



Without Prejudice

May 30, 2019

Sean, House of Von Dehn
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by email to: gnosticwisdom37@hotmail.com

Thank you for your response, dated April 23, 2019 (the "**Response**") to the City's determinations sent to you on March 29, 2019 (the "**City's Determinations**") as it relates to your complaint regarding the Salvation Army's compliance with the City of Ottawa Emergency Shelter Standards (the "**Standards**").

The Standards were developed by the City of Ottawa and approved by City Council in 2005. The Standards form part of the service agreements between the City of Ottawa and each emergency shelter provider and serve as a tool to ensure accountability for the purchase of services by the City of Ottawa (the "**City**").

As part of the City's commitment to review your complaint, we thought it would be beneficial to reply to your Response and provide an update to each concern you raised as it relates to the Standards.

1. Participation in Religious Activities

- a. The City reviewed the Life Skills application form as well as other program application forms and confirms that these have been updated to include alternate activities such as reflection time when clients do not wish to attend chapel/church services to access programs.

2. Information Regarding Available Services

- a. Material in orientation/intake packages
 - i. Resolved
- b. Posted Bill of Rights
 - i. "Client Rights" are posted in the Salvation Army. While City staff used the words "bill of rights" in a memorandum to Council, providers are free to use the wording they prefer so long as there is posted information regarding a client's entitlements while staying at the shelter. Although there is nothing that prohibits a service provider from using the word "rights", your suggestion has been noted.
- c. Resident/Staff Meetings
 - i. Resolved

- d. Established and visible issue/complaint resolution process
 - i. The City confirms that the Salvation Army has an issue/complaint resolution process. The outline of the process has been posted and a copy of the procedure is available upon request.
- e. Mission and Value Statements on public facing websites
 - i. The Salvation Army's mission and values are posted on their website.

3. Visible Signage Regarding the Human Rights Code

- a. Resolved.

4. Safe and Secure Environment

- a. The City remains of the opinion that the Salvation Army is taking appropriate actions to eliminate any unsafe conditions in order to maintain the property in accordance with the Standards.

5. Personal Support and Case Management

- a. The provision of case management includes assisting clients to apply for certain services and supports. Supporting documentation is required in order to ensure a client qualifies for certain services and supports. This includes requirements under the *Housing Services Act, 2011*, such as proof of citizenship or status under the *Immigration and Refugee Protection Act*, and requirements under provincially funded programs. The Salvation Army has been reminded to reach out to Housing Services when additional supports are needed for case management.
- b. The City's Housing Services has confirmed to you that it will review the Housing First Application Forms.

6. Client Access to Shelter

- a. The Salvation Army advised the City that the denial of shelter services was prompted by overall behaviour which may have placed other clients and/or staff at risk. The City will not interfere in the operational decision made by the Salvation Army considering the Salvation Army offered a referral to another shelter of choice in keeping with their policies and procedures.

7. Clients Informed of Services Available and How to Access the Services

- a. Resolved.

8. Replacement of Linens

- a. Resolved.

9. Access to Laundry

- a. Resolved.

10. Receipt of Hygiene Products as Necessary

- a. Resolved.

11. Access to Common Areas during the Day

- a. The Standards require a ratio of 1 washbasin/toilet for every 15 clients. The Salvation Army has 2 washrooms available for common area users. The City will review whether access to additional washrooms is required between the hours of 8am and 1pm.

12. Case Management

- a. The City remains of the opinion that services and supports were offered as required by the Standards. In addition, the Salvation Army has been reminded to reach out to the City when additional supports are needed for case management.

13. Reserving Beds

- a. Resolved.

14. Time Out Arrangements

- a. The Standards require the Salvation Army to have policies and procedures for time out arrangements. The Standards are not intended to dictate shelter policies and therefore the City will not interfere in the Salvation Army's operational decision of determining when time-outs are necessary so long as clients are offered a referral to another shelter in keeping with their policies and procedures.

15. Clients Rights and Responsibilities

- a. As mentioned previously under number 2b above, your suggestion has been noted.

16. Wait Time for Medication

- a. Resolved.

17. Smoking Areas

- a. The City has relayed to the Salvation Army the suggestion that it encourage clients to leave the property to smoke if there is a risk of falling ice and snow. Although not under the purview of the City, Salvation Army confirmed to the City that it does not have a contract with Ottawa Police Services but rather that Ottawa Police Services has Agent Status for the property.

18. Clean and Sanitary Conditions

- a. The City remains of the opinion that reasonable action is being taken to maintain the facility in a clean and sanitary state. The suggestion that the Standards are inadequate has been noted.

19. Pest Control

- a. The City remains of the opinion that Salvation Army's pest control measures meet the Standards.

20. Privacy of Clients

- a. The suggestion that the Standards should include a requirement for client privacy (in addition to toilet and bathing facilities) has been noted.

21. Locking Doors to bathrooms, toilets and shower rooms

- a. The suggestion that the Standards are unacceptable has been noted.

22. Weapons and Illegal Substances

- a. The suggestion that the Salvation Army post a list of items determined to be weapons has been relayed to them.

Once again, we thank you for bringing forward your concerns and observations. We confirm that the City considered each concern you raised, engaged with the Salvation Army and has required the Salvation Army to address any deficiencies. As a result, the City is satisfied that the Salvation Army is currently complying with the Standards

While, we recognize that you are not entirely satisfied with the determinations of the City nor with the content of the Standards, we have noted your suggestions and will continue to work with providers to ensure compliance with the Standards.

Kind regards,



Shelley VanBuskirk
Director, Housing Services