

Business Toolkit on Homelessness



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Do's and Don'ts
Common Scenarios
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Quick Connect Numbers

Summer 2023

Keep in Mind

- Be Kind.
- Avoid name calling, swearing and talking down to the person.
- Avoid perpetuating stereotypes, stigma and myths. People who are experiencing homelessness are not defined by their housing status.
- Advocate within your community to help make things better for our neighbours who are homeless.
- Focus on the individual not the fact they are homeless.
- Remind them about the local shelters located in Drayton Valley

Warming Hearts Day Shelter is located at:

5225 55 Street, Drayton Valley
Beside the Bottle Depot
Monday to Friday
Hours: 8:00am-5:00pm

Shelter Pods is located at
5309 54 Street, Drayton Valley
Check in between 8:00-11:00pm

Food Pantries are located Living Spirit United Church & Warming Hearts Centre

QUICK CONNECT: WHO TO CALL?

- RCMP (Emergency line): 911
- RCMP (Non Emergency line): 780-542-4456
- Enforcement Services: 780-514-2386
- FCSS: 780-514-2204
- Primary Care Network: 587-464-0228
- Resources Alberta: 211
- Food Bank: 780-514-3777
- Warming Hearts: 780-898-6718
- Emergency Financial Assistance: 1-877-644-9992
- Mental Health & Addictions: 780-542-3140
- Pembina Crisis Connection Society: 1-800-232-7288
- Opportunity Home: 780-514-3959
- Youth Emergency Resource Connect: 1-800-638-0715

Mental Health Help Line:
1-877-303-2642
Addictions Help Line:
1-866-332-2322

THE BASICS: DO

- Make eye contact and talk kindly to people who are without homes.
- Get to know your local RCMP and Community Enforcement Officers
- If someone is being disruptive, homeless or not, try to deescalate the situation, if comfortable
- If someone is threatening harm to self to others, acting recklessly or violent, or having delusions, call 911
- Install good lighting around your building, locking doors, and lock/turn off exterior power outlets
- Let people know your boundaries on your property. If people are doing something illegal and won't leave, call non-emergency police phone line at 780-542-4457
- Keep the area in front of the business clean and well maintained. Keeping your area clean encourages others to respect the area.

THE BASICS: DO NOT

- Assume people know your expectations.
- Offer food or money unless you are equipped and willing to handle repeat requests.
- Permit anyone to camp on your property, unless you have developed a trusting relationship with them
- Permit anyone to store shopping carts or personal belongings on your property

Here is what to do if:

Someone is sleeping/loitering at your door:

- Odds are, this won't be a one-off interaction, so it's good to establish a friendly relationship. Introduce yourself. Ask for the person's name.
- Politely ask them to leave using sincere empathic language that deflects the request from yourself. This reduces the power dynamic and will help with future interactions.
- Let them know where they CAN BE, as opposed to only where they CANNOT be.
- If they are not cooperative, tell them you are going to call the police, but would rather not. Avoid confrontation and keep a safe distance if you feel threatened in any way. Call the non-emergency police line and if they become disruptive or dangerous call 911



Someone exhibiting disruptive mental health symptoms has walked into the business:

- If they purchase something, treat them like any other customer. This sets a great example for your employees and patrons. If they do not make a purchase, let them know this area is for customers, and politely ask them to leave, only if you would do the same for a non-paying patron who is not homeless.
- If they are symptomatic and disruptive: Ask them to leave clearly and politely. Your safety, and the safety of your patrons is your priority. If they remain in the facility call the non-emergency police line. Based on the situation, you may want to call 911 if the situation feels dangerous.

What to do if you want to help a person:

- Get to know the people on the streets in your area and treat them like you would any neighbour.
- Encourage/help them call public services like **211** or **FCSS**
- Encourage them to attend the Warming Hearts Day Shelter (Opened from 9:00am-5:00pm) or the Shelter Pods (Open at 8:00pm)