

# Operations Management Plan

## SistersShelter at 131 Dunlevy Avenue

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The Operations Management Plan for Atira's SistersShelter for Women (SistersShelter) located at 131 Dunlevy Avenue in Vancouver provides an overview of Atira Women's Resource Society's (Atira's) commitment to operating a supportive shelter program for women.

It is our intent to operate SistersShelter in a manner that manages any and all impacts of the program on neighbouring residents and businesses, as well as ensures the safety and security of the women who will access SistersShelter. This operations management plan outlines the basic objectives and operating parameters for the program and incorporates protocols to manage various concerns, which may be raised by the women who access the shelter, neighbours and or community members, as well as ensuring an adequate and timely response on the part of Atira staff.

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## 1. Overview

Atira Women's Resource Society, incorporated in 1983, is a not-for-profit organization committed to the work of ending violence against women through providing direct service, as well as working to increase awareness of and education around the scope and impact on our communities of men's violence against women and children.

### Mission, Vision, Values

#### *Our Mission*

- Atira Women's Resource Society is dedicated to supporting women and children affected by violence by offering safe and supportive housing and by delivering education and advocacy aimed at ending all forms of gendered violence

#### *Our Vision*

- A world free of inequalities, where everyone's human rights are respected and where women and girls have the right to participate fully and effectively in all of the decisions that affect their lives.

#### *Our Values*

- **Inclusive Feminism:** Our work is informed by our understanding that women's experience of oppressive institutions (sexism, racism, colonialism, classism, heterosexism, ableism, transphobia, xenophobia and other identity markers) are interconnected and cannot be examined separately from one another.
- **Women-Centred:** Our work is informed by our understanding that in addition to providing safety and respect, all of our programs must invite and encourage women's collaboration and that women must have the opportunity to be active participants in all of our services.
- **Harm Reduction:** Our work is informed by our understanding that women's experiences of gender-based violence is central to their use of substances and that understanding the intersections between women's experience of violence, poverty, racism, gendered patterns of drug use/harms, and lack of support for mothering, are critical to developing programs that are seamless and which increase opportunities for women to keep themselves and their children safe.
- **Innovation:** Our work is informed by our understanding that the women who access our services and our staff are our greatest asset and so we encourage individuality, creativity, leadership, transparency and accountability

Historically, Atira has provided transitional, shelter and long-term housing and related support programs to women who are marginalized. Atira offers a Stopping the Violence Counselling program; a support program for children who have witnessed and or experienced abuse, a parenting program, a legal advocacy program; a 16-Steps for Discovery and Empowerment program; Enterprising Women Making Art (an alternative employment program for women with significant barriers to employment); outreach programs for women seeking housing, for older women, and for First Nations, Metis and Inuit women; a health and safety program for women living in SROs, which includes SheROes, a peer program, a women-only overdose prevention site, two day cares and a number of community kitchen and garden programs. Atira also manages 15, women-only housing programs. More information about Atira's programs and services is available at our website at [www.atira.bc.ca](http://www.atira.bc.ca).

## 2. The Shelter Operations

### Hours of Operation

- SistersShelter will be open overnight from April 1st, 2020 to March 31st, 2021, from 6:00 p.m. to 9:00 a.m.

### Staffing

- SistersShelter will be staffed by two support workers per shift. There will also be a program supervisor who will work from 3:30pm to 12.00 a.m. Mondays through Fridays and who will be on call overnights and on the weekends.

### Staff

- The staff who will work at SistersShelter will have at minimum one-year experience working with women affected by violence/ abuse, who are struggling with chronic or episodic homelessness and who may also be struggling with substance use, mental and spiritual wellness, poverty, and other forms of institutional oppression. Staff will have a well-developed analysis of the impact/legacy of colonization and assimilation and the resulting impact on First Nations, Métis and Inuit women.
- Staff will have First Aid, Non Violent Crisis Intervention, Food Safe and Nalaxone Administration certifications.
- Staff will be trained on how to deal with emergencies and a supervisor will always be on call to support the staff and women.
- Staff on site will also have access to Emergency Procedures and Safe work procedures.
- Staff will provide one-to-one support, advocacy and resource information and referrals. Atira's Housing Outreach will be at SistersShelter at least twice each week. Both staff at the shelter and the housing outreach will support women in finding long-term housing and connecting the women with other services, as requested.

### Number of Women

- SistersShelter will provide services to 16 women each night with the possibility to increase to 20 women per night.

### Bed Allocation

- The beds will be allocated on first-come, first-served basis. If a woman stayed at SistersShelter the previous night and she indicates in the morning that would like to return, her bed will be held for her until 8:00 p.m.

### Women's Belongings

- There will be eight bunk beds in SistersShelter. The women who sleep on the bottom bunk bed can store their belonging under the bed. The women who sleep on the top bunk bed will be provided with Bins in which to store their belongings.

### Meal Services

- Two meals will be provided, supper and breakfast.

### Showers

- There will be two showers at SistersShelter.

### Laundry

- There is no laundry on site. The linens will be sent out to a commercial laundry and women can use the laundry at other community organizations e.g. WISH or the Evelyn Saller Centre

### Guidelines for Staying at the Shelter

- Women will be asked to provide their name, birthdate, an emergency contact and any medical concerns or allergies they may have, as the information is helpful in case of a medical emergency. No woman will be refused service if she chooses not to provide this information.
- Women who use can use at the designated spot at the shelter or will be encouraged to access the Sisterspace Overdose Prevention shared using room located at 135 Dunlevy Ave.
- The women will be provided information on Atira's Complaints Resolution Process.
- Women will be asked to be respectful of other women staying at SistersShelter and a set of guidelines will be developed and posted in a conspicuous area in the shelter.

### 3. Community Liaison

#### Contact Information

The Executive Director, Operations, Vancouver, as the designated community liaison, is responsible for addressing any issues related to the ongoing operation of SistersShelter. Their contact information is as follows:

<i>Name</i>	Bruk Melles
<i>Email</i>	bruk_melles@atira.bc.ca
<i>Phones</i>	D: 604.900.7555 C: 604.803.7647
<i>Address</i>	201, 190 Alexander Street Vancouver, B.C. V6A 1B5
<i>Website</i>	<a href="http://www.atira.bc.ca">www.atira.bc.ca</a>

In addition, community members wishing to report an emergency, community workers and women accessing SistersShelter can contact staff during open hours on either the landline or the program cell phone.

<i>Landline</i>	604.602.9463
<i>Cell Phone</i>	778.872.7376

#### Community Advisory Committee

Atira may establish a Community Advisory Committee to ensure there is open communication and that community issues are dealt with.

The SistersShelter Community Advisory Committee (SCAC), should one be required, will be a group of community agencies and representatives formed to partner with Atira. It will have an advisory and referral role, not a decision-making role, and will fulfill its purpose by being solution-focused and responsive to community issues. Members will operate in agreement with a set of Terms of Reference they have established.

If required, The SCAC will meet monthly to start, then as determined by the SCAC. This schedule may change from time-to-time, based on the advice of the SCAC, but would meet no less frequently than semi-annually.