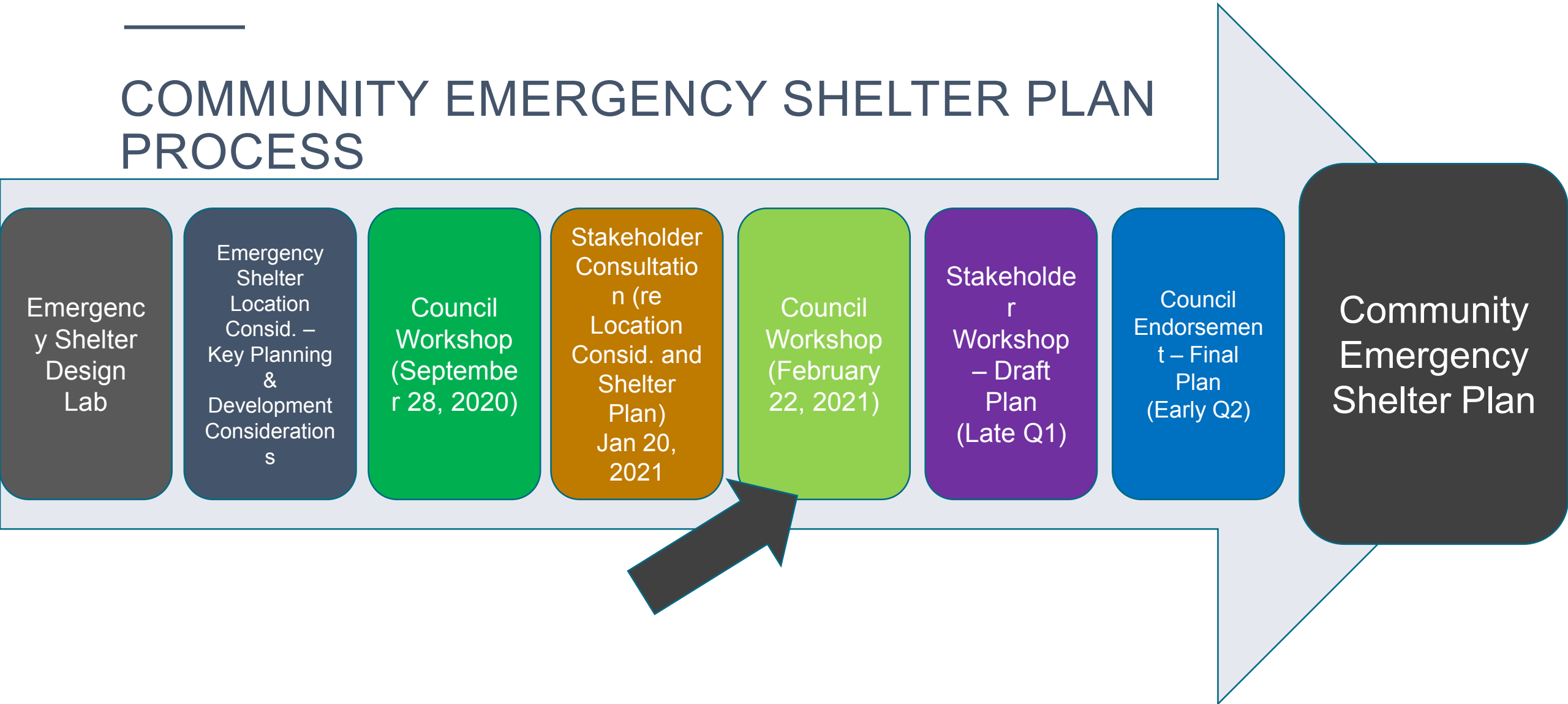
WHY IS THIS PLAN IMPORTANT?

POSITIONING KELOWNA FOR SUCCESS

- Shelter System is vital component of Continuum of Care
- Alignment with Provincial direction
- Solid basis for advocacy to Senior Gov't for investment

A resilient, effective, and adaptable emergency shelter system within the Homeless Serving System continuum of care is vital to ensuring that the experience of homelessness is rare, brief when it does occur, and doesn't reoccur.

COMMUNITY EMERGENCY SHELTER PLAN

KEY LIVED EXPERIENCE PRINCIPLES

DESIGN LAB THEMES

3 PRIMARY THEMES

- Lived Experience principles of **Choice, Community, Safety and Healing** as overarching values

- Concept of moving towards a 'Navigation Site' emerged focused on choice-centred, housing-focused approach

- Coordinated shelter system delivery with smaller, dispersed shelters, accommodating a range of populations and needs

FOUNDATIONAL ELEMENTS

- System wide approach for the delivery of emergency shelters
  - Concept of moving towards a 'Navigation Site' emerged focused on choice-centred, housing-focused approaches
  - Coordinated shelter system delivery with smaller, dispersed shelters, accommodating a range of populations and needs
- Model that enables continuity of care
  - Coordination, collaboration, and operation standards
  - Range of health and wellness services
- Person-centred, housing-focused approach
  - Lived Experience principles and leadership embedded
- Equity and inclusion plan encompassing operation standards, physical design and staff training.

KEY OPERATIONAL ELEMENTS

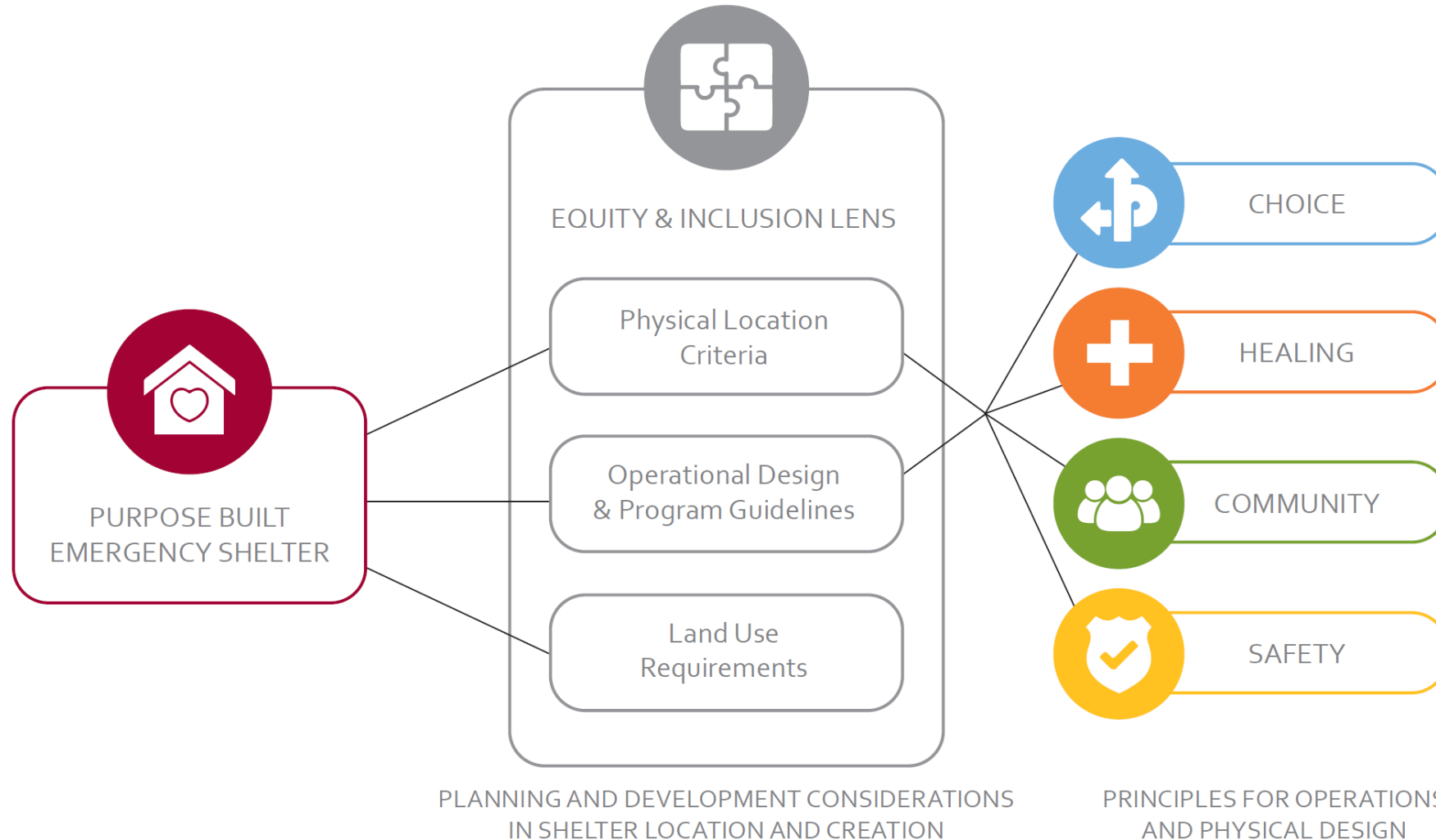|			
Navigation Centres Model	Anchor Agency	Special Populations Focus	Accommodates People with Complex Needs
Data Driven Decisions	Indigenous Led / Culturally Appropriate	Builds Sense of Community	Lived Experience & Elders Knowledge

EMERGENCY SHELTER LOCATION CONSIDERATIONS

EMERGENCY SHELTER LOCATION CONSIDERATIONS

MULTI-DIMENSIONAL FRAMEWORK

- Informed by Shelter Design Lab and the four key principles of **Choice, Community, Safety and Healing.**

- Embeds 'smart practices' focused on consideration of the complexity of contexts that influence shelter location decisions.

- Establishes key guidelines for an inclusive process

- Purpose to design a multiple dimension framework that includes components that guide the process and contribute to shelter location decisions:
  - Equity and Inclusion lens
  - Operational design and program models
  - Policy – land use requirements
  - Supports and services access
  - Community Engagement

EMERGENCY SHELTER FRAMEWORK

EQUITY & INCLUSION LENS

Physical Location Criteria

Operational Design & Program Guidelines

Land Use Requirements

PURPOSE BUILT EMERGENCY SHELTER

CHOICE

HEALING

COMMUNITY

SAFETY

PLANNING AND DEVELOPMENT CONSIDERATIONS IN SHELTER LOCATION AND CREATION

PRINCIPLES FOR OPERATIONS AND PHYSICAL DESIGN

KEY PRINCIPLES

CHOICE

The principle of choice in terms of access to types of shelter is foundational in the operation and physical design of emergency shelters as identified during the Emergency Shelter Design Lab. Choice also has an influential role when determining a physical location in the community.

CONSIDERATIONS

- 24 hours a day, 7 days a week shelter access is critical
- Access to services should include all basic needs and employment opportunities
- Free or low-cost access to transit
- Universal Design Standards met
- Cultural supports and trauma-informed
- Linked to housing
- Non-prescriptive criteria

COMMUNITY

This principle highlights the importance of nurturing a sense of community cohesion and belonging within the shelter system. In defining an emergency shelter, community influences not only physical characteristics (location and design) but also operations.

CONSIDERATIONS

- Smaller shelter sizes that maintain lower clients to staff ratios
- Design shelters to support navigation of services and housing
- Engagement with diverse community partners, business community, and neighbourhoods is critical for neighbourhood integration
- Shelter operators should have strong community partnerships

KEY PRINCIPLES

SAFETY

This principle emphasizes the need to ensure the safety of individuals who access services as they experience heightened vulnerabilities and challenges when seeking support in times of crisis.

CONSIDERATIONS

- Trauma-informed and client safety focus
- Consider access and egress for emergency services
- Incorporate CPTED principles and work with local enforcement partners to increase safety

HEALING

Healing is considered an essential part of defining a shelter in the community through both its operational and design features. It is critical to facilitate healing for shelter users who are in need of a safe place to heal from their traumatic experiences.

CONSIDERATIONS

- Consider First Nations history in location selection
- Embed Indigenous cultural teachings into shelter operations and programs
- Understanding the healing supports necessary for our communities vulnerable and marginalized populations

SELECTION CONSIDERATIONS

- Recognizes that designing shelters that are human-centered, decolonized, and focused on support for people is complex

- Establishing a non-prescriptive list of location characteristics enables opportunities for equity, inclusion and accessibility within shelter planning

- Meeting the needs of the intended shelter population / responding to community needs

- Emphasis when planning for shelter locations in the community should be on ensuring a robust system

- No "One Size Fits All" for Emergency Shelter

COMMUNITY INTEGRATION

- Misconceptions of shelter use, who clients are, and programming,

- Bridging the conversation with the surrounding community,

- Robust and diverse community engagement plan that allows for input and understanding from variety of stakeholders (e.g. community partners, Indigenous communities, people with lived/living experience, businesses, neighbourhood associations, citizens),

- Reduced stigma for clients who need to access emergency shelter services. etc.).

NEXT STEPS

- DRAFT COMMUNITY EMERGENCY SHELTER PLAN

- STAKEHOLDER UPDATE – LATE QUARTER 1

- COUNCIL ENDORSEMENT – EARLY QUARTER 2

THANK YOU

Questions & Discussion…