



HOMELESSNESS ACTION WEEK 2016 REPORT



I. Overview: Homelessness Action Week 2016

Homelessness Action Week (HAW) 2016 took place in municipalities across Metro Vancouver and the Fraser Valley during the week of October 9 – 15, 2016. The North Shore Homelessness Task Force (NSHTF), working in partnership with Vancouver Coastal Health and many local community service organizations, coordinated a week of activities for homeless and those at risk of homelessness. The goal is to provide services and meals to the homeless and those at-risk, while also increasing public awareness about homelessness and the related issues.

We extend our warmest thanks to the many volunteers, partners, supporters, local businesses and individuals who donated their time, money, services, food and products making HAW events possible. Special thanks also go to the 2016 HAW Planning Committee (members from the Council of Community Homelessness Tables), who came up with this year's theme: Get Informed. Get Involved. The committee provided posters, wrote and distributed a media release and council proclamations for HAW.

This year's theme reflects a key issue for the entire region – the lack of affordable housing. Challenges due to the unavailability of affordable rental housing, inadequate income and limited support services are intensifying and negatively impact an increasing number of people throughout Metro Vancouver and the Fraser Valley.

III. North Shore HAW Events:

Kicking off on October 10 on the North Shore, HAW included the following events listed below. The Youth Street Soccer event unfortunately had to be cancelled this year due to a flu outbreak. And the annual Youth Safe House event was also cancelled due to renovations. We'll look forward to having both events back on for next year.

MONDAY, OCTOBER 10 - Thanksgiving Dinner at the Lookout Shelter, 5:00PM

A community Thanksgiving meal was hosted by the Lookout Shelter.

TUESDAY, OCTOBER 11 - Community Dinner, North Lonsdale United Church, 5:30PM

A community dinner was served in cooperation with Sharing Abundance.

THURSDAY, OCTOBER 13 – Free Community Meal/Drop-In at St. Andrew's United Church

The following free events were offered:

- Community drop-in at the church from 10 am – 12 noon (coffee, tea, snacks and a place to relax and talk); at the same time, they give away fresh bread and baked goods from Cobs Bread.
- Community lunch from noon to 1 pm in the Friendship Room: home-made soup, garlic bread, sandwiches, desserts, coffee, tea.

THURSDAY, OCTOBER 13 – Flicks and Forum, Ambleside Youth Centre, 6:00PM – 9:00PM

Planned and hosted by youth, this event featured a keynote speaker and an incredible documentary film "Four Feet Up" by Nance Ackerman which provided an intimate and touching look at the life of a Canadian family living in poverty. This was followed by a lively and engaged community discussion.

THURSDAY, OCTOBER 13 - North Shore Connect Day, John Braithwaite Community Centre, 9:00AM – 2:30PM

Connect Day was held again at John Braithwaite Community Centre in Lower Lonsdale. Hosted in partnership with Vancouver Coastal Health, community organizations and local businesses, the event provided a welcoming setting for meals, healthcare and a variety of other outreach services. A free bus service, staffed by outreach workers, was operating with the goal to get more street homeless to the event.

New this year at Connect Day, participants were able access free hearing tests courtesy of the Crystal Hearing's mobile testing van. The North Vancouver City Library was also there for the first time offering free books and information about the library.

The Salvation Army put on a delicious hot lunch serving 163 participants, plus over 40 staff and volunteers. This is the most well-attended lunch to date at Connect Day. A lovely breakfast was kindly donated again this year by Guli Madatali and Munira Ismail.

There was much-needed foot care offered, along with a variety of other healthcare services. Clothing vouchers, food bags to go, warm hats, mittens and scarves, employment help, and many outreach services were also available at no cost to the attendees. Thanks again to St. Andrew's United Church for the surprise donation of extra socks!

The Lookout Society's moving service was instrumental again this year in getting extra tables and chairs delivered and picked up at a very reasonable cost. The Lookout also provided outreach workers to drive the Connect Day bus (which was donated for the day by North Shore Neighbourhood House).

Additional services included free tax help thanks to H&R Block, and helpful financial information from Vancity. Hygiene kits were provided to 150 participants thanks to SPARC BC, Ameripride/Canadian Linen, Save On Foods and PODS. Always a highlight of the day are the haircuts. This year, Zazou's fabulous stylists cut 63 heads of hair, breaking all previous records.

In addition, special thanks to the North Shore News which published an article and photo in advance of the Connect Day event helping to fill a gap of volunteers. A photo of the event was also published by the NS News following Connect Day.

Feedback was collected from the organizations who have tables set-up at the event. This year several service organizations said they noticed more younger men at the event than in past years. Additionally, several organizations reported that the participants seemed more interactive and interested in getting information at the event than previously. It was also noted that there were a few more people that the providers 'didn't know' already; a few participants said that they came from Richmond and Vancouver, but mostly were from North Vancouver.

Overall, the feedback from volunteers and service organizations was very positive. Some ideas for improving the event included: Adding dental work/cleaning, having herbal tea and hot water as an option to coffee, mani/pedi/self-care, and other type of activities (art, music, etc.) on site.

Vancouver Coastal Health reported that a total of 199 people accessed health services at Connect Day this year. For the full statistics and information, please see Appendix A.

IV. HAW Community Supporters:

A very special thank you goes out to our community partners, sponsors and volunteers. Homelessness Action Week would not be possible without your support!

- Ameripride/Canadian Linen
- BCIT Nursing
- Canadian Mental Health Association
- City of North Vancouver
- Crystal Hearing
- District of North Vancouver
- District of West Vancouver
- Dr. Alnoon Somji Inc.
- Guli Madatali
- H&R Block Canada
- Harvest Project
- Hollyburn Family Services
- John Braithwaite Community Centre
- Lookout Society
- Munira Ismail
- North Lonsdale United Church
- North Shore Crisis Services Society
- North Shore Multicultural Society
- North Shore Neighbourhood House
- North Shore News
- North Shore Women's Centre
- North Vancouver City Library
- North Vancouver Recreation and Culture
- PODS
- Salvation Army
- Save On Foods
- Sharing Abundance
- SPARC BC
- St. Andrews United Church
- Turning Point Recovery
- Vancity
- Vancouver Coastal Health
- West Vancouver Youth Services
- Windsor Secondary School
- YWCA for WorkBC Employment Services Centre
- Zazou Hair Salon



Appendix A:

Connect Day 2016 Services Attendance & Outcomes – Vancouver Coastal Health Services:



HAW-NS CONNECT DAY: THURSDAY, OCTOBER 13, 2016 @ JBCC VANCOUVER COASTAL HEALTH SERVICES 9:00 am to 2:00 pm (4 hrs of service)				
Vancouver Coastal Health Services & Programs				
Service &/or Program	# Clients Served	M	F	Referrals to other services
BCIT Students Health Table: "Health Literacy" (for client education & awareness)	36	14	22	Not reported.
BCIT Students: Diabetes (CanRisk)	34 (6 received CanRisk Screening: all scored "High Risk"; many clients were previously dx)	9	25	10 to diabetes education table.
Diabetes Education (Elfie - Dietitian)	24	2	22	None.
Foot Care Team: 3 Nurses 1 OT 1 Foot Massage (Sandra, Tannis – VCC FC Instructors) (Laura RN, Emma OT, Rosemary - VCH)	All Clients Triage by OT: 41 <u>Breakdown</u> No Service Required: 7 Foot Treatment: 27 Massage: 31 (7 clients received massage only 3 clients either declined or received massage from RNs) OT Service: Approx 11 clients received shoe liners, moulds, foot ware adjustments etc.)	16	25	2 to NP @ HAW. 1 to HCC 2 for FC flup @ West
Nurse Practitioner (Jenn Buck or Shelia Turis)	12 (4 hours at event)	8	4	1 for lung testing @ HAW
Public Health – Active Living (Margaret Broughton)	0 (drops in to event)	0	0	No clients seen. Visited other tables for collaboration.
Respiratory: Spirometry Lung Testing Asthma Education (Barb Moore) Tobacco Cessation (Lindsay MacDonald)	Total Clients: 21 <u>Breakdown:</u> Spirometry/asthma: 12 Tobacco Cessation: 9 (3 hours at event)	12	9	33 to B11 & Quit Now
Public Health Nurse & Early Years Nurse: Vaccinations/Flu Shots Stop HIV/Harm Reduction Dental Supplies (Monique Catala, Maria Gul)	31 <u>Breakdown:</u> Flu/Vaccine Adults/Babies: 31 HIV Tests: 1 negative (some clients may have received service for both HIV & Flu/Vacc) Handed out Dental Supplies	14	17	19 (Dietician@ HAW, Diabetes clinic, Public FluClinics, Social Worker @ HAW, Yukon Shelter, low cost Dental services, Health Connections)
Vancouver Coastal Health Total Clients Served	199	75	124	(#s reflect clients who may have received multiple services)
Foot Care Shoes & Sock Distribution (Shoes are no longer distributed at Outreach; clients are referred to Lookout Shelter who now distribute all shoes. Shoes are still collected by Bev Parslow and taken directly to Lookout)	113 new socks collected by VCH Handed out in Comfort Kits (2 clients requested shoes and were referred to Lookout)	n/a	n/a	n/a

Connect Day 2016 Services Attendance & Outcomes – Other Services:

#	Service/Organization	#	Service/Organization
	Lookout Society – housing, outreach	55	North Shore Multicultural Society
30	North Vancouver Recreation and Culture	81	NS Crisis Services Society – knitted hats, mittens, other items were distributed.
63	Haircuts - Zazou Salon		Harvest Project - Free food/water bags
88	North Vancouver City Library	45	Canadian Mental Health Services Outreach <i>Numbers not supplied.</i>
103	Salvation Army – Clothing vouchers, outreach		Vancity - Information re: financial services/free accounts for seniors, etc. plus warm hats and other goodies.
36	North Shore Neighbourhood House	303 (Total meals served)	Meals Served: Breakfast: 100 Lunch: 163 clients (+ approx. 40 Connect Day volunteers and agency staff)
1	Tax Services – H&R Block	150	Comfort/hygiene kits distributed
36	Crystal Hearing – (8 of the 36 had hearing loss)	28	Hollyburn Family Services
75	North Shore Women’s Centre	23	WorkBC Employment Services – North Shore

For more information about the North Shore Homelessness Task Force, please visit www.northshorehomelessness.org.