

COP

July 13, 2023

11:00 am-12:00pm

Microsoft teams

Minutes

Attendees: David Gabert, Brian Kustersky, Miranda Hargreaves, Chevie-lee M, Kristina Eyjolfson, Ashley Killins, Vicki Hazelwood, Sam Machan,

Meeting Started: 11:02am

Introductions of the group

David-CHMA

Kristina- ICA Lead City of Lethbridge CSD

Brian- Lethbridge Housing Authority

Miranda- Sexual Assault Center

Chevie-Lee- Opoka'ssin

Vicki- Building Brains Together

Sam- Big Brothers, Big Sisters

Richard- CHMA

Community of Practice Discussion

• Referral Pathways Updates/ ICA Website Updates

- End of July Richard and David will be pulling down the ICA website and make changes. If you have any feedback, please feel free to share with David. Referral Pathways will be moved to the top of the website to make for each access. Currently, service providers select which category they want to be a part of (for example, disability services, housing, ect) and may be part of many categories. This will be changing to also include alphabetical order for service providers to make it easier to search.
- Submit any community events to Communitylinks@chma.ca to keep the events calendar updated.
- Find System Navigator tab will be changing to be broken up into more useful information and updated contact information from service providers.
- Counselling Subsidy page will not have too many edits, will add Counselling Subsidy information.
 - Upcoming Stabilization Funds Training
 - They do not secure the housing or find the housing.

- Funding can be used for rent only and cannot be used to duplicate any existing funds available.
 - Rental Listings and Calendar of Events tabs will remain the same.
 - About ICA tab will not have a drop down menu.
 - Any feedback for ICAP send to Kristina (kristina.eyjolfson@lethbridge.ca)
- **Indigenous Population Support Navigator Training**
 - There will be an additional opportunity in September besides the one offered in August.
- **ICA Service Fair**
 - Received final City Council approval on Tuesday and will be going ahead. In the beginning stages of finding a venue and date but looking for in the fall. This is a networking professional event for service providers. Information will be shared as plans are finalized. This will be a weekday, full-day event.
- **Service Provider Update Sheet-** be sure to update this document https://docs.google.com/spreadsheets/d/1JA5ostkm4akrg3Yo4DOT6IX_H_AxPUHP2vAiGKm_nRyw/edit?usp=sharing
- **Presentations**
 - David will put out a call for an August presenter.

Community Trends, Issues & Challenges

- With the heat Interfaith Foodbank has started their Water Bottle Drive (both bottles of water and water bottle containers) as the summer weather sets in. Four water stations have been put throughout the community by the City of Lethbridge. Location of stations: <https://www.lethbridge.ca/news/posts/city-pilots-drinking-water-stations-for-summer/>
- Encampment Strategies has been shifted. Calls go through to 311 and are triaged throughout there. There are various team groups with City of Lethbridge Encampment Team (3 positions-Housing Solutions Coordinator, Encampment Support Specialist and Encampment Triage), Streets Alive Outreach, and Blood Tribe
- Shelter Navigator training will be introduced as it was approved by City Council on Tuesday.

Upcoming Trainings:

- June 18 – Stabilization Fund Training – 11 am, Culver City Room
- August 2 – Indigenous Priority Population Training
- August 8 - Tier 3 Navigator Training

- August 18 – Senior Priority Population Training
- September 11 – Tier 1 Navigator Training
- September 12 – Tier 2 Navigator Training

2023 meetings from 11-12pm (second Thursday of every month)

- August 10, 2023
- September 14, 2023
- October 12, 2023
- November 9, 2023
- December 14, 2023

Presentation:

- Richard oversees DOT and Community Links so feel free to reach out to him!

Community LINKS: Information, Referrals & Intakes

Community LINKS

Your Information and Referral Source

Give us a call! We will support you in finding the service that fits your needs.

☎ 403-328-LINK (5465)

Information and Referral

No client caseload
Guides clients navigating community services

- Supports identifying needs
- Provides information, referrals and connection to community services
- Assesses eligibility for Intake services

Intake

Client caseload
Hands-on navigation of community services

- Provides information, referrals and connection to community services
- Assesses identified needs and eligibility for case management services, such as HomeBASE ACM and PSH

How can Community LINKS help me?

Community LINKS Staff are trained as both Tier 2 & 3 System Navigators. They are available to assist clients, navigators and the larger community with finding services.

Staff with the program operate out of the Lethbridge Public Library Main Branch, however they are available to attend other locations in the community to meet with clients.

Call Community LINKS if you need support finding help, or have the person you are supporting connect directly, whichever is best!

NOTE: Community LINKS does **NOT** have the ability to provide funding and/or access to immediate housing. All services must be voluntarily accepted by the client accessing them. Community LINKS is not a crisis service, for individuals experiencing a crisis, connect them with the Distress Line of Southwestern Alberta at 403-327-7905 or 1-888-787-2880

CMHA, ASR Crisis Services

Distress Line of Southwestern Alberta

Available 24 hours, 7 days a week telephone support for people who are in distress and require support, intervention and/or information and referral services.

- Provides de-escalation of crisis situations by phone
- Provides support and resources by trained staff at all times
- Anonymous services, that will connect people to other support services when needed and if the caller is willing
- Available by calling locally, 403-327-7905 or toll free 1-888-787-2880



Crisis Intervention Team


24/7 mobile support service that works to defuse crisis situations and offer assessment, intervention, referrals and links to community agencies for ongoing, longer-term support. Provides support by telephone or in-person within the City of Lethbridge.

Individuals within Lethbridge may refer themselves or be referred by doctors, hospitals, police, or local agencies.

Available by calling the Crisis Intervention Team Triage Line at (403) 381-1116

Diversion Outreach Team (DOT)

 (403) 892-3707

DIVERSION OUTREACH TEAM

The Diversion Outreach Team (DOT) offers a mobile diversion response to vulnerable individuals who may be facing homelessness, mental health concerns, or addictions. Calls are triaged according to community priorities and needs, and are not responded to on a first-come first-serve basis. Services cannot be booked in advance and an estimated time of arrival will not be given as they may be bumped when other calls come in.

TRIAGE SCALE

- PRIORITY 1 - DIVERTING CALLS FROM LPS/EMS
- PRIORITY 2 - CALLS FROM SERVICE PROVIDERS & BUSINESSES
- PRIORITY 3 - CALLS FROM INDIVIDUALS

HOURS:

MONDAY TO FRIDAY:
7:00 AM TO 10:00 PM

SATURDAY AND SUNDAY:
7:00 AM TO 7:00 PM

CLOSED FOR
STAT HOLIDAYS

When Calling DOT

DOT may request:

- Name of caller and a call back number
- Name of individual(s) being referred
- Destination
- Reason for transportation
- Consent to enter

* DOT will use this information to triage calls based on the level of need and other calls.

Sites with Security or a Service Provider

Upon arrival, DOT will:

- Call the callback number
- Meet the member of staff and the individual requiring service at the door for a warm handoff
- Obtain verbal consent for service from the individual
- Proceed with the transportation

Businesses and Restaurants

Upon arrival, DOT will:

- Call the callback number
- Enter the location and talk to the individual requiring services to assess if DOT will be able to assist
- Obtain verbal consent from the individual for service
- Proceed with the transportation

Important Note:

- DOT will not enter washrooms or confined locations to engage with individuals.
- DOT must obtain verbal consent for service from individuals. If, after interacting with them, the individual refuses service, is unable to verbally respond, or is displaying aggressive behavior, referrals will be made to the appropriate emergency service.
- DOT is a hands-off service. Beyond providing minimal assistance to individuals being escorted to the van, staff are unable to lift, carry or restrain individuals.
- If an individual is in medical distress, displaying criminal behavior, or aggressive behavior call 911 as DOT is not a medical or enforcement response team.

WHEN SHOULD I CALL DOT?

CALL DOT

- If there is an individual sleeping in the doorway or vestibule of your business or outside
- If there is an individual needing a ride to the shelter or a verified residence
- If an individual is in a vulnerable state (for example, is intoxicated) and is in need of transportation or a wellness/safety check
- Someone in non medical distress needs to be checked on

DO NOT CALL DOT

- If there is an individual overdosing (Call 911)
- If there is an individual needing immediate medical attention (Call 911)
- If an individual needs transportation, **BUT** indicates they have other supports that can provide transportation
- If an individual needs to be removed from a residence or business (Call Police - non emergency 403.328.4444)
- If there is aggressive or threatening behavior (Call 911)

NOTE:

- If the individual denies transportation, DOT has no authority to remove them from any location. Services from DOT must be voluntarily accepted by the individual to be transported.
- DOT has the right to deny services
- In cases where services are turned down or denied, referrals may be made to The Watch, LPS, or EMS as necessary.

Monday to Friday: 7:00 am to 10:00 pm
Saturday and Sunday: 7:00 am to 7:00 pm
Closed Stat Holidays
Hours Subject to change due to weather

 (403) 892-3707