

# TRI-CITIES EXTREME WEATHER RESPONSE PLAN

COVERING THE TRI-CITIES COMMUNITIES OF COQUITLAM, PORT COQUITLAM AND  
PORT MOODY, BRITISH COLUMBIA

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Final

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## TRI-CITIES EXTREME WEATHER RESPONSE PLAN

### Introduction

A Tri-Cities “Extreme Weather Alert” will be declared during periods of inclement weather when conditions become sufficiently severe to jeopardize the safety and health of persons living outdoors in the Tri-Cities. Under the terms of this plan, emergency shelter capacity in the Tri-Cities will be augmented during an Extreme Weather Alert, where necessary, by the opening of an Extreme Weather Shelter at Trinity United Church, 2211 Prairie Ave, Port Coquitlam. The Extreme Weather Shelter will provide food, clothing and sleeping mats for up to 20 homeless persons aged 19 years or older. Together with the Cold Wet Weather Mat Program, the total available emergency shelter accommodation in the Tri-Cities during an Extreme Weather Alert will be 50 mats.

The Tri-Cities Extreme Weather Response Coordinator is responsible for monitoring weather forecasts for the Tri-Cities area, issuing and rescinding Extreme Weather Alerts and initiating and cancelling the operation of the Extreme Weather Shelter as necessary. The Extreme Weather Response Coordinator is responsible for the contents of this plan and is the designated “Community Representative” for the Tri-Cities municipalities of Coquitlam, Port Coquitlam and Port Moody, BC under the Assistance to Shelter Act,

### 1. Extreme Weather Alert Criteria

The Tri-Cities Extreme Weather Response Coordinator will declare an Extreme Weather Alert whenever forecast weather conditions are 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 (day or night-time) of -2 degrees Celsius or below, or 0 degrees Celsius or below with a wind chill;
- heavy rain in combination with low temperatures (close to 0 degrees Celsius);
- significant snow accumulation;
- significant wind storms that present a risk to those living in wooded areas.

An Extreme Weather Alert can be declared whenever any of the above criteria are met. It is anticipated that Extreme Weather Alerts will be declared intermittently and for varying lengths of time during the fall, winter and early spring (typically November to March) – however an Extreme Weather Alert can be issued at any time of year as forecast weather conditions dictate.

Anticipated weather conditions are those forecast by Environment Canada for Pitt Meadows [www.weatheroffice.gc.ca/city/pages/bc-35\\_metric\\_e.html](http://www.weatheroffice.gc.ca/city/pages/bc-35_metric_e.html).

Extreme Weather Alerts are to be declared no later than 12:00 PM to allow for sufficient time to open the Extreme Weather Shelter, when necessary.

### 2. Extreme Weather Alert Procedure - Activation

Upon declaration of an Extreme Weather Alert, the Tri-Cities Extreme Weather Response Coordinator will:

1. Notify the following via email:
  - ◆ Port Moody Police (see Appendix B)
  - ◆ RCMP (see Appendix C)

2. Contact Rob Thiessen, Managing Director, Hope for Freedom Society (604-729-4972) and/or Andrea Gallant, CWW Mat Program Shelter Worker Supervisor (604-375-4862 – personal, or 604-729-4053- shelter) to determine the previous evening's occupancy at the CWW Mat Program shelter.

a) **CWW Mat Program occupancy < 85% capacity<sup>1</sup>**

- i) Advise the following persons of the Extreme Weather Alert:
  - ◆ Joyce Lissimore – EWS morning Volunteer Coordinator
  - ◆ Bernie Poitras – EWS evening Volunteer Coordinator
  - ◆ Lisa Batista, Hope for Freedom Outreach Coordinator

b) **CWW Mat Program occupancy > 85% capacity** (or CWW Mat Program not operating):

- i) Request Rob Thiessen as EWS Staff Coordinator to assign appropriately trained staff to the Extreme Weather Shelter.
- ii) Advise the following persons of the Extreme Weather Alert and request that the Extreme Weather Shelter be opened that evening and until further notice:
  - ◆ Joyce Lissimore – EWS morning Volunteer Coordinator (604-612-0778)
  - ◆ Bernie Poitras – EWS evening Volunteer Coordinator (604-941-2408)
- iii) Advise Lisa Batista, Hope for Freedom Outreach Coordinator (604-830-1528) of the Extreme Weather Alert and the opening of the Extreme Weather Shelter until further notice. Outreach workers will attempt to contact homeless persons that otherwise would not be aware of the opening of the Extreme Weather Shelter.
- iv) Notify Tri-Cities service providers via email of the opening of the Extreme Weather Shelter (see Appendix F).

Should the CWW Mat Program occupancy increase to 85% during the period that the Extreme Weather Alert is in effect, the procedures in b) above are to be followed to open the Extreme Weather Shelter.

The Extreme Weather Shelter may be opened for CWW Mat Program occupancies < 75% by mutual agreement between the Extreme Weather Response Coordinator and Rob Thiessen, Hope for Freedom Managing Director. Possible scenarios include:

- ◆ extreme low temperatures where the threat of death or serious injury due to hypothermia is elevated;
- ◆ deep snow where walking is impeded.

### 3. Extreme Weather Alert Procedure - Deactivation

When deactivating an Extreme Weather Alert, the Tri-Cities Extreme Weather Response Coordinator will:

1. Notify the following via email:
  - ◆ Port Moody Police (see Appendix D)
  - ◆ RCMP (see Appendix E)
2. Advise the following persons of the cancellation of the Extreme Weather Alert:
  - ◆ Rob Thiessen, Managing Director, Hope for Freedom Society and/or Andrea Gallant, CWW Mat Program Shelter Worker Supervisor (604-375-4862 – personal, or shelter)
  - ◆ Joyce Lissimore – EWS morning Volunteer Coordinator
  - ◆ Bernie Poitras – EWS evening Volunteer Coordinator
  - ◆ Lisa Batista, Hope for Freedom Outreach Coordinator

If the Extreme Weather Shelter has been in operation:

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<sup>1</sup> 85 % capacity is equivalent to 25 mats occupied, with the exception of Calvary Baptist Church, where 85% capacity is equivalent to 21 mats occupied.

- i) It is to continue operation for a final night to allow for orderly deactivation and notification of shelter patrons.
- ii) Notify the Tri-Cities service providers via email of the closing of the Extreme Weather Shelter (see Appendix G)

## 4. Extreme Weather Shelter

### 1. Description

The Tri-Cities Extreme Weather Shelter is located in the church hall of Trinity United Church, 2211 Prairie Ave, Port Coquitlam (corner of Shaughnessy St. and Prairie Ave.). The shelter opens each night of operation at 10 pm and closes the following morning at 7 AM. The shelter has a capacity of 20 patrons. Shelter patrons are provided with a hot meal upon arrival in the evening and breakfast and a bag lunch in the morning prior to leaving. The shelter is “walk-in” accessible and no transport is provided to the shelter.

### 2. Procedures

The Tri-Cities Extreme Weather Shelter conforms to the Extreme Weather Response Sheltering Standards:

- Two paid experienced staff will be on duty at all times while the shelter is occupied to monitor shelter activities.
- Patrons must be under supervision at all times within the facility, except when they are in the washroom.
- No smoking, use of drugs and alcohol, possession of weapons, or any abusive or violent behavior is permitted on site.
- Overnight patrons receive a mat and a blanket for sleeping. Sleeping mats are placed a minimum of 1 metre apart.
- All foods served are handled, stored and prepared according to BC Food Safe guidelines.
- The shelter will be cleaned each day and all mats and blankets will be washed and sanitized after each use according to the procedures in section 4.6, Cleaning Procedures.
- Hygiene Universal Precautions (Appendix A), are to be used by all shelter staff and volunteers (needle sharp containers and vinyl gloves are available at the site. 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.

### 3. Reception

A shelter worker will:

- i) Assess shelter patrons upon entry to confirm eligibility (barrier requirements, age).
- ii) Register patrons, collecting information per the CWW Mat Program format.
- iii) Create a list of shelter patrons, to be used in the event of a requirement for emergency evacuation of the building.
- iv) Inform patrons of:
  - ◆ the shelter rules and schedule (meals, wake-up time, exit time);
  - ◆ the location of the emergency exits, the importance of keeping them unobstructed at all times and the designated safe meeting area.

### 4. Barriers to Entry

Persons will be denied entry to the shelter facility for the following reasons:

- obvious intoxication, where behaviour could pose a risk to the safety and comfort of other shelter patrons;
- possession of drugs or drug paraphernalia;

- previous threats or displays of aggressive or disruptive behaviour (verbal or physical)

Given the shelter is providing safe accommodation during periods of extreme weather when conditions are sufficiently severe to jeopardize the safety and health of persons living outdoors, every effort should be made to admit and accommodate the behaviour of any person seeking shelter. Often these persons are the most vulnerable to the cold and at greatest risk of death by hypothermia. If a behaviour is too disruptive or threatens the safety of other shelter patrons, request the police accommodate the person at their lock-up.

## **5. Children and Youth**

Persons under the age of 19 are not allowed to access emergency shelters funded through the Extreme Weather Response Program unless accompanied by a parent or legal guardian. To do so creates a potential legal liability under CFCSA legislation should the youth be harmed while at the shelter. If a youth under 19 years of age does arrive at the shelter seeking accommodation, call the MCFD New Westminster Afterhours line, 604-660-8180 to inform them that the youth is homeless and request instructions on how to proceed. Document the date and time of the call, the name of the worker spoken to and the instructions received.

If MCFD requests the child be allowed to remain in the emergency shelter, refuse and insist that MCFD make other arrangements. To accommodate the youth until MCFD is able to make other arrangements, a shelter provider must provide a private sleeping space for the youth and have current criminal record checks on file for all staff on-duty while the youth is in the shelter. The emergency shelter provider must also have sufficient insurance to cover providing service to minors.

## **6. Aggressive or Disruptive Behaviour (Verbal and Physical) At or Around the Shelter Site**

The shelter brings many people together who normally have much more space around them. The closer contact presents opportunities for violence to erupt. It is important to be vigilant and diffuse small altercations as these can quickly escalate into major incidents. Consistency in the enforcement of shelter rules will assist patrons in knowing their boundaries.

The personal safety of shelter workers and volunteers is paramount. In particular:

- Always give a patron lots of personal space;
- Do not turn your back on an angry patron;
- Stand with a relaxed posture with your hands at your sides, never behind your back or out of sight;
- Always know where you are, and have an escape route (never back yourself into a corner or against a wall; do not situate yourself between the patron and their way out of the shelter);
- Always be aware of where the patrons are at all times;
- Disruptive and/or aggressive patrons are to be approached calmly and spoken to in a reasonable yet firm manner;
- As few other patrons as possible should be involved with a disruptive patron. This may require directing other patrons away from the immediate area. This does not, however, preclude relying on the presence of some other patrons to discourage any physical abuse from a disturbed person, particularly if the second shelter worker on duty is not immediately available
- When in doubt, volunteers should talk to a shelter worker;
- Shelter workers are to have a safety plan (who will call 911, who will deal with the patron);
- If the situation continues to escalate, call 911 Police

Remember:

- Listen to the patron;
- Empathize with their situation;
- Attempt to change their focus;
- If a patron is extremely agitated or high, **DO NOT MAKE EYE CONTACT!** Focus on their chin; you can still see what they are doing but they will not perceive you as a threat;
- Do not attempt to counsel;
- Less words are more effective, keep your voice low, quiet and calm;
- Sitting down instead of standing can help defuse the situation;
- Never attempt to physically restrain a person;
- Remember to listen.

Should an individual be unwilling to stop disruptive/aggressive behaviour, he or she is to be evicted

## **7. Procedures in the Event of a Fire**

Shelter workers are to familiarize themselves with the location of the following safety equipment in the dormitory hall, kitchen and washrooms, as located on the Fire Safety Diagram, Appendix N:

- emergency exits;
- portable fire extinguishers;
- fire alarm pull boxes;
- designated safe meeting area.

Shelter workers are to ensure that shelter patrons, upon entry, know the location of all of the emergency exits, the importance of keeping them unobstructed at all times, and the designated safe meeting area.

**In the event of fire, fumes, or any other situation which may endanger life or safety of shelter occupants:**

- i) Sound the fire alarm by operating a fire alarm pull box.
- ii) A shelter worker is to wake shelter patrons and order patrons and any volunteers to leave the building by the west exit. Ensure that any occupants with mobility restrictions are assisted to leave the building. Occupants are to muster in the west parking lot and remain there at a safe distance from the building. They are not to leave the area.
- iii) While the building is being evacuated, a shelter worker is to call 911 Fire, providing location and details.
- iv) If the fire is limited in size, attempt to extinguish the fire using a fire extinguisher:
- v) A shelter worker is to check the dormitory room, kitchen and washrooms to ensure that all shelter occupants have left the building, take the list of shelter patrons and exit the building, closing the door behind them.
- vi) A shelter worker is to take a roll call of patrons (using the list of shelter patrons) and volunteers as soon as the building has been safely evacuated. Do not allow anyone to re-enter the building.
- vii) Advise the first arriving fire or other emergency personnel of the location and nature of the fire, and of any patrons or volunteers that are unaccounted for using the Fire Safety Diagram, Appendix N, to identify possible location.
- viii) Wait for the emergency personnel to inform it is safe to re-enter the building.

## **8. Incident Reporting**

An Incident Report Form (Appendix M) is to be completed for all incidents:

- ◆ Of aggressive or disruptive behaviour; or

- ◆ Which require calling for 911 emergency services (police, ambulance or fire) or a visit to a hospital emergency room.

Incidents are to be reported to the Extreme Weather Response Coordinator by noon of the following day. The preparation of an Incident Report Form is to be recorded in the shelter log.

## 9. Complaints

- i) A shelter worker will investigate a complaint from a shelter patron and ensure the patron is informed of the outcome.
- ii) Should a patron wish to complain, staff should assist the person to document the complaint and explain the process. Ask them how to get a response to their complaint to them (e.g. email, written letter, c/o an agency, etc.)
- iii) If a complaint cannot be resolved by a shelter worker or it is tendered against a shelter worker, the complaint is to be referred to the Extreme Weather Response Coordinator and the Managing Director of the Hope for Freedom Society. They will jointly investigate the complaint and ensure the patron is informed of the outcome.
- iv) The nature, time and date received of each complaint is to be recorded in the shelter log.

## 10. Personal Hygiene

- Regular hand washing is a must for 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.
- Staff or volunteers who are ill are not permitted on site while the shelter is in operation.

## 11. Cleaning Procedures

- All food contact surfaces, utensils and equipment must be washed with hot soapy water, rinsed with clean hot water and sanitized with 100 ppm 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 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 100 ppm bleach solution.
- All washroom facilities will require a through cleaning and sanitizing with 100 ppm bleach solution after the premise has been vacated. This includes all handles, door knobs, counter surfaces, soap dispensers, towel dispensers, urinals, toilets faucets, sinks and the like.
- The 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 are to be sanitized with a 100 ppm bleach solution and all blankets to be laundered after each use.

## 12. Training

Annual training of Extreme Weather Shelter staff and volunteers is to be conducted each fall prior to the first potential opening of the shelter. Training is to include:

- ◆ duties – staff and volunteers
- ◆ shelter procedures
- ◆ emergency procedures
- ◆ aggressive or disruptive behaviour
- ◆ personal hygiene

- ◆ cleaning procedures
- ◆ Hygiene Universal Precautions

### **13. Billing**

The Extreme Weather Response Coordinator will prepare and submit a Payment Requisition (Appendix L) within 1 week of the end of an extreme weather event to SHARE Family & Community Services via e-mail [r.macdonald@sharesociety.ca](mailto:r.macdonald@sharesociety.ca).

SHARE Family & Community Services, #200 – 25 King Edward Street, Coquitlam, BC V3K 4S8, will prepare and submit to BC Housing an Extreme Weather Response Form (Appendix K) within 1 week of the receipt of the Payment Requisition. Payment is to be directed to SHARE Family & Community Services who will issue cheques for the expenses claimed on the Payment Requisition.

### **14. EWR Plan Review**

A review of this Extreme Weather Response Plan will be conducted annually at the end of each winter season (March). The review will be initiated by the Extreme Weather Response Coordinator and include the Volunteer and Staff Coordinators.

## **5. Duties**

### **1. Extreme Weather Response Coordinator**

- ◆ Monitor weather forecast for the Tri-Cities area - Environment Canada for Pitt Meadows [www.weatheroffice.gc.ca/city/pages/bc-35\\_metric\\_e.html](http://www.weatheroffice.gc.ca/city/pages/bc-35_metric_e.html).
- ◆ Declare an Extreme Weather Alert and make necessary notifications
- ◆ Rescind an Extreme Weather Alert and make necessary notifications
- ◆ Prepare and submit Extreme Weather Response Nightly Expense Budget (once per year) (see Appendix I)
- ◆ Ensure Trinity United Church has insurance appropriate to shelter operation
- ◆ Prepare and submit Extreme Weather Shelter Nightly Occupancy Form by 11:00 AM on the business day following shelter operation (see Appendix J)
- ◆ Together with the Managing Director, Hope for Freedom Society, investigate complaints from shelter patrons that cannot be resolved by a shelter worker
- ◆ Prepare and submit a Payment Requisition within 1 week of extreme weather event ending (see Appendix L)
- ◆ Initiate review of the Extreme Weather Response Plan annually at the end of each winter season (March)
- ◆ Initiate annual training of Extreme Weather Shelter staff and volunteers each fall prior to the first potential opening of the shelter
- ◆ Respond to media inquiries

### **2. Shelter Volunteer Coordinators**

- ◆ Maintain a roster of volunteers available to carry out volunteer duties during operation of the Extreme Weather Shelter
- ◆ Upon a request to open the Extreme Weather Shelter by the Extreme Weather Response Coordinator, contact volunteers and establish a shift schedule for operation of the shelter until such time as the shelter ceases operation

### **3. Shelter Staff Coordinator**

- ◆ Maintain a roster of staff with appropriate training and experience available to carry out staff duties during operation of the Extreme Weather Shelter
- ◆ Upon a request to open the Extreme Weather Shelter by the Extreme Weather Response Coordinator, contact available staff and establish a shift schedule for operation of the shelter until such time as the shelter ceases operation

### **4. Shelter Staff**

Two shelter staff are to be on duty at the shelter at all times while open. Shelter staff have the following duties:

- Assess shelter patrons upon entry to confirm eligibility (age, barriers)
- Register and process shelter patrons
- Maintain a shelter log
- Monitor patron behaviour and address any behavioural issues
- Respond to urgent patron needs
- Provide shelter security
- Collect data for Nightly Occupancy Report
- Prepare bag lunches for morning distribution
- Other duties as assigned.

### **5. Shelter Volunteers**

- Shelter set-up and take down
- Prepare and serve supper and breakfast
- Clean the shelter facility after take down in preparation for day use per section 4.6 Cleaning Procedures
- Transport blankets for laundering

### **6. Media Inquiries**

All media inquiries as to this Extreme Weather Response Plan and the operation of the Tri-Cities Extreme Weather Shelter are to be referred to the Tri-Cities Extreme Weather Response Coordinator, Pat Dewhirst, 604 464 5668. For inquiries as to regional extreme weather response, media inquiries should be directed to the Metro Vancouver Extreme Weather Response Coordinator, James Pratt, 250-858-1001.

Any media releases with regard to Extreme Weather Response must be forwarded in draft form to Rubina Bedford and Sam Rainboth for comments and final approval before release.

Sam Rainboth is to be notified should there be a significant issue with shelter operation which is likely to attract media attention (e.g. a major incident).

## APPENDIX A

### Hygiene Universal Precautions

It is not possible to reliably identify all people who may have infections or disease. It is virtually impossible for people who live rough to stay free of infections or disease. Some may use drugs to numb themselves from the realities they cope with; others use drugs to stay awake when they are at highest risk. This means some will use needles. It is imperative for staff and volunteers to use preventive measures to protect themselves from becoming infected.

The Hepatitis A virus is found in the feces of infected persons. The virus is usually spread from person to person by inadvertently putting something in the mouth that has been contaminated with the feces of a person with Hepatitis A. HIV and the Hepatitis B and C viruses can be spread by infected blood and by certain other infected body fluids. Hepatitis B can be spread via contact with the saliva of an infected person. You cannot get HIV and the Hepatitis B and C viruses from casual contact such as shaking hands or if someone sneezes or coughs near you. These viruses are not spread through the air, unlike flu viruses.

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 leave 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:
  - a) When touching dirty clothing, doing laundry, etc.
  - b) When coming in contact or potentially coming in contact with blood, bodily fluids such as vomit, mucous membranes or non-intact skin;
  - c) When providing first aid;
  - d) When preparing or serving food, clearing and washing dishes or cleaning up food debris;
  - e) When cleaning mats, bedding, furniture, sinks, toilets, etc.
  - f) 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:
  - a) When providing first aid;
  - b) 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:
  - a) After using the washroom facilities;
  - b) Before and after providing first aid;
  - c) After dealing with dirty laundry or used clothing;
  - d) After removing gloves;
  - e) Prior to preparing food.

8. Prevent wounds or punctures:
  - a) 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 yourself.
  - b) 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.
  - c) All clothing, bedding and bags have the potential to contain sharps - handle them with caution.
  - d) Never stick hands into pockets or bags (including donations, clothing or garbage), always empty them out instead – including directly into the washers/dryers.
  - e) Carry garbage bags, donation bags, resident belongings, etc. away from the body.
  - f) Label *everything* that contains *anything* sharp with a warning label – bright colour to attract attention.
  - g) Always lock up knives, never put into sinks to wash – wash separately & immediately lock away.
  - h) 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 – 5 ml (1 tsp) of bleach to 1 L 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 fluids spills such as urinary incontinence by removing visible staining using a disposable cloth or paper towel and then disinfect the surfaces. Use a freshly made 1000 ppm bleach solution (25 ml (5 tsp) of bleach to 1 L of water) for urinary incontinence, a freshly made 5000 ppm bleach solution (125 ml (25 tsp) of bleach to 1 L of water) for blood. In each case, let the bleach solution stand for 20 minutes before wiping up the 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 tells us that the single most effective prevention for many infections is simply **REPEATED WASHING OF YOUR HANDS WITH SOAP AND WATER.**

APPENDIX B

**Template for Issuing an Extreme Weather Alert  
Port Moody Police**

Subject: Extreme Weather Alert – Tri-Cities

To:

Cc:

As designated Community Representative for the Tri-Cities municipalities of Coquitlam, Port Coquitlam and Port Moody, BC under the Assistance to Shelter Act, I am issuing an Extreme Weather Alert (EWA) for the Tri-Cities area.

Please acknowledge receipt of this message (cc's excluded). I will advise when the EWA has been cancelled.

Thanks

Pat Dewhirst  
Community Representative

**Extreme Weather Alert**

Pursuant to sec. 2(2)(b) of the Assistance to Shelter Act, an Extreme Weather Alert (EWA) is being issued for the Tri-Cities municipalities of Coquitlam, Port Coquitlam and Port Moody, BC. This EWA activates the authorities in the Assistance to Shelter Act for police to assist persons at risk due to extreme weather conditions and remains in effect until cancelled.

This EWA is being issued on (date) at (time), due to the following weather conditions and forecast: (description of conditions and forecast).

The Cold Wet Weather Mat Program will be providing spaces during this EWA – currently at (name and address of host church) – during the period 10:00 PM – 7:00 AM.

EWA issued by Pat Dewhirst, Community Representative for the Tri-Cities municipalities of Coquitlam, Port Coquitlam and Port Moody, BC.

APPENDIX C

**Template for Issuing an Extreme Weather Alert  
RCMP**

Subject: Extreme Weather Alert – Tri-Cities

To:

Cc:

As designated Community Representative for the Tri-Cities municipalities of Coquitlam, Port Coquitlam and Port Moody, BC under the Assistance to Shelter Act, I am issuing an Extreme Weather Alert (EWA) for the Tri-Cities area. I am requesting that RCMP “E” HQ OCC send the below noted EWA verbatim via CPIC to the detachment responsible for policing the municipalities of Coquitlam and Port Coquitlam, BC.

Please confirm receipt of this message (cc’s excluded) and advise when the CPIC message has been forwarded to the appropriate detachment. I will advise via e-mail when the EWA has been rescinded.

Thanks

Pat Dewhirst  
Community Representative

**Extreme Weather Alert**

Pursuant to sec. 2(2)(b) of the Assistance to Shelter Act, an Extreme Weather Alert (EWA) is being issued for the Tri-Cities municipalities of Coquitlam, Port Coquitlam and Port Moody, BC. This EWA activates the authorities in the Assistance to Shelter Act for police to assist persons at risk due to extreme weather conditions and remains in effect until cancelled.

This EWA is being issued on (date) at (time), due to the following weather conditions and forecast: (description of conditions and forecast).

The Cold Wet Weather Mat Program will be providing spaces during this EWA – currently at (name and address of host church) – during the period 10:00 PM – 7:00 AM.

EWA issued by Pat Dewhirst, Community Representative for the Tri-Cities municipalities of Coquitlam, Port Coquitlam and Port Moody, BC.

APPENDIX D

**Template for Cancelling an Extreme Weather Alert  
Port Moody Police**

Subject: Extreme Weather Alert Cancelled – Tri-Cities

To:

Cc:

As designated Community Representative for the Tri-Cities municipalities of Coquitlam, Port Coquitlam and Port Moody, BC under the Assistance to Shelter Act, I am cancelling the Extreme Weather Alert (EWA) for the Tri-Cities area which I issued on (date).

Please acknowledge receipt of this message (cc's excluded).

Thanks

Pat Dewhirst  
Community Representative

**Cancellation of Extreme Weather Alert**

Pursuant to sec. 2(2)(e) of the Assistance to Shelter Act, the Extreme Weather Alert (EWA) issued on (date) for the Tri-Cities municipalities of Coquitlam, Port Coquitlam and Port Moody, BC is now cancelled. The authorities in the Assistance to Shelter Act for police to assist persons at risk due to extreme weather conditions are no longer in effect.

This Cancellation of an EWA is being issued on (date) at (time), due to improved weather conditions and forecast.

Cancellation of the EWA issued by Pat Dewhirst, Community Representative for the Tri-Cities municipalities of Coquitlam, Port Coquitlam and Port Moody, BC.

APPENDIX E

**Template for Cancelling an Extreme Weather Alert  
RCMP**

Subject: Extreme Weather Alert Cancelled – Tri-Cities

To:

Cc:

As designated Community Representative for the Tri-Cities municipalities of Coquitlam, Port Coquitlam and Port Moody, BC under the Assistance to Shelter Act, I am cancelling the Extreme Weather Alert (EWA) for the Tri-Cities area which I issued on (date). I am requesting that RCMP "E" HQ OCC send the below noted Cancellation of an EWA verbatim via CPIC to the detachment responsible for policing the municipalities of Coquitlam and Port Coquitlam, BC.

Please confirm receipt of this message (cc's excluded) and advise when the CPIC message has been forwarded to the appropriate detachment.

Thanks

Pat Dewhirst  
Community Representative

**Cancellation of Extreme Weather Alert**

Pursuant to sec. 2(2)(e) of the Assistance to Shelter Act, the Extreme Weather Alert (EWA) issued on (date) for the Tri-Cities municipalities of Coquitlam, Port Coquitlam and Port Moody, BC is now cancelled. The authorities in the Assistance to Shelter Act for police to assist persons at risk due to extreme weather conditions are no longer in effect.

This Cancellation of an EWA is being issued on (date) at (time), due to improved weather conditions and forecast.

Cancellation of the EWA issued by Pat Dewhirst, Community Representative for the Tri-Cities municipalities of Coquitlam, Port Coquitlam and Port Moody, BC.

APPENDIX F

**Notification of Opening of the Extreme Weather Shelter  
Tri-Cities Service Providers**

Subject: Notification - Extreme Weather Shelter Opening

To:

Cc:

An Extreme Weather Alert (EWA) has been issued for the Tri-Cities municipalities of Coquitlam, Port Coquitlam and Port Moody, BC due to the following weather conditions and forecast: (description of conditions and forecast).

In addition to the overnight shelter space for homeless persons provided by the Cold Wet Weather Mat Program, the Extreme Weather Shelter at Trinity United Church, 2211 Prairie Ave, Port Coquitlam is now open from 10:00 PM – 7:00 AM nightly until further notice.

I will advise you when the Extreme Weather Shelter is no longer in operation.

Pat Dewhirst  
Tri-Cities Extreme Weather Response Coordinator

APPENDIX G

**Notification of Closing of the Extreme Weather Shelter  
Tri-Cities Service Providers**

Subject: Notification - Extreme Weather Shelter Closing

To:

Cc:

The Extreme Weather Alert (EWA) for the Tri-Cities municipalities of Coquitlam, Port Coquitlam and Port Moody, BC has been cancelled.

The Extreme Weather Shelter at Trinity United Church, 2211 Prairie Ave, Port Coquitlam will now cease operation. Emergency shelter space continues to be provided by the Cold Wet Weather Mat Program on a nightly basis, with pick-up at the regular locations:

- ◆ Mackin Park (cabana at SW corner of the park, across from Ikea) - Coquitlam
- ◆ Mundy Park (parking lot at Chilko) - Coquitlam
- ◆ Port Moody City Hall
- ◆ McMitchell Park (at Coquitlam Ave.) – Port Coquitlam

Shelter patrons should arrive at one of the above pick-up locations by 9:15 PM.

Pat Dewhirst  
Tri-Cities Extreme Weather Response Coordinator

**Appendix H  
Notification List  
Tri-Cities Services**

<b>Organization</b>	<b>Contact</b>	<b>Title</b>
Eagle Ridge Hospital	Natalie Douglas	ER Social Worker
Eagle Ridge Hospital	Lisa Shack	SW Admin Assistant
SHARE Family & Community Services	Roxann MacDonald	Director of Programs & Services
New View Society	Seraina Keusch	Employment Specialist/ Community Support Worker
New View Society	Louise Jolicoeur	
Coquitlam – Bylaw Enforcement	Andrea McDonald	Manager, Bylaws & Animal Control Services
Coquitlam - Leisure & Parks	Joyce Fordyce	
Coquitlam – Communications	Colleen Smith	Communications Coordinator
Coquitlam - Public Library	Teresa Rehman	Community Services Librarian
Port Coquitlam - Parks & Recreation	Rob Sullivan	Recreation Program Coordinator
Port Coquitlam – Bylaw Enforcement		
Port Coquitlam – Media Liaison	Kathleen Vincent	Director, Legislative and Admin Services
Port Coquitlam – City Hall Reception	Debbie Rousey	Communications Clerk
Port Moody - Parks & Recreation	Kevin Near	
Port Moody - Public Library	Irene Jakse	Program & Services Coordinator
Port Moody Bylaw Enforcement	Jim Weber	Manger, Building, Bylaws & Licensing
Ministry of Children & Family Development	Allison Hamilton	
Ministry of Housing & Social Development	Karen Headridge	Supervisor
FHA - Tri-Cities Mental Health Centre	Walid Chahine	Manager
FHA – Tri-Cities Health Promotion and Prevention	Nadine Drefs	
North Fraser Pretrial Centre	Mark Coleman	Asst. Deputy Warden - Programs
Tri-Cities Women’s Resource Society	Sandra Santofimio	Program Coordinator, Women's Resource Centre
Terry Fox Public Library	Anthea Goffe	

Appendix L  
**Payment Requisition**  
(submit via e-mail in Excel Format)

**TRI-CITIES EXTREME WEATHER SHELTER  
PAYMENT REQUISITION**

Period of Shelter Opening: \_\_\_\_\_ to \_\_\_\_\_

**STAFF COSTS**

Name	Rate (\$/night)	# of nights	Total

**EXPENSES**

		# of nights	Total
Food			
Laundry			
Cleaning Supplies			
Other (specify)			

Submit to SHARE Family & Community Services within 1 week of shelter closing  
Attention: \_\_\_\_\_



Appendix N  
**Fire Safety Diagram**

To Follow

Will show location of dormitory hall, kitchen and washrooms:

- ◆ emergency exits;
- portable fire extinguishers;
- fire alarm pull boxes;
- designated safe meeting area.