

**Delta Extreme Weather Response 2017/2018**

**Delta Extreme Weather Response Plan 2017/2018**

**PURPOSE**

The Plan’s purpose is to describe procedures and operating structure of a temporary sheltering resource for homeless people in Delta BC. The shelter resources in the extreme weather response plan are accessible to homeless people during periods of extreme weather. The plan is a seasonal response which works towards reducing hardships for homeless people during extreme winter weather.

The limitations, resources and intent of the plan cannot be used as a permanent solution to housing homeless in Delta. This is a temporary response aimed at reducing the risk to the life and health of homeless people in Delta.

**INTRODUCTION**

The Delta Extreme Weather Response (EWR) Plan sets the framework for creating temporary sheltering resources for homeless persons to prevent hardships due to extreme winter weather conditions within the municipality of Delta. The Plan also provides an opportunity for the police, under The Assistance to Shelter Act, to transport to sheltering locations any person who is deemed at risk of or suffering physical harm because of their lack of shelter during an Extreme Weather Alert. The expected outcome of the EWR is to reduce the health and safety risks to homeless people related to exposure from extreme weather.

The Extreme Weather Response Working Group coordinates Extreme Weather Response and is responsible for its operation. Other communities in Metro Vancouver also have EWR Plans, and all are coordinated by the Greater Vancouver Shelter Strategy which provides support and planning assistance. BC Housing, since 2007, has provided support, including funding, for the operation of Extreme Weather Responses in BC. The community members involved in Delta’s Extreme Weather Response represents many diverse organizations and communities of faith.

1. **Delta Extreme Weather Response Group**

**Coordinator**

Delta has an Extreme Weather Response Coordinator. The Coordinator or their designate decides when to call an Extreme Weather alert and which shelters will open on any given night of a response. They will make decisions based on weather reports, perceived or expressed need for shelter space in Delta, availability and ability of personnel at the facility to open.

***Delta’s EWR Coordinator is Debbie Mitchell.***

***Communication of an EWR has been delegated to Jonquil Hallgate with Surrey/White Rock EWR, as contracted by GVSS.***

**Extreme Weather Working Group - Members**

Ladner United Church - Rev. Jim Short, EWR Co-Lead

Ladner United Church - Debbie Mitchell – Volunteer Coordinator, Lead

City of Delta - Social Planning – Gillian McLeod

Deltassist – Julie Chadwick

OPTIONS Community Services– Lara Isakson

Delta Police Department – Sergeant Cal Traversy, Staff Sergeant Ryan Hall

Delta Fire Department – Deputy Chief Guy McClintock, Deputy Chief Michel Latendresse

Representatives from Churches and other Faith communities, Retail, Restaurant and other service providers throughout Delta

In Advisory Capacity –

BC Housing - Daisy Stapleton and Bruk Melles,

Regional Representation: Manager, Greater Vancouver Shelter Strategy

1. **Delta Extreme Weather Response Plan and Shelter**

The Extreme Weather Response Plan must meet the needs of a wide range of homeless people (e.g. men, women, youth, seniors and families) in the community and be flexible enough to deal with a varying number of people including individuals who may be coping with challenging issues such as disabilities, mental illness, addictions and other health issues. The shelter will provide EWR regardless of ethno-cultural background, religious beliefs, gender identity and/or sexual orientation. The EWR will endeavour to house those with physical disabilities to the extent that it is safe for the individual. To meet these criteria, the following response has been developed.

**Timeline for implementation**

* The shelter operates between Nov. 1 and March 31st
* Intermittent openings as required by weather conditions.
* Should severe weather conditions occur outside of the above time frame, the EWR Alert team will discuss opening with the Regional Extreme Weather Coordinator and BC Housing.
* The extreme weather response can be active up to 50 nights a year during the five-month period between November 1 and March 31 as weather conditions occur

**Conditions**

Extreme Weather is defined as conditions deemed severe enough to present a substantial threat to the life and/or health of homeless persons such as any or combination of the following weather patterns. It is noted that temperatures are not absolute and are flexible to other weather conditions;

* **Rainfall** that makes it difficult or impossible for those experiencing homelessness to remain dry; and/or
* Sleet/freezing rain; and/or
* Snow accumulation; and/or
* Sustained high winds; and/or
* Temperatures at, or feeling like 0 c. or below; and/or
* **Rainfall of at least 50mm in a 24-hour period**
* **Storm Surge or other Flooding Conditions**

**Hours of Operation**

* Overnight operations, generally opening 10-12 hours per day, between 9:00 p.m. and 7:00 a.m.

**Capacity**

Ladner United Church - located at 4960 48 Avenue, Delta BC

* Ability to accommodate 9 individuals; group lodging, Co-ed, some pets

**Limitations**

The site offers a warm place to sleep for a limited amount of time, a warm meal and if required, a one zone bus ticket. There are no enhanced services available at the site. Due to the nature and purpose of the Extreme Weather Shelter response, the site should not be considered as permanent shelter. Extreme Weather sites open in response to inclement weather events which would put homeless people living outside at risk on a temporary basis.

In order to prevent program drift in the extreme weather response plan, it is important to be aware that the site locations have limited ability to respond to needs and cannot operate on a 24-hour basis. Persons who need more resources than a warm place to sleep for a night should not be discharged to these sites.

**Assistance to Shelter Act**

Upon issuance of an Extreme Weather Response Alert, the Assistance to Shelter Act is activated throughout the duration of the alert, ensuring that members of the local law enforcement agencies’ have the authority to assist/transport absolutely homeless individuals to the Delta EWR shelter.

1. **Activation of an Extreme Weather Alert**

**Activation Team**

The following individuals (or designated back-ups) will be available throughout the duration of the identified months of Extreme Weather Response operations to collaborate and determine when there is an identified need to activate an Extreme Weather Response Alert, ensuring that the sole determining factors include anticipated need to ensure accessibility/availability to shelter and local weather reports.

* Debbie Mitchell, Delta Extreme Weather Response Coordinator
  + Rev. Jim Short, Ladner United Church
* Lara Erickson, Options Community Services
  + Erick Parmiter, Options Community Services
* Gillian McLeod, City of Delta, Social Planning
  + Sean McGill, Director of Corporate Services

During the EWR season, they, or their back-ups, must be available 7 days/week to call an alert.

**Notifications**

Following the unified decision to activate the Extreme Weather Alert, notifications will apply as follows to ensure awareness regarding the severity of impending weather patterns in the attempts to preserve the life and health of individuals who are living with homelessness:

* Delta Extreme Weather Response Working Group - assumes full responsibility of the prompt and accurate distribution of alert notifications via the means of email communication(s) to the various Notification Lists;
* All parties from the pre-determined notification list will be alerted regarding the response;
* Mandatory separate notifications must be made to: The Minister of Housing, BC Housing, and local law enforcement agencies and must follow the outlined and approved format provided by BC Housing.
* Individuals and organizations notified of an alert will ensure that their respective staff and clientele are aware of all available resources;
* Organizations will ensure collaborative communication regarding the distribution of blankets, outerwear, and donated clothing to the homeless population, as available;
* Deltassist and Options Community Services will direct Outreach services to provide services to homeless individuals within the community as schedule and availability dictate;
* The Extreme Weather Response Working Group ensures responsibility for diligently updating and maintaining the Notification Lists and providing to all members of the working group.

**LIST ONE:**

* **Those needing to know that a weather alert is being considered.**
* **Issued before alert is officially called. (Local list for Coordinator to formalize, team to mobilize, city staff made aware, Shelter volunteers, planning, working, boots on the ground people)**

|  |  |  |
| --- | --- | --- |
| ***LIST ONE****:* |  |  |
| Delta Fire:Michel Latendresse | mlatendresse@delta.ca |  |
| Brad Wilson | bwilson@delta.ca |  |
| Guy Mckintuck | gmckintuck@delta.ca |  |
|  |  |  |
| Delta Police: Cal Traversy | ctraversy@deltapolice.ca |  |
| Ryan Hall | [rhall@deltapolice.ca](mailto:rhall@deltapolice.ca) |  |
|  |  |  |
| OPTIONS staff: | Lara.isakson@options.bc.ca |  |
|  | Erick.parmiter@options.bc.ca |  |
|  |  |  |
| Ladner United Church |  |  |
| Debbie Mitchell, Volunteer Coordinator of Shelter | ddenira@gmail.com |  |
| Rev. Jim Short | minister@ladnerunited.org |  |
|  |  |  |
|  |  |  |
| City of Delta: |  |  |
| Corporate Services | smcgill@delta.ca |  |
| Bylaw | [Hdavies@delta.ca](mailto:Hdavies@delta.ca) , kcoupar@delta.ca |  |
| Gillian McLeod | gilmcl@hotmail.com |  |
| Social Planning | [gmcleod@delta.ca](mailto:gmcleod@delta.ca), |  |
| ESS | ksteel@delta.ca |  |
|  |  |  |
| Deltassist – Executive Director Julie Chadwick | juliec@deltaassist.com | 778- 886-4383 |
| Lorraine Yates | lorrainey@deltaassist.com |  |

**LIST TWO:**

* **Notifications for Activation and Cancellation of Delta EWR**

**Police now responsible for ensuring safety.**

* **Issued on day of alert – SECOND email to be received by some.**
* **Known as the “Formal Notification”**

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| ***LIST TWO:*** |  |  |
| BC Housing: |  |  |
| Dominic Flanagan | [dflanagan@bchousing.org](mailto:dflanagan@bchousing.org) |  |
| Bruk Melles | [bmelles@bchousing.org](mailto:bmelles@bchousing.org) |  |
| Daisy Stapleton | [dstaplet@bchousing.org](mailto:dstaplet@bchousing.org) |  |
| Darren Harbord | [Darren.harbord@gov.bc.ca](mailto:Darren.harbord@gov.bc.ca) |  |
|  | [Lisa.Leslie@gov.bc.ca](mailto:Lisa.Leslie@gov.bc.ca) |  |
|  | [Lindsay.Byers@gov.bc.ca](mailto:Lindsay.Byers@gov.bc.ca) |  |
|  | [bchceo@bchousing.org](mailto:bchceo@bchousing.org) |  |
|  | [Kate.Mukasa@gov.bc.ca](mailto:Kate.Mukasa@gov.bc.ca) |  |
|  | [CommsEWR@bchousing.org](mailto:CommsEWR@bchousing.org) |  |
|  | [HomelessnessServices@bchousing.org](mailto:HomelessnessServices@bchousing.org) |  |
|  | [weatheralert@gov.bc.ca](mailto:weatheralert@gov.bc.ca) |  |
| Homelessness Services Association of BC | [celine.mauboules@hsa-bc.ca](mailto:celine.mauboules@hsa-bc.ca). |  |
| GVSS | chloe@gvss.ca |  |
|  |  |  |
| Delta Fire: |  |  |
| Chief Dan Copeland | dcopeland@delta.ca |  |
| Michel Latendresse | mlatendresse@delta.ca |  |
| Brad Wilson | bwilson@delta.ca |  |
| Guy McKintuck | gmckintuck@delta.ca |  |
|  |  |  |
| Delta Police: |  |  |
| Chief Neil Dubord | ndubord@deltapolice.ca |  |
| Cal Traversy | ctraversy@deltapolice.ca |  |
| Watch | [StaffSergeants-Patrol@deltapolice.ca](mailto:StaffSergeants-Patrol@deltapolice.ca) |  |
| Ryan Hall | [rhall@deltapolice.ca](mailto:rhall@deltapolice.ca) |  |
| Insp. Debra McLeod | [dmcleod@deltapolice.ca](mailto:dmcleod@deltapolice.ca) |  |
| Communications | sbrooks@deltapolice.ca |  |
|  |  |  |
| OPTIONS staff: | Lara.isakson@options.bc.ca |  |
|  | Erick.parmiter@options.bc.ca |  |
|  |  |  |
| Ladner United: |  |  |
| Debbie Mitchell | ddenira@gmail.com |  |
| Rev. Jim Short | minister@ladnerunited.org |  |
| LUC Office | office@ladnerunited.org |  |
|  |  |  |
| City of Delta: |  |  |
| City Manager | gharvie@delta.ca |  |
| Sean McGill | smcgill@delta.ca |  |
| Social Planner, Gillian Mcleod | [gmcleod@delta.ca](mailto:gmcleod@delta.ca), gilmcl@hotmail.com |  |
| Communications | talk@delta.ca |  |
| Bylaw | [Hdavies@delta.ca](mailto:Hdavies@delta.ca), kcoupar@delta.ca |  |
| PRC | Kkuntz@delta.ca |  |
| Engineering | slan@delta.ca |  |
| ESS | ksteel@delta.ca |  |
|  |  |  |
| Delta Hospital | Teresa.ocallaghan@fraserhealth.ca | 604-946-1121 |
|  | Sheryl.foster@fraserhealth.ca |  |
| CHIMO Community Services | dsugars@chimoservices.com |  |
|  |  |  |
| Delta School District  Jen Hill, Communications Manager  Frank Geyer, Director of Facilities & Planning/Emergency Planner - | [jhill@deltasd.bc.ca](mailto:jhill@deltasd.bc.ca)  [fgeyer@deltasd.bc.ca](mailto:fgeyer@deltasd.bc.ca) | Main Number: 604-946-4101  / t. 604-952-5397 / c. 604-363-3079  / t. 604-952-5336 / c. 604-616-8565 (backup) |
| CMHA - Delta | Judy.gray@cmha.bc.ca |  |
| Fraser Health: | Lisa.jarvos@fraserhealth.ca  Dawn.Benson@fraserhealth.ca  Brad.Miller@fraserhealth.ca |  |
| Adult Mental Health | [Hanif.mohamed@fraserhealth.ca](mailto:Hanif.mohamed@fraserhealth.ca)  [Cheri.mailhiot@fraserhealth.ca](mailto:Cheri.mailhiot@fraserhealth.ca) |  |
| Katie Alexander | kalexander@tsawwassenfirstnation.com | 604-948-5239 |

**LIST THREE: Community Groups**

Multiple community agencies and locations will also be notified in the event of Extreme Weather activation. The purpose of the notification is to raise awareness of the severity of the weather and the potential impacts to the homeless and to provide information about the additional shelter that is being offered during the alert. A poster indicating the location of the activated shelter will be distributed to those agencies and businesses on the list. The poster can then be placed on display for the public to view. The poster will contain the phone number for the shelter as a point of contact for questions. Transportation will be arranged to the shelter site, if required. List THREE includes the names and contact information of community groups and faith organizations.

* **Will be those notified by City of Delta Social Planner**
* **Places of faith, retail, marketing of shelter etc.**
* **People who may need to forward homeless to the shelter**
* **May have a poster to put up.**

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| **Name** | **Location** | **Contact** | **Email** | **Phone** |

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| --- | --- | --- | --- | --- |
| Boys and Girls Club: |  |  |  |  |
| Gary Lam |  |  | [glam@bgcbc.ca](mailto:glam@bgcbc.ca) |  |
| Kathy Snowdon |  |  | ksnowdon@bgcbc.ca |  |
| Delta School District – Newcomers |  | Bill Richards | brichards@deltasd.bc.ca |  |
| Ladner Food Bank |  |  | [javanessen@telus.net](mailto:javanessen@telus.net) |  |
|  |  |  | info@ladnerlife.com |  |
| Surrey Food Bank – North Delta |  |  | [hampers@surreyfoodbank.org](mailto:hampers@surreyfoodbank.org)  [acx@surreyfoodbank.org](mailto:acx@surreyfoodbank.org) |  |
| Azure Place – Transition House |  | Brenda Cuzins  Lorrie Wasilyw | [wingsap@azureplace.org](mailto:wingsap@azureplace.org)  wingsed@monarchplace.org |  |
| FVR Libraries |  |  | Ladner: [jklaponski@fvrl.bc.ca](mailto:jklaponski@fvrl.bc.ca)  Tsawwassen: [jcockcroft@fvrl.bc.ca](mailto:jcockcroft@fvrl.bc.ca)  North Delta: [fthomson@fvrl.bc.ca](mailto:fthomson@fvrl.bc.ca)  Manager: [sburgess@fvrl.bc.ca](mailto:sburgess@fvrl.bc.ca) | 604-946-6215  604-943-2271  604-594-8155 |
| Mary Ballon |  |  | Mary\_ballon@yahoo.ca |  |
| Jini Arroon |  |  | Jini\_aroon@hotmail.com |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| All Saints Ladner Anglican Church | 4755 Arthur Dr, Delta, BC V4K 2X6 | Elizabeth Northcott  Flower Pearson | allsaints@dccnet.com | (604) 946-8413 |
| Baitur Rahman Mosque, Ahmadiyya Muslim Jama'at | 9570 River Rd, Delta, BC V4G 1B5 | Irfan A. Chaudhry​ Director, Public Affairs​ Ahmadiyya Muslim Community, British Columbia 9570 River Road, Delta BC V4G 1B5  ​​Email: [pr.vancouver@ahmadiyya.ca](mailto:pr.vancouver@ahmadiyya.ca)  Cell: 604.802.6188  Athar Ahmad  Ahmadiyya Muslim Jama'at | [atharahmad@gmail.com](mailto:atharahmad@gmail.com) | 604) 583-4669 |
| Benediction Lutheran Church | 5575 6 Ave, Delta, BC V4M 1M2 | Thomas Keeley  Brenda Eastman | [benediction@eastlink.ca](mailto:benediction@eastlink.ca) | (604) 943-3432 |
| Cedar Park Mennonite Brethren Church | 5300 44 Ave, Delta, BC V4K 1C7 | Lee Kosa  Andrew Kowan | [lee@cedarparkchurch.org](mailto:lee@cedarparkchurch.org)  [andrew@cedarparkchurch.org](mailto:andrew@cedarparkchurch.org) | (604) 946-7410 |
|  |  |  |  |  |
| Christian Reformed Church | 4594 54a St, Delta, BC V4K 2Z8 | Mike Koot | [pastormike@ladnercrc.com](mailto:pastormike@ladnercrc.com) | (604) 946-7033 |
| Crossroads United Church | 7655 120 St, Delta, BC V4C 6P6 | Cari Copeman-Haynes  Diane Hall  Gabrielle McLarty  Diane Hall (office admin)  Pam Shaw  Val Windsor  Marti James | [revcari@dccnet.com](mailto:revcari@dccnet.com)  [office@crossroads-united-church.ca](mailto:office@crossroads-united-church.ca)  [mclartygabrielle@gmail.com](mailto:mclartygabrielle@gmail.com)  [crossroadsunited@eastlink.ca](mailto:crossroadsunited@eastlink.ca)  [pamshaw@telus.net](mailto:pamshaw@telus.net)  [vlwindsor@gmail.com](mailto:vlwindsor@gmail.com)  [mjames07@telus.net](mailto:mjames07@telus.net) | (778) 593-1043 |
| Delta Pentecostal Church | 7696 112 St, Delta, BC V4C 4V8 | Dr. Jeff Beck | **admin@deltachurch.ca** | (604) 591-5357 |
| Fraser Valley Alliance Church | 6897 120 St, Delta, BC V4E 2A8 |  | fraservalleyalliance@gmail.com | 604-596-1951 |
| Guru Nanak Sikh Gurdwara Society Delta/Surrey | 120-7050 120 St, Surrey, BC V3W 3M8 |  | [contact@gnsg.ca](http://www.gurunanakgurdwara.ca/mailto:contact@gnsg.ca) | 604-594-4836 |
| Immaculate Conception Catholic Church | 8842 119th Street, Delta, BC V4C 6M4 |  | [icparish@dccnet.com](mailto:icparish@dccnet.com) | 604-591-2271 |
| Ladner Baptist Church | 5624 Ladner Trunk Road, Delta, BC V4K 1X4 | Mike Mawhorter  Judy Leaver | [mike@ladnerbaptist.ca](mailto:mike@ladnerbaptist.ca)  [judy@ladnerbaptist.ca](mailto:judy@ladnerbaptist.ca) | (604) 946-0141 |
| Ladner Christian Fellowship | 5545 Ladner Trunk Rd, Delta, BC V4K 1X1 | Danny Stebec  Sharon Davis | [info@ladnerlife.com](mailto:info@ladnerlife.com) | (604) 946-4430 |
| Ladner Gospel Assembly | 4979 44a Ave, Delta, BC V4K 1E6 | Ray Webber  Doug Ballard | [rayw@rmwindindustries.com](mailto:rayw@rmwindindustries.com)  dballard@dccnet.com | (604) 946-4224 |
| Ladner United Churches | 4960 48 Ave, Delta, BC V4K 4X6 | Jim Short | minister@ladnerunited.org  [office@ladnerunited.org](mailto:office@ladnerunited.org) | 604) 946-6254 |
| New Hope Christian Church | 11838 88 Ave, Delta, BC V4C 3C5 | **Wayne Driedger** | elders@new-hope.ca | 604-596-8178 |
| North Delta Evangelical Free Church | 11300 84 Ave, Delta, BC V4C 2L8 | Mark Johnson  Marjorie Jobling | [leadpastor@ndefc.org](mailto:leadpastor@ndefc.org)  [info@ndefc.org](mailto:info@ndefc.org) | (604) 594-0522 |
| Pneuma Church | 4750 57 St, Delta, BC V4K 3C9 | Andreas Basson | info@pneumachurch.com | 604) 940-6700 |
| Royal Heights Baptist Church S B C | 11706 96 Ave, Delta, BC V4C 3W7 | Paul Ingold  Darrell Anderson | office@royalhbc.com | 604-584-4626 |
| Sacred Heart Parish | 3900 Arthur Dr, Delta, BC V4K |  | sacredheartparish@shsdelta.org | (604) 946-4522 |
| Saviour Lutheran Church | 4737 57 St, Delta, BC V4K 4C7 |  | saviourlutheran@gmail.com | (604) 946-2112 |
| South Delta Baptis Church | 1988 56 St, Delta, BC V4L 2B1 | Rick Burdett | [info@southdelta.org](mailto:info@southdelta.org) | (604) 943-8244 |
| St. Cuthbert’s Anglican Church | 11601 82 Avenue, Delta, BC V4C 2C3 | Paul Woehrle  Yolanda Lumase | [pastor@stcuthbert.ca](mailto:pastor@stcuthbert.ca)  [ylumase@stcuthbert.ca](mailto:ylumase@stcuthbert.ca) | 604-594-8822 |
| St. David's Anglican Church | 1115 51a St, Delta, BC V4M 2Y2 | **Tim Dutcher-Walls** | [timdw@shaw.ca](mailto:pastor@stdavidsdelta.com)  [admin@stdavidsdelta.com](mailto:admin@stdavidsdelta.com) | (604) 943-4737 |
| Sunshine Hills Foursquare Church | 6749 120 St, Delta, BC V4E 2A7 | Tom Gardner  Lynn Wallis  Administrative Assistant  6749 120Street, Delta, BC  V4E 2A7  604.594.0810 Ext 201 | [www.sunshinehills.org](http://www.sunshinehills.org) | [lynn@sunshinehills.org](mailto:lynn@sunshinehills.org) | (604) 594-0810 |
| Sunshine Ridge Baptist Church | 6230 120 St, Surrey, BC V3X 1Y7 | **Tim Doling (great guy!)**  **Laurianne Gladman** | tim@sunshineridge.church | 604-594-5512 |
| Trinity Lutheran | 11040 River Road, Delta, BC Canada V4C 2S2 | Jennifer Wilson | [pastortlcdelta@gmail.com](mailto:pastortlcdelta@gmail.com) | 604-584-0111 |
| Tsawwassen Alliance Church | 4951 12 Ave, Delta, BC V4M 2A5 | Steve Kroeker  Brooke St. Cyr | [steve@tachurch.ca](mailto:steve@tachurch.ca)  office@tachurch.ca | 604) 943-6148 |
| Tsawwassen United | 693 53 St, Delta, BC V4M 3B6 | [Daniel Kirkegaard](http://tsawwassenunited.org/people/rev-dan-kirkegaard/)  [Laurie Prak](http://tsawwassenunited.org/people/laurie-prak/) | [tucmin@telus.net](mailto:tucmin@telus.net)  [tuc@telus.net](mailto:tuc@telus.net) | (604) 943-2911 |
| Ladner Bottle Depot | 4930 Elliott St, Delta, BC V4K 2Y5 |  |  | 604) 946-0309 |
| Tsawwassen Bottle Depot | 5636 12 Ave, Delta, BC V4L 1C4 |  |  | 604) 943-7661 |
| Optimist |  | Ted Murphy  Ian Jacques | [editor@delta-optimist.com](mailto:editor@delta-optimist.com)  [ijacques@delta-optimist.com](mailto:ijacques@delta-optimist.com). |  |
| North Delta Reporter |  | Grace Kennedy  James | [grace.kennedy@northdeltareporter.com](mailto:grace.kennedy@northdeltareporter.com)  [editor@northdeltareporter.com](mailto:editor@northdeltareporter.com) |  |
| MLA – Ravi Kahlon | Parliament Buildings  Victoria, BC  V8V 1X4  Phone: (250) 387-3655  Fax: (250) 387-4680 | Balkaran Singh  Kiran Sidhu | [ravi.kahlon.MLA@leg.bc.ca](mailto:ravi.kahlon.MLA@leg.bc.ca) | (604) 502-5449 |
| MLA – Ian Paton | 4805 Delta Street  Delta, BC   V4K 2T7 |  | [ian.paton.MLA@leg.bc.ca](mailto:ian.paton.MLA@leg.bc.ca) | 604) 940-7930 |
| MP – Carla Qualtrough | 7511 - 120th Street (Main Office)Suite 104Delta, V4C0C1 |  | [Carla.Qualtrough@parl.gc.ca](mailto:Carla.Qualtrough@parl.gc.ca) | 778-593-4007F |
| Pacific Community Resources |  |  | [raxsen@pcrs.ca](mailto:raxsen@pcrs.ca)  gmaccluskey@pcrs.ca |  |
| Translink Police |  |  |  | (604) 515-8300 |
| Tsawwassen Mills Mall Security |  | 604-948-9889 – mall management – call  Sure | [Sue.satterthwaite@ivanhoecambridge.com](mailto:Sue.satterthwaite@ivanhoecambridge.com)  Qureshi, Ayesha Ayesha.Qureshi@ivanhoecambridge.com |  |
| Surrey Memorial Hospital |  | 604-581-2211 |  |  |
| Alongside you |  | Andrew Neufeld | Andrew@alongsideyou.ca |  |
| Reach – in rec facilities |  | Denise Sheridan | denises@reachchild.org |  |
| Delta – Seniors Support |  | Eva Busich-Veloso | EvaBusich-Veloso@delta.ca |  |
| DPD – Victims Services |  | Kim Gramlich | kgramlich@deltapolice.ca |  |
| Delta Seniors |  | Kay Dennison | Lady6@telus.net |  |
| Deltassist |  | Lyn walker | lynw@deltaasist.com |  |
| Earthwise |  | Patricia Fleming | pfleming@earthwisesociety.ca |  |

Mayor and Council – will be contacted individually by Sean McGill or Gillian McLeod with formatted email message include why the shelter is opening and expected closure.

1. **Activation Response**

All organizations participating in the Extreme Weather Response will have a current copy of the Extreme Weather response Plan. A new version of the Extreme Weather Response Plan will be submitted to the City and participating organizations every year prior to September 30th.

**Step One: Coordinator calls an Extreme Weather Response**

The Coordinator calls for Extreme Weather Response by 10:00 am on the day it is to start. The Coordinator also informs participating organizations of the anticipated end date.

The Coordinator follows the Assistance to Shelter Act activation procedures.

Options Community Services, Delta Police and Mobile outreach is activated for that day and works on contacting the homeless who are outside.

**Step Two: Notification of the City of Delta** The Coordinator will notify the Corporate Social Planner at the City of Delta that response has been called.

**Step Three: Authorities and Hospitals notified**

Fire Departments, After Hours Emergency Services Team, Delta Hospital, Peace Arch Hospital and Surrey Memorial Hospital are notified.

**Step Four: All other participants informed**

All of the organizations listed will be informed at that time. (See list of

organizations under “Notification” above).

**Step Five: Notification when the Response is over**

The Coordinator follows Assistance to Shelter Act deactivation procedures and notifies all sites the response is over. It is at this time any tweaks to the plan may be negotiated, discussed, agreed upon and possibly implemented or recommended to the GVSS.

**Role of Partners**

**Delta Police Department and OPTIONS OUTREACH WORKERS will:**

Delta Police Officers and Options outreach workers will go out into the community and notify people or alternate sites if available.

**Homeless Outreach**

Agencies that have been notified of the activated temporary emergency shelters that have staff that interact with the homeless can alert them to the dangers of hypothermia presented by the weather conditions and encourage them to seek shelter.

The following locations have been identified as potential outreach target areas:

* On boats along River road West
* On boats/banks of Fraser River along River Road East to Surrey borders
* Under Alex Fraser Bridge
* Under two connector bridges from Annacis to Richmond under Hwy 91
* Tilbury
* Annacis Island
* Deas Island Park
* Boundary Bay
* Centennial Beach
* Within Parks throughout Delta, including adjoined forest and bog areas
* Behind Save-On
* Behind Trenant Park
* Around City of Delta Hall
* In Public Park Washrooms
* Boundary Bay Airport
* FVRL Libraries – Ladner, Tsawwassen and George Mackie
* All Saints Church in Ladner
* North Delta Evangelical Free Church

**The Delta Extreme Weather Shelter Working Group and volunteers will:**

* Ensure community space is available for the EWR sheltering space
* Recruit volunteers to assist in Shelter operations including volunteer tasks such as:
  + Set up and take down of sleeping areas;
  + Daily cleaning and sanitizing of all areas;
  + Meal preparation, service and provision;
  + Clothing distribution;
  + Donation organization and distribution;
  + Supports to Ladner United Church and/or OPTIONS Staff as needed and/or required
* Update the Notification Lists and notify others of changes it becomes aware of during the EWR season.
* Update the Extreme Weather Plan annually
* Conduct an annual review/debrief of the sheltering operation as part of the Metro Vancouver annual evaluation
* Keep the community informed of the outcomes of the EWR sheltering space

**Ladner United Church will provide:**

* space for 9 sleeping mats
* Accessible toilet and shower facilities
* Coordination and training (with OPTIONS) of Volunteers
* Set up
* Clean up
* Food as appropriate
* Coordinator of Extreme weather working group
* Shelter premises inspection by the Fire Department to confirm maximum capacity.

**Deltassist will provide:**

* Bus passes as possible
* Social services to support Delta homeless

**Options Community Services through Hyland House will provide:**

* Staff from 8:30 pm to 7:00 am
* Trained in First Aid, Dealing with Conflict and other subjects as needed
* Volunteer training as appropriate

1. **Miscellaneous Information**

**Transportation**

If needed, all sites will provide a one zone bus ticket. If available a transit fare waiver voucher for people will be given out to use when leaving in the morning instead of a bus ticket.

**Supplies**

The Coordinator where possible will assist all shelters in the plan with needed supplies such as food, blankets, first aid kits and any other equipment needed.

**Communication between agencies**

All participating agencies will communicate information relevant to the Extreme Weather Response through the Coordinator and his/her designates during the period of the response. The intent of this procedure is to minimize confusion and avoid duplication of effort.

**Volunteers and Supervisors**

The Delta Extreme Weather Shelter working group, will provide volunteers to perform start up and take down/cleaning procedures at the shelter space. OPTIONS Community Services will provide training, liability insurance and assessment for these volunteers.

**Training**

OPTIONS Community Services staff and the Delta Extreme Weather Response Coordinator will also train volunteers and staff involved in the Delta plan. Volunteers and staff will be trained in areas which support their roles in the plan. The curriculum will be adapted from the Volunteer Manual. Training content will include personal safety techniques, health precautions for volunteers/staff and emergency procedures.

**Insurance and Capacity Certification**

BC Housing requires the Coordinator to be satisfied that participating shelter sites have adequate insurance and that they have been inspected by City fire officials to determine their appropriate occupancy load before listing them in the Extreme Weather Response Plan as participants eligible for funding. The Delta Fire Inspection report is attached to this Plan.

**Reporting activity and expenses**

BC Housing forms will be used to record all intake data and expenses at each shelter. After opening for the extreme response, the site will ensure that a nightly occupancy report is sent into BC Housing by 11:00 am the next day.

Invoicing shall be submitted to BC Housing on the 2nd and 17th of each month by OPTIONS. Shelter Coordinator will submit invoices for capital expenses to Delta Corporate Social Planner as encumbered.

The two invoice periods are:

•1st – 15th, invoices should be submitted by the 17th

•16th – end of month, invoices should be submitted by 2nd of the following month

Invoices to BC housing need to be sent by the times BC housing specifies and no later than 2 weeks after the end of the season.

**Collection of Information**

Data and information will be collected for the use of statistical purposes and aggregate reporting to the Delta Extreme Weather Working Group and funders.

All personal information will be treated as confidential. Information and data collection will include:

* Individual – Name (where possible), Age, Gender, Ethnicity, Home Community, City of Origin, Length of Homelessness;
* Shelter – number of individual served, number of nights open
* Volunteers – Name, Contact Information, Number of Hours Served per night
* Additional – Critical Incidents, Turnaways, success stories

All non-identifying information and data collection will be shared with BC Housing.

**Outreach Services**

In addition to the temporary emergency shelter, outreach services will be conducted for the homeless who choose to remain outside. Food and blankets will be handed out when available. Options and Hyland House mobile outreach workers will work collaboratively with the Delta Police and City of Delta Bylaw department staff in trying to remain in contact with people who choose to remain outside during extreme response activation.

**Evaluation & Plan Revision**

Data is collected by the organizations involved in the response. It is collated and submitted to BC Housing’s Emergency Shelter Program Manager. This data will be

used to evaluate the service and the need for such a service in Delta.

The Delta Extreme Weather Working Group will reconvene before May 31,2018 to assess the implementation of the current Response Plan and to amend it as required for the following season.

**City Zoning Regulations**

Due to the extraordinary and occasional nature of Extreme Weather Shelter use, the City of Delta will not enforce its Zoning Bylaw in respect of this use if and when such a use is triggered by an Extreme Weather Response alert.

This would be a similar situation to the use of schools, churches and other facilities for temporary lodging and staging during an emergency/disaster event. There is a clear intent that Extreme Weather Shelters are not intended to be used for permanent housing.

Occupancy limits posted by the Delta Fire Department may not be exceeded in any shelter facility without approval by the Fire Chief. In select cases, an interim Fire Safety Plan including a 24-hour fire watch may be considered to mitigate the lack of sufficient exit capacity with the approval of the Fire Chief.

**Media Inquiries**

Upon any EWR enquiry made by local media, working collaboratively, the following procedures are to be followed::

* Enquiries are to be directed to:

Gillian McLeod – Corporate Social Planner – City of Delta

BC Housing – Daisy Stapleton and/or Bruk Melles

GVSS – Celine Mauboules

* Notification of enquiry to:

Each of the above persons

BC Housing – Daisy Stapleton and/or Bruk Melles

Delta Extreme Weather Shelter Co-Leads, Debbie Mitchell/Rev. Jim Short

* To respect the privacy of any homeless persons, the media will be restricted from the site whenever a homeless person is present.
* Media footage may include sheltering location, the setting up of the space, signage, donations, work done by staff and willing volunteers, and similar, non-intrusive activities.
* General media for public information must be sent to BC Housing for inclusion in the profile.
* Any media requests that follow specific incidents that occur at the shelter must be forwarded to BC Housing for handling.

**EWR Documents**

**Extreme Weather Shelter Site Fire Plans**

All extreme weather sites have a written fire plan in place that can be viewed by the Fire Department. A copy of the site fire plan will also be sent to the Surrey and Delta Coordinators of the Extreme Response to be placed on file for that location. The Delta Coordinator will notify BC Housing and the Regional Extreme Weather Response Coordinator that the site in Delta has a written fire plan in place.

All fire plans will have the following in place:

* Diagram /Chart of site bed locations and fire exits
* Procedure for notifying fire department of a fire at the location
* Procedure for evacuation which includes a head count, and designated safe meeting area.
* Method to inform the firefighters attending the site who is in what bed and where that bed is located in the building
* How to ensure fire fighters have access to the whole building to allow them to inspect the whole building.

A diagram of all bed locations at the site will be used each night the shelter is in operation. The diagram has all beds numbered in their location at the site.

The names of people sleeping in the shelter are written into the bed space on the diagram on a nightly basis upon their admission to the site.

Upon admission staff and volunteers will inform the shelter users where the safe meeting site is and direct shelter users to go there in case of a fire.

The plan will identify a safe meeting site location where people are to meet when they have left the building. In the event of a fire, staff and volunteers will alert all people who are in the shelter that they are to be evacuated from the site using the fire exits located in the diagram. Staff and volunteers will inform the shelter users where the safe meeting site is and direct shelter users to go there.

In the event of a fire staff will:

* Evacuate the site
* Call 911 and notify the operator there is a fire provide details and ask for assistance
* Meet at the designated meeting area
* Do a head count
* Wait for the Fire Department to arrive on scene
* Upon arrival of fire fighters, staff will inform the fire fighters of anyone who is missing and give the fire fighters the bed location diagram which has the names and locations of people who were sleeping there and the Lookout to access the building.

Staff will wait for the fire department to inform them it is clear go back into the building.

The location will notify the Delta Extreme Weather Shelter Coordinator that a fire has occurred and provided a written incident report within 3 days of the event to the Delta Coordinator.

**Delta Activation and Cancellation Messages**

**Formal Activation message:**

Email subject line: City of Delta – Extreme Weather Alert issued

Text template for e-mail:

Hello,

I have been designated under the Assistance to Shelter Act as the Community Representative for the City of Delta, British Columbia. I am issuing an Extreme Weather Alert (EWA) for the City of Delta, B.C.

It would be appreciated if the Delta Police Department acknowledged receipt of this message to me only – no other recipients need to reply. You will be advised via e-mail when the EWA has been cancelled.

Thank you in advance for your assistance,

Jonquil Hallgate, Community Representative

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Extreme Weather Alert

Pursuant to sec. 2(2)(b) of the Assistance to Shelter Act an Extreme Weather Alert (EWA) is being issued for the City of Delta, British Columbia. This EWA activates the authorities in the Assistance to Shelter Act for police to assist persons at risk due to extreme weather conditions and remains in effect until it is cancelled.

This EWA is being issued on November 22, 2017 at 11:00 am, due to the following weather conditions and forecast:

* **Rainfall** that makes it difficult or impossible for those experiencing homelessness to remain dry; and/or
* Sleet/freezing rain; and/or
* Snow accumulation; and/or
* Sustained high winds; and/or
* Temperatures at, or feeling like 0 c. or below; and/or
* **Rainfall of at least 50mm in a 24-hour period**
* **Storm Surge or other Flooding Conditions**

The following shelter will be providing spaces during this EWA:

Delta Extreme Weather Shelter

Ladner United Church

4960 48th Ave, Delta (Ladner) BC V4K 4X6

604-599-8900

9 pm to 7 am

EWA issued by: Jonquil Hallgate, Community Representative for the City of Delta, British Columbia.

**Cancellation message:**

Subject line: City of Delta - Extreme Weather Alert Cancelled

Text template for e-mail:

Hello,

I have been designated under the Assistance to Shelter Act as the Community Representative for the City of Delta, British Columbia.

On (insert date) I issued an Extreme Weather Alert (EWA) for the City of Delta. There is no longer a need for the EWA to remain in effect and, as such, I am issuing a Cancellation of an EWA. It would be appreciated if the police department in receipt of this e-mail acknowledged receipt of this message to me only – no other recipients need to reply.

Thanks in advance for your assistance,

Jonquil Hallgate

Cancellation of an Extreme Weather Alert

Pursuant to sec. 2(2)(e) of the Assistance to Shelter Act the Extreme Weather Alert (EWA) issued on (date) for the City of Delta, British Columbia, is now cancelled.  The authorities in the Assistance to Shelter Act for police to assist persons at risk due to extreme weather conditions are no longer in effect.

This Cancellation of an EWA is being issued on (date) at (time), due to improved weather conditions and forecast.

Cancellation of an EWA issued by: Jonquil Hallgate, Community Representative for the City of Delta, British Columbia

**Extreme Weather Response (EWR) Program**

**BC Housing Contacts 2017 – 2018**

|  |  |  |  |
| --- | --- | --- | --- |
| **Regional Extreme Weather Contact** | **Email address** | **Phone** | **Fax** |
| Maria Rodrigo, **Orange Hall** | mrodrigo@bchousing.org | 604-648-4274 | 604**-**648-4279 |
| Daisy Stapleton, **Lower Mainland Non-Profit** | dstaplet@bchousing.org | **604-439-4150** | 604-439-4729 |
| Sheila D’Albertanson, **Vancouver Island** | sdalbert@bchousing.org | **250-978-2923** | 250-475-7551 |
| Maggie Chinnery, Nanette Drobot, Wayne Schmuck**, Interior Region** | mchinnery@bchousing.org; ndrobot@bchousing.org; wschmuck@bchousing.org | **1-800-834-7149** | 250-492-1080 |
| Valerie Hare, **Northern Region** | vhare@bchousing.org | **250-649-2154** | 250-562-6488 |

|  |  |  |  |
| --- | --- | --- | --- |
| **What Is It?** | **By When Should It Be Completed?** | **Who and How to Contact  BC Housing** | |
| Community EWR Plan | September 30, 2017 | Email plan to your Region’s BCH Extreme Weather Contact (see above) | |
| Nightly Shelter Budgets | September 30, 2017 | Email to your Region’s BCH Extreme Weather Contact (see above) | |
| Activation and Deactivation of EWR | As soon as you know a response is being activated | Email:  **Your regional EWR contact (listed above)**  **AND all contacts below:** | |
| Dominic Flanagan | [dflanagan@bchousing.org](mailto:dflanagan@bchousing.org) |
| Bruk Melles | [bmelles@bchousing.org](mailto:bmelles@bchousing.org) |
| Daisy Stapleton | [dstaplet@bchousing.org](mailto:dstaplet@bchousing.org) |
| Paul Woolley | [Paul.Woolley@gov.bc.ca](mailto:Paul.Woolley@gov.bc.ca) |
| Darren Harbord | [Darren.harbord@gov.bc.ca](mailto:Darren.harbord@gov.bc.ca) |
|  |  |
|  | [bchceo@bchousing.org](mailto:bchceo@bchousin.org) |
|  | [CommsEWR@bchousing.org](mailto:CommsEWR@bchousing.org) |
|  | [HomelessnessServices@bchousing.org](mailto:HomelessnessServices@bchousing.org) |
|  | [weatheralert@gov.bc.ca](mailto:weatheralert@gov.bc.ca) |
|  |  |
| In NON RCMP Detachments | Local Police department email contact |
| In RCMP Detachments | [EDIV\_FEDERAL\_OCC@rcmp-grc.gc.ca](mailto:EDIV_FEDERAL_OCC@rcmp-grc.gc.ca) |
| Occupancy Reports | By 11am the following business day of an EWR | Enter into ATS database, or  Email: [HomelessnessServices@bchousing.org](mailto:HomelessnessServices@bchousing.org)  or fax: 604 439-4722 | |
| EWR Invoice (for payment) | Submit invoices for related costs twice a month for each relevant period. | By fax or email to your region’s extreme weather contact. The two invoice periods are:   * 1st – 15th, invoices should be submitted by the 17th * 16th – end of month, invoices should be submitted by 2nd of the following month | |
| Media Response | As soon as you know | Any media releases with regard to EWR must be forwarded in draft form to your region’s representative and BC Housing’s Communications Branch for comments and final approval before release.  Email:  **Your regional EWR contact listed above**  **AND all contacts below:**  **Monday to Friday to Rajvir Rao**  [rrao@bchousing.org](mailto:rrao@bchousing.org)  **Weekend**  media@bchousing.org | |

*All Extreme Weather Forms are available on-line at* [*www.bchousing.org*](http://www.bchousing.org)

*Under the Partner Resources; Program Resources; Extreme Weather Response Program.*