Emergency Shelter Operating Principles





We track and analyze outcomes to inform planning and policy decisions and continuously improve services.



We take a personcentred, holistic approach and ensure that people with particular vulnerabilities are supported.



We help people experiencing chronic and episodic homelessness to access stable, positive housing and appropriate supports.



6 We coordinate services and participate in planning with community partners.





We use harm reduction principles to guide services to clients and behaviour-based criteria for restricting access to shelter.



We aim to make every discharge from shelter an organized departure.



4 We ensure people who have high needs receive accompaniment and follow-up services.