

Operations Management Plan

The Sisterhood at 342 Alexander St.

Contact: Bruk Melles
 Executive Director, Operations
 bruk_melles@atira.bc.ca
 604.681.4437 (x.130)



Atira Women's Resource Society
201, 190 Alexander Street
Vancouver, BC V6A 1B5

T 604 681 4437
F 604 688 1799
E info@atira.bc.ca

The Operations Management Plan for Atira's The Sisterhood for Women (The Sisterhood) located at 342 Alexander St. in Vancouver provides an overview of Atira Women's Resource Society's (Atira's) commitment to operating a supportive temporary winter shelter program for women.

It is our intent to operate The Sisterhood 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 The Sisterhood. 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.

1. Overview

Mission, Vision, Values

2. The Shelter Operations

Hours of Operation

Staffing

Staff

Number of Women

Bed Allocation

Women's Belongings

Meal Services

Showers

Laundry

Guidelines for Staying at the Shelter

3. Community Liaison

Contact Information

Community Advisory Committee

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.

2. The Shelter Operations

Hours of Operation

- The Sisterhood will be open 24hours, 7 days/week commencing November 1st, 2019 to March 31st, 2020. The shelter will open at 8pm on November 1st.

Staffing

- The Sisterhood will be managed by a Program Manager who will work from 830am to 5pm, Monday through Friday; and on-call overnights and weekends. In addition, it will be staffed by two support workers per shift. One of the support workers will be a Senior Support Worker scheduled Sunday to Thursdays, 3:30-midnight, and will support the Program Manager with scheduling, on-call duties and support for women staying at the shelter.

Staff

- The staff who will work at The Sisterhood 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 The Sisterhood 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

- The Sisterhood will provide services to 21 women each night.

Bed Allocation

- The beds will be allocated on first-come, first-served basis. If a woman stayed at The Sisterhood the previous night and she indicates in the morning that she would like to return, her bed will be held for her for 48-72hrs, reviewable depending on the woman's circumstances.

Women's Belongings

- Women will be provided a space to store their belongings within the shelter.

Meal Services

- Three meals will be provided daily.

Showers

- There are two showers at The Sisterhood.

Laundry

- There is no laundry on site. The linens will be sent out to a commercial laundry and women can use the laundry for their personal belongings at other community organizations e.g. WISH or the Evelyn Saller Centre, both located on Alexander St.

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 will be encouraged to use the designated, supervised safe using area within the shelter.
- The women will be provided information on Atira's Complaints Resolution Process.
- Women will be asked to be respectful of other women staying at The Sisterhood and a set of guidelines will be developed, with the first group of women who stay at The Sisterhood and will be a living set of guidelines 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 The Sisterhood. Their contact information is as follows:

<i>Name</i>	Bruk Melles and/or Lynda Teskey
<i>Email</i>	bruk_melles@atira.bc.ca/lynda_teskey@atira.bc.ca
<i>Phones</i>	D: 604.900.7555 C: 604.803.7647 604.916.1450 (Lynda Teskey)
<i>Address</i>	201, 190 Alexander Street Vancouver, B.C. V6A 1B5
<i>Website</i>	www.atira.bc.ca

In addition, community members wishing to report an emergency, community workers and women accessing The Sisterhood can contact staff during open hours on the landline.

<i>Landline</i>	604.681.7916
-----------------	--------------

Community Advisory Committee

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

The Sisterhood 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.