

# 2<sup>nd</sup> Edition!

March 2008

## Inn from the Cold's Emergency Family Shelter FAQs part 2

These are additional questions that have been brought to our attention since the publication of our first FAQs in January 2008.

### **Are you duplicating roles and services that are offered by other agencies?**

No. We will work closely with other agencies to ensure that we don't duplicate roles and services, however, we will need additional staff at the Family Shelter. We also recognize that all agencies are stretched to the limit resource-wise and we are available 24/7/365. Not all others are able to operate within these hours. For example, an addictions support role is being added — not a counsellor — we will leave that task to the experts. We will also need a crisis counsellor on call for the Shelter as we need to have someone available 24/7. We will add a Security person because we have children onsite and will take every precaution to ensure they are safe.

### **How will you partner with other agencies?**

We have been working with others in an informal way for several years and are currently working on formal partnership agreements that will outline roles and responsibility. We want to continue to work together for the benefit of homeless families in our community.

### **How do your plans for the Family Shelter fit with the Housing First philosophy?**

We support the 10-year plan and the Housing First philosophy. In fact, the Inn's Vision Statement, developed more than three years ago by our Board, is "A City Where No Family is Homeless". Our priority continues to be to help families break the cycle of homelessness once and for all. Our goal is to provide families with stable emergency shelter so they begin to deal with the issues that contributed to their homelessness as they wait for appropriate housing to become available. This too is in alignment with the approach proposed by the 10-year plan.

### **Do you think there will be enough families to justify operating the Shelter?**

Yes. Over the years our numbers of homeless families have steadily increased, with 2006 being an extreme exception when there was a huge increase in the number of families we served. Our research and discussions with other families and agencies indicates that there are many "hidden homeless" families that are currently couch surfing, living in low-end motels etc. that would be more comfortable coming to a designated shelter, than have the instability of moving their family from church to church every night.

### **Are your volunteers onsite?**

Absolutely. Our 4,000 experienced volunteers really care about doing what is best for the guests. The Family Shelter will provide new roles for our volunteers as they will now come to the Shelter. Some are also willing to continue operating in churches if that will help meet the needs of single guests. With the closure of the Mustard Seed's Foothills industrial shelter in May, there will again be more singles looking for a safe place to stay.

### **Is Centre 110 a good location for children and families?**

Yes. In the two years we have had our office in this location, we have seen many, many positive changes and the area is still changing and undergoing redevelopment. For example, the Mustard Seed has changed its operations so there will no longer be the long lineups of people outside their building. We will continue have heavy screening criteria in place for all our guests and also have on-site security. We'll even have a roof-top playground for children.



**Why is the Inn the best choice for running this Shelter?**

Our staff and extremely committed and trained volunteer core have 11 years of experience and first-hand knowledge of working with homeless families 24/7/365. We've been working and preparing for the Emergency Family Shelter for several years and we have the plans in place. We're ready to go. We have the building and it needs just a few minor renovations. We will begin to take some families in June and then we expect to be fully operational by fall 2008.

**How is the fundraising going? What will happen if you don't raise the money?**

We currently have an extensive Capital Campaign underway and the response has been tremendous. We have raised \$3.5M to date with more donations coming in each and every day. Our Board has stated that we will raise the funds and the deal will close.

