

The Mustard Seed Central Shelter

June 9, 2025



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Who We Are – The Mustard Seed

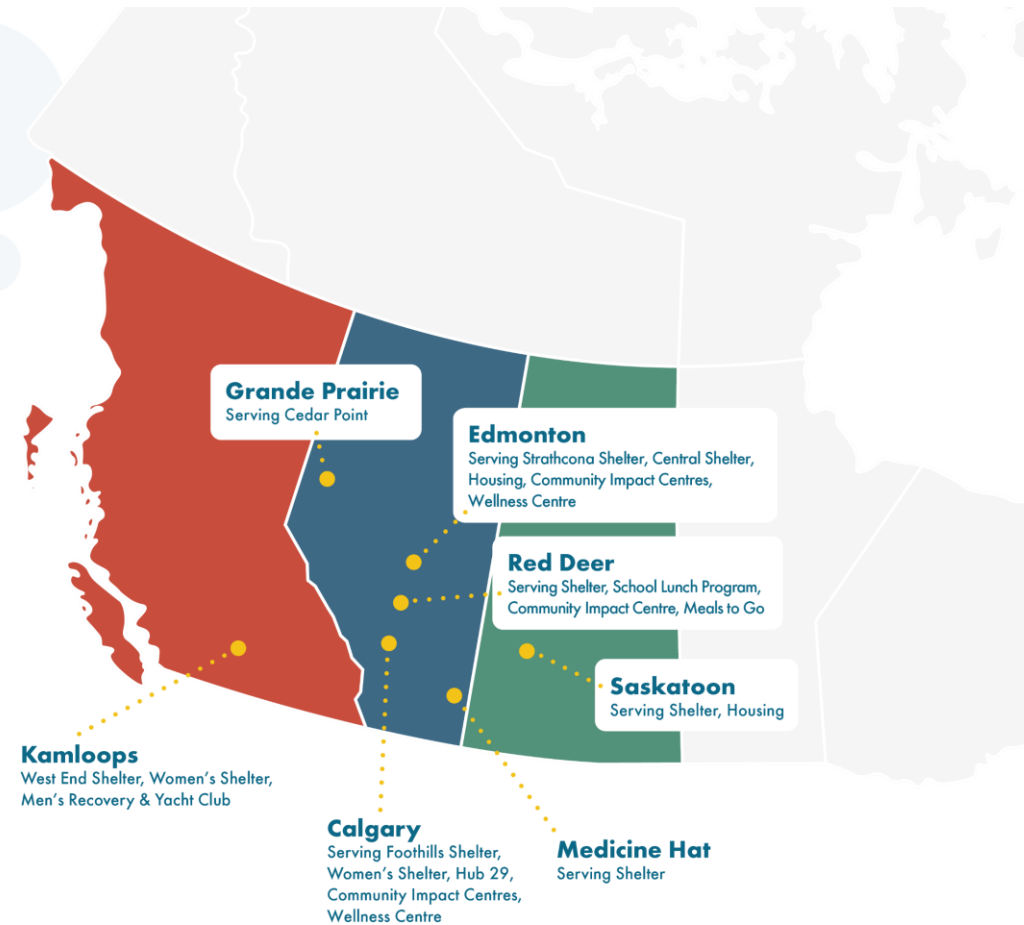
- Vision: To eliminate homelessness and reduce poverty where we serve



Who We Are – The Mustard Seed



- The Mustard Seed is a Christian non-profit organization that has been caring for individuals experiencing homelessness and poverty for 40 years
- Operating in seven cities across Western Canada, The Mustard Seed has extensive experience operating emergency shelters, housing-focused shelters, and providing wrap-around supports on-site



Shelter Operations & Expertise



- We have opened and operated numerous emergency shelters across Edmonton, including during the COVID-19 pandemic: Knox Church, Trinity Lutheran, Strathcona, Cessco, Expo Centre, Stadium Yards, Edmonton Convention Centre



- In Calgary, we operate a 370-bed shelter
- Currently operating two key sites in Edmonton:
Strathcona Shelter & Central Shelter

What Central Shelter Offers



- Opened in December 2023 as a 24/7, dry facility that focuses on helping guests transition out of homelessness and into stable, long-term housing



- Operated in partnership with Radius Community Health (Respite to Recovery)



- **Behaviour-based Access:** Sobriety is not required, but admission to the site is based on individuals' behaviour and assessment of the safety of all



- **Stabilizing Supports:** Advocacy, housing navigators, spiritual care, and medical services

Additional Services



- 3 daily meals & snacks
- Lockers, hygiene products, showers
- Trauma-informed, safety-certified staff
- High-staffing ratios, security, and patrols



Supporting Edmonton's Vision for an Inclusive and Compassionate Community



- Encourage moving toward healthy goals
- Encourage people to look toward housing and not to see the shelter as 'home'
- **165 guests** have obtained housing and moved out of The Mustard Seed Central *(Stat from Jan 2024 – May 2025)*

Central Shelter Setup



Main Floor (60 Beds)

- 30 Respite to Recovery program beds
- 30 mixed-population beds

Second Floor (32 Beds)

- Mixed population
- Semi-private rooms, lounge, TV

Third Floor (32 Beds)

- **Women-only**
- Semi-private rooms, lounge, TV

Staffing & Safety



- 4 staff per floor



- Our staff are trained in NVCI, Naloxone, trauma-informed care, first-aid, and de-escalation



- A security guard is present on-site to monitor the inside, perimeter, and do hourly patrols

Safety in and Around Central

One of the concerns we've heard from housed community members and local businesses is the issue of safety, particularly related to:

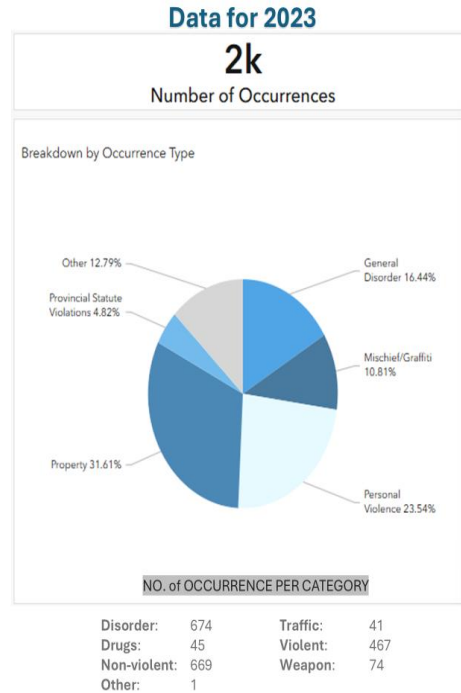
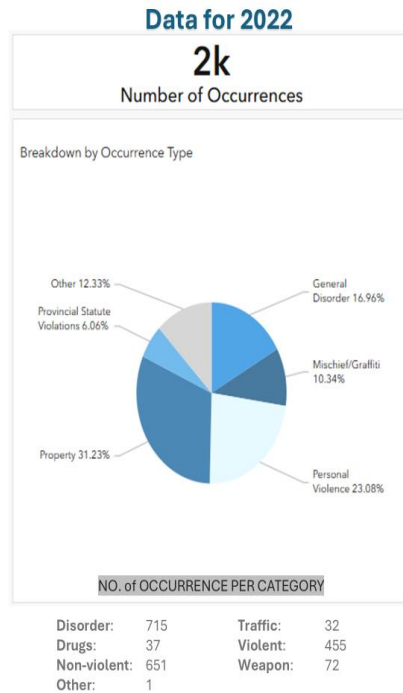
- Frequent sirens
- Calls for service from EPS and EMS

In 2024, EMS calls made up the majority of our calls for service.

- **Total EMS Calls: 226**
- **Percentage of Total Calls: 56%**

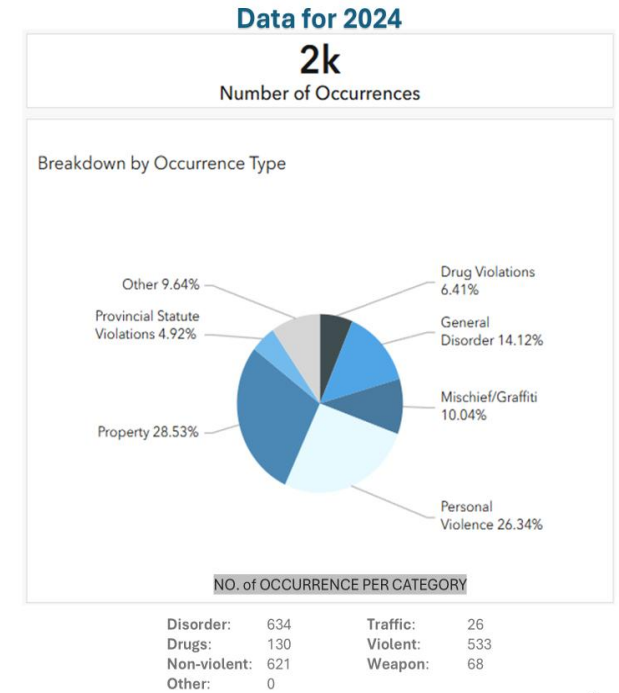
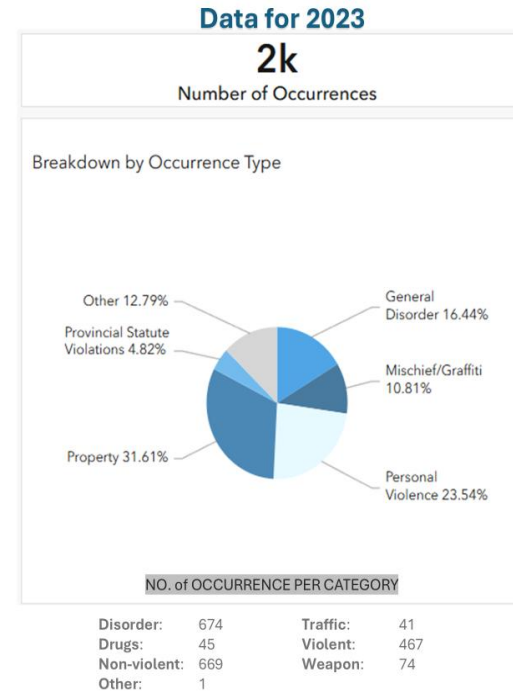
EPS Crime Maps Data for Boyle McCauley

Historical Data Comparison in **McCauley** Neighbourhood




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Historical Data Comparison in **McCauley** Neighbourhood



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Community Engagement Timeline

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- City of Edmonton Community Engagement 60 m outreach
 - **September 2023:** Door knocking and 200 m TMS outreach
 - **November 7, 2023:** City Council hearing
 - **July 2024:** Newsletter and 200 m info campaign
 - **March 2025:** Newsletter, door-knocking, and updated TMS landing page
 - **May 2025:** Second door-knocking round

Responding to Community Concerns

- **No lineups outside:** Security hired for outdoor monitoring
- **Litter:** Staff cleanup and new weekly litter crew
- **Sirens:** Investigating calls with EPS
- **Congregation in front of the shelter (morning hours):**
As a 24/7 shelter, guests can remain on-site; outdoor presence often includes individuals smoking or getting some air after breakfast

What's Next – Community Liaison Committees



- Pilot program underway in the Canora neighbourhood



- Will include community reps, business leaders, those with lived experience, police, and TMS staff



- Goal: Open quarterly conversations



- Plan to launch in the Boyle McCauley area

We Are Committed To...

- Operating with **dignity and safety** at the core
- Being **accountable to our community**
- Supporting guests in **stabilization and housing**
- **Listening and responding to our neighbours**

Thank You

Questions?



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