

Response to Freedom of Information Request (FOI 20-080)

About Service Restrictions at Emergency Shelters

Restricting Services to an individual is at times the only option when dealing with a complex situation at an emergency shelter.

Shelter staff have a discussion with the client to ensure that they understand the shelter's expectations prior to shelter intake. Continued discussions take place with the client anytime they do not abide by shelter's expectations, and the client is informed of what will happen if they continue to ignore expectations. Each shelter has an internal appeal process that clients can use to appeal their service restriction.

During an Extreme Weather Alert, and under staff discretion, all shelters will temporarily suspend all service restrictions, except in cases where a shelter provider determines that the service-restricted client poses an immediate threat or danger to another individual's health or safety, or the security of the shelter.

Emergency Shelter Expectations

It is expected that to ensure that everyone feels safe and respected while in the shelter, clients accessing the emergency shelter will:

- Be responsible for themselves, their actions, and their housing plan.
- Be responsible for their personal belongings. The shelter is not responsible for any personal belongings.
- Store all medication in the designated area unless otherwise approved by staff.
- Treat everyone in the emergency shelter with respect (i.e. no violence, no drug-dealing, no hateful language, or disruptive behaviour).
- Keep bed and common areas clean.
- Smoke only in designated areas outside of the building.
- Not use or store substances in the building or on the property.
- Not participate in any inappropriate intimacy on the premises.
- Not take any photo, video, or audio recording while on the premises without administrative approval.
- Not bring any weapons (real or replica) onto the property.
- Respect the shelter property and not damage anything in the spaces.
- Agree to having their bags searched. Individuals may have bags searched by staff or they may opt to conduct a self-search.
- Bring concerns forward to shelter staff.

Reasons for Service Restrictions

Category	Description	Duration
Level 1	<ul style="list-style-type: none"> • Repeated breaches of Shelter Expectations • Name calling/bullying including racism, sexism or any discriminatory language • Accessing Restricted Areas • Substance use on property and/or possession 	2 hours off property
Level 2	<ul style="list-style-type: none"> • Repeated breach of Level 1 • Verbal threat of harm or violence (No immediate intent assessed) • Smoking inside • Filming on property 	24 hours off the property
Level 3	<ul style="list-style-type: none"> • On-going predatory behavior • On-going drug trafficking • On-going discriminatory harassment (example: racism) • Second breach of smoking inside • Second breach of substance use on property 	2 – 15 days off the property at managers discretion
Level 4	<ul style="list-style-type: none"> • Violence • Sexual Assault • Arson • Immediate threat and/or use of weapons • Breaking into locked areas and resident rooms • Serious Property Damage • Pulling Fire Alarm 	At least 15 days off the property or longer at managers discretion (length decided on case by case basis, and reviewed every 3 months)
Level 5	<ul style="list-style-type: none"> • Physical violence or attempt to physically harm staff 	At least 15 days off the property or longer at managers discretion (length decided on case by case basis, and reviewed every 3 months)
Has Access to Housing	<ul style="list-style-type: none"> • Client is known to have access to safe, permanent housing 	As long as a client has access to housing
From Out of Area	<ul style="list-style-type: none"> • Client is known to have no significant or historic connection to Peterborough • Client is known to have available supports in another community 	As long as a client has supports available in another community
Not engaging in housing plan	<ul style="list-style-type: none"> • Client has refused or avoided participating in a housing plan during their most recent stay at the emergency shelter 	At least 14 days off the property or longer at managers discretion (length decided on case by case basis, and reviewed every 3 months)

Non-COVID Related Service Restrictions

Number of Restrictions Issued from July 1st 2019 to September 13th 2020 by Quarter

Year	Quarter	# of Restrictions	# of Unique Individuals
2019	Qtr3	52	36
2019	Qtr4	89	62
2020	Qtr1	35	28
2020	Qtr2	103	61
2020	Qtr3	121	57

Notes:

- 2019 Qtr 2 has too little data to be included in the chart
- 2020 Qtr 3 is still in progress at the time of this writing and is accurate as of September 11th, 2020

Number of Restrictions Issued from April 1st 2019 to September 13th 2020 by Service Provider

Service Provider	# of Restrictions	Unique Individuals
Brock Mission	214	127
Cameron House	34	29
Hotel/Motel Services	13	13
Overflow	88	71
YES Shelter	53	37

Hotel/Motel Services are available to clients when:

- the other shelters are full,
- when the other shelters cannot accommodate clients (i.e. due to physical accessibility, health, or safety reasons)

Reasons that Service Restrictions are Issued as a Percentage of all Restrictions by Year

2019	
Restriction Types	% of All Restrictions
From out of area	27%
Has access to housing	18%
Level 1	26%
Level 2	4%
Level 3	5%
Level 4	7%
Level 5	0%
Not engaging in housing plan	14%

2020	
Restriction Types	% of All Restrictions
From out of area	11%
Has access to housing	2%
Level 1	10%
Level 2	15%
Level 3	22%
Level 4	19%
Level 5	17%
Not engaging in housing plan	4%

COVID-19 Related Service Restrictions

The Emergency Shelter system has used service restrictions as part of its response to the public health crisis of COVID-19.

As part of its pandemic response, clients may be restricted from emergency shelter and offered a hotel/motel room if they have failed a COVID-19 screening and are waiting for the results of a COVID-19 test.

These restrictions remain in place until a person has received a negative COVID-19 test result.

If clients refuse to be screened for COVID-19 they will be temporarily restricted from emergency shelter and hotel/motel rooms (provided by Social Services) until they participate in COVID screening.

Number of COVID-19 Related Restrictions Issued from April 1st 2019 to September 13th 2020 by Service Provider

Service Provider	# of Restrictions	Unique Individuals
Brock Mission	93	72
Cameron House	55	45
Hotel/Motel Services	45	36
Overflow	15	14
YES Shelter	57	44