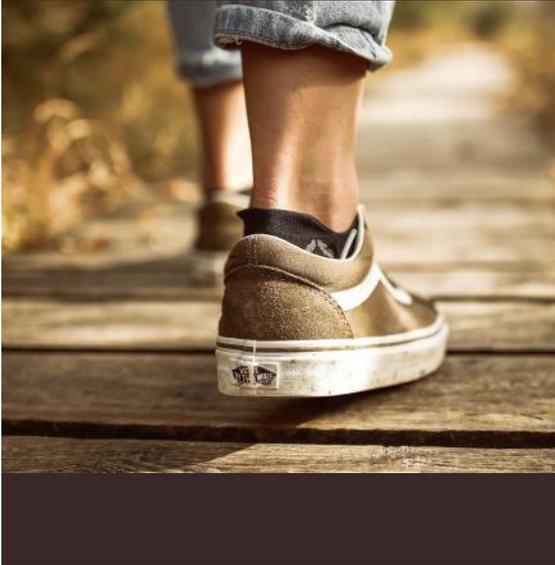


OUR SERVICES

SUPPORT

SHELTER

SAFETY



2019

HOUSING SUPPORT SERVICES OUTREACH

Samaritan House

Martha's Place

Mary's Place

Outreach

Crescent House

Sobering Beds

Crisis Stabilization

Hirst House

Oceanside Outreach

Parkville Winter Shelter

Safe Harbour

The Bridge

Newcastle Supportive Housing

WHO WE ARE

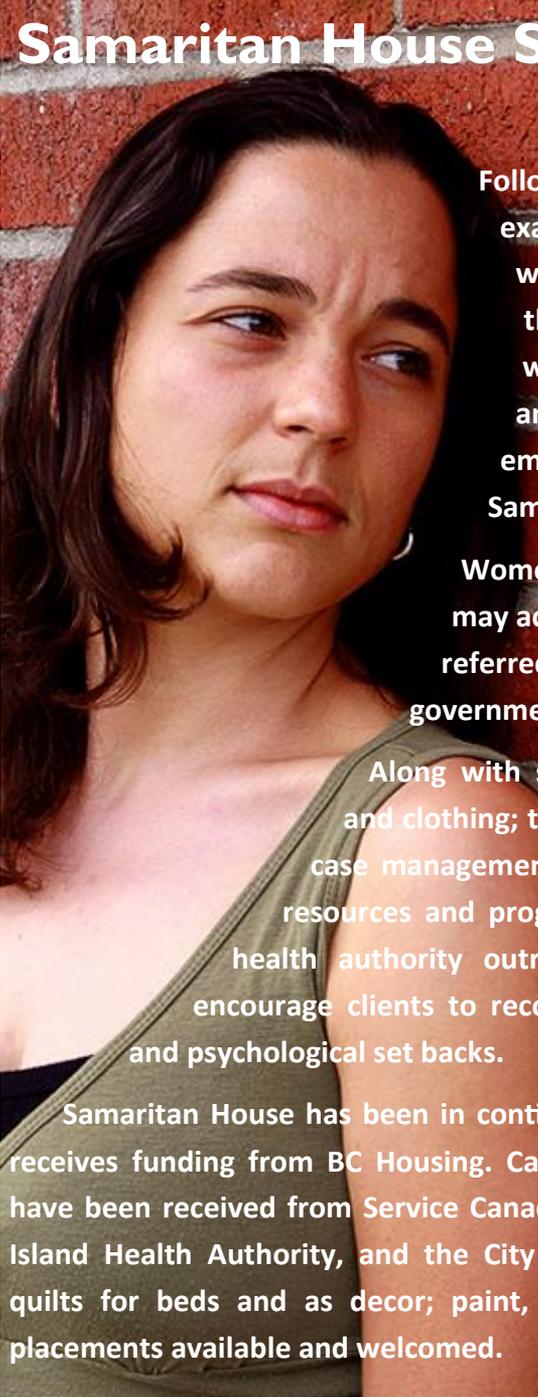
Support Shelter Safety

A Kind Neighbour



islandcrisiscaresociety.ca

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778 441 4227



Samaritan House Shelter Services

14 emergency beds

Following the Good Samaritan's example this service provides women what they need when they are homeless: a safe, warm, tolerant environment and emotional support and empathy. Shelter is the focus at Samaritan House.

Women and women with children may access the program directly or be referred by a community or government agency.

Along with shelter, nourishment, hygiene, and clothing; the service also provides on-site case management, and referrals to community resources and programs. Shelter staff work with health authority outreach workers and nurses to encourage clients to recover from physical, emotional, and psychological set backs.

Samaritan House has been in continual operation since 1989 and receives funding from BC Housing. Capital and Infrastructure grants have been received from Service Canada, BC Housing, the Vancouver Island Health Authority, and the City of Nanaimo. Volunteers craft quilts for beds and as decor; paint, and shop. Student practicum placements available and welcomed.

Samaritan House Supportive and Transitional Housing

Martha's Place - 6 Supportive Housing Beds in Samaritan House

Provides ongoing shelter and supports under a Housing First model. It allows women the opportunity to achieve a level of health and stability without the fear of homelessness. Includes: no requirement for abstinence, private room, evening meal, 24 hour supervision and access to Support Workers and Outreach Workers. For residents who cannot live independently and who are not expected to become fully self-sufficient. There is no limit on the length of stay.

Mary's Place — 6 Transitional Beds in a home near Woodgrove

6 women share this *Therapeutic Community*, each with their own private room. Shared living space and 4 bathrooms. The house also has 2 sets of washers and dryers. Outreach Workers visit daily and a bus pass is included. Stays can be from 30 days to 2 or 3 years in this high barrier “dry” environment. The goal is to help women move towards independence and self-sufficiency.

Outreach and Rent Subsidies — 5 Subsidies in market housing

Rent subsidies are provided to individuals who have been reviewed by a triage committee and agree to meet with an Outreach Worker monthly. Women can secure a regular market unit, rooms, studio, or apartments.

“**Therapeutic community**” describes a group-based approach to long-term mental health that encourages participation by clients and workers together in the creation of a healthy environment where growth and healing can occur.



Samaritan House is a soft place to land and a safe place to grow.”



Crescent House

5 Sobering Beds

1 Crisis Stabilization Bed

Shelters, the RCMP, the Emergency Department, and other service providers

recommend individuals to Crescent House for the use of the sobering beds after confirming eligibility with a simple checklist and phone call. Individuals can also walk up to the service between 6 am and midnight.

Men and women are admitted if they are 19 or older, under the influence of intoxicants, seeking sleep, and able to change into pajamas and give basic information. There is also a short list of rules they must follow during their stay and they must be willing to be screened, assessed, and monitored.

This harm reduction service provides therapeutic interventions based on a focused scope of service. Support Workers assess individual's bio-psycho-social-spiritual status during intoxication and provide First Aid when necessary. An Island Health Nurse provides clinical assessment, education, and referrals; nursing hours are limited.

The crisis stabilization bed continues the tradition begun in 2001 when the Walking to Wellness project was pioneered at Crescent House to address the needs of clients with concurrent disorders. It provides longer stabilization for individuals seeking additional services.

Crescent House has a 16 year history of supporting individuals towards recovery who were previously trapped in cycles of crisis and relapse.



Safe Harbour House

5 Crisis Stabilization Beds

Provides safe housing and compassionate care to people with complex life situations.

Island Health's Crisis Response and Community Support Teams provide case management and referrals. Some beds are also utilized by Clearview Case Management for people waiting for Detox Services. Stays at Safe Harbour are often short, reflecting the programs focus on bridging the gap to longer term services.

Safe Harbour was built through the vision

and cooperative efforts of many individuals and businesses who gave time, expertise, labour, and materials, including the donation of land. Operating funding is provided by Island Health, the Ministry of Social Development and Poverty Reduction, and donations.

The Bridge

6 Supportive Recovery Beds

In 2010 ICCS purchased and renovated the house adjacent to Safe Harbour and in 2011 began providing longer stays to clients of the Assertive Community Treatment Team and CST. The Bridge philosophy is based on 5 core principles: full Island Health partnership, choice, recovery, professional kindness, and Bio-psycho-social-spiritual Development. Capital Funding was provided by Service Canada and operational funding by Service Canada, Island Health, MSDPR, and donations.

Newcastle Place

78 Supportive Housing Beds

In late 2018, BC Housing purchased property at 250 Terminal Avenue to locate 4 modular buildings to provide temporary supportive housing. This was in response to an urgent need for housing for people experiencing and at risk of homelessness in the community, including those who were residing at a tent city in the downtown area. ICCS was awarded a contract to provide property management, operations management, and a program of services and support at this location. We began welcoming program participants at the beginning of December who had been assessed and recommended by a team of community professionals.

Supportive:

Support is offered in the form of encouragement, care, and resources that allow people to gain or maintain health and well being. At Newcastle Place support is tied to individualized plans that outline each person's unique needs, goals, and plans. Working from these personal plans program participants, staff, and health care professionals work together on strategies to overcome barriers and challenges. The Housing First model endorsed by the Canadian Government requires integrated support for success.

Housing Stability:

Stability is firstly about predictable, reliable shelter people can count on. At Newcastle, participants have access to washrooms, laundry, and a dining room, to meet their basic needs. They also have the opportunity to interact with a variety of trained staff and visiting health professionals each day. The staffing model offers efficient and direct referrals to treatment options, onsite health and medical services, and employment and life skills programming.





Hirst House

6 Crisis Stabilization Beds

Hirst House provides six stabilization beds to clients from the Oceanside communities of Parksville, Qualicum Beach, Coombs, Errington,

as well as surrounding communities when possible.

The Oceanside Integrated Community Primary Care Team assess and refer clients to Hirst House and provide clinical support and case management. Most clients require crisis or transitional housing and tend to stay longer on average than clients at Crescent House.

Hirst House is staffed 24/7 to ensure the safety and security of each person. Residents have their own private room and enjoy home cooked meals, empathic support, and a secure drug-free environment.

Case managers from Oceanside Health Centre ensure that necessary clinical resources are made available to each resident. Funding for Hirst House is through Island Health, The Ministry of Social Development, BC Housing, and the generous donations we receive from individuals, businesses, service groups, and churches.

Parksville Winter Shelter

8 Shelter Beds

ICCS provided the service beginning in the winter of 2016, continuing to now.

Open from 6 PM to 7:30 AM between November and March, the service offers an evening meal and breakfast. Funding is provided by BC Housing . Location donated by Arbutus Grove Church.



Orca Place Supportive Housing

52 Supportive Housing Units



Orca Place is a Supportive Housing program that will take place in a modular style apartment building built by BC Housing. The building will contain 52 studio and one bedroom suites, including 6 accessible

units. Individuals who participate in the program will sign a program participant agreement and receive a personal plan of support.

Island Crisis Care Society will provide 24/7 staffing for the program and will maintain the building, beginning mid 2019. Staff will provide support to residents as well as security and management. The three-storey building has been designed to suit the architectural style of the neighbourhood and each home will include a private bathroom and a kitchen. The type of housing is classified as long term supportive housing. For further information including the City of Parksville's background information document and information from BC Housing, including the information that was presented at the open house in March 2018, visit our website at www.islandcrisiscaresociety.ca

Safe: Security includes a personal room with a locking door, 24 hours staffing, and a variety of standard security measures such as well lit and fenced grounds, extensive camera monitoring, and a controlled entrance. All guests to the property are required to check in and out at the welcome centre and follow rules for conduct and safety.

Supportive: Support is encouragement, care, and resources that allow people to gain or maintain health and well being. At Orca Place support is tied

to individualized plans that outline each person's unique needs, goals, and plans. Working from these personal plans program participants, staff, and health care professionals work together on strategies to overcome barriers and challenges. The Housing First model endorsed by the Canadian Government requires integrated support for success.

Housing Stability: Stability is firstly about predictable, reliable shelter people can count on. Program participants will receive support to maintain their participation in the program, including daily meal services for as long as they choose to live here, and as long as they comply with their program agreement. People with a goal to move to housing will be supported to do so.

Oceanside Outreach

ICCS is an integral part of the HOST (Homelessness Outreach Support Team) and we provide weekend outreach support to clients. Since building relationships with local



landlords we hold leases on several rental suites in the community to ensure accessibility for clients who may not have references. Clients can then have an occupancy agreement with ICCS so that they can be successful. Using the Housing First principles we have successfully housed many clients who had been chronically homeless for many years.

“Some people think when you offer housing right away that you’re actually enabling people as opposed to helping them get better. Our experience has been that providing housing first, and then treatment, actually has more effective results in reducing addiction and mental health symptoms than trying to do it the other way.” - Sam Tsemberis

GET INVOLVED



For over 30 years, Island Crisis Care Society has been working to make every dollar count. When you donate to us, the funds directly benefit people living in Nanaimo and Oceanside. If you share our passion, become a member, a volunteer or a sponsor. Every donation is gratefully received and used wisely. As a Registered Charity, we are also able to give Official Tax Receipts for eligible donations.

DONATE

Donating directly to Island Crisis Care Society helps us to ensure that we have the resources needed to offer our services to the most vulnerable within our community. There are many ways to give:

- **One Time Gift:** Gifts can be given in person, by mail or over the phone...by cash, cheque, or credit card. Ask us about directing your gift towards a specific need or program or simply give to our general operations so your contribution can be used where it is needed most.
- **Become a Monthly Partner:** By adding ICCS to your regular monthly giving routine, even small contributions can add up over time. These commitments also allow us to create more stability in our program funding.
- **Donating Items:** Space is always an issue, but we are often in need of various items. For more information, please contact us directly.
- **Other Ways to Give:** ICCS also offers various options for Strategic Philanthropy. Ask us about legacy giving, donations of securities, etc.

For more information, contact our Resource Development Department

778-441-4227 ext 111 or email ccorfield@iccare.ca

To donate online, visit us at www.islandcrisiscaresociety.ca

support | shelter | safety

VOLUNTEER

Volunteers are an essential part of the work we do at Island Crisis Care Society. From helping directly in our programs; with daily chores, cooking, or spending time with our residents; to helping us with various events and community engagement. Volunteers help us with the day to day...but more importantly, our volunteers come alongside us and our clients to show that we are not alone.



We offer a comprehensive volunteer training program that allows deep insight into the fundamental values of the work we do.

For more information, call 778-441-4227 or email info@iccare.ca

MEMBERSHIP

Want to become an official member of the ICCS? Membership is a great way to support the society and be kept up to date with all the latest news! Not all volunteers need to be members of ICCS, but we are happy to have you as a member if you would like to support the society.

Members are encouraged to attend our Annual General Meeting.

For more information, please contact rpowell@iccare.ca or visit our website at www.islandcrisiscaresociety.ca/membership

HOST AN EVENT

Hosting your own event to benefit Island Crisis Care Society is a great way to support us AND to spread awareness about the work we do. Hosting a bake sale, car wash, board game tournament, or anything you can dream up is a great way to raise funds for ICCS. We have some amazing tools (and some guidelines) that we can give you as well as some fun ideas that have worked in the past. Contact us if you're thinking of hosting an event and we'll be happy to support you!



Support | Shelter | Safety

ICCS is a registered non-profit society that helps people in crisis gain stability and find the support and resources they need so they can recover and be well. We use William A. Anthony's definition of recovery as: *"a deeply personal, unique process of changing one's attitudes, values, feelings, goals, skills, and/or roles. It is a way of living a satisfying, hopeful, and contributing life even with limitations caused by illness. Recovery involves the development of new meaning and purpose in one's life as one grows beyond the catastrophic effects of mental illness."*

We work in cooperation with Provincial and Federal agencies, community groups, and faith-based organizations to develop housing options and services that respect the needs of individuals with complex diagnoses, multiple challenges, or concurrent disorders.

A Kind Neighbour

As a Christian organization we are part of an ancient tradition that motivates and empowers people to love others, to hold at bay judgment and fear, and to speak to the deepest needs in peoples' lives through acts of service and compassion.



The story of the Good Samaritan answers the question, "who is my neighbour?" In the story a person was set upon by thieves and left to die on the side of the street. It was the Good Samaritan who demonstrated compassion and concern beyond his cultural, ethnic, and religious biases and became a model of neighbourliness. Like the Good Samaritan we don't focus on what circumstances led to a person ending up on the street, we just ask, "what can we do to help?"

The lives of people assailed on the streets today are more complicated than they were for the Good Samaritan, but human needs remain universal. People with unmet needs can lose sight of their own potential and worth, and so can others in their community. Join with us as we work with health professionals and community leaders to meet the essential needs of our disheartened neighbours and allow and empower them to see themselves with new eyes. In this way we restore their and our vision and strengthen the fabric of human kindness.