

Edmonton Emergency Shelter Operating Models

The table below provides a high-level summary of shelter services and operating models in Edmonton. This list includes emergency shelter services only. Emergency shelters accommodate individuals on a temporary, overnight basis and are free, walk-up service clients can access directly.

This list does not include transitional or bridge housing options. Transitional or bridge housing options are available to individuals experiencing homelessness via a referral from an agency partner and are short-term, continuous stay accommodations that help people find permanent housing through participation in mandatory supportive programming. This list also does not include emergency shelter services for women fleeing domestic violence.

Emergency Shelter	Target Demographics	Policies	Programs	Operations
Hope Mission Downtown	Men, Women, and youth (24/7 sleeping space) Men, Women, and Couples (overnight sleeping space)	- Banning practices are based on behaviour on a case-by-case basis - No substance use on-site - Pets are not allowed	- Intox services - Healthcare and recovery services - Community church & chaplaincy - Addiction recovery services - Housing support	- Overnight shelter with limited day drop-in and 24/7 sleeping space - Congregate sleep space - Hygiene facilities - Short term storage - Meal services
Hope Mission Commonwealth	Men and couples Facility not suited for individuals with low mobility	- Banning practices are based on behaviour on a case-by-case basis - No substance use on-site - Pets are not allowed		- 24/7 Shelter and day drop in space - Congregate sleep space - Hygiene facilities - Short term storage - Meal services

Mustard Seed Cessco Building	Adults of all genders Facility not suited for individuals with low mobility	- Behaviour based intake - Banning practices are based on behaviour on a case-by-case basis - No substance use on-site - Pets are not allowed	- Housing & advocacy services - Employment services - Spiritual care - Cultural supports - Community paramedics	- Overnight & day sleeping - Day-time drop in with services - Overnight shelter with day drop-in space - Congregate sleep space (singles, couples) - Hygiene facilities - Short term storage - Meal services
Tipinawaw - Edmonton Convention Centre	Adults, couples, and youth of all genders	- Banning practices are based on behaviour on a case-by-case basis - Supervised substance use permitted on site (harm reduction approach) - Pets are allowed	- Housing services - Medical and mental health and addictions services - Cultural supports and smudging - Emergency overdose prevention services - Inner City Victim Services - Financial supports	- 24/7 Shelter - Hygiene facilities - Congregate sleep space - Short term storage - Long term storage of larger items - Meal services - Laundry services
E4C - Women's Emergency Accommodation Centre	Women and Transgender Women, 18 years and older	- Restricting access is decided on an individualized basis. Guidelines are set out at intake and individualized plans are created to address issues, which may lead to restricting access, based on individual needs. Restricting access also occurs for incidents which break the law creating an unsafe situation for self and other while considering the best harm reduction approach - Pets are not allowed	- Housing services and Housing First - Outreach supports include: income supports, mental health supports, addiction supports, long term supports - Collaboration and referrals with outside agencies for longer term planning	- 24/7 continuous stay shelter - Hygiene facilities - Private and Semi-private sleep space with beds - Storage for duration of stay - Meal services - Laundry

Salvation Army - Edmonton Centre of Hope Downtown	Men 18 years and older (anyone who identifies as male)	- Cease of services is based on a person's behavior or suitability for existing programs - All of the program expectations are communicated during intake - Pets are not allowed	- Housing services - Referrals on site residential treatment Centre and short term transitional housing - Support with obtaining ID, resumes, referrals, housing, budgets, and goal setting - Spiritual and emotional support	- 24/7 continuous stay shelter up to 72 hours - Hygiene facilities - Congregate sleep space and some private rooms - Short term storage - Meal services
Youth Empowerment Support Services - Nexus Overnight Shelter	Youth (15 to 24 years old), LGBTQ2S+	- Restrictions are based on behaviour on a case-by-case basis and are always open-ended for advocacy - All programs practice harm reduction: youth may be high or intoxicated on premises and may leave to use - Contraband (weapons, alcohol, and drugs) may not be used, stored or sold on property - Pets are not allowed - Trauma informed practices	- Harm Reduction (access to prophylactics, ongoing information and support, safe needle exchange and disposal) - Tutoring and homework support - Medical care, including addictions and mental health counselling - Trauma support, art therapy, counselling - Continuing education and employment support - Housing services and encouragement to move to family and natural supports, supportive housing, transitional housing etc, based on life skills - Life skills and emotional regulation training	- Overnight shelter with day drop-in space offered at the Armoury Resource Centre - Hygiene facilities: single stall washrooms with shower, sink, and toilet for unisex and non-gendering spaces - Congregate sleep space - Short term storage - Meal services - Laundry - Access to clothing, hygiene products, technology, and other needed donation items

Operating Model Descriptions

Hope Mission

Hope Mission is Edmonton's largest shelter provider. It offers overnight shelter services, 24/7 sleeping space, and day-drop-in services for individual women, individual men, couples, and youth across two different locations. The City of Edmonton worked with Hope Mission and the Government of Alberta to operationalize Commonwealth Stadium as a second shelter location on October 23, 2020 in order to increase the number of shelter spaces available across the system. Housing, medical, and other support services continue to operate out of the building's main location. The Commonwealth location provides shelter for men and couples, and provides essential services only (ie. showers and meals). Substance use is not allowed on site at Hope Mission facilities.

Mustard Seed

The Mustard Seed southside shelter is temporarily operating out of the CESSCO building. It provides overnight shelter, day sleeping space, and day drop-in services to adults of all genders. Hygiene and meal services are offered alongside access to housing, employment, and pharmaceutical care. The Mustard Seed practices housing-focused sheltering by engaging guests in housing referral and advocacy conversations each time a person is admitted; housing workers are available on site. No substance use is allowed on-site at this facility. Additionally, the Mustard Seed opened a second, small scale shelter facility for women on the southside on January 14, 2021. Although full details of the operating model are not available for this report, the site is housing-focused for women without complex health needs. Substance use is not allowed on site.

E4C - Women's Emergency Accommodation Centre

The Women's Emergency Accommodation Centre (WEAC), practices a women-directed and harm reduction approach to providing 24/7 shelter to women and transgender women who are 18 years and older. Beyond essential meal and hygiene services, shelter guests are supported by staff to access housing resources, income support, physical and mental health supports, and referrals to partner agencies to support long term planning. Unlike most shelters in Edmonton, WEAC offers private and semi-private sleep spaces for guests.

Salvation Army - Edmonton Centre of Hope Downtown

The Salvation Army has recently turned a small number of spaces in their downtown short term housing location to emergency shelter beds for adults identifying as male. It offers 24/7 continuous stay up to 72 hours with hygiene

facilities and congregate sleep space with some private rooms, along with meal services and storage. Shelter guests are provided the opportunity to connect to transitional housing programs onsite.

Tipinawâw - Edmonton Convention Centre

Since opening in October 2020, Tipinawâw shelter has been at full capacity nearly every night. The emergency accommodation is operated by the Mustard Seed, Boyle Street Community Services, and Bissell Centre and offers a variety of support services to youth and adults of all genders. Services include cultural support provided by Bent Arrow Healing Society, emergency overdose prevention services, medical and addictions services, and connections to housing supports. A harm reduction approach is taken to manage substance use on site in order to reduce barriers to access. Funding provided by Homeward Trust has provided a shuttle service to take individuals to other shelter options when Tipinawâw is full overnight, should individuals wish to stay elsewhere.

Youth Empowerment Support Services - Nexus Overnight Shelter

Youth Empowerment Support Services (YESS) is the primary emergency shelter provider for youth in Edmonton. Substantial research demonstrates that youth experiencing homelessness must be supported differently than adults. For example, additional care must be taken to understand an individual youth's trauma and life-skill development in order to plan for appropriate housing options with better chances of long term success. Currently, YESS provides overnight shelter services through a trauma-informed and harm-reduction lens, with access to medical care, counselling, homework help, and housing services through day drop-in space at the Armoury Resource Centre. YESS also provides trauma-informed screening and COVID-19 isolation and testing support in collaboration with The Coordinated Youth Response system (including isolation spaces and eight quarantine rooms).