



LU'MA NATIVE HOUSING SOCIETY

Shelter Operational Management Plan 875 Terminal Ave

May 2021

Lu'ma Native Housing Society was incorporated in 1980 and is guided by a volunteer Board of Directors. The Society was initially incorporated to provide affordable housing to Aboriginal families and individuals with low to moderate income. The Society currently owns and operates an affordable housing portfolio of just under 500 units of housing. Lu'ma Native Housing Society also operates the Heatherlands Modular site as well as an Emergency Response Centre operated out of an active hotel in Vancouver, British Columbia.

Lu'ma Native Housing Society will operate a 60 bed temporary shelter at 875 Terminal based on the following guidelines:

The program will operate on a triple staffed model 24/7 with Shelter Support Workers. All staff will be responsible for cleaning the site during their shifts and will be trained in WHIMIS. It will be required that all staff have and maintain Occupational First Aid Level 1. Staff will also be trained in emergency procedures as well as safe work procedures inclusive of COVID 19.

In addition to providing shelter, trained shelter staff will work with clients to address self-identified gaps in client support such as virtual talking support circles, primary care, addictions, low barrier employment etc. The program will also offer social isolation based activities such as coloring books. WIFI will be provided to all guests for use on their own devices which will be included in the operating budget for the shelter program staff as well. Because of the location of the shelter, there will be a transportation budget to assist guests in transportation to health care and housing related appointments.

The shelter beds will not be time limited but shelter guests must not stay away from their bed more than two nights in a row, without notification or reasoning, or the spot will be turned over for a new guest. 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. There will be storage lockers on site allocated for each shelter guest with a shelter provided lock.

All shelter support workers will be trained in naloxone administration. The outside area will have a designated smoking area. No outside guests will be permitted to the shelter program. The City, the Province and the operator acknowledge there is an existing population experiencing homelessness surrounding this shelter area. Shelter-support



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worker staff will also seek to relationship build with the surrounding population experiencing homelessness and advocate with them for services.

The meal program will consist of 7-day weekly meals providing cold breakfasts and lunches with a hot dinner. Meals will be prepared off site and transported to the terminal shelter and served by shelter support staff. All staff will be trained with Foodsafe.

Safety of shelter guests is of utmost importance, and staff will work with guest to ensure the safety of women guests. Shelter staff will also conduct perimeter check of the shelter to ensure upkeep and cleanliness.

If a community member has a concern they may call:

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