Shelter Standard Elements - Shelter Alignment

Shelter Standard Element	% of Shelters in Alignment	% of Shelters Partially in Alignment	% of Shelters Not in Alignment
General			
Building/space is open 24/7	100%		
Clear separation of day-services space (including communal eating spaces, offices, and activity areas) from overnight sleeping space	85%	15%	
Predictable lay-out, with minimal sharp corners and rounded walls to prevent individuals from bumping into one another	70%		30%
Enhanced materials are used throughout to prevent noise transfer between spaces	35%	15%	50%
Private smoking area	30%		70%
Increased ventilation and sanitation to support public health	70%		30%
Shelter rules, processes, and information are publicly posted	70%		30%
Admission/Intake policy is publicly posted	70%		30%
Storage policy and rules are posted publicly	70%		30%
Restriction to Access (banning) policy is publicly posted	35%	15%	50%
Good Neighbour Commitment is publicly posted	15%	35%	50%

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Sleeping Accommodations - Private or Semi-Private (*Not all shelters offer private or semi-private spaces)			
Private or semi-private sleeping spaces are available	70%		30%
Couples spaces are provided	15%		85%
Beds are off the ground, with bed rails or lower heights	70%	15%	15%
Sleeping Accommodations - Congregate (*Not all shelters offer congregate spaces)			
2 metres between beds	25%	25%	50%
Day-sleep spaces provided	75%		25%
Beds are off the ground, with bed rails or lower heights	50%	50%	
Couples spaces are provided	25%	25%	50%
Storage for Guests			
Guests are provided a safe and secure storage options for their belongings	100%		
Storage solutions include lockers or trunks	100%		
Storage solutions include Amnesty Tote/Safe Keeping Box	70%		30%
Storage solutions include a locked storage room	85%		15%
Storage solutions include large items (such as a bike)	35%	15%	50%

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Hygiene Services			
Minimum of one shower stall for every twenty persons	70%		30%
One toilet/sink for every ten persons staying overnight	70%		30%
One washroom is barrier-free, fully accessible and marked as gender neutral	85%		15%
Bedding & Laundry Services			
Self-service laundry services are available	85%		15%
Guest Intake			
Expectations are communicated verbally to guests during admission to the shelter	85%		15%
Guests are welcomed, oriented, and assigned a bed	70%	15%	15%
Client preference on sleeping location is accommodated	30%		70%
During Shelter Stay			
Guests are not required to leave the property for operational purposes (e.g. shifting a space from a meal to a sleeping space)	50%	35%	15%
Guests can move from one space to another during the day	85%	15%	
Guests do not have to line up or queue for beds	70%	30%	

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Clients are able to access showers on demand	100%		
Basic hygiene and toiletry products provided to clients	100%		
Food provision is included in shelter	85%		15%
Guests are offered meal options at all times of the day	70%	15%	15%
Guests can voluntarily participate in other specialized programs that support their pursuit of housing	100%		
Admission Policy			
A clear intake pathway process for shelter guests is identified	100%		
Policy includes behavioural expectations	100%		
If a guest is not a good fit for the shelter, they are provided a referral to another shelter or, if possible, diverted to housing	100%		
If a guest is not a good fit for the shelter, they are provided with transportation	85%		15%
All staff have a familiarity of the housing system	70%	30%	
Admission can occur at any time of day as capacity allows	85%	15%	
Admission decisions not based on a guest's substance use	85%		15%
Guests are welcome to use shelter services as long as they are safely mobile and adhere to behavioural expectations	85%		15%

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Storage Policy			
Policy notes that items are not confiscated or banned from storage unless they pose a life-safety risk to staff and guests	100%		
Policy includes clear rules around accessing storage	85%		15%
Storage records are kept	100%		
Laundry Self-Service Machine Policy			
Policy includes information to help regulate the use of the self-service laundry services	70%	30%	
Pet Policy (*only 2 shelters have pet policies)			
Pet policy in place that supports people with pets who need to stay at the facility	100% of those with pet policies		
Policy outlines processes for if pets cannot be accommodated	100% of those with pet policies		
Restriction to Access (banning or barring) Policy			
Accepted and not accepted activities are listed	100%		
Restriction to access is used only if an individual poses a safety threat to staff or other participants	85%	15%	
There is a clear process for pursuing the removal or reconsideration of restriction to access decisions	70%	30%	

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Specialized Programs Policies			
Diversion and Housing First policy developed	100%		
Mental Health and Addictions policy developed	70%	15%	15%
Indigenous Support policy developed	35%	50%	15%
LGBTQ2S+ and Youth Support policies that reflect inclusiveness of LGBTQ2S+, are developed	70%	30%	
Good Neighbour Commitment			
A Good Neighbour Commitment document developed	15%	35%	50%
Diversion and Housing First Programs			
Referral pathways have been identified, with warm hand-offs when services are inadequate or unavailable	100%		
Diversion and housing programs are integrated and are linked to Coordinated Access Housing Services	85%		15%
Shelter tracks success in this area by measuring housing outcomes and guests' length of stay in shelter	70%	30%	
Intake information is frequently reviewed to identify individuals who are chronically in shelter	100%		
Chronic shelter users are targeted for more enhanced housing support	70%	15%	15%

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Guests have engaged with a housing worker within 48 hours of entering an emergency shelter	50%	50%	
Guests develop a housing plan within one week of entering shelter	50%	50%	
Mental Health and Addictions Program			
Referral pathways have been identified, with warm hand-offs when services are inadequate or unavailable	70%	30%	
Clients are assisted in obtaining appropriate mental health and addictions support services, which includes respecting client choice to access services from the full range of the addiction recovery spectrum	70%	30%	
Programs are offered on-site	35%	50%	15%
• If not; clear referral pathways and connections with the healthcare system are established and tracked	70%	30%	
There are clear protocols for guests prior to entry that explain what substances are prohibited from being used on site and corresponding storage options	100%		
Medical and disposable sharps containers are provided	100%		
Guests are directed to resources that reduce the spread of communicable diseases as it relates to substance use, including the provision of clean and safe injection equipment or information on where to obtain it	70%	30%	

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Guests are provided information about where Supervised Consumption Services and other harm reduction programming can be accessed, if not on site	70%	30%	
Staff are trained in overdose prevention and there is a clear protocol on how to respond to an overdose with provision of the appropriate tools	100%		
Indigenous Support Program			
Referral pathways have been identified, with warm hand-offs when services are inadequate or unavailable	50%	35%	15%
Operators work or partner directly with Indigenous organizations and individuals to ensure that program delivery and engagement is culturally competent	15%	50%	35%
Spiritual ceremonies, including smudging, sacred fire, and/or other teachings and protocols are practised onsite	70%		30%
Elders are involved in the planning and implementation of support services ie. Elders counselling/guidance	15%	50%	35%
Translation services are available to support personalized service delivery	30%		70%
Diversion efforts are identified, that seek to connect people to their families and home communities, wherever they may be	50%	35%	15%
Shelter Standard Element	**% of Shelters**	**% of Shelters**	**% of Shelters**

	in Alignment	Partially in Alignment	Not in Alignment
LGBTQ2S+ and Youth Support Program			
Referral pathways have been identified, with warm hand-offs when services are inadequate or unavailable	70%	30%	
Operators respect and accept the self-defined sexual orientation, gender identity, and gender expression of an individual, including their pronoun	85%	15%	
Operators make appropriate referrals to youth programs and services for those who are not appropriately supported in adult-focused emergency shelters	85%	15%	