

**MANITOBA HOUSING**  
**Emergency Shelter Standards Report 2014-2015**

		Status - In Compliance?	Comments
<b>ORGANIZATIONAL STANDARDS</b>			
<i>Organizational Status for Emergency Homeless Shelter Providers</i>			
1	Organizations operating an emergency homeless shelter must be incorporated as a non-profit organization under the laws of Manitoba and Canada, and must be registered as a Canadian Charity under the <i>Income Tax Act</i> .		
2	All organizations are required to comply with Manitoba Housing's Agency Services Unit reporting requirements. <i>(modified)</i> The following are required as part of the financial reporting requirements: annual report which includes the Revenue Canada Business number; identifying information which includes the agency purpose/mission; contact information for the Executive Director and Board; any changes to the agency bi-laws; the organization's Articles of Incorporation; and most recent bylaws.		
3	Organizations must adhere to the Manitoba Human Rights Code in the provision of services.		
4	<b>Organizations must have for Manitoba upon request a copy of any and all policies and regulations for review, as per section 3.03 of the Service Purchase Agreement (SPA).</b>		
<i>Governance</i>			
5	Emergency homeless shelters must be operated by a volunteer board of directors that are in compliance with <i>The Corporations Act</i> . The board must have a sufficient number of directors with a range of skills required to fulfill this role.		
<i>Financial Accountability</i>			
6	On an annual basis, all emergency homeless shelters must provide program and financial information to Manitoba Housing <i>(modified)</i> as per section 7 in the SPA.		
7	An annual service agreement is developed for all organizations with an expiry date see section 6.02 and 14 of the SPA.		
8	Services agreements must be signed by a board member with organization signing authority.		
9	Bookkeeping and financial records must be set up according to current accounting procedures, and an annual audit must be conducted by a qualified independent auditor. All financial records, including resident information for per diem must be kept for a minimum of seven years for financial audit purposes see section 8.03 of the SPA.		
10	<b>Random audit checks of emergency shelter must be conducted. This will require daily logs to be provided upon request by Manitoba. Daily logs must be kept for a minimum of seven years for financial audit purposes as outlined in section 8 of the SPA.</b>		
<i>Program Accountability</i>			
11	The emergency homeless shelter must not introduce any ancillary services that detract or interfere with the effective delivery of their emergency homeless shelter program, and if in doubt, should discuss such plans in advance with Manitoba.		
12	<b>All emergency homeless shelters must have a system in place for recording unusual incident and must be available to Manitoba upon request.</b>		
<b>ACCESS TO EMERGENCY HOMELESS SHELTER</b>			
<i>Admission and Discharge</i>			
13	Admission and discharge records for all residents must be maintained by all emergency homeless shelter operators showing name, date of birth, reason for service, and date of admissions and referral source (ie. hospital, prison, self-referred etc.)		
14	Emergency homeless shelters must be able to admit new residents at all times during their hours of operation, provided that the applicant is eligible for service and space is available.		
15	<b>The emergency homeless shelter must have clearly written criteria, policies and procedures for admission. A copy of admission and discharge policies must be on file with Manitoba and re-submitted if revised.</b>		
16	A copy of admission and discharge policies must be posted in a visible area, and must be written out in an understandable form.		
17	Emergency homeless shelter rules and resident rights and responsibilities must be explained to all residents at admission or as soon as reasonably possible, and posted in a visible area for the resident to refer to. They must be written in a clear and understandable form.		

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18	Emergency homeless shelters that are not able to admit a person who is homeless for whatever reason must provide a referral to another emergency homeless shelter or other appropriate facility.		
<i>Substance Use</i>			
19	With the exception of abstinence-based homeless shelters, admission and discharge decisions cannot be based upon substance use alone, but should be based on behaviour.		
20	Emergency homeless shelters operating on an abstinence model must identify how abstinence is defined within their program.		
<i>Service Restrictions</i>			
21	<b>All emergency homeless shelters must have a policy regarding service restrictions, and a copy of this policy must be on file with Manitoba and re-submitted if revised.*</b>		
22	Policies must clearly outline the reasons for service restrictions and the internal emergency homeless shelter process to appeal, review and lift restrictions regularly, as well as in exceptional cases deemed necessary by the emergency homeless shelter.		
23	Residents must be made aware of the service restrictions policy upon admission or as soon as reasonably possible. The <b>service restriction policy must be posted in an area accessible to residents.</b>		
24	All service restrictions issued by emergency homeless shelters must be authorized by the Executive Director, or like position.		
25	Emergency homeless shelter staff must inform the resident of the reason for the service restriction, the date it will be reviewed with the resident and the date the service restriction will be lifted.		
26	Emergency homeless shelter staff must advise the resident of possible alternatives to emergency homeless shelter and make appropriate referrals.		
27	Emergency homeless shelters must maintain records of all service restrictions.		
28	All residents who wish to appeal the service restriction must be advised of the appeal process.		
<i>Appeals</i>			
29	Each emergency homeless shelter must have an internal process for resolving appeals, and must inform the resident of this process.		
30	All emergency homeless shelters must post their appeals process, keep a written record of formal complaints and a written record of the resolution.		
<i>Resident Rights and Responsibilities</i>			
31	Each emergency homeless shelter must adopt a <b>written</b> policy concerning the rights and responsibilities of residents.		
32	The policies must be posted in a common area of the emergency homeless shelter and be communicated to residents through various ways such as intake, admission and resident meetings.		
<i>Duty to Report</i>			
33	All emergency homeless shelters and staff are obligated to report any suspected cases of child abuse or neglect as per sections 17 and 18 of <i>The Child and Family Services Act</i> . All emergency homeless shelters and staff must work in compliance with child welfare agencies.		
34	All emergency homeless shelters and staff are obligated to report any suspected cases of abuse of a vulnerable person as per <i>The Vulnerable Persons Living with a Mental Disability Act</i> to the Department of Family Services.		
35	All emergency homeless shelters and staff are obligated to report any suspected cases of abuse or neglect of a person in protected care as per <i>The Protection of Persons in Care Act</i> to the Protection for Persons in Care Office.		
<b>SERVICE COORDINATION</b>			
36	Helping individuals exit the emergency homeless shelters system requires the coordination of housing, health and social services. A first step in this coordination effort is to ensure that emergency homeless shelter providers are communicating and sharing information about service provision, resident needs and where possible referrals to off-site support services.		
37	Emergency Homeless Shelters will work cooperatively and in collaboration with all relevant program partners, including Homeless Outreach Mentors. Shelters will allow mentors access to residents in order for them to carry out their roles within the emergency homeless shelter system.		
38	Emergency homeless shelters are not responsible to provide all services but must work in partnership with the Province of Manitoba and other service providers for the residents well being.		

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39	Emergency homeless shelters are not intended to be a long term primary residence for an individual. If an individual resides at an emergency homeless shelter in excess of one week, emergency homeless shelter staff must engage them in developing and implementing a discharge plan.		
40	Emergency homeless shelters are required to provide assistance and facilitate access to housing, medical services, mental health and addictions treatment and employment and life skills training.		
41	Emergency homeless shelters that have the capability and access to on-site and off-site services must offer case management services in partnership with Manitoba and other service providers to all residents interested, and those residing in the emergency homeless shelter for more than one week (7 days). Residents exceeding the one week period shall be referred to the Homeless Outreach Team.		
42	Emergency homeless shelters not capable of supporting on-site services must assist residents by providing appropriate off site referrals and links.		
43	Emergency homeless shelter providers must develop and maintain relationships with their local Health Authority and other supporting agencies in their community.		
44	<i>Emergency homeless shelter providers must <b>document</b> their formal and informal agreements with other agencies.</i>		
<b>CONFIDENTIALITY</b>			
45	<i>All emergency homeless shelters are required to have a <b>written policy</b> regarding the collection, use and disclosure of resident information as per section 12 of SPA.</i>		
46	<i>Emergency homeless shelters must have written policies concerning the privacy, security and confidentiality of residents maintained on electronic format (eg. password protected, use of mobile devices, remote access, etc.)</i>		
47	Personal information about a resident must not be disclosed without a signed consent from the resident.		
48	The importance of sharing information with relevant health and social service providers must be discussed with the resident and only disclosed with signed resident consent. The resident must fully understand what information is being disclosed, why it is being disclosed, and to whom it is being disclosed.		
49	Files containing resident information should be kept in a secure location and locked to maintain confidentiality.		
50	Policies in regards to taking resident information off site must be in place and adhered to as there is a risk of breaching confidentiality.		
51	Emergency homeless shelters must adhere to <i>The Freedom of Information and Protection of Privacy Act (FIPPA)</i> and <i>The Personal Health Information Act (PHIA)</i> where applicable (see Appendix H for the appropriate link).		
52	Emergency homeless shelters shall comply with <b>any lawful requirements</b> made by an organization which is carrying out duties as defined by the law (i.e., child and family services, police services).		
<b>STAFF CODE OF CONDUCT</b>			
53	Emergency homeless shelters must have a staff code of conduct outlining professional behaviour for emergency homeless shelter staff.		
<b>ACCOMODATION, HEALTH AND SAFETY STANDARDS</b>			
54	<i>Emergency homeless shelters must also develop and implement policies in regards to: record keeping where first aid is required, health and safety of residents, health and safety of staff, and other matters related to operation.</i>		
55	<i>Emergency homeless shelters must maintain an accurate, up to date operations log to record incidents related to the safety of residents or staff and other matters related to the operation of the emergency homeless shelter.</i>		
<i>Accommodation Standards</i>			
56	<i>All emergency homeless shelters must have current documentation verifying that they meet all current health, fire and building and zoning regulations. Proof of fire and health department approvals must be submitted to Manitoba Housing by July 31 of each year.*</i>		
57	The premises are to be clean, sanitary, safe and free of hazards.		
58	<b>All emergency shelters must provide the following:</b>		

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59	After April 1, 2009, all new or expanding emergency homeless shelters must ensure that beds/mats are at least .76 meters (2.5 feet) apart. Shelters funded prior to this date are expected to ensure beds/mats are positioned in a manner that allows for the safety and well-being of clients and staff;		
60	With the exception of individuals utilizing mats, each resident is to be provided with clean sheets, pillowcases, bedding and towels daily;		
61	Mattresses are to be made or of covered with flame retardant materials, and moisture resistant;		
62	The facility must be in compliance with local Building Code specifications including washrooms, ventilation, natural light, and ratio of fixtures per residents;		
63	Facilities for safe storage for resident's belongings;		
64	A common area for residents is to be available;		
65	Appropriate sleeping arrangements must be provided for all children less than two years of age (i.e., crib, playben, etc) and must conform to specifications approved by the Canadian Standards Association (CSA) or other government agency.		
<b>Health Standards</b>			
66	All emergency homeless shelters must implement procedures and policies based on <i>The Workplace Safety and Health Act</i> (part 7.4) and Regulation, and must have an <b>up to date copy</b> of <i>The Workplace Safety and Health Acts</i> and Regulation.		
67	At least one staff person certified in First Aid and Cardiopulmonary Resuscitation (CPR) must be on duty at all times in the emergency homeless shelter.		
68	In accordance with Part 5, Schedule B of the Workplace Safety and Health Regulations, an appropriate number of approved first aid kits must be available in each emergency homeless shelter and a portable kit must be taken on outings.		
69	Emergency homeless shelters must have a contract with a licenced pest control operator, and have a scheduled inspection and treatment plan.		
70	<b>Within 10 days of the start of employment, all staff must be provided with information/orientation on the following topics:</b>		
71	Prevention of transmission and infectin within the emergency homeless shelter through use of routine practices and additional precautions (formerly known as universal health precautions) such as hand-washing, personal hygiene, housekeeping practices, food safety and use of personal protective equipment as per the Workplan Safety and Health Regulation (part 6);		
72	Information on specific diseases such as TB, HIV, hepatitis B and C, and in the case of emergency homeless shelters with children, childhood diseases;		
73	Procedure for dealing with occupation exposure to blood or body fluids; and		
74	Information on community health care resources such as Manitoba Health, Public Health contact numbers.		
75	Educational updates on the above topics must be provided as often as necessary to reinforce work practices.		
76	Written policies and procedures must be developed in consultation with Manitoba Health and Healthy Living - Public Division for all licenced medical practitioners for preventing, handling and reporting communicable diseases.		
<b>Safety Standards</b>			
77	<b>Emergency homeless shelters must develop safety procedures and training procedures in accordance with The Workplace Safety and Health Act (part 4).</b>		
78	Violence of any kind must not be tolerated. Harassment and violence prevention policies are to be developed in accordance with Part 10 and Part 11 of The Workplace Safety and Health Regulation.		
79	Entrances to the emergency homeless shelter must be secured. Emergency exits must be monitored to alert staff of unauthorized comings and goings.		
80	All emergency homeless shelters must designate an evacuation site. Staff must be educated on evacuation plans and explain to each resident upon admission or as soon after as possible.		
81	Evacuation plans must be posted in a visible area for all residents and visitors to see.		

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82	Emergency homeless shelters must have a plan for the continuity or restoration of business functions identified as critical at the time of an emergency.		
83	Emergency homeless shelters must ensure that environmental hazards such as chemicals and cleaning compounds are safely stored. Hazardous materials and objects must be handled properly in accordance with part 36 of the Workplace Safety and Health Regulation.		
<i>Resident Prescription Medication</i>			
84	<b>Emergency homeless shelters must have policies regarding the storage and administration of resident prescription medications.</b>		
85	If the emergency homeless shelter's policy is for clients to self-manage their medications, the shelter must advise clients of their responsibilities regarding the safe storage and administration of their medication.		
86	<b>Emergency homeless shelters must have policies and procedures in regards to sharps and their storage disposal in accordance with The Workplace Safety and Health Act (part 45.1) and Regulation (part 39.8).</b>		
87	Emergency homeless shelters that choose to provide assistance with prescription medication are to keep an accurate and up to date log (see manual for more information). Unless there is a licensed nurse on staff emergency homeless shelters cannot administer medication, they can only assist (ie. daily reminders and safe storage).		
<i>Weapons</i>			
88	Illegal substances and/or contrabands as defined in part III section 84 (1) and part XII.1 section 462.1 of The Criminal Code (see manual Appendix 1) are not allowed in the emergency homeless shelter.		
89	<b>Emergency homeless shelters must create policy in regards to contraband and confiscation of unsafe items brought in by residents, as well as the record keeping and returns of such items.</b>		
90	Where kitchens are located onsite, all utensils (ie. knives) must be safely stored when not in use.		
<b>STAFFING</b>			
<i>Training</i>			
91	Emergency homeless shelters must develop their own training program and timeline (see manual for more information).		
<i>Staffing Standards</i>			
92	<b>All emergency homeless shelters must have written policies and procedures regarding employment practices that comply with Provincial and Federal laws.</b>		
93	Where children are frequenting emergency homeless shelters, all staff must obtain a current Child Abuse Registry check as part of their employment as well as a criminal record check.		
94	The emergency homeless shelter must have adequate staff for the number of residents accommodated, to ensure that safety of residents and staff at all times.		

Completion Date:

Completed by:

Approved by: