

Client Services Monthly Report: May 2024

Data and Research

- Attended knowledge sharing tour on housing and homeless services in London, England with other members of senior leadership from across Canada.
- Attended Data Makes a Difference Conference in Calgary.
- Submitted two proposals for presentations at Canadian Alliance to End Homelessness Conference 2024.
- Participated in an evaluation of Ontario health funded supports in shelters through St Michaels Hospital at Delta and 545 Lake Shore sites.
- Conducted an interview with the Toronto Star about shelter residence needs.

Housing First Intensive Case Management

- Access to Housing clinics are being hosted weekly by *Co-ordinated Access* at 22-Metro and 5800 Yonge sites to support refugee clamant clients to access housing.
- Client Services Supervisors received training on mental health first aid for the senior population that focused on identifying concerns, approaches to working with the population, and community/treatment supports available through the Mental Health Commission of Canada.
- Housing Help Workers and Follow-up Support ICM workers attended landlord engagement training facilitated by East York East Toronto (EYET).
- Housing Help Workers attended workshop on multi-tenant (rooming) houses facilitated by East York East Toronto (EYET) Family Resources, to further understand new rooming house regulations that came into effect earlier this year.
- West Neighborhood House provided settlement support workshops for refugee clients at 545 Lake Shore site.
- Sojourn House provided settlement and family support workshops for refugee clients at 22-Metro site.

Harm Reduction and Health

- Homes First has been accepted by Red Cross Canada to become a trainer for First Aid and CPR.
 - Select supervisors will become trainer on First Aid and CPR to provide this training to all Homes First staff.
- Oxygen has been expended to frontline staff offices at 545 Lake Shore, 101 Placer, 4117 Lawrence, and 39 Dundalk for staff to respond to overdoses.
 - Only staff trained in using oxygen to respond to an overdose will be able to access these oxygen tanks.
- Completed quarterly harm reduction data dashboard meetings with Operations and discussed action steps to further support clients and harm reduction processes across sites.
- Provided consultation to Trellis Society in Calgary on harm reduction best practices.
- Increased access for HFS clients on Safe Supply through Arrow Medical Clinic.
- Created educational tools to support clients on topics such as Borderline Personality Disorder, Psychosis, Post-traumatic stress Disorder, Anxiety Disorder, Post-Exposure Prophylaxis (PEP), and Pre-Exposure Prophylaxis (PrEP) medication.

- Harm Reduction and Health Navigation team presented to clients at 5800 Yonge and 22-Metro on Safe Sex and Safe Drug Use.
- Health Promotion, STI and HIV testing clinics facilitated by ICHA at 5800 Yonge and 22-Metro sites.