

# Homeless Shelter Accommodation Expectations

**Emergency Shelter and  
Short-Term/Long-Term Supportive Housing**

## Homeless Shelter Accommodation Expectations

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## Homeless Shelter Accommodation Expectations

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### **DEFINITIONS**

The definitions below are intended to support the terminology used within the *Homeless Shelter Accommodation Expectations*.

<b>Client:</b>	Individual who is assisted by the Operator pursuant to the Emergency/Short-Term/Long-Term Supportive Housing Initiative Conditional Grant Funding Agreement between the Operator and the Department.
<b>Department:</b>	Alberta Community and Social Services (CSS)
<b>Departure/Eviction Procedures:</b>	Process of concluding a client's stay at a shelter, under the shelter's policy.
<b>Emergency Shelter:</b>	Means overnight accommodation to individuals who have no permanent address.
<b>Employee:</b>	A staff member of the shelter (does not include health-care professionals).
<b>Facility:</b>	A shelter.
<b>Grievance and Appeal Process:</b>	A mechanism developed and used at a shelter to address and work toward resolving a client's concerns.
<b>Housekeeping Services:</b>	Refers to regular cleaning of clients' rooms and common areas that include vacuuming and dusting; and kitchen, dining room and bathroom cleaning and disinfecting.
<b>Illicit Substances:</b>	All psychoactive drugs and their derivatives, except alcohol and tobacco, which are used or distributed in a manner prohibited by Canadian law.

## Homeless Shelter Accommodation Expectations

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<b>Laundry and Linen Services:</b>	The regular laundering of bedding, towels and common linen, either owned by the facility, client or a laundry service, for the exclusive use of the clients. "Bedding" includes bed sheets, pillowcases, and blankets. "Towels" include bath towels, hand towels, and face cloths. "Common linens" includes tablecloths and napkins.
<b>Long-Term Supportive Housing:</b>	Means unlimited stay at a facility that provides 24/7 support services to its residents.
<b>Medication Management:</b>	Medication assistance and/or medication reminder.
<b>Operator:</b>	The organization/individual responsible for the operation of a facility.
<b>Prohibited Weapons:</b>	<p>Any device designed to be used for the purpose of injuring, immobilizing, or otherwise incapacitating a person.</p> <p>Examples include but are not limited to firearms; switchblade knives or other knives or daggers; martial arts weapons; mace or pepper spray; blowguns; whips; brass knuckles or spiked wristbands; clubs, pipes or rods linked by rope, wire, or chain; and any other weapon prohibited by federal or provincial law.</p>
<b>Real Property:</b>	Refers to land, buildings, ancillary structures, furniture, and equipment.
<b>Shelter</b>	Emergency Shelter, Short-Term and/or Long-Term Supportive Housing.
<b>Shelter Accommodation Expectations:</b>	<i>Homeless Shelter Accommodation Expectations.</i>
<b>Short-Term Supportive Housing:</b>	Temporary housing with support to assist client movement into permanent housing.
<b>Staff:</b>	Shelter staff and/or shelter operator providing services.

## Homeless Shelter Accommodation Expectations

### ACCESS TO SHELTER – Expectations 1 through 3

The access to shelter expectations relates to application, orientation, exit process, consent for accommodation services, and the admission agreement.

As a guiding principle, shelter accommodation shall be extended to all people regardless of political or religious beliefs, ethno-cultural background, health, (dis)ability, gender identity, and/or sexual orientation; however, the facility may refuse admission to individuals who may not be accommodated due to: space considerations, because of physical limitations of the building, who may put others at risk, or who are considered best served by another agency. If a shelter cannot accommodate an individual, a referral to a different agency should be provided.





<b>EXPECTATION 1 – CLIENT APPLICATION AND ORIENTATION (1.1 – 1.3)</b>		<b>E</b>	<b>S</b>
<b>1.1</b>	The Operator will ensure that clients are provided with appropriate facility information in writing, which must include: <ul style="list-style-type: none"> <li>◆ Eligibility criteria</li> <li>◆ Services provided at the facility</li> <li>◆ Security practices and procedures, including fire exit process</li> <li>◆ Client rights and responsibilities as defined by the Operator and applicable legislation</li> <li>◆ Facility policy regarding substance use</li> <li>◆ Facility policy regarding client disclosure of medication</li> <li>◆ Facility policy regarding the storage of personal belongings</li> <li>◆ Any monthly charges/fees the client is expected to pay</li> <li>◆ Departure and/or eviction procedures.</li> </ul>		
<b>1.2</b>	The Operator must maintain accurate occupancy records.		
<b>1.3</b>	The facility has a written policy to address the average length of stay in a shelter for the clients.		







**LEGEND:**  Applicable  Not Applicable E Emergency S/L Short/Long Term

## Homeless Shelter Accommodation Expectations

### ACCESS TO SHELTER – Expectations 1 through 3

Continued

EXPECTATION 2 – INFORMED CONSENT (2.1 – 2.2)		E	S
2.1	The Operator has an informed and voluntary consent form for accommodation.		
2.2	<p>Informed consent forms are signed and filed and must meet the following criteria:</p> <ul style="list-style-type: none"> <li>Consent is freely given</li> <li>The consent is dated and is related to a specific service or procedure</li> <li>The client understands his/her right to withhold, give and revoke consent</li> <li>The person giving consent has a reasonable understanding of what is being consented to and the implications of providing or denying consent.</li> </ul>		

EXPECTATION 3 – CLIENT GRIEVANCES AND APPEALS (3.1 - 3.3)		E	S
3.1	The Operator shall establish a process to receive, document, investigate and respond to client grievances and appeals.		
3.2	The Operator shall ensure that clients are aware of their right to lodge a grievance and appeal decisions.		
3.3	The Operator shall maintain a record of the outcomes of all formal client grievances and appeals.		

**LEGEND:**  Applicable  Not Applicable E Emergency S/L Short/Long Term







## Homeless Shelter Accommodation Expectations

### CLIENT INFORMATION – Expectation 4

Shelter staff often have access to sensitive personal information about clients and should protect the confidentiality of personal information. Sharing client information with other service providers may be necessary to ensure effective provision of services, continuity of care, and efficient use of resources; however, sharing information with relevant providers may occur only when such disclosure is reasonably required and authorized.

Provincially-operated shelters are required to comply with the *Freedom of Information and Protection of Privacy Act* (FOIP). Provincially-funded shelters may be required to comply with FOIP under the terms of the conditional grant agreement.

The *Personal Information Protection Act* (PIPA) applies on a limited basis to certain non-profit organizations. Under the Act, non-profit organizations incorporated under the *Societies Act*, the *Agricultural Societies Act*, or registered under Part 9 of the *Companies Act*, are exempted, unless undertaking commercial activities. PIPA applies to non-profit organizations, as defined in the Act, only with respect to personal information that is collected, used or disclosed in connection with a commercial activity carried out by the non-profit organization.

EXPECTATION 4 – CONFIDENTIALITY AND SHARING OF PERSONAL INFORMATION (4.1 – 4.3)		E	S
4.1	The Operator controls access to, receipt of, storage, use and disclosure of client information.		
4.2	The Operator shall not disclose any information pertaining to the personal information of a client to any person without the prior written consent of the client, unless otherwise authorized by legislation or a specific Court Order.  Note: This expectation does not apply to the disclosure of information to a person who requires that information in the ordinary course of his/her employment or duties with the department.		
4.3	The Operator adheres to applicable provincial and/or federal legislation, as it pertains to client confidentiality and reports any security breaches or violations to Alberta Housing and Urban Affairs.		

#### LEGEND:



Applicable



Not Applicable



E Emergency

S/L Short/Long Term

## Homeless Shelter Accommodation Expectations

### INFORMATION AND REFERRAL SERVICES – Expectation 5



The information and referral services expectation enables linking clients with appropriate services in a timely manner, whether the services are provided in-house or by an external agency.





EXPECTATION 5 – ASSISTANCE WITH INFORMATION AND REFERRAL (5.1)		E	S
5.1	The Operator ensures clients have access to information about relevant community, municipal, provincial, and federal programs/services, and are provided with referrals as appropriate.		

### PHYSICAL ENVIRONMENT – Expectations 6 through 7

Expectations relating to the physical environment ensure that all real property is maintained in such a way as to meet the basic physical needs and secure the safety of all persons that make use of the facility, including clients, employees, volunteers, service providers, and visitors.

In addition to the expectations listed below, shelters must meet all other applicable legislation, regulations, bylaws, and codes.

EXPECTATION 6 – FIRE REGULATIONS (6.1)		E	S
6.1	The Operator must ensure that the facility has a fire safety plan in place in accordance with the Alberta Fire Code.		

EXPECTATION 7 – MAINTENANCE OF REAL PROPERTY (7.1 – 7.2)		E	S
7.1	Premises and equipment meet the requirements of all applicable health, safety, building and fire codes, bylaws, and legislation.		
7.2	The Operator establishes a health and safety committee. Website reference link - Occupational Health and Safety		

**LEGEND:**  Applicable  Not Applicable E Emergency S/L Short/Long Term













## Homeless Shelter Accommodation Expectations

### SAFETY SERVICE – Expectation 8 through 9

Expectations related to safety services are designed to facilitate the safety of shelter clients, visitors, volunteers, and employees. The Operator must ensure compliance with all health, safety, building and fire codes, bylaws, regulations and legislation.

The Operator must ensure staff are aware of their duty under the *Protection for Persons in Care Act* to protect clients from abuse and to report suspected abuse of clients.

EXPECTATION 8 – EMERGENCY PREPAREDNESS (8.1)		E	S
8.1	The Operator must have an emergency preparedness plan in place to deal with non-fire-related emergencies.		

EXPECTATION 9 – SAFETY AND SECURITY (9.1 – 9.5)		E	S
9.1	The Operator promotes safety and the prevention of abuse.		
9.2	The Operator ensures clients are made aware of the facility's rules around prohibited weapons and illegal substances. The policy will include information about the facility's storage and return procedures, as appropriate.		
9.3	The Operator ensures that safety needs of staff and clients are met.		
9.4	All clients engaged in cleaning are trained appropriately and the storage of controlled products adheres to the Workplace Hazardous Materials Information System (WHMIS).		

#### LEGEND:



Applicable



Not Applicable





E Emergency



S/L Short/Long Term





## Homeless Shelter Accommodation Expectations

### HUMAN RESOURCES – Expectations 10 through 12

Human resource practices relate to the conduct of employees, volunteers, and student placements. Expectations relating to human resources ensure the professionalism and accountability of any conduct or interaction with and/or relating to employees, volunteers, and student placements. The Operator is required to comply with Alberta's Employment Expectations Code and Occupational Health and Safety. The Operator is also responsible for promoting general safety and ensuring staff are trained in emergency response procedures.

EXPECTATION 10 – EMPLOYMENT EXPECTATIONS (10.1 - 10.2)		E	S
10.1	The Operator ensures that all employees are aware of the scope of employment.		
10.2	The Operator recognizes and identifies training for employees and ensures that employees receive appropriate training.		

EXPECTATION 11 – PROFESSIONAL CONDUCT (11.1)		E	S
11.1	The Operator shall develop a code of conduct that will outline professional behaviour for shelter staff, including expectations regarding employee and volunteer involvement in clients'		

EXPECTATION 12 – SCREENING/CRIMINAL RECORD CHECK (12.1 – 12.2)		E	S
12.1	All new employees and volunteers are required to provide a criminal record check that includes screening for work with vulnerable populations.		
12.2	The facility has a written policy to address the reporting of criminal charges during term of employment.		





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## Homeless Shelter Accommodation Expectations

### HOSPITALITY SERVICES – Expectations 13 through 15

Hospitality services relate to the provision of meals, housekeeping, and laundry services. All shelter staff, volunteers, and clients who assist in the provision of these services are subject to the expectations identified below.

Shelters that provide meals must comply with the *Food Regulation* (under the *Public Health Act*). The Alberta Health Services Board is the main contact for information regarding food safety courses and food establishment permits. Note that charitable and non-profit organizations are exempt from paying the permit fee, provided they are able to produce a copy of the most current Charitable Status Number or a copy of the Annual Returns for Society and Non-Profit Company – Proof of Filing.

EXPECTATION 13 – FOOD HANDLING AND SANITATION (13.1 – 13.2)		E	S
13.1	Where the facility operates a food establishment, as defined in <i>Food Regulation</i> , the Operator must ensure that a valid food establishment permit is posted.		
13.2	The Operator ensures that anyone working in food preparation (including staff, volunteers, and clients) receive annual education in safe food handling.		





EXPECTATION 14 – HOUSEKEEPING SERVICES (14.1 – 14.2)		E	S
14.1	The Operator ensures that all areas are cleaned to prevent health and safety risks.		
14.2	The Operator ensures housekeeping staff and volunteers follow proper cleaning, hygiene, and disease-control procedures (i.e., minimizing cross contamination; prevention and control of infection; the proper use of cleaning supplies and equipment).		

**LEGEND:**  Applicable  Not Applicable E Emergency S/L Short/Long Term

## Homeless Shelter Accommodation Expectations



### HOSPITALITY SERVICES – Expectations 13 through 15

Continued

EXPECTATION 15 – LAUNDRY AND LINEN SERVICES (15.1 – 15.2)		E	S
15.1	If bedding, towels, or linens are provided, they must be clean, dry, sanitary, and in good condition. Staff follow practices for the prevention and control of infection.		
15.2	If the facility has laundry equipment available for client use, the Operator ensures that safe and sanitary conditions exist for the washing of personal laundry.		

### MEDICATION MANAGEMENT – Expectation 16

Shelters may provide medication management to clients. The shelter's medication management policies and procedures do not supersede any existing legislation or regulation, or the instructions and directions of a physician or pharmacist.

EXPECTATION 16 – STORAGE OF AND ACCESS TO MEDICATION (16.1)		E	S
16.1	For shelter facilities that provide medication management, the Operator shall have written procedures in place that address the storage of and access to client medication.		







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## Homeless Shelter Accommodation Expectations

### INFECTION AND DISEASE CONTROL – Expectation 17

To ensure the health and safety of shelter staff, volunteers, clients, and visitors, shelters should provide information regarding infection and communicable diseases, including their prevention and treatment.

The Operator is required to comply with the *Communicable Diseases Regulation* and must ensure that staff are aware of their responsibilities to report diseases identified within the regulation.

EXPECTATION 17 – INFECTION CONTROL AND COMMUNICABLE DISEASES GUIDELINES (17.1 – 17.3)		E	S
17.1	The Operator ensures that written policies and procedures are in place for infection control and communicable diseases.		
17.2	The Operator ensures that shelter staff, volunteers, and clients are educated about the risks of infection and their role in preventing infections.		
17.3	The Operator promotes during orientation up-to-date immunizations for all staff working directly with clients.		

**LEGEND:**  Applicable  Not Applicable E Emergency S/L Short/Long Term