THINGS TO KEEP IN MIND & WAYS YOU CAN HELP

- Get to know the people on the streets in your area and treat them like you would any other community member
- 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 - focus on the individual, not the fact they are homeless.
- Advocate within your community for solution focused change.

Warming Hearts Day Shelter:
5225 55 Street, Drayton Valley
Beside the Bottle Depot
Monday to Friday 10am - 3pm*

Shelter Pods:
5309 54 Street,
Drayton Valley
Check in between
8pm-11pm*

Food Pantries are located at Warming Hearts and Living Spirit United Church

*Hours subject to change without warning

Quick Connect Who to Call

- RCMP(Emergency line): 911
- RCMP(Non Emergency line): 780-542-4456
- Enforcement Services: 780-514-2386
- Community Outreach Worker: 780-202-4627
- FCSS: 780-514-2204
- Resources Alberta: 211
- Warming Hearts: 780-898-6718

- Food Bank: Thursdays 8-11am - 4820 51 Ave
- Income Support: 1-877-644-9992
- Mental Health & Addictions: 780-542-3140
- Primary Care Network: 587-464-0228
- Opportunity Home: 780-514-3959

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

DRAYTON VALLEY

TOOLKIT FOR BUSINESSES ON HOMELESSNESS

WHAT IS INSIDE:

fcss
Drayton Valley & District Family and Community Support Services

DRAYTON VALLEY

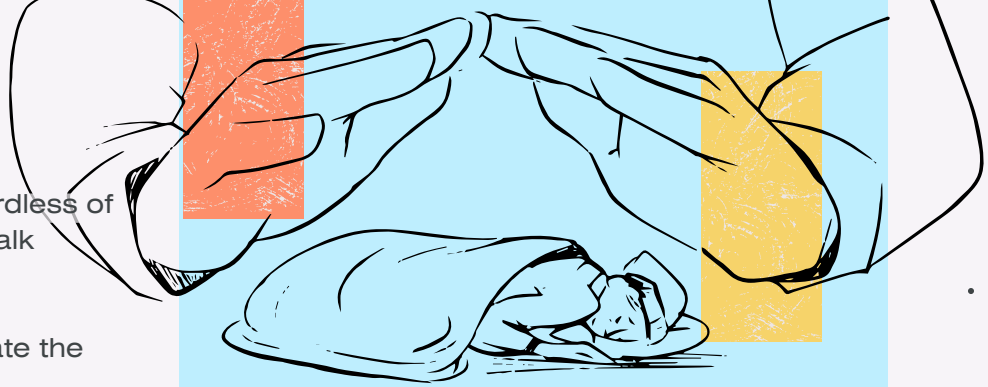
2024

The Do's

- Treat people with equality, regardless of their social-economic status - Talk kindly and look at them.
- If someone is being disruptive, homeless or not, try to deescalate the situation, if comfortable.
- Install good exterior lighting, locking doors, and lock/turn off exterior power outlets.
- Let individuals know your business's physical boundary.
- Keep the area in front of the business clean and well maintained. Keeping your area clean encourages others to respect the area.
- Familiarize staff with available services - not just law enforcement options.
- If people are doing something illegal and/or won't leave, call non-emergency police phone line at 780-542-4457
- If someone is threatening harm to self to others, acting recklessly or violent, or having delusions, call 911

The Dont's

- Assume people know your expectations.
- Match their disrespect or escalation.
- Offer food or money unless you are equipped and willing to handle repeat requests.
- Permit anyone to camp on your property.
- Permit anyone to store shopping carts or personal belongings on your property.



Scenario:

Someone is sleeping/loitering at your business entrance

- **Access the Situation - Evaluate Safety**: determine if there are risks to your safety or customers, and if the individual themselves are safe/okay.
- **Engage Compassionately - Approach Gently and Offer Assistance**
  - If you feel safe, consider greeting the individual, introducing yourself, asking their name. Ask if they need assistance and refer them to community services.
  - A good trick is asking them what their plan is rather than telling them they can't be there - don't assume they're hanging out for the sack of hanging out.
- **Politely ask them to leave** - telling them where they CAN be rather than where they CANT be. This reduces the power dynamic and deflects the request from you - encourage them to move to areas they can be (warming hearts, parks/sidewalks, etc)
- If they are not cooperative, tell them you are going to call enforcement but would rather not have to do that. **Give them 10 minutes, then call Non-Emerg police line.** If the situation becomes escalated to the point of danger, call 911

Scenario:

Someone exhibiting disruptive behavior 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.**
- **If they are 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.

Scenario:

Someone is asking for money outside your business

- **Although potentially unfavorable, panhandling is not a crime on public sidewalks.**
- If customers express discomfort - reassure them you are monitoring the situation and taking steps to address it.
- **Engage with compassion** - introduce yourself, ask their name, ask if they are aware of local services that might be able to help address their needs.
- **Although not a crime, you can politely ask them to leave, informed them where your property ends**- redirect them to services.