

FREQUENTLY ASKED QUESTIONS

Park Street Emergency Shelter Service

THINGS TO KNOW

When will Park Street open for service? Park Street Emergency Shelter will be open for service on December 9th, 2022.

What are the hours of operation? Park Street Emergency Shelter will be open 7 days per week, 12 hours per day - 8:00pm - 8:00am

Who can access the service? Individuals 18+, experiencing homelessness. This service is gender inclusive.

How many beds will be available? There will be 50 emergency shelter beds available between both complexes.

What is the process to access the service? The Park Street Emergency Shelter will be open every night at 8:00pm. All clients will be required to participate in an intake and safety screening process each time they access the service. This will include the safe storage of belongings which are not permitted in sleeping quarters. Clients will be permitted to access their belongings and leave the site at any time throughout the night. Clients are asked to access the site prior to 12:00pm (midnight).

Can I leave the property and return on the same night? Clients will be permitted to leave and return to the site on the same night upon successful completion of the safety screening and storage of belongings.

SAFETY GUIDELINES

Can I use substances onsite? Use of drugs (including cannabis and illicit substances) or alcohol is not permitted onsite. You will be required to safely store substances upon intake and assessment.

What items will I be allowed to bring into my sleeping quarters? Items of a personal nature, including personal hygiene items, books, reading materials, electronics and a change of clothes will all be permitted.

What items will not be allowed onsite? During the safety screening staff will advise of items which are not permitted to be taken into sleeping quarters. You will be provided with an opportunity to safely store these items. A full list of restricted items can be provided by staff onsite.

SERVICES

Are there accessible units? YES. There are two accessible units onsite.

Can I access case management and referral services? Yes, clients will be encouraged to access case management support and staff will be able to make referrals for services based the individual needs of the client.

Will transportation be provided? Access to a free shuttle bus will be provided each morning. This shuttle will make multiple stops at locations including: the Community Outreach Centre, downtown area (near Confederation Centre), Canadian Mental Health Association – Fitzroy Centre, and the Salvation Army's Friendship Room.

Will access to showers be provided? YES

Will access to laundry be provided? YES

Can I store my belongings? Yes, overnight storage of belongings will be provided. These storage lockers can be accessed under the supervision of staff at anytime during normal operational hours of 8:00pm - 8:00am. Limited access to longer term storage for larger items (such as bicycles) will also be available under the supervision of staff.

Can my pet access shelter with me? Individuals in need of shelter, will be asked to explore options for the safe and temporary care of pets through family, friends or specific services including Safe Haven. If no other option exists, pets can be provided with overnight shelter at Park Street with their owner.

Owners will be responsible to ensure that pets do not pose a safety concern to others who are accessing shelter.

Owners will be responsible to ensure pets are fed, watered and provided with access to basic necessities. Owners will be required to clean up after pets.

*Book a bed
by calling*
1-833-220-4722