



Shelter Operational Management Plan

April 2020

Community Builders is an experienced supportive and low-income housing provider with 19 years of expertise in Vancouver's urban core area. The organization specializes in multi-tenanted housing acquisition and development; community development; tenant support for persons with physical health, mental health and addictions issues; property management; quickly mobilized emergency shelter provision; and social enterprise development. Community Builders utilizes a bottom-up development approach that empowers participants to find their own paths to wellness. Community Builders supports inclusive environments which foster the operation of safe and supportive housing centres and allow participants to achieve their personalized goals.

Community Builders will operate a temporary shelter at 1401 Hornby Street based on the following guidelines:

The shelter is operated 24 h, 7 days a week. The shelter follows the organization's mandate of providing low barrier, inclusive housing and, as such, is a space for persons and their animal companions. Carts and backpacks are also allowed.

In addition to providing shelter, specialized staff work with clients to address self-identified gaps in client support such as psychiatric supports, primary care, addictions, low barrier employment etc. Staff liaise with support teams, community professionals and housing operators (including Community Builders' housing stock) to assist in the clients' paths to wellness and address barriers to housing.

Three meals per day are provided at the shelter and are prepared off-site.

An emergency procedure protocol is in place and all staff are trained in emergency procedures, non-violent crisis intervention, Vancouver Coastal Health's opioid overdose response and first aid.

Community Builders utilizes its own existing stock for clients ready to transition to permanent housing. Community Builders has 500 units of housing and an average turnover rate of approximately 5-10%, which allows the organization to prioritize the housing of clients from the shelter project into supportive housing units. In addition, Community



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Builders is able to establish successful and meaningful rapport with clients in order to identify which housing center would be the best fit for them. The organization has a range of housing options on offer, some of which are low barrier, others which are addiction-free and thus ideal for tenants who want to explore housing options with minimal exposure to visible drug use. Community Builders allows pets in all buildings.

Other amenities on-site are laundry, clothing and housing services, and there is also a social enterprise offering opportunities for clients themselves to gain employment in the shelter.

Community Builders embraces a harm-reduction approach, which is client focused and geared towards preventing overdoses from occurring. To this end, there is a secure, witness-user space for tenants who wish to use in a safer manner. Community Builders also has peer-supported recovery supports for clients that want to access them.

In addition to all the supports mentioned, Community Builders also offers in-house medical, affordable rent, Neighbourhood Watch, housekeeping services, advanced pest control, and on-site breakfast.

If a community member has a concern they may call:

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