



Engaged 
Communities

DAYTIME WARMING SHELTER

Project Summary Report
April 2022

Prepared for:
City of White Rock

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Acknowledgements



Thank you to the City of White Rock and City of Surrey for their support with funding this project. A special thank you to Mayor Walker, City Councillors, Eric Stepura, Jim Gordon, and City Staff for your continued guidance throughout the planning and implementation phases of the Centennial Park Daytime Warming Shelter.

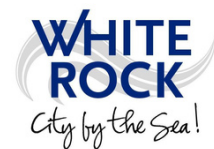
We acknowledge that our work is performed on the traditional and unceded territory of the Coast Salish Peoples including the Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Qayqayt, and Tsawwassen First Nations.

We would like to express our deepest gratitude to each individual that contributed to the Centennial Park Daytime Warming Shelter. Its successful delivery would not have been possible without the collective efforts of our partners, collaborators, and friends.

Thank you to the shelter guests and Engaged Communities' staff, volunteers, students, and dedicated donors for their tireless efforts in the delivery of this project.

Thank you to our many collaborators (pictured below) as well as Options Community Services, Phoenix Society, and Lookout Society. Thank you to Kathy Booth, Cheryl Lightowers, Pat Heslop, Chloe Good, and the PH2H team for their advocacy, wisdom, and support.

Finally, a big thank you to multi-faith groups from Sikh, Muslim, and Hindu communities, White Rock Fire Rescue, local businesses, community members of the White Rock/South Surrey area, and the general public for their overwhelming support.

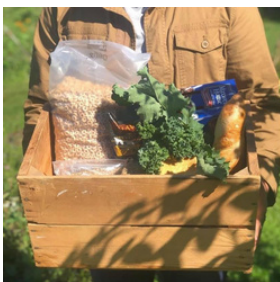


Introduction

Engaged Communities Canada Society (ECCS) is a registered non-profit organization whose initiatives work to address the systemic gaps that exist for underserved communities across British Columbia's Lower Mainland region in accessing equitable solutions to complex health, social, and economic challenges. Our efforts are delivered to our community's most vulnerable and at risk groups such as; IBPoC populations, those who are homeless or at risk of homelessness, children and youth, and individuals experiencing challenges related to socioeconomic factors and substance use.

Our services are provided at no cost to eliminate the financial barriers associated with accessing such programming. Our primary activities include the delivery of food, hygiene supplies, personal hygiene services, health education and resources, youth programming (academic assistance, mentorship, athletics, and outdoor adventures), and extreme weather response supports (cooling tents and warming centres) to communities in greatest need. We also provide young adults with opportunities to work alongside youth in a manner that supports their academic and professional pursuits.

Throughout our efforts, we strive to create a safe space for all community members to engage with unique and interesting programming so they can be empowered to build a better future for themselves and all community members.



This report provides an overview of the Centennial Park Daytime Warming Shelter operated by ECCS in collaboration with the City of White Rock. More specifically, it highlights the operational details, services provided, associated outcomes, testimonials from shelter guests and their loved ones, promising practices, and lessons learned.

For inquiries about this report, please send an email to info@eccsociety.org. For more information about ECCS, please visit our website at www.eccsociety.org.

Centennial Park Daytime Warming Shelter



Pictured: mobile washrooms and heated trailer located in the parking lot adjacent to the baseball field in Centennial Park. Not pictured: outdoor tent.

The Centennial Park Daytime Warming Shelter is a temporary Emergency Weather Response shelter for individuals experiencing homelessness in the South Surrey/White Rock area. It is operated by ECCS in collaboration with the City of White Rock.

The shelter was located in Centennial Park at 14600 North Bluff Road in White Rock, BC. It was situated in the parking lot adjacent to the baseball diamond and consisted of a heated trailer with maximum capacity of 30 individuals and two mobile washrooms. ECCS later added an outdoor tent to accommodate the needs of the shelter guests.

Shelter operations ran from February 1st - March 15th, 2022 on dates during which the extreme weather response alert was active and as guided by the City of White Rock. These dates were as follows:

- February 1st-8th, 2022
- February 10th-14th, 2022
- February 19th-28th, 2022
- March 4th-14th, 2022

The hours of operation were from 7am-10pm however this was amended following the launch of the shelter to 6:15am to 11pm to further support the needs of the shelter guests.

The shelter assisted 6-30 individuals daily (average of 18) with a total of 622 visits over 34 days. It increased access to basic needs, provided transportation, addressed health needs including responding to and preventing overdoses, supported with system navigation and program registration, and offered activities and emotional / conversational support.

Centennial Park Daytime Warming Shelter

Listed below are the specific dates the Centennial Park Daytime Warming Shelter was open between February 1st and March 15th, 2022. Alongside this are daily occupancy counts and average daily minimum temperatures as reported by Environment Canada.

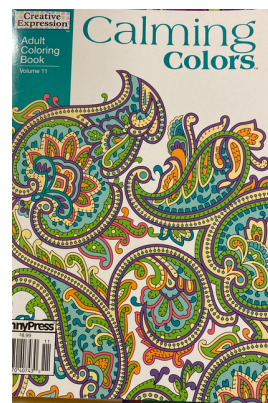
Date	Temperature (°C)	Occupancy
Feb 1	0.8	9
Feb 2	0.1	14
Feb 3	1.3	21
Feb 4	5.0	22
Feb 5	5.2	21
Feb 6	0.6	26
Feb 7	2.9	21
Feb 8	4.4	21
Feb 10	6.4	12
Feb 11	3.0	21
Feb 12	-.05	20
Feb 13	-.01	23
Feb 14	4.7	26
Feb 19	4.1	13
Feb 20	4.6	19
Feb 21	-1.2	27
Feb 22	-2.7	24

Date	Temperature (°C)	Occupancy
Feb 23	N/A	30
Feb 24	N/A	22
Feb 25	-3.7	16
Feb 26	1.2	17
Feb 27	5.0	17
Feb 28	6.0	20
Mar 4	4.6	6
Mar 5	1.9	9
Mar 6	1.8	11
Mar 7	4.2	15
Mar 8	5.5	14
Mar 9	1.8	19
Mar 10	-2.0	13
Mar 11	2.6	16
Mar 12	3.1	22
Mar 13	5.5	16
Mar 14	6.3	19

Services Provided


The Centennial Park Daytime Warming Shelter offered numerous services tailored to support the needs of its guests. A summary of the services provided are listed below:

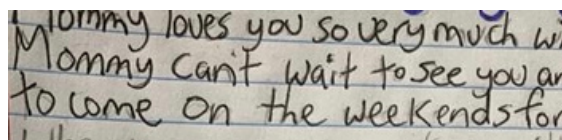
- **Basic needs supports:** heated shelter, hot meals (breakfast, lunch, dinner), snacks, hot beverages, personal hygiene supplies and services (including hot showers), clothing, personal protective equipment, first aid and harm reduction supplies (safer drug use and safer sex supplies), and on-the-go care packages
- **Transportation:** to/from nighttime shelters, health services (e.g. medical appointments, hospital and pharmacy visits), and social services
- **Addressing medical needs on site:** emergency first aid (e.g. for wounds, frost bite, injuries, infections), foot care, medication reminders, connection to emergency medical services
- **Overdose response and prevention:** ongoing monitoring to ensure the safety of shelter guests and the public, responded to overdoses, provided follow up recovery care, facilitated overdose prevention education and training, distributed Naloxone kits
- **On site counselling services**
- **System navigation support and service/program registration:** e.g. supportive housing, substance use services, personal identification, legal services, youth services, women's services, safety wear to support occupational safety requirements
- **Cleaning services:** warming shelter, mobile washrooms, Centennial Park grounds and nearby areas
- **Activities and entertainment:** arts, crafts, games, puzzles, music, and tv/movies
- **Emotional / conversational support:** one-on-one and group discussions, celebrations of birthdays and personal milestones



Outcomes

A number of outcomes were noted by ECCS staff resulting from the services provided at the Centennial Park Daytime Warming Shelter. Its positive impacts are summarized below:

- **Met the immediate basic needs of the shelter guests**
- **Connected shelter guests to external health and social services**
- **Provided life-saving care and addressed urgent medical needs of the shelter guests**
- **Improved shelter guests' compliance with appointment-keeping and medications**
- **Improved shelter guests' physical and mental health and well-being** (declines were observed during periods of closure for one or more days)
- **Improved shelter guests' sense of self-worth**
- **Reduced social isolation experienced by the shelter guests**
- **Reduced complaints from businesses** (as reported by the RCMP and local businesses)
- **Reduced observed aggression / violence as the shelter remained open** (an increase in aggressive behaviour was observed when the shelter was closed and at the start of shelter opening cycles)
- **Reduced stigma around homelessness:** fostered an environment for deeper understanding, compassion, and empathy among all community members
- **Family reunification:** through phone calls, in-person visits, and letter writing 
- **No need for police intervention**



Provided over **1700** meals / snacks / beverages, **32** counselling sessions, and **28** hot showers
Responded to over **15** minor injuries requiring emergency first aid
Transported **7** individuals to Peace Arch and Surrey Memorial Hospitals
Reversed **6** opioid-related overdoses
Connected **6** individuals to permanent / transitional housing

Testimonials

Pictured below is a letter written to ECCS from the mother of a shelter guest that lives out of the province. Through this shelter, we were able to reunite these individuals who had lost touch overtime. Also pictured is a testimonial from a shelter guest describing their experience at the shelter. **Note: confidential information has been removed.*

Dear ECCS,

I want to convey my support and appreciation for the warming centre your organization (ECCS) has established in Centennial Park, White Rock.

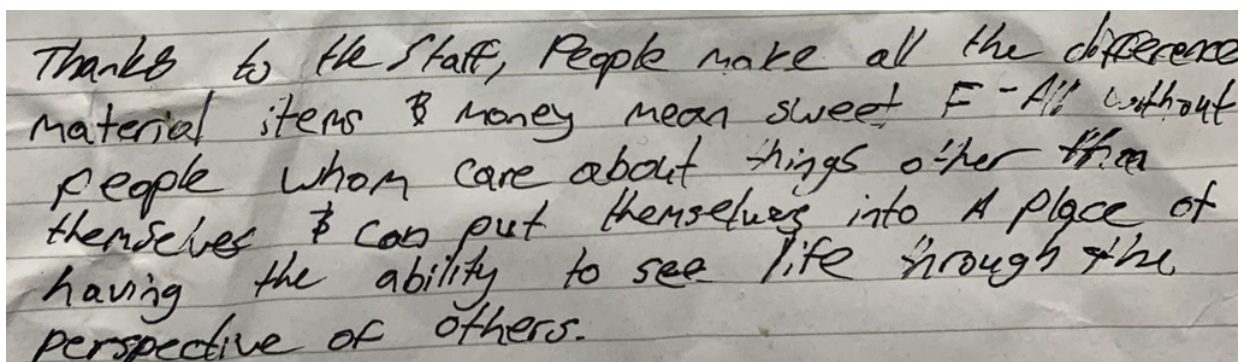
My son is homeless and struggles with poor mental health and substance use. Recently your outreach team located him on the street early Saturday morning, wet, freezing and in distress, and brought him to your shelter to warm up and get rest. He had been out in the cold all night. (I live out of town and was unable to help.)

I know he has been accessing your service for a few days, feeling safe and welcomed.

This kind of place offers more than just a place to get warm. The humane and compassionate treatment and connection to other services goes a long way to providing hope to those individuals like my son who have difficulty functioning as a result of untreated health issues. It's also a comfort and relief to me, as a caring mother, to know there is help available. It's well known how severe the shortages are in relation to mental health and addiction supports.

I'm sure there are those in the community who are not happy with the structure and location of this service. Perhaps if they had a loved one in need who could access this vital service, they might have a different view.

With deep appreciation,
Mother of a shelter guest



Thanks to the Staff, People make all the difference
material items & money mean sweet F-A!! without
people whom care about things other than
themselves & can put themselves into A place of
having the ability to see life through the
perspective of others.

Testimonials



Pictured here is artwork created by a shelter guest and gifted to ECCS. Also pictured are testimonials from shelter guests describing their experience at the shelter.

*Note: confidential information has been removed.

WHAT THIS SHELTER HAS MEANT TO ME: It has given me someone to talk to that cares and warm place to go and relax and let a bit of stress go to be able to focus more on what I want and given me a possible way to get off street and stay clean so I can get back to work and get my own place to live I hope as well as I have had food to eat and PPI that give a crap about ME



Thank-you; BLESS THIS PLACE And the people who devote their time, energy, and hearts + ears - to people like myself who's path has become so unclear it's unreal. Having a warm, safe place - free from judgement for my current state. It has meant more than I can put into words. It's been prayers answered. A lifetime of wearing an "I'm fine" mask has only made the search for help harder. But thank you so much, for just in two visits - you've given me more hope, direction, and reached out to a young woman who's been asking for help for too long. I truly believe

my life is moving into a new positive phase that is so wanted and needed. I'm grateful for your energy - when mine had diminished. And I'm so grateful for the resources like food, warm clothing and a safe place to sleep, chill, be heard, AND be responded to! Bless you, Uphar + staff - And everyone who makes this possible, sincerely, -Shelter guest

Promising Practices & Lessons Learned

Operating the Centennial Park Daytime Warming Shelter was a rich learning experience. Highlighted below are some of the best practices that contributed to the successful delivery of the shelter as well as our learnings to inform future related projects.

- **Lead with a welcoming, non-judgemental approach**
- **Focus on building rapport and trust with the shelter guests**
- **Low barrier service delivery model:** services should be free of cost, timely, offer wrap around supports, client-focused and tailored to meeting the needs of the individual, delivered directly to the client at a preferred location or ensure transportation is provided, require limited administrative paperwork and provide support with registration, and use a harm reduction lens
- **Service delivery should be guided by People with Lived or Living Experience and adapted in real time based on the input received:**
 - Example 1: hours of operation were extended to reduce the time guests spent in the cold weather during the transition from the nighttime to the daytime shelter
 - Example 2: provided a variety of hot, nutritious, home-style meals as opposed to highly processed or fast foods at the request of the shelter guests
- **Maintain continuity of care:** continuous (as opposed to intermittent) operations are important to stabilizing the health and well-being of the shelter guests and supports their individual paths to self-sufficiency
- **Intersectoral collaboration is necessary:** shelter guests may present with multiple, urgent complex care needs that exceed the capacity of a single agency and thus require support from multiple partners to appropriately address their needs

