

# What role do shelters play in supporting people experiencing homelessness and the community?



## Building Capacity

- Many Shelters will support clients in obtaining different forms of identification
- Shelters will help clients with resume building, tax clinics, connections to jobs and to social services



## Supporting Health and Wellbeing

- To help support clients health and well-being, shelters provide mental health support through connections to mental health, and on site harm reduction
- On site, staff will host game nights and social events



## Community Engagement

- To build community connection, shelter staff will work closely with local resident associations, BIAs, churches and other groups
- The shelter will often provide space for the community to meet

A shelter is not just a building. It provides a variety of vital services and supports to different groups (people of all genders, youth, families, refugees) experiencing homelessness



## Shelter Standards and Roles and Responsibilities of Guests



- Shelter clients must sign and agree to good neighbour policies
- There are shelter standards for City of Toronto administered buildings - essentially a threshold that shelters must meet when it comes to how they provide their support such as: at least one bathroom that is barrier free, designated sleeping areas and mandatory shelter standards training for all staff.



## Food and Hygiene

- Most shelters will provide three meals a day and snacks to guests
- They also provide access to washrooms and showers



## Connections to Housing

- Shelters will have housing workers which will work with shelter clients to connect them to housing options, if ready.



## Community Engagement and Safety

- To help ensure that all community members and shelter guests feel safe and part of the community, shelter staff work closely with community safety officers