

SCP SHELTER SERVICES GUIDELINES

As Specified in the Ministry of Social Services (MSS) Contract

Which services are the Shelter contractually obligated to provide, to whom are services provided, and how does it relate to outreach services?

What Services are Provided?

Services, as defined in the Shelter's contract with MSS, include all labor, equipment, and materials that the Shelter may require to provide the Services.

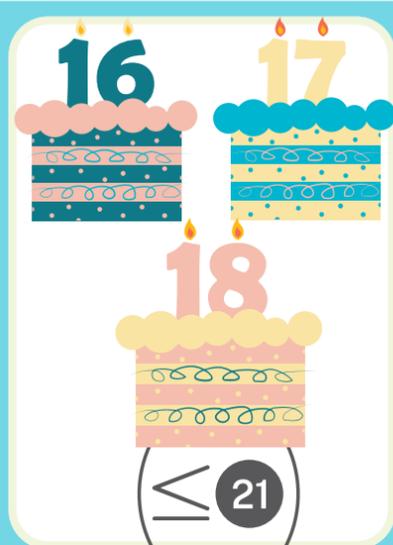
- The provision of emergent care when no other resource placement is available, including family and non-family options
- Access to a safe residential service
- The provision of nutritious food
- The ability to wash their clothes
- Access to a variety of medical services in the community
- The ability to wash themselves



Who is Eligible for Services?

Services are provided to youth who meet the following criteria:

- Youth who are in the care of the Minister of Social Services under *The Child and Family Services Act*
- Youth who are eligible to receive services under *The Child and Family Services Act*
- Youth between the ages of 16-18 years of age
- Youth up to 21 years of age if they are receiving services under Section 56 of *The Child and Family Services Act*

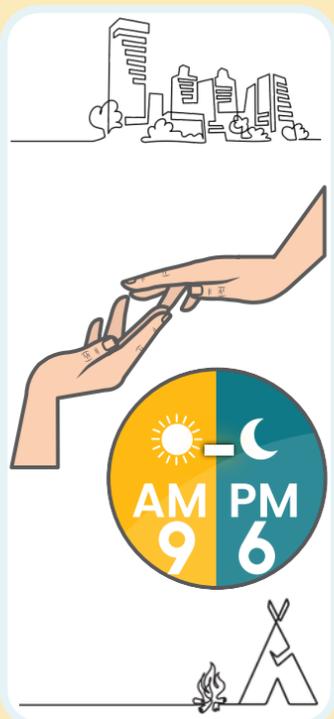


How Does This Relate to Drop-In Services?

The Shelter is required to provide outreach support services to allow for supportive engagement with youth that will increase personal development and maximize self-sufficiency.

Youth who are presently involved with, or were previously involved with SCP, and are between the ages of 16-18 years of age but are not currently residing at the Shelter are eligible to access drop-in services within the Shelter between the hours of 9:00am-6:00pm seven days a week.

In an effort to maintain better supervision and ensure the safety of those within the Shelter, drop-in youth will be restricted to service at the door if there are 10 or more residents at the Shelter. That being said, drop-in youth will still be permitted into the foyer to warm up as needed during cold weather.



What Are Drop-In Services?

Youth accessing drop-in services are provided with all of the same services as youth who are residents of the Shelter, with the exceptions being that they must leave no later than 6:00pm and they do not have access to the bedrooms.

What Does 'Service at the Door' Mean?

When outreach youth are restricted to service at the door, they are only eligible for the following services:

- Up to three bagged meals per day
- An unlimited number of bottles of water per day
- Weather-appropriate outerwear (*shoes, hats, mittens, etc.*)
- Personal hygiene products as needed (*pads, tampons, etc.*)
- 10-20 minutes in the foyer to warm up as needed during cold weather



Are There Exceptions?

Any and all exceptions/modifications to the services provided by the Shelter are decided on a case-by-case basis, and any restrictions are typically enacted as a result of behaviors that pose a risk, or have the potential to pose a risk, to the safety of those within the Shelter.

