

Tri City Extreme Weather Shelter Plan - (TUEWS)

2211 Prairie Ave, Port Coquitlam 604-942-0022

Introduction

The Tri City Extreme Weather Shelter (TUEWS) is a place for the homeless to take refuge when weather conditions (please see definition of extreme weather), become severe enough to threaten the safety and health of these individuals. Throughout the winter months (November to March), the shelter provides food, clothing and sleeping accommodations for up to 20 homeless people from the Tri-City area. The doors to the shelter open at 10pm. The following morning, all clientele vacate the premise by 7:00 am.

The Shelter's History

In January 2006 to March 2006 and again from November 2006 to March 2007 the doors to the Trinity United church hall were open as the first Tri-City Extreme Weather shelter. Art Long, an active volunteer with the Share program and a member of the Tri-City Homelessness Task group, became the shelters coordinator. Through hard work, a commitment from volunteers and various non profit organizations, and with support from the local municipalities and community, the shelter was off and running. At the end of March 2007, it was clear that the Tri-City area needed a shelter and the various services it provides. As a result of the Extreme Weather Shelter and all its success, the Tri-City Cold Wet Weather Mat program was initiated in the fall of 2007. Due to both programs, during extreme weather conditions, the Tri City area offers a total of 45 to 50 "shelter" beds.

Definition

Extreme Weather: Conditions deemed severe enough to present a substantial threat to the life and/or health of people who are homeless in the Tri City area, such as:

- temperatures at or below -2 degrees Celsius or 0 to -2 degrees Celsius with a wind chill;
- heavy rain in combination with low temperatures (close to 0 degrees Celsius);
- five or more days of rain creating conditions where it is difficult for people to keep dry;
- significant snow accumulation;
- significant wind storms that present a risk to those living in wooded areas.

Shelter operating procedures and standards

The TUEWS is a site which adheres to the Extreme Weather Response Sheltering Standards utilized by shelters that conform to the Cold Wet weather strategy. The following standards include:

- No smoking, use of drugs and alcohol, possession of weapons, or any abusive or violent behavior is permitted on site.
- Overnight guests receive a mat and a blanket for sleeping. Sleeping spots are placed a minimum of 2 ½ feet apart. **A total of 20 mats are provided.**
- All foods served are handled, stored and prepared according to BC Food Safe guidelines.
- The shelter will be cleaned each day based on Public Health standards. All mats and blankets will be washed and sanitized after each use (Please see personal hygiene and cleaning requirements).
- Two staff will remain on duty overnight to monitor shelter activities.
- Universal precautions – **Appendix A**, are used by all shelter staff and volunteers (Needle sharp containers and vinyl gloves are available at the site. Please use tongs to handle all Bio hazardous material. **Do not place needles in garbage cans**).
- The immediate response to all medical emergencies is to call 911. A landline and cell phone is available at the shelter for staff and volunteers.
- Local emergency services, EWS members and those found on the contact list are contacted by the Extreme Weather shelter coordinator when the site is to open and when it is to be closed.

Extreme Weather Shelter contact list

<i>Name</i>	<i>Contact information</i>
Tony Bosnjak Extreme Weather Shelter Coordinator November 2007 - Present (activates and deactivates an alert)	tony.bosnjak@fraserhealth.ca Office: 604-949-7719 Cell: 604-220-4640
Joyce Lissimore – Assistant coordinator (activates and deactivates an alert - back up)	lissimore@telus.net Home: 604-936-9057
Rob C. Thiessen CWWM program Director Hope for Freedom	robcthiessen@shaw.ca 604-464-0475 604-464-0472 Cell: 604-729-4972
Kathleen Van Leeuwen – Hope for Freedom	hffoa@telus.net Office: 778-862-0692 Cell: 604-518-4088
James Pratt – Regional Coordinator	james@prattconsulting.ca 1-250-920-7826 Cell: 1-250-858-1001
Helen Popple – City of Port Coquitlam	poppleh@portcoquitlam.ca Office: 604-927-5246
Sandy Burpee – Chair,	sburpee@shaw.ca

Tri-City Homelessness Task Group	604-461-2926
Diana Kirady – BC Housing Sam Rainboth Lori Dennis Allison Jones Robertta Randall Fergus McCann Nicole Stinson Elizabeth McNabb Seumas Gordon Barbara Stewart Paul Woolley	dkirady@bchousing.org Office: 604-519-2325 srainboth@bchousing.org ldennis@bchousing.org aljones@bchousing.org rrandall@bchousing.org fmccann@bchousing.org nmarques@bchousing.org emcnabb@bchousing.org Seumas.Gordon@gov.bc.ca Paul.Woolley@gov.bc.ca
EXTREME WEATHER SHELTER STAFF AND VOLUNTEERS	
Bernie Poitras – Food coordinator	604-941-2408
Debbie Yorkoski – clothing coordinator and EWS staff	604-945-5018 Cell: 604-209-4052
Kevin Mandley EWS staff	604-942-9706 Cell: 778-828-7782
Doreen Carter EWS staff	Cell: 604-928-5911
Darren Churak EWS staff	604-944-0884 Cell: 778-554-4161
Rob Relkoff EWS staff	Cell: 778-869-0778
Teresa C EWS staff	Cell: 778-285-6655, work: 604-941-2413
Terry B EWS staff	604-866-0513
Janice Richardson EWS staff	604-942-1161
Beverly Filmer EWS staff	604-941-7776
Ron Williams EWS staff	604-837-3599
Andrea Gallant EWS staff (back up)	604-375-4862
Joyce and Bud Lissimore – Volunteers shelter cleaning duties	604-936-9057

Judy Turner – Volunteer shelter cleaning duties	604-945-8759
Hilton Poidevin - Volunteer shelter cleaning duties	604-552-2001
Elain Ryshak – Volunteer Kitchen duties	604-944-4073
Darlene McCann – Volunteer kitchen Duties	Darlene.McCann@verico.ca 604-937-7420 Cell: 604-803-9807
Dorothy Hiebert – Volunteer kitchen duties	604-469-9246 Cell: 604-319-7788
Michael Gudaitis – Volunteer kitchen duties	604-616-4758
Rosa and Arturo - Trinity United Janitors	604-552-2329
<p>Note: All members will be contacted by the coordinator, Tony Bosnjak, when there is an Extreme Weather alert shelter opening or closure. Minimum of 4 hour notice will be given to all members. In addition to the above mentioned members being contacted, the local (Coquitlam) RCMP detachment – <u>Radio Room Constable Homeless division @ 604-945-1550</u> will also be notified of all openings and closures of the shelter.</p> <p>Please see Appendix B for Initiating the EWS protocol</p>	

Personal Hygiene requirements and Cleaning procedures for shelter

- Regular hand washing is required by all food handlers, staff and volunteers. Close attention to washing hands is required after using the washroom, before cooking, prior to commencing work, before and after administering first aid and any time hands may have come in contact with a source of possible contamination.
- No ill staff or volunteers on site while shelter is in operation.
- All food contact surfaces, utensils and equipment must be washed with hot soapy water, rinsed with clean hot water and sanitized with 100ppm bleach solution (1 ounce bleach per 4.5 L of water or 5 ml of bleach to 1 L of water). Utensils, pots

and pans that are used for cooking and cleaning may be washed through the on site high temperature dishwasher at Trinity United church.

- The hall floor, which is to be used as the sleeping quarters, will be cleaned and sanitized in the morning when the premise has been vacated. Cleaning includes use of a mop with hot soapy water to wash the floor and then sanitized with a 100ppm bleach solution.
- All washroom facilities will require a through cleaning and sanitizing with 100 ppm bleach solution after premise has been vacated. This includes all handles, door knobs, counter surfaces, soap dispensers, towel dispensers, urinals, toilets faucets, sinks and the like.
- Cleaning of all blood and/or body fluids requires high level disinfection. A strong mixture of bleach and water at 5000 ppm must be used to disinfect contaminated area. Wipe up all excess blood or body fluids with paper towels. Mix 1 part bleach to 9 parts water and allow solution to sit for a 20 minute contact time over the contaminated site. Please use gloves when cleaning contaminated area. Place blood or body fluid soiled material in double bags and dispose in the garbage.
- Dining area (tables and chairs) requires sanitizing after each use with 100 ppm bleach solution. Use of a spray bottle and paper towels is appropriate to clean these areas.
- All mats to be sanitized with a 100ppm bleach solution and all blankets to be laundered after each use.

Revisions and adaptations

Any and all reviews or revisions of the Extreme Weather Shelter plan will be conducted annually at the end of each winter season (March).

All comments or concerns regarding this plan may be made to Tony Bosnjak, Shelter Coordinator at tony.bosnjak@fraserhealth.ca .

APPENDIX A

The following precautions are to be used consistently to minimize risk to oneself, including during first aid emergencies.

1. When talking to a service recipient, always allow some distance between yourself and them – this provides them with respect while also preventing accidental spreading of disease by coughing.
2. Routinely use vinyl or latex (not rubber) gloves:
 - i) When touching dirty clothing, doing laundry, etc.
 - ii) When coming in contact or potentially coming in contact with blood, bodily fluids such as vomit, mucous membranes or non-intact skin;
 - iii) When providing first aid;
 - iv) When preparing or serving food, clearing and washing dishes or cleaning up food debris;
 - v) When cleaning mats, bedding, furniture, sinks, toilets, etc.
 - vi) If you have open sores on your hands.
3. Gloves should be changed after contact with each person or between different tasks. Discard gloves immediately into a sealed, plastic-lined container. Use the safe removal procedure and wash your hands with soap and water.
4. Wear a surgical mask when cleaning up vomitus or stool matter.
5. Routinely use an apron:
 - i) When providing first aid;
 - ii) When preparing or serving meals (also hair net or hat).
6. Splashes to mucous membranes (nose, eye, mouth) and open fresh wounds (less than 2 days) with blood and certain body fluids is to be avoided. If exposed, flush mucous membranes with tap water for several minutes, or cleanse areas of non-intact skin with soap and water, and seek medical attention immediately at the closest hospital emergency room.
7. Wash your hands frequently with warm water and soap – effective washing means washing while you completely sing “Happy Birthday” to yourself:
 - i) After using the washroom facilities;
 - ii) Before and after providing first aid;
 - iii) After dealing with dirty laundry or used clothing;
 - iv) After removing gloves;

- v) Prior to preparing food.
8. Prevent wounds or punctures:
- i) Don't pick up sharp objects/needles with your hands. Use tongs (wear vinyl gloves) and place in a rigid, puncture proof container. Crack pipes often have sharp edges- again, protect your self.
 - ii) Never:
 - try to put a cap back on a syringe;
 - bend or cut syringes;
 - separate the device by removing the needle from the plastic part.
 - iii) All clothing, bedding and bags have the potential to contain sharps - handle them with caution.
 - iv) Never stick hands into pockets or bags (including donations, clothing or garbage), always empty them out instead – including directly into the washers/dryers.
 - v) Carry garbage bags, donation bags, resident belongings, etc. away from the body.
 - vi) Label *everything* that contains *anything* sharp with a warning label – bright colour to attract attention.
 - vii) Always lock up knives, never put into sinks to wash – wash separately & immediately lock away.
 - viii) If a shelter worker or volunteer suffers a needlestick injury, allow the wound to bleed freely, then wash the affected area immediately using hot water and soap. Inform a shelter worker and then seek medical attention immediately at the closest hospital emergency room for assessment for potential risk of infection. Fill out an Incident Report Form when time permits.
9. Dispose of dressings, tissues, diapers and other disposable items contaminated with blood or body fluids in a plastic bag. The plastic bag should then be tied securely and discarded with the other household garbage.
10. Use the normal hot water cycle of the washing machine with a laundry detergent to wash clothing.
11. Daily disinfect mats, tables, chairs, door knobs, phone mouthpieces, handles, toilets and toilet handles, sink handles, etc. with a freshly made sanitizing solution – 1 oz of bleach to 4.5 L of water, or 1 tsp (5 ml) to 1L of water. Apply the solution with a spray bottle, let sit for a contact time of 2 minutes and then wipe clean with a paper towel.
12. Clean blood and body fluid spills such as urinary incontinence by pouring a freshly made 5000 ppm bleach solution (1 part bleach to 9 parts water) on the contaminated site. Let

the bleach stand for 20 minutes before wiping up all spills as this ensures the destruction of all active organisms.

13. Encourage shelter users not to share toothbrushes or razors.
14. If you are sick – remember our clientele have weak immune systems – please call in sick and take care of yourself! Persons with open sores should at all times wear band-aids and/or vinyl gloves, and should not provide first aid.

As a bottom line, remember how many times we touch potential sources of germs throughout our day, at home, at school as well as working with the homeless (hand shakes, door knobs, sharing pens, hugs, etc.). Public health officials tell us that the single most effective prevention for many infections is simply **REPEATED WASHING OF YOUR HANDS WITH SOAP AND WATER.**

Appendix B

This is to confirm the Extreme Weather Shelter (EWS) initiation protocol and our procedure of communication between the Cold Wet Weather Mat program (CWWM program) and the EWS program.

- 1)** At first indication of extreme weather conditions, the coordinator of the EWS, Tony Bosnjak, will contact the Director of the CWWM program, Rob Thiessen. The definition of Extreme Weather found in the Trinity United Extreme Weather Shelter plan (TUEWS plan), will be used as a guideline to determine what constitutes extreme weather.
- 2)** Rob Thiessen will then inform Tony Bosnjak of the number of clients (homeless) utilizing the CWWM program during that evening. If the number of clients at the CWWM program has reached 75% of it's capacity and the outside conditions are deemed to be extreme weather, the EWS will immediately open the following evening (Approximately @ 10:00 pm).
- 3)** If the CWWM program has NOT reached 75% capacity, but the weather conditions are deemed to be extreme based on the TUEWS plan, then the EWS site will only be a pick up point for the CWWM program.
- 4)** All communication, to determine whether the EWS will open, will be conducted between the EWS coordinator and the CWWM program Director and/or their representatives.

Tony Bosnjak
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Trinity United Extreme Weather Shelter Coordinator
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Please note: a copy of the nightly budget is attached to this plan.