

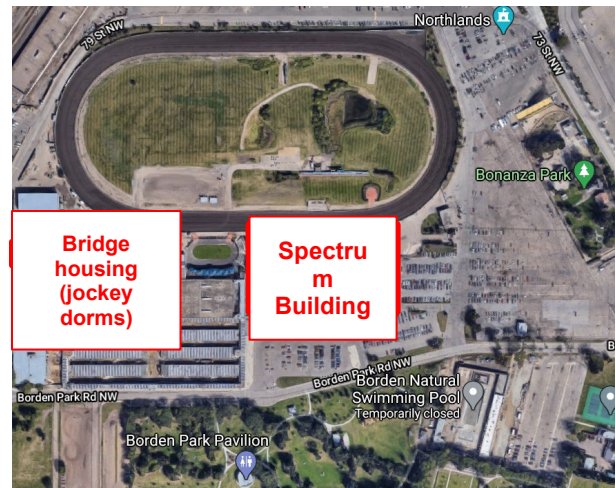
## Spectrum Temporary Shelter Good Neighbour Plan

### About Hope Mission

The Hope Mission is a not-for-profit Christian social care agency that has been serving Edmonton's most vulnerable since 1929. The Hope Mission provides basic and emergency care to vulnerable people as well as counsel and referral services for men, women, and youth.

### Temporary shelter services

For more than a year, the COVID-19 pandemic has created a need for additional shelter space for people experiencing homelessness. In November 2020, Hope Mission opened a 24/7 shelter at Commonwealth Stadium as overflow space for its downtown emergency overnight shelter. The stadium is now preparing to return to its typical operations and a new space is required to continue to meet the needs of people experiencing homelessness. With support from the City, operations are now being moved to the Spectrum building on Exhibition Lands.



### Timeline

The temporary shelter will operate from the first week of May 2021 up to October 31, 2021.

### Good Neighbour Commitment

The City of Edmonton and Hope Mission are committed to being a good neighbour and working with the surrounding community to share information, address issues and find mutually agreeable solutions whenever possible.

### Service Standards

- The City of Edmonton and Hope Mission will ensure services are provided in an effective, safe and secure manner.
- The accommodation has 24/7 staffing with trained professionals who have experience working in the homeless serving sector, including in relationship building and de-escalation techniques.



- To limit disruption to the community, clients receive on-site meals, sleeping accommodations, and social services. They also have access to washroom and shower facilities.
- Transportation will be provided between Hope Mission's downtown location and the Spectrum building. The shelter will also accept walk-ups. All guests will be screened for COVID-19.
- Guests that require care that cannot be accommodated onsite or who cause a disturbance will be transferred to another location in the 24/7 rescue van.
- Clients will also have access to housing information to aid their transition out of the shelter system.
- During a COVID outbreak, Hope Mission will work with Alberta Health Services to ensure the safety of clients, staff and the broader community. Anyone who tests positive will receive appropriate medical care in a designated isolation space. For more information, visit [alberta.ca/covid19](https://alberta.ca/covid19)

### **Abundant Community Edmonton (ACE)**

[ACE](#) is a grassroots Asset Based Community Development framework for fostering neighbour to neighbour relationships in Edmonton. Residents in the neighbourhoods surrounding the temporary shelter in the Spectrum building are invited to work together with their neighbors who share an interest in making a positive difference in the reality of homelessness in their neighbourhood and in Edmonton. For more information on how to get involved, email [abundantcommunity@edmonton.ca](mailto:abundantcommunity@edmonton.ca).

### **Neighbourhood Empowerment Team (NET)**

The Neighbourhood Empowerment Team (NET) works with residents, community, businesses and organizations to build solutions to create safe and vibrant neighbourhoods and communities. NET is a partnership between the [City of Edmonton](#), [Edmonton Police Service](#), [The Family Centre](#) and [United Way of the Alberta Capital Region](#). NET has many [tools and resources](#) to help people and businesses create safer neighbourhoods, including an [online course](#) to help facilitate positive interactions with vulnerable people experiencing homelessness.

### **Donations**

Right now, more than any other time in recent memory, the lives of our most vulnerable neighbours are at risk — especially as we enter into this third wave of the pandemic. You can help provide life-saving care through monetary donations (<https://hopemission.com/donate/>) or donation of goods, such as instant coffee, bottled water or other materials at Hope Mission's Bargain Shoppe at 2403 Ellwood Drive SW. Inquiries about volunteer opportunities can be directed to [volunteer.coordinator@hopemission.com](mailto:volunteer.coordinator@hopemission.com) or (780) 422-2018 ext. 266.



### COVID-19 Protocols

All individuals undergo a health screening for COVID-19 before entering the premises. During an outbreak, the operators will work with Alberta Health Services to ensure the safety of clients, staff and the broader community. Anyone who tests positive will receive appropriate medical care in a designated isolation space. For more information on public health guidelines, please visit [alberta.ca/covid19](https://alberta.ca/covid19).

### Security and Cleanliness

The City and Hope Mission are committed to being as proactive as possible and implementing enhanced safety and security measures:

- **Security guards will monitor the Spectrum building and Exhibition Lands 24/7** to ensure safety of guests and security of property. Temporary fencing will be installed to prevent entry to the rest of the Exhibition Lands property.
- **Additional Peace Officers will be deployed to Borden Park, nearby LRT stations and Kinnaird Ravine.** Peace Officers will liaise with the Edmonton Police Service and REACH Edmonton to ensure the most effective use of resources.
- **EPS beat officers** will be present in the area and a dedicated liaison has been assigned to the temporary shelter.
- **Borden park is maintained by City staff**, 7 days a week during the summer. Coverage is available 7am - 10pm. 311 service requests are responded to as soon as possible.
- **The Borden Park Pavilion washroom will be open and staffed** with attendants from social enterprise Boyle Street Venture
- **Capital City Clean Up will add two needle disposal locations** to the [existing available locations](#) in May, with additional disposal locations to be added based on emerging needs.
- **Capital City Clean Up will work with social enterprise Boyle Street Ventures** to conduct **proactive, regular scheduled litter and needle collection** in the area near the Spectrum site. This service will include calls to 311 for items such as graffiti and encampments. The initial area will cover south, through Borden Park and the Kinnaird Ravine.
- **Washrooms are available inside the Spectrum building 24/7.**
- **The [Encampment Response Team](#) will continue to address encampments located on public property.** High risk encampments will be prioritized for closure. Learn more about the process and risk assessment at [edmonton.ca/homelessness](https://edmonton.ca/homelessness)



### Who To Call

We are committed to listening to our neighbours, building strong relationships and working together to find mutually agreeable solutions. We take any concerns raised by the community, neighbours or businesses very seriously and always endeavour to find mutually agreeable solutions.

Concern	Contact Information
<b>General questions, comments or concerns</b>	Hope Mission: (780) 422-2018 ext. 200 City of Edmonton: 311 or <a href="mailto:homelessresponse@edmonton.ca">homelessresponse@edmonton.ca</a>
<b>Emergencies</b> (medical emergencies, risk/harm to life or property)	911
<b>Criminal activity</b>	Edmonton Police non-emergency line: 780-423-4567 or #377 from an Edmonton cell phone  Crimestoppers: 1-800-222-8477
<b>Mental Health</b>	780-342-7777 Community Urgent Services and Stabilization Team (24 hours)  1-877-303-2642 Mental Health Helpline (24 hours)  780-482-HELP (4357) Distress line (24 hours) 211 press 1 Community information and referral
<b>Individuals in crisis</b>	Call 211 press 3 for the 24/7 Crisis Diversion Team
<b>Intoxication in Public</b>	Call 211 press 3 for the 24/7 Crisis Diversion Team  Edmonton Police non-emergency line 780-423-4567
<b>Encampments on public land</b>	Call 311 or use the 311 app
<b>Litter</b>	Call 311



	To report your concerns on the 311 app, take a photo of the dumpster or garbage can of concern
<b>Illegal Drug Use</b>	If there is a medical emergency, such as an overdose, call 911  Otherwise, Edmonton Police non-emergency line: 780-423-4567 or #377 from an Edmonton cell phone  Crime Stoppers: 1-800-222-8477
<b>Needles in Public Spaces</b>	Call 311 press 3
<b>Graffiti</b>	Call 311 or use the 311 App  Edmonton Police non-emergency line: 780-423-4567 or #377 from an Edmonton cell phone