



# **EMERGENCY SHELTER STANDARDS**

**SEPTEMBER 23, 2003**

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## **Shelter Standards County of Simcoe**

### **1.0 Introduction**

#### **1.1 Simcoe County Profile:**

- Simcoe County is a large geographic area with a population of approximately 377,050 people. Simcoe County is a mix of urban and rural areas. In recent years, Simcoe County has undergone a significant increase in population, particularly in the southern areas of the County. It is anticipated that this accelerated rate of urbanization will continue.

#### **1.2 Purpose of Emergency Shelter Services**

- Emergency shelter is defined as the provision of board, lodging and personal needs to homeless people on a short term infrequent basis. It does not include services provided through Interval and Transition Homes for victims of family violence.
- Residents of emergency shelters may or may not include social assistance applicants or participants and represents individuals in crisis seeking temporary housing and supports, pending resolution of the issues that gave rise to the homelessness.

#### **1.3 Municipal Role:**

- Simcoe County is the Consolidated Municipal Service Manager and as such, is responsible for the delivery of social services in Simcoe County.
- Social services are delivered throughout the County of Simcoe, including the separated cities of Barrie and Orillia.
- The County of Simcoe Social Services Department provides funding for emergency shelter beds through purchase of service agreements with community emergency shelters.
- The County of Simcoe has developed these shelter standards to provide contracted service providers with clear expectations and guidelines for the provision of emergency shelter services. However, these standards cannot cover all issues which may arise. It is expected that contracted emergency shelters exercise reasonable judgment and / or consult with County staff where necessary.
- The County of Simcoe anticipates that it may enter into contracts with other emergency shelters in the future.
- The funding for emergency shelter services is accessed under the Ontario Works Act and is cost-shared 80:20 between the Ministry of Community, Families and Social Services and the County of Simcoe. Currently, the

maximum amount per funded bed is \$42.95. This includes the per diem of \$39.15 and personal needs allowance of \$3.80 per day.

- A resident of an emergency shelter is considered to have residence in the geographic area where the shelter is located.
- Residents for whom a per diem is funded are not eligible for basic needs and shelter through the municipality, but receive help with personal needs through the provision of in kind services or a cash amount from the shelter
- The County of Simcoe is responsible for determining eligibility for emergency shelter services.

#### **1.4 Contracted Emergency Shelter Role**

- All Municipally contracted shelters must meet the Shelter Standards and adhere to the conditions outlined in the Purchase of Service Agreement
- Emergency shelters must comply with all applicable federal, provincial, municipal laws, bylaws, regulations, codes, orders or directives.

#### **1.5 Standards Development Process**

- In March, 2003 a working group was established to develop shelter standards for County of Simcoe funded shelters. (See Appendix 1 for the Terms of Reference).
- The group was comprised of representatives from the County of Simcoe Social and Children's Services Department and Community Partners (See Appendix 2 for list of participants).
- The Simcoe County Alliance to End Homelessness held informal consultations with homeless Simcoe County residents. The consultations were held at the Busby Street Centre and the emergency shelters. The input received has been reflected where possible in these standards.
- A draft version of the shelter standards will be reviewed by the Administrator of the Social and Children's Service Department, presented to the Human Services Committee and then to the County Council for final approval.
- Once the shelter standards have been approved, shelters will be expected to comply with the standards. Failure to do so will impact on the purchase of service contract between the County of Simcoe and a contracted shelter.
- In the event that a currently contracted shelter does not currently meet all standards, the shelter will submit a work plan by December 31, 2003, detailing how and when they will comply. All shelters will be expected to comply fully with these standards by December 31, 2004.
- New shelters must meet the standards prior to entering into a Purchase of Service Agreement for funding from the County of Simcoe.

## **1.6 Values and Principles**

### **Respect and Dignity**

- All individuals have the right to service regardless of their political or religious beliefs, ethno-cultural background, health, or sexual orientation.
- Services will be provided in a non judgmental manner. No blaming, shaming or judging.
- Individuals are valued for who they are now, as well as who they have been or may become.
- Service delivery focuses on each individual's strengths, not their weaknesses.
- The self reliance and independence of each individual is fostered through the provision of support, not the encouragement of dependence.
- The privacy and confidentiality of an individual's personal information is respected and protected.

### **Voice & Choice**

- Shelters will be sensitive to the ethno specific needs of individuals.
- Service users are key partners in planning and evaluating shelter programs and services.
- Service providers will strive for inclusiveness by reducing barriers to service user input.
- Service users are aware of shelter expectations as a basis for self determination of their course of action.

### **Basic Needs**

- All members of the community are entitled to food and shelter.
- Service exclusions are rare & issued only under and according to certain prescribed, extreme circumstances.
- Service users and service providers are entitled to a healthy and safe environment.
- Service users and service providers have the right to an environment free from violence or abuse.
- Planning for more permanent accommodation and addressing the issues that gave rise to becoming homeless are a focus of service delivery.

### **Holistic System of Care**

- Broad, community based partnerships lead to a seamless continuum of integrated services and strategies.
- A community development, capacity building approach enhances existing networks and services and builds on community strengths.

- Service providers and service users mutually respect the diversity of missions and mandates.

## **2.0 Standards of the Organization**

### **2.1 Agency Governance**

- Funded shelters must be operated by a body incorporated under the laws of Ontario or Canada and such a corporation must be in good standing. Proof of incorporation will be retained on file at the County.
- A copy of the list of current Board of Directors is to be submitted to the County annually after the Annual General Meeting (AGM).
- The County of Simcoe reserves the right to review records and other documentation such as AGM minutes or financial statements, upon request.
- Financial records are to be set up according to generally accepted accounting procedures.
- The Board of Directors is responsible for ensuring the mission and mandate of the organization are followed, setting agency priorities, establishing policies, evaluating services, reviewing budgets and expenditures, reviewing and approving accounting and reporting procedures, selection and performance review of the Executive Director.
- The Board of Directors is also responsible for ensuring that the organization meets the County of Simcoe's expectations and contract conditions, including compliance with Shelter Standards.
- Proof of current insurance with a minimum of \$5 million liability and the County of Simcoe named as an additional insured must be provided to the County of Simcoe.
- An organizational flow chart that clearly identifies agency accountability shall be submitted to the County of Simcoe.

### **2.2 Code of Conduct**

The following standards with regards to the code of Conduct shall apply to residents, staff and volunteers in funded shelters.

#### **2.2.1 Human Rights Code R.S.O. 1990 c.H.19**

Every person has a right to equal treatment with respect to services, goods and facilities without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, same sex partnership status, family status or disability. R.S.O 1990, c.H 19, s.1;1999, c.6, s.28(1);2001,c.32,s.27(1).

Every person has a right to equal treatment with respect to the occupancy of accommodation without discrimination because of race, ancestry, place of origin,

colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, same sex partnership status, family status or disability or the receipt of public assistance. R.S.O 1990, c.H 19, s.2(1);1999, c.6, s.28(2);2001,c.32,s.27(1).

Every person who occupies accommodation has a right to freedom from harassment by the landlord or agent of the landlord or by an occupant of the same building because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, same sex partnership status, family status, disability or receipt of public assistance. R.S.O 1990, c.H 19,s.2(2);1999,c.6,s.28(3);2001,c.32,s.27(1).

Every person who occupies accommodation has a right to freedom from harassment because of sex by the landlord, agent of the landlord or by an occupant of the same building R.S.O 1990, c.H 19,s.7(1).

- Every shelter will ensure compliance with the Human Rights Code. All residents, staff and volunteers must be free from discrimination, harassment, bullying and other prohibited behaviours.
- Every shelter must have a written human rights policy which prohibits discrimination or harassment on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, same sex partnership status, family status, disability or receipt of public assistance. This includes not only overt discrimination, but also the use of abusive language, imposition of personal beliefs, and abuse of power or exploitation.
- This policy must be reviewed with all staff and volunteers prior to commencing work and with residents during orientation.

### **2.2.2 Conflict of Interest**

- Shelters are to have conflict of interest guidelines related to:
  - Maintenance of a professional relationship with residents at all times
  - The use of shelter property or materials for personal gain, or the engagement in activities that interfere or may interfere with their duties.

### **2.2.3 Confidentiality:**

- The collection and use of all information under the contractual arrangement with the County of Simcoe is subject to the Municipal Freedom of information and Protection of Privacy Act, R.S.O. 1990 (MFIPPA).



- Shelter staff, volunteers and others must comply with MFIPPA and any other legislation related to privacy and the release of information.
- Shelters must have a policy that addresses confidentiality and the protection of personal information of residents and staff.
- The agency must review this policy with all staff and volunteers to ensure that they are familiar with the obligations under MFIPPA related to the protection of privacy and freedom of information.
- All staff and volunteers must sign a confidentiality agreement that addresses confidentiality and the protection of residents' personal information.
- No confidential information pertaining to residents will be shared with another agency without a written consent from the resident to disclose information.
- The consent shall identify the name of the person authorizing the release of information, the name of the agency from which the information is to be released, the nature of the information to be released, the purpose for which it is to be released and the time frame for which the consent is valid. It must be signed by the person authorizing the release and witnessed. The consent must be given according to the person's free will. The consent must be maintained on file.
- It is recognized that MFIPPA does set out specific circumstances where information may be released. In compliance with MFIPPA, there may be some situations where disclosure of information may occur without consent.

### **3.0 County Accountability**

- Service Contracts will be completed on an annual basis. Two original copies will be completed with authorized signatures. One fully executed original will be retained on file at the County of Simcoe and the other returned for the agency's records.
- Required documents such as incorporation, proof of insurance, current list of Board of Directors, agency contact information, compliance with Health, Building, Zoning and Fire Codes etc. must be in place prior to the initial contract with an emergency shelter and annually thereafter by December 31<sup>st</sup>. Service contracts will not be processed or renewed if documentation is outstanding.
- County staff will visit contracted emergency shelters at least annually. Staff will be reviewing operations to ensure compliance with these standards.

### 3.1 Per Diem Management

- The County of Simcoe will pay a daily per diem amount for eligible residents. The current per diem payment includes a \$39.15 shelter payment and may also include a personal needs allowance in the amount of \$3.80. The personal needs allowance is payable by the shelter to eligible residents for personal needs other than that provided by the shelter.
- The County of Simcoe will pay shelter per diems for a resident for a maximum 30 day period in each calendar year.
- The County of Simcoe may approve per diems in excess of 30 days under certain circumstances such as:
  - Until the next business day when County of Simcoe staff can be contacted to approve an extension
  - On nights when the weather is particularly cold
  - On occasions where shelter is required for the health or safety of a resident
  - A resident moving into permanent accommodation or treatment, as detailed in the resident's action plan, within a few days
  - A resident who transitioned according to their action plan, but has had a setback
  - Other such exceptional circumstance as discussed with and approved by the County of Simcoe.
- Extended length of stays greater than 30 days shall be requested by agencies within the 26<sup>th</sup> to 30<sup>th</sup> day stay period for a resident in order to ensure proper approval. All agencies requesting a length of stay greater than 30 days for a resident must fill out the Extended Stay Request Form and fax the form to the County of Simcoe at fax # 705-722-4720.
- The shelter will be responsible for reviewing and completing the pink form (Application for Assistance 1A), or similar documentation provided by the County of Simcoe, in full with the resident.
- These forms are to be faxed to the County of Simcoe, fax # 705-722-4720, by 9:30 AM, to determine eligibility for the daily personal needs allowance of \$3.80 per individual. The personal needs allowance will not be paid for residents who have received Ontario Works or Ontario Disability Support Program that month.
- Shelters must have policies and procedures to administer the personal needs allowance provided to the shelter on behalf of eligible residents. Residents must be advised of the amount of personal needs allowance they will receive and the method and timing of payment. The policy and procedures must also detail the process by which a shelter documents payment of the personal needs allowance to a resident.
- Residents wishing to stay in the shelter for a period of longer than 30 days may apply for Ontario Works prior to the end of the 30 day period. If the resident is eligible for Ontario Works, the room and board rate may be accessed for these longer stays.

- The County of Simcoe pays shelter per diems monthly on an arrears basis.
- A monthly invoice for per diem payment for eligible subsidized residents must be submitted to the County of Simcoe after the end of each month.
- The invoice is to be in the required format with all supporting documentation attached.

## **4.0 Operational Standards**

### **4.1 Admission Standards**

- Admission will occur at all times during the hours of operation providing that the resident is eligible and a bed is available.
- Shelters must have clearly written criteria and policies and procedures for admission.
- If a shelter is unable to accommodate an individual, they will assist the individual in locating alternate shelter or support.
- An orientation will be provided to all new residents outlining their rights and responsibilities (house rules, complaint process etc.), the program philosophy and emergency evacuation procedures. These rights and responsibilities will also be posted in an area where they can be readily seen by residents.
- Up to date records will be maintained indicating that a resident is present at the shelter, the date of admission and date of discharge. Records for subsidized residents must contain all information required to determine eligibility for per diems and personal needs allowance, including a record of the total number of days accommodated year to date.
- Shelters are responsible for ensuring that all required forms are completed and submitted.
- All records will be maintained for a minimum seven year period of time.
- All records will be maintained in a secure manner, ensuring that the privacy of individuals is protected in compliance with MFIPPA.

### **4.2 Exclusions**

- Excluding residents from service is done only in extreme circumstances.
- All shelters will have policies and procedures regarding service exclusion, including the appeal process. The resident's rights and responsibilities are to be clearly explained to the residents upon admission.
- The reasons for and lengths of exclusions should be clearly detailed in the policy and be consistent. The policy should also detail the resident's process for appealing a decision.
- Staff must inform the excluded resident of the reason for the exclusion and the date it will be lifted. Residents wishing to appeal the exclusion are to be advised of the process to do so.

- In cases where a resident is excluded, referrals to alternate services should be provided.
- A record of exclusions with the resident's name, date, reason for exclusion, length of exclusion and signature of the staff issuing the exclusion is to be maintained by the shelter.
- Permanent exclusions will be issued only in extreme circumstances in which the security and safety of staff, volunteers or residents is at risk. The County of Simcoe is to be advised of any permanent exclusion.

#### **4.3 Length of Stay**

- Per diem subsidy will be provided for eligible residents for a maximum period of 30 days.
- Extended length of stays greater than 30 days shall be requested by agencies within the 26<sup>th</sup> to 30<sup>th</sup> day stay period for a resident in order to ensure proper approval. All agencies requesting a length of stay greater than 30 days for a resident must fill out the Extended Stay Request Form and fax the form to the County of Simcoe at fax # 705-722-4720.
- Any resident wishing to remain longer may apply for Ontario Works. If eligible, the room and board rate may be paid to the shelter.

#### **4.4 Daytime Access**

- Shelters will be encouraged to work with their community partners to enable residents to access services during times that the shelter is closed.

#### **4.5 Action Plan**

- Shelters will develop an action plan with each resident within three days of admission.
- The action plan will include a brief assessment of the resident's current situation, intent, goals and may include referrals to housing, employment, financial assistance and other community services and resources.
- The action plan will evolve into a discharge plan which addresses housing and other services to be utilized after leaving the shelter.

#### **4.6 Inability to Serve**

- All shelters will endeavor to make every attempt to serve individuals either by direct service or by referral to other community resources.

### **5.0 Residents Rights and Responsibilities**

- Every shelter will develop and post the rights and responsibilities of residents.

- At a minimum, residents have the right to:
  - Basic needs including food and shelter
  - A clear understanding of shelter rules and resident responsibilities
  - Investigation of complaints
  - An opportunity to provide input into shelter programs and policies
  - An environment free from harassment or discrimination
  - Information on community services and resources
  - The protection of their privacy
  - The opportunity to set their own goals and receive support as they work towards these goals.
- At a minimum residents are expected to:
  - Follow the rules of the shelter
  - Treat fellow residents, staff, volunteers with respect
  - Respect the shelter and personal belongings of others
  - Work with staff and other community partners to address the issues that resulted in homelessness.

## **6.0 Accommodation Standards**

- All shelters must have current documentation verifying that they meet all current health, fire, and building and zoning regulations. Proof of fire and health department approvals must be submitted to the County by December 31<sup>st</sup> of each year.
- The premises are to be clean, sanitary, safe and free of hazards.
- All shelters will provide the following:
  - A bed is to be provided for each resident. Temporary beds or other temporary sleeping spaces shall not be used for subsidized residents except in exceptional and temporary circumstances and only as authorized by the County
  - Beds are to be at least .76 meters (2.5 feet) apart
  - The sleeping area must meet the Building Code requirements as to the amount of space per individual
  - Each resident is to be provided with clean sheets, pillowcases, bedding, face cloths and towels weekly or whenever a new resident occupies the bed
  - Mattresses are to be made of or covered with fire retardant materials
  - Washrooms including showers, toilets and sinks are to be provided as per the Building Code specifications, including the ratio of fixtures per residents
  - Laundry service or facilities for residents to wash their clothes are to be provided without charge
  - A distinctly separate and secure sleeping space for men, women, and families with children is to be provided when the shelter serves these varied client groups
  - Facilities for secure storage of each resident's belongings

- A common area for residents is to be available
- Adequate ventilation must be provided as per the Building Code specifications
- Access to natural light must be provided as per the Building Code specifications.
- The following personal items will be provided to residents:
  - Soap
  - Deodorant
  - Shampoo
  - Toothbrush / Toothpaste
  - Feminine hygiene products.
- Shelters are encouraged to provide access other personal items such as:
  - Shaving supplies
  - Clean clothing
  - Grooming products.
- Shelters will endeavor to be accessible to all potential residents.

## **7.0 Health and Safety**

### **7.1 Weapons**

- No weapons and other dangerous objects will be permitted, except when the denial of weapons would be contrary to the law.
- Residents will be asked upon admission if they have weapons or anything that could potentially be dangerous.
- Police will be contacted to confiscate any prohibited weapons, illegal substances or other contraband.

### **7.2 Violence**

- All staff, volunteers and residents are entitled to a safe workplace and safe accommodation. Violence of any kind will not be tolerated.

### **7.3 Medication Administration**

- All shelters will have policies and procedures regarding the storage, administration and disposition of medication.
- All medication must be securely stored and inaccessible to other residents.
- Residents are to self administer their medications.

- Unclaimed medication is to be disposed of according to safe medical practices.

#### **7.4 Vaccinations**

- Shelters should encourage staff and volunteers to maintain current immunizations and TB screening, while recognizing this is an individual responsibility and choice.

#### **7.5 Hygiene**

- The shelter will provide access to bathing facilities to promote and assist with resident hygiene.
- The Shelter will provide access to laundry facilities for residents at no cost.

#### **7.6 Infection Control**

- Residents will be asked about contact with communicable disease upon admission.
- The Shelter may contact the Public Health Unit: Health Connection Line and / or telehealth for additional information.
- Shelters will provide training on Universal Precautions, including hand washing, personal hygiene, housekeeping use of protective supplies / equipment.
- Universal Precautions will be observed by staff and volunteers and the agency will provide any necessary supplies.

#### **7.7 First Aid and CPR**

- All direct service staff must receive training in first aid and CPR within the first year of employment.
- An adequately stocked (as specified by the Health Unit) first aid kit will be readily available on site.

#### **7.8 Non Violent Crisis Intervention**

- All direct service staff must receive training in Non Violent Crisis Intervention within the first year of employment.

#### **7.9 Emergency Evacuation Plan**

- Shelters must have an approved Emergency / Evacuation Plan in the event of fire, natural disaster, hostage etc.

- A copy of the fire / emergency evacuation plan is to be posted in a location where it may readily be seen by residents, staff and volunteers.
- Staff, volunteers and shelter residents must be advised of the procedures to be followed in the event of an emergency or evacuation.

#### **7.10 Substance Use /Abuse**

- Shelters must have a written policy regarding admission or discharge related to substance use. This policy should include the shelters position in regard to substance usage.
- Referrals to community services may be appropriate.

#### **7.11 Illness**

- Shelters will encourage residents who appear to be ill to seek out medical advice.

### **8.0 Food Safety and Nutritional Standards**

- Subsidized residents will receive a nutritious and adequate diet which meets the standards set out in Canada's Food Guide.
- A minimum of three meals per day will be provided.
- Food selection will, as much as possible reflect the cultural and spiritual diversities of the residents.
- Food storage and handling should comply with all applicable Regulations and Acts, including the Food Premises Act.

### **9.0 Staffing**

- All employee contracts shall state that the employee is an employee of the service provider and not an employee of the County of Simcoe.
- All shelters will have written policies and procedures regarding employment practices that comply with Provincial and Federal laws.
- The policies and procedures will include recruitment practices, employment reference checks, criminal reference checks for staff and volunteers, staff orientation and training (e.g. CPR and First Aid, WHMIS).
- The shelter must have adequate staff for the number of residents accommodated, to ensure the safety of residents and staff at all times.
- The shelter must have a minimum of one awake staff on duty during the hours that the shelter is open.
- Staff must be provided with an orientation which sets out their duties and responsibilities, including daily routines, reporting practices and emergency procedures.



## **10.0 Policies and Procedures**

### **10.1 Record Keeping**

- Shelters will maintain an accurate, up to date operations log to record incidents and observations related to the safety of residents or staff and other matters related to the operation of the shelter.

### **10.2** Each shelter will, at a minimum, have the following policies and procedures in place:

- A human rights policy which prohibits discrimination or harassment on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, same sex partnership status, family status, disability or the receipt of public assistance.
- Confidentiality and the protection of personal information of residents and /or staff
- Admission and discharge policies and practices
- The agency's policy related to substance usage by residents
- Administration of the personal needs allowance
- An Emergency and Evacuation Plan
- Medication storage and administration
- Service exclusion
- Process for the investigation of complaints
- Employment practices, including recruitment, criminal reference checks for staff and volunteers, staff orientation and training.

### **10.3** All shelters will have a system in place to record serious and unusual occurrences. The recording of these occurrences should include identifying any residents who were involved in or witnessed the occurrence and what actions have been taken by the operator to resolve the situation. A serious occurrence report shall be filed with the County of Simcoe within 24 hours. Any incidents of a serious nature, including the occurrence of a criminal offense shall be reported immediately to the County of Simcoe emergency shelter case worker. Serious occurrences include abuse, property fire, death, assault, accidental injuries, and medical assistance due to life threatening trauma.

**11.0 Services for Children:**

- Shelters will take a proactive role in encouraging residents with children to access age appropriate community resources and services as part of the resident action plan.
- Partnerships with appropriate Community Resources and Services will be developed and maintained by shelters serving families with children.
- All furnishings, toys and equipment must meet CSA standards and be age appropriate to the child.
- The premises accessed by children must be safe and age appropriate.
- Children residing in shelters are to be provided with an age appropriate range of early childhood, recreational and social opportunities.
- Children are the responsibility of their parents and should be supervised at all times.
- Staff and volunteers are required to comply with the Child and Family Services Act and report any cases of neglect or child abuse to the appropriate authorities.

## **APPENDIX 1**

### **EMERGENCY SHELTER STANDARDS STEERING GROUP**

#### **TERMS OF REFERENCE**

##### **Purpose**

To develop draft operational standards for emergency shelters contracted by the County of Simcoe Social & Children's Services Department. These standards will provide a common understanding of service delivery standards for clients, staff, service providers and funders.

##### **Objectives**

- To recommend the scope of operational standards for contracted emergency shelters
- To clarify the role of contracted emergency shelters
- To recommend a baseline of values and principles
- To facilitate resident input into the shelter standards
- To recommend operational standards based on best practices
- To identify the role of each partner in the implementation of operational standards
- To engage partners and community resources which can contribute to the implementation of best practices in emergency shelters
- To identify the supports & services necessary for shelter residents to move into more permanent accommodation
- To examine and make recommendations regarding the inter relationship with Ontario Works employment and income supports
- To determine how to operationalize implementation of a daily personal needs allowance
- To make recommendations regarding per diem management including accountability, monitoring, communication and co-ordinating mechanisms
- To guide the implementation of shelter standards
- To evaluate the effectiveness of shelter standards once implemented, identify any gaps and recommend any revisions necessary

##### **Scope**

The County of Simcoe funds emergency shelter beds in several contracted emergency shelters. These shelters currently are required to have zoning and building approval, fire & health inspections completed annually and proof of adequate insurance.

The shelter standards will provide a foundation for quality service delivery in contracted shelters. Potential areas to be considered include agency governance, financial management, accountability, staff training, conflict of interest, physical accommodation

standards, food safety & nutrition, health & safety (infection control, medication administration etc. ), policies and procedures (such as admission / discharge, exclusions, residents' rights & responsibilities, complaints resolution, medication management, code of conduct etc.), program standards,

### **Accountability**

Steering group members are accountable for the conduit of information and ideas from their planning and networking groups to the steering group.

The steering group is accountable to the County of Simcoe as Consolidated Municipal Services Manager. Standards developed by the steering group will be taken to Human Services Committee and County Council for review, approval and direction re implementation.

The County of Simcoe is accountable to the Ministry of Community, Family and Children's Services for delivery of emergency shelter per diems.

Steering group decisions will be made by consensus where possible. The County of Simcoe retains the final decision making authority.

### **Membership**

County of Simcoe Social & Children's Services, emergency shelters, women and children's shelters, SCATEH, Supported independent living providers, Community Care access centre, transition housing service provider, CMHA, Simcoe County District Health Unit, Out of the Cold, fire & building inspection, consumers.

### **Time frame**

The draft shelter standards are to be completed by August 15, 2003 for submission to the County of Simcoe Human Services Committee September 9, 2003 and County Council on September 23, 2003. Implementation of the standards will begin once approved by Council.

**APPENDIX 2****The County of Simcoe  
Shelter Standards Working Group Membership:**

|                           |  |
|---------------------------|--|
| Kim Sandy                 | B.A.H.C.                               |
| Caren Smith-Rich          | B.D.A.P.S.N                            |
| Karen Sanderson           | Barrie Out of the Cold                 |
| Heather Bebb / Jim Harris | Canadian Mental Health Association     |
| Helen Hodgson             | County of Simcoe                       |
| Greg Bishop               | County of Simcoe                       |
| Ann Burke                 | David Busby Street Centre              |
| Paula King                | Elizabeth Fry Society of Simcoe County |
| Tim Tanton                | Lighthouse Christian Men's Shelter     |
| Major Harry Banfield      | Salvation Army Men's Shelter           |
| Mandy Hillyard            | S.C.A.T.E.H                            |
| Greg Wells                | Simcoe County Public Health Unit       |
| Melissa Hurley            | Simcoe Outreach Services               |
| Kathy Willis              | Women's Resources of Simcoe County     |
| Lorraine McKoy            | Youth Haven                            |