

## C-HEAL Info Sheet – Shelter Intake, Drop-ins and Respite

**Emergency Shelters:** A homeless shelter program that can be accessed by any individual or family experiencing homelessness with or without a referral.

**Transitional Shelters:** A homeless shelter program that provides required specialized programming and can be accessed by eligible individuals and families experiencing homelessness by referral only.

**Drop-In:** Provide year round daytime locations which include a range of services which may include food, showers, laundry facilities, health services, information and referrals and social and recreational activities. Services are provided in a welcoming safe and non-stigmatizing environment.

**24 Hour Respite:** Provides essential services to individuals experiencing homelessness in an environment that prioritizes ease of access to safe indoor space. Services provided include resting spaces, meals and service referrals.

*Toronto Homeless Help Website lists program locations:*

<https://www.toronto.ca/community-people/housing-shelter/homeless-help/>

**City of Toronto Shelter, Support, Housing and Administration** helps low-income and vulnerable residents find and keep permanent housing by investing in, and coordinating, a range of housing and homelessness services and supports.

- Provide more than 7,000 emergency and transitional shelter beds in 65 locations and through motel programs mostly used by families
- Oversee the operation of 55 shelters funded by community agencies and directly operate 10 shelter programs
- Directly provide street outreach through the Streets to Homes (S2H) Program
- Fund and oversee community agencies that support services such as employment support, winter 24 hour respite, and housing stability services
- Provide funding and oversight of social housing in Toronto which includes direct management of access to subsidized housing through the Centralized Waiting List

### **Shelter, Support & Housing Central Intake Line 416-338-4766**

- **Central Intake provides a 24/7 telephone based service**
  - Offers referrals to emergency shelter and other overnight accommodation
  - Offers information about other housing stability services
  - Ensures people experiencing homelessness who request emergency accommodation **over the phone** have access to **timely, accurate** information about available services, the **first time, every time**
- **Types of services Central Intake provides:**
  - Shelter Referrals (Singles, Families, 24-Hour Drop-Ins, 24-Hour Respite)
  - Telephone Intake and Comprehensive Homelessness Prevention / Shelter Diversion
  - Will Liaise & Advocate with Housing Providers, OW/ODSP, Health Care Providers, Specialized Services for Women & Children Fleeing Abuse and Newcomers to Canada
  - Central Intake refers callers experiencing homelessness to **available temporary emergency accommodation**
- **Central Intake will:**
  - Complete an assessment of caller needs
  - Provide caller with referral to available City (managed/administered) shelter and 24 hour respite services
  - Provide caller with connection to other appropriate temporary accommodation
  - Provide information to callers about **housing stability services**
  - Offer callers information and connections to services that provide homelessness prevention and diversion
  - Provide callers with connection to homelessness prevention and shelter diversion services

## **C-HEAL Info Sheet – Shelter Intake, Drop-ins and Respite**

**In cases where clients are being referred from hospital, the following considerations help to facilitate smooth transitions:**

- Contact with the site where the person is being referred to
- Formal discharge plan/process to share information with agencies
- Be aware that not all shelters offer health services or are able to care for people who are ill
- Not all sites are fully accessible
- People share bedrooms in most shelters in Toronto. No privacy or the ability to heal properly.
- No health services on weekends or after business hours
- Clients must be able to perform the following: Activities of Daily Living (bathing, feeding, toileting, changing of clothes, etc.), Transfer to bed, Can live independently in the shelter

Shelter providers will support clients who seek to address their health and mental health care needs but there are limitations. At a minimum, shelter providers will assist clients with finding appropriate support services and make referrals when a shelter cannot provide the requested health and mental health services. When referring a client with health issues to another shelter or 24 hour drop-in, shelter staff will first communicate the health needs of the client to the receiving shelter, with consent from the client, to ensure that the receiving shelter is able to accommodate the client prior to executing the referral.

**Medical Intake:** Central Intake may determine that 'medical intake' is required through initial conversation with referring source, for example by asking:

- Is the person being referred from a healthcare facility?
- How long has client been in health-care facility?
- Can individual manage on their activities of daily living (ADLs)?
- Can individual transfer on their own (i.e. mobility device to bed, washroom, etc...)?
- Existence of a Mental Health Issue – client/referral sourced are asked if there is a MH history

**Medical Intake takes into consideration the following:**

- Level of care needed
- Supports and services needed
- Need for appropriate and effective negotiation with shelters
- Set a date and time of admission to align with operations
- Determine the best location for the person
- Can take place in person or over the phone, or in a case conference