



THE NELSON COMMITTEE ON HOMELESSNESS

Coordinated Access Hub:
*Building Community Resilience
during Concurrent
Emergencies*



Canada 

City of
NELSON
Celebrating Community
125
YEARS

UBCM 



COVID19 response at the Civic Camp, 2020

Andree Patenaude (she/her)
Reaching Home Program Manager
Coordinated Access Hub
Nelson CARES Society

Ryall Giuliano (he/him)

Kootenay Boundary Supported
Recovery Program Manager

ANKORS

Street Outreach Worker

Nelson Community Services



Ryall, Ymir Fire Department



The Nelson Committee on Homelessness (NCOH) is a coalition of community stakeholders committed to addressing homelessness and poverty in Nelson.

Where were you when the pandemic started?

Nelson Star www.nelsonstar.com

<p>COLDWELL BANKER BOESLIM REAL ESTATE</p> <p>581 Baysi Street Nelson BC 250-362-3661 WWW.RELSONREALTY.COM</p>	<p>NEW LISTING: \$208,800</p> <p>Great starter home built in 1980s. 3 bedrooms, 2 baths, eat-in kitchen, large living room, carpeted floors, full basement, double garage, attached deck, large lot, close to schools, shopping, and recreation. Call today!</p> <p>Karen & Glenn Bennett 250-364-5451</p>	<p>NEW LISTING: \$275,000</p> <p>Great starter home built in 1980s. 3 bedrooms, 2 baths, eat-in kitchen, large living room, carpeted floors, full basement, double garage, attached deck, large lot, close to schools, shopping, and recreation. Call today!</p> <p>Karen & Glenn Bennett 250-364-5451</p>	<p>NEW LISTING: \$679,000</p> <p>Beautiful home built in 1980s. 4 bedrooms, 3 baths, eat-in kitchen, large living room, carpeted floors, full basement, double garage, attached deck, large lot, close to schools, shopping, and recreation. Call today!</p> <p>250-364-5451</p>	<p>NEW LISTING: \$327,000</p> <p>Great starter home built in 1980s. 3 bedrooms, 2 baths, eat-in kitchen, large living room, carpeted floors, full basement, double garage, attached deck, large lot, close to schools, shopping, and recreation. Call today!</p> <p>250-364-5451</p>	<p>NEW LISTING: \$463,000</p> <p>Beautiful home built in 1980s. 4 bedrooms, 3 baths, eat-in kitchen, large living room, carpeted floors, full basement, double garage, attached deck, large lot, close to schools, shopping, and recreation. Call today!</p> <p>250-364-5451</p>
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Robert Goertz
RE/MAX RHC Realty
250-364-5451

I want you to know that I am taking additional precautions to keep my clients safe during the COVID-19 outbreak.

I can still open for business but will be practicing social distancing as well as the necessary PPE being worn by both the buyer and seller.

You can still buy/sell or lease a home if you have any real estate related questions.

And if you would like to purchase but feel hesitant to contact me to set up an appointment.

I'll bring the best solution!

For service that gives you peace of mind, call Robert

www.kootenayconcrete.com

HeartStroke

Learn the signs of stroke

Face (is drooping?)
Arms (are numb/weak?)
Speech (is slurred or jumbled?)
Time (to call 911 or get help)

Call (ART) (616) because the quicker you call, the more the chances you have of surviving the stroke, or the possibility of a PARADOX.

HeartStroke is a not-for-profit organization. We are a registered charity.

HeartStroke is a not-for-profit organization. We are a registered charity.

COVID-19 cases in Interior Health remains at 2

by MICHAEL METCALFE

There are still only two confirmed cases of COVID-19 in the Interior Health region.

Provincial Health Officer Dr. Bonnie Henry announced this Monday in a provincial news conference.

She did not specify the names or names of the patients in order to protect their privacy.

She said she does identify contacts such as the Lorne Valley Care Centre in North Vancouver where there are citizens of care. However individual, dispersed cases are kept confidential.

Henry also announced 30 new cases in B.C., for a total of 182 people. Six of these are in hospital, the three fully recovered, four have died, and the rest are recovering in isolation at home, she said.

Regional District of Central Kootenay rec facilities shut down

RECREATION FACILITIES in several West Kootenay communities including Nelson and Castlegar are being shut down as a precaution against the COVID-19 outbreak.

The Regional District of Central Kootenay announced Monday evening it was suspending its centres for at least two weeks beginning Tuesday.

In Nelson, the Nelson and the District Community Centres and Civic Arena will be closed, while Centennial, Pioneer Avenue, Castlegar and District Community Complex and the Castlegar Senior Centre are also to shut down.

"The health and safety of our employees and the people we serve is our first priority, and closing our facilities will help prevent the risk and spread of infection," said the RDKC chief administrative officer Susan Thorne in a statement.

"Further, this will allow us to focus our resources on providing essential services to community agencies across the region and keeping critical operations running. We thank residents

and visitors for their understanding and patience at this time."

The statement asked interested memberships will be put on hold, and staff are working to process refunds and credits.

Nelson's Civic Theatre, which also operates in the same building as the Civic Arena, said in a statement it would also close.

"We will continue to evaluate when it will be possible to reopen our doors, based on updated provincial recommendations," the theatre said. "Until then, we hope you stay safe, healthy and happy as you watch films from your couch. We'll keep you all informed of when your community living room will be up and running again."

Meanwhile, the city-owned Nelson and District Youth Centre said it would offer special book clubs but otherwise be closed.

Other facilities affected include the Riverside Community Centre, North Shore Hall, Salmo and District Lions Centre and New Denver Fitness Centre, as well as programs run by the Nicola Valley Recreation system.

Beat the Spring Rush!

There is a shortage of properties for sale while buyers are still active.

Don't miss this strategy!

Call today!

COVID-19 testing available in Nelson, but call first

by MICHAEL METCALFE

Residents of Nelson are now able to be screened for COVID-19 using a saliva sample by calling the COVID Testing Centre run by the Interior Health Authority (IHA) at Nelson at 250-351-5500.

They can also call HealthLink BC at 811 to talk to a health care worker and arrange next steps.

Testing will be done by a triage method in which only people exhibiting specific symptoms and risk factors will be accepted.

Tosun Duncan of practitioners are able to test in their offices, but you must call ahead first to discuss appropriate scope. Some patients will be referred by appointment to health-care facility in their community where testing is a threat to health.

Anyone who is tested will be told to self-isolate until the test can be analyzed in a laboratory. Test results can be frayed by calling the R.C. Centre for Disease Control communications at 1-877-307-2792.

Whitewater Ski Resort has closed for the season. It's photo

Whitewater Ski Resort closes due to COVID-19 concerns

by TYLER HANSEN

Whitewater Ski Resort has shut down three weeks prior to the final day of the season due to the COVID-19 outbreak.

The resort said Friday it planned to stay open by introducing preventative measures including reduced capacity in the lodge, increased disinfection and the cancellation of a public shuttle bus between Nelson and Whitewater. But on Sunday, Whitewater announced it was shutting down ahead of its planned April 5 closing day.

Ben Thorpe, Whitewater's marketing supervisor, said the decision to close came after staff read the provincial report.

"From our perspective it was just not coming the right environment where social distancing was really possible, and we didn't want to be a part of encouraging this virus to spread any more than it necessarily would anyway," he said.

"We just felt it was more for people's health. We didn't really want to see the community have a huge outbreak and for us to be a part of having done that."

RE/MAX RHC Realty

Call today!

Nelson Star www.nelsonstar.com

LISA CUTLER
250-851-0078 (cell)

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250-362-3661



Events are being cancelled in Nelson and businesses are shutting down in response to the COVID-19 outbreak.

Here's a list of changes from around the city and nearby region that the Star will continue to update.

Altonworth Hot Springs: Pools now closed. Hotel and restaurant will close Sunday. Not expected to reopen until at least the end of April.

ANXIOUS: Services ongoing, but access has changed. Users are asked to call 250-955-5766 for details on how to check out services for farm reduction services.

Big Springs: Closed until further notice.

Blissom Nightclub: All events suspended until further notice.

Day's event: Cancelled.

Capitol Theatre: All shows postponed through March 30. Box office closed until March 27.

Council of Community Care: Scheduled for March 23 cancelled.

Kalein Centre: Day's Care Service scheduled for March 23 cancelled.

Playa's Bar and Grill: After Work

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COVID-19 cancellations in the Nelson region

by STAFF WRITERS

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RE/MAX RHC Realty

Call today!

Just Stay at Home?

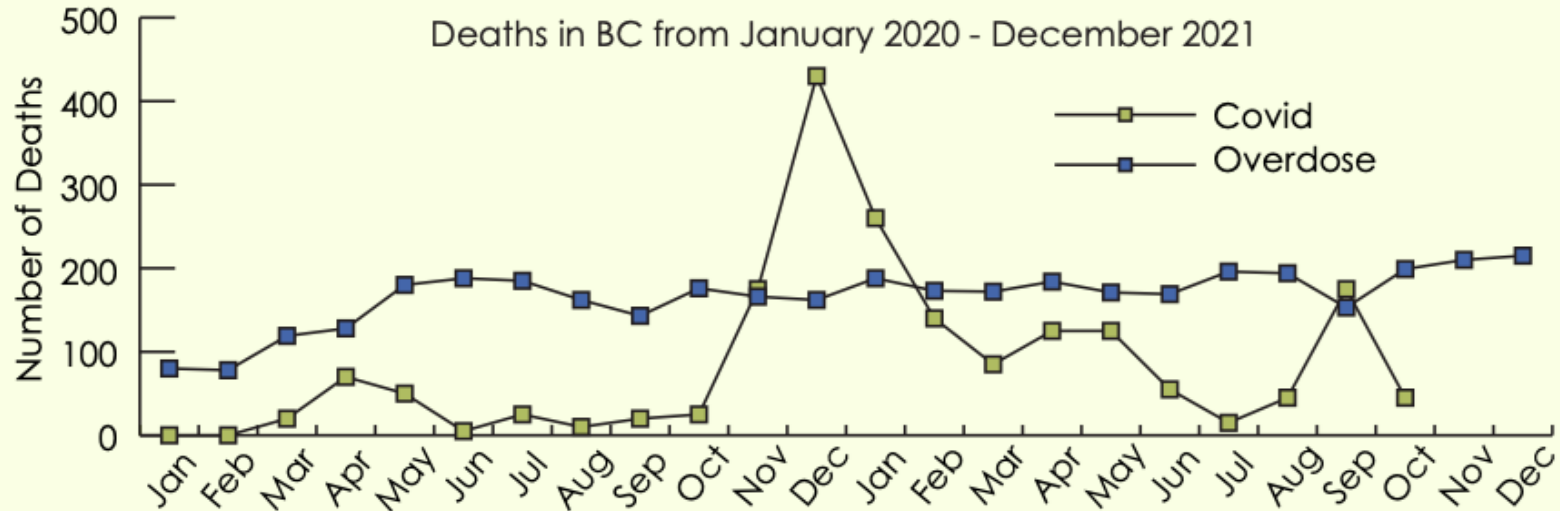


Concurrent Emergencies - COVID-19



Concurrent Emergencies - Drug Poisonings

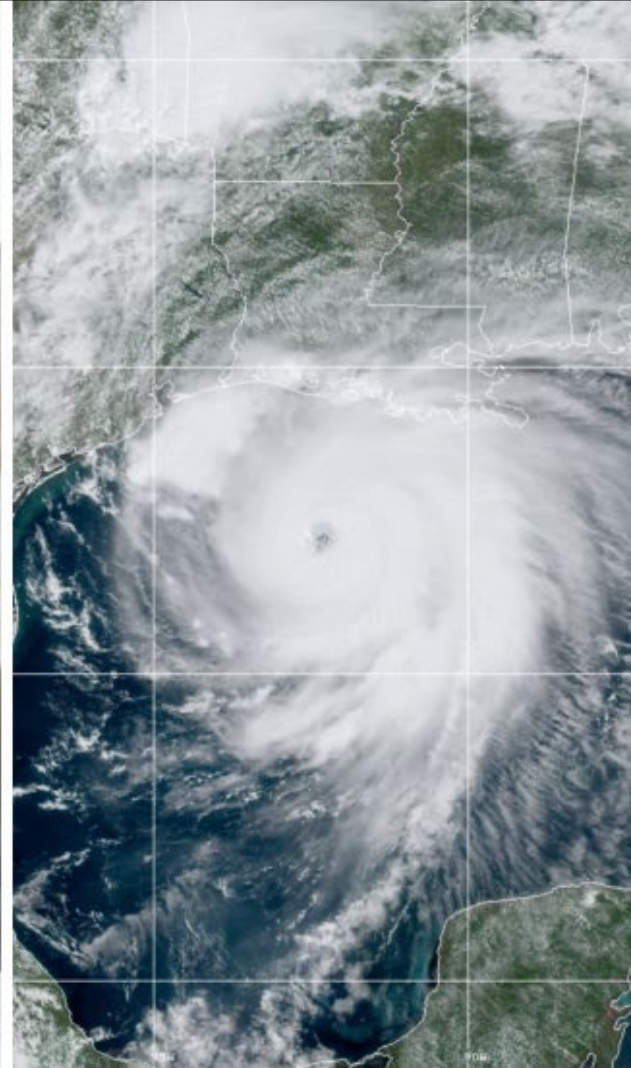
Covid-19 and the Overdose Crisis in British Columbia



Concurrent Emergencies - Housing Crisis



Concurrent emergencies - Climate Change



Concurrent Emergencies - Impact



Community Vulnerability & Resilience

$$DR = H \times V$$

DR – Disaster Risk

H - Hazard

V – Vulnerability

A disaster can be understood as a phenomenon that emerges when an environmental hazard interfaces with social vulnerability.

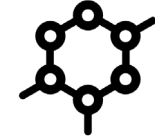
What are the priorities?

Food Security



Health & Mental Health

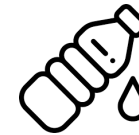
Harm Reduction



Hygiene

Outreach Coordination

Shelter



Technology & Communication



COVID-19 Response - Civic Camp

- **City of Nelson, Nelson City Police, Nelson Committee on Homelessness, and Regional District of Central Kootenay Partnership**



COVID Response - Civic Camp

- 18 people provided emergency shelter during first wave of COVID-19 pandemic in spring of 2020



COVID-19 Response - Showers @ The Civic

- **Interagency collaboration to provide emergency response services:**
 - **OAT/Safer Supply**
 - **Harm reduction supplies**
 - **First aid**
 - **Pandemic information**
 - **Access to water, washrooms, and showers**
 - **Food**



COVID-19 Response - The Warming Centre

Opened in winter of 2020

250+ unique clients in 6 months

3000+ unique visits

10+ community partners



The Warming Centre

- **COVID-19 Response**
- **Basic needs - washrooms, showers, food**
- **Multiple Services onsite**
- **Nursing & OAT / Safer Supply**
- **Coats & Boots from Valhalla Pure Outfitters**
- **Low-barrier vaccine clinics**
- **COVID-Safety & Triage to COVID-19 Isolation Site**



Coats for the Koots provides quality coats and boots for unhoused people during the cold winters.

“We need this!”

- Nelson Street Culture Collaborative
- People with Lived Expertise consultations
- Selkirk Innovates Service User research

The Coordinated Access Hub

Nelson Committee on Homelessness (NCOH) and the City of Nelson

The Coordinated Access Hub is a drop-in program for people experiencing homelessness in Nelson, British Columbia during the COVID-19 pandemic.

A collaborative pilot project of NCOH, the Hub supports people to meet their basic needs and provides one-door-access to low-barrier interagency services including harm reduction, outreach, employment, and health services.



The Hub is located at 521 Vernon Street in Nelson, BC.



The Coordinated Access Hub

Year 1:

325 unique clients
5800+ unique visits
14 community partners

Open 7 days per week
1:00pm - 5:00pm





The Coordinated Access Hub

“Every door is an open door”

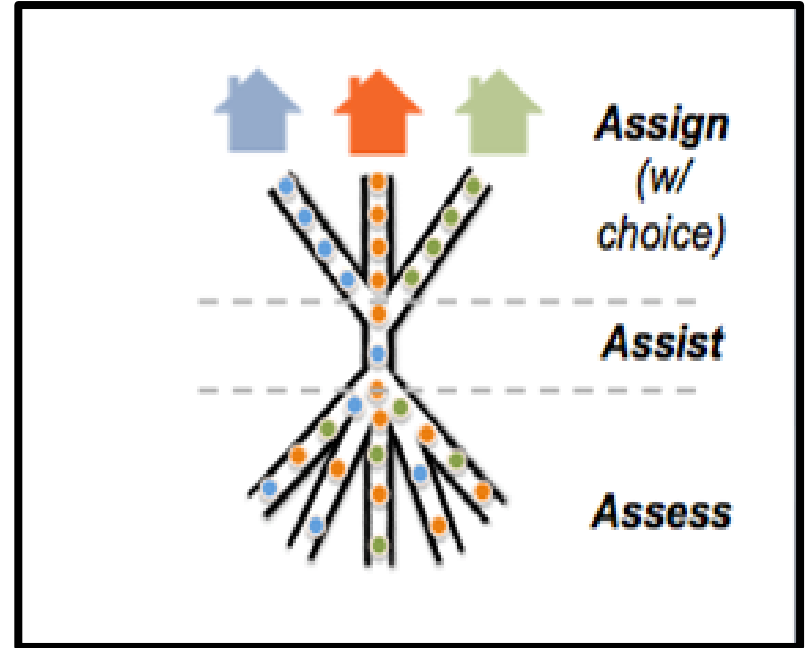
Multiple Interagency Partners On-Site

- ANKORS
- Nelson Community Services
- Nelson CARES Society
- Kootenay Career Development Society
- Ministry of Social Development & Poverty Reduction
- Selkirk College Nursing Program
- Interior Health

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
DROP-IN	1-5pm	1-5pm	1-5pm	1-5pm	1-5pm	1-5pm	1-5pm
HARM REDUCTION ROOM	SENNA 1-5	SENNA 1-5	SENNA 1-4	SENNA 1-5		1-5 SERGE.	
HEALTH			O.A.T Erin 1-5pm	O.A.T Erin 2:30-5	HAIRCUTS NEXT FRIDAY!		
STREET OUTREACH	Ryan 1-4pm	Lynn 1-4	HEATHER ELLIOTT 1-3	Jeremy 1-4	MIKE HPP 1-3		
PEER'S EMPLOYMENT	Leah PEERS Support Group 11-12:30 Coffee House Back-train ☺	Leah 1-5pm	Leah 1-5pm	Leah 1-4pm			
FOOT CARE & WOUND CARE			Robt students NURSING 1-3	Robt students NURSES 1-3			
YADA ACUPUNCTURE & REEDS		TUE/THURS 11 AM	4 PM SEEDS	Salvation ARMY 1-4 Showers			

Coordinated Access

Coordinated Access is a process through which individuals and families experiencing homelessness are connected to housing and support services, through interagency collaboration and case conferencing. It includes standardized procedures for intake, assessment of need, and matching and referral to housing.



Coordinated Access for Hub Health Services

The Hub has implemented Coordinated Access for low-barrier health services.

- **Selkirk Nursing students – footcare, wound-care**
- **Low-barrier vaccine clinics by Interior Health**
- **Episodic Overdose Prevention Service (e-OPS)**
- **Dentist / Denturist access**
- **Optometry access**
- **NADA Ear Acupuncture, Acudetox**
- **Haircuts**
- **First Aid kits**
- **Hygiene supplies**

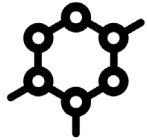


The Coordinated Access Hub

What impact has the Hub had on the community?

Selkirk College Evaluation - Selkirk Innovates

Taylor Ferguson



Coordinated Access HUB Assessment

Presented by: Taylor Ferguson (*she/her/hers*)
Nursing Student & Research

Intern



How is the Coordinated
Access Hub making a
difference in the lives of the
marginalized population in
Nelson, as well the greater
community?



Research tools

Service user survey 25 completed

Service user interview 24 completed

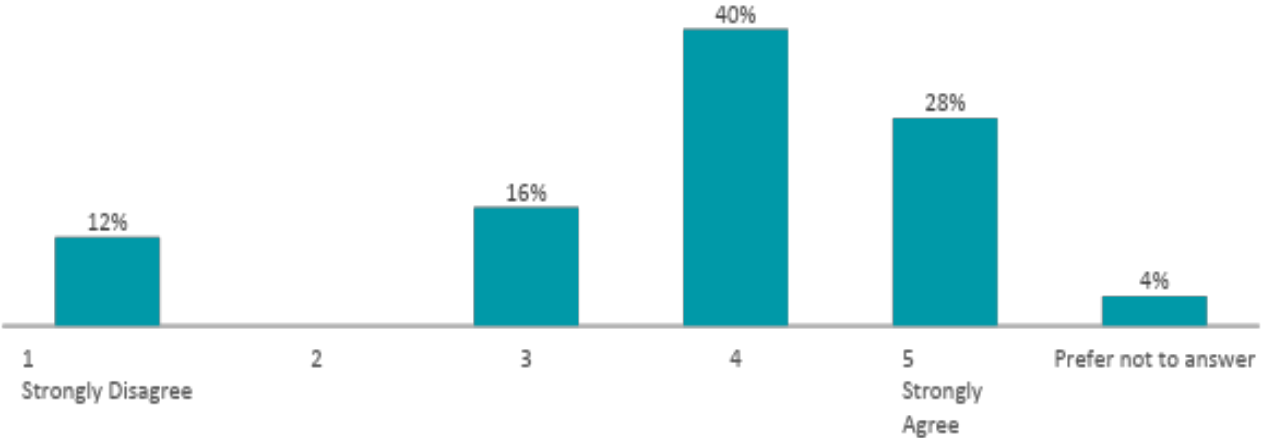
Service provider interview 10 completed

Stakeholder survey 33 completed

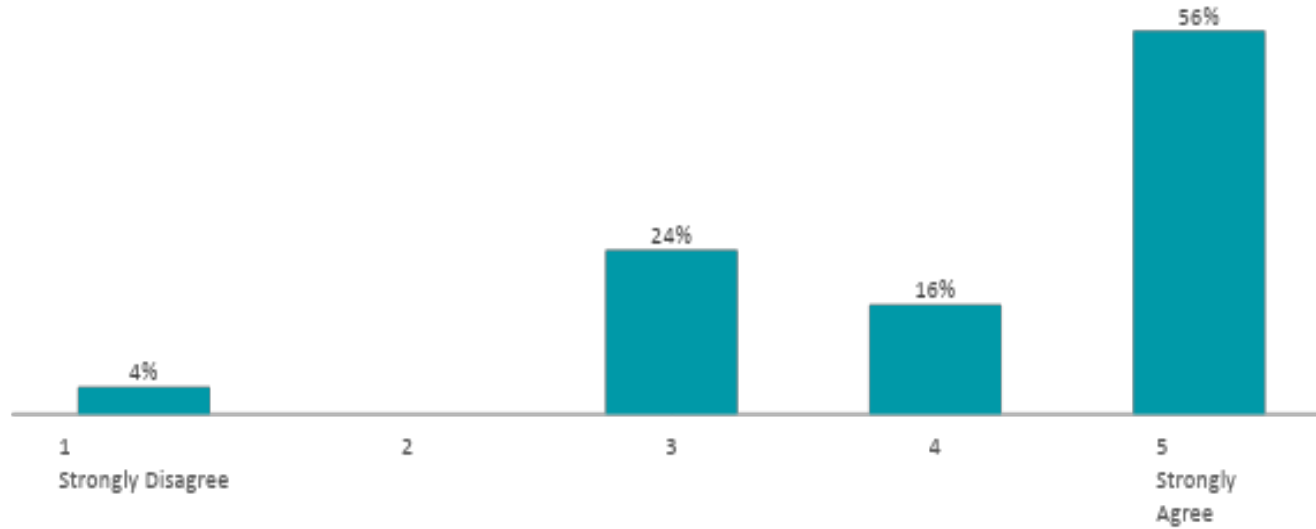


“When we've got everything being taken away from us to have something like this... rise out of the ashes is life saving for a lot of people.”

When facing an immediate threat or crisis I know where to find support to request assistance and meet my needs

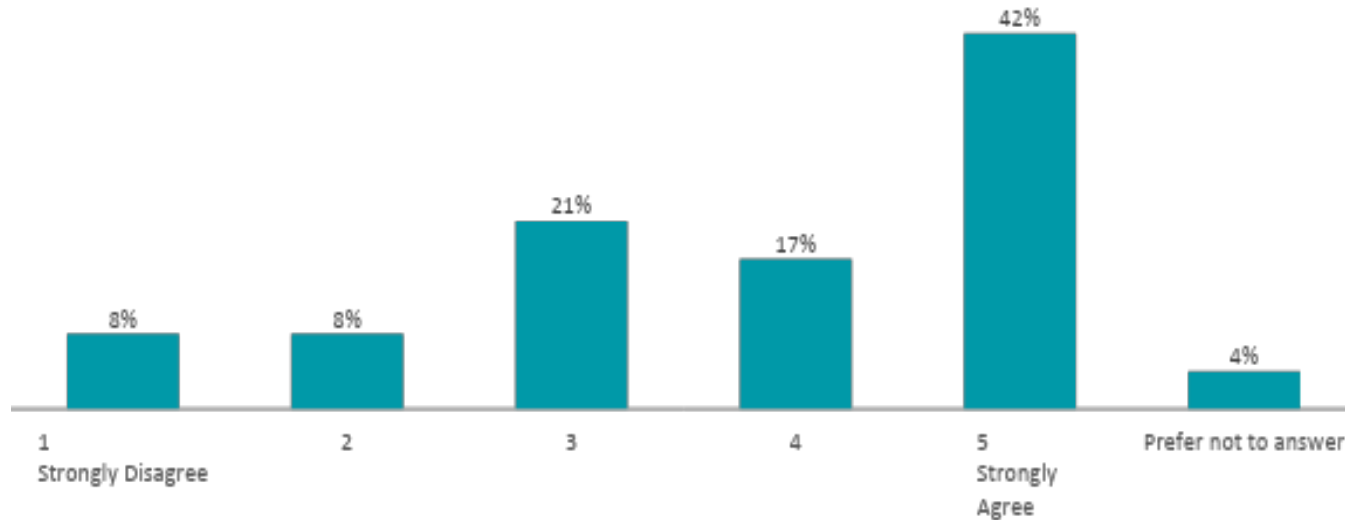


I have increased access to outreach services and crisis supports

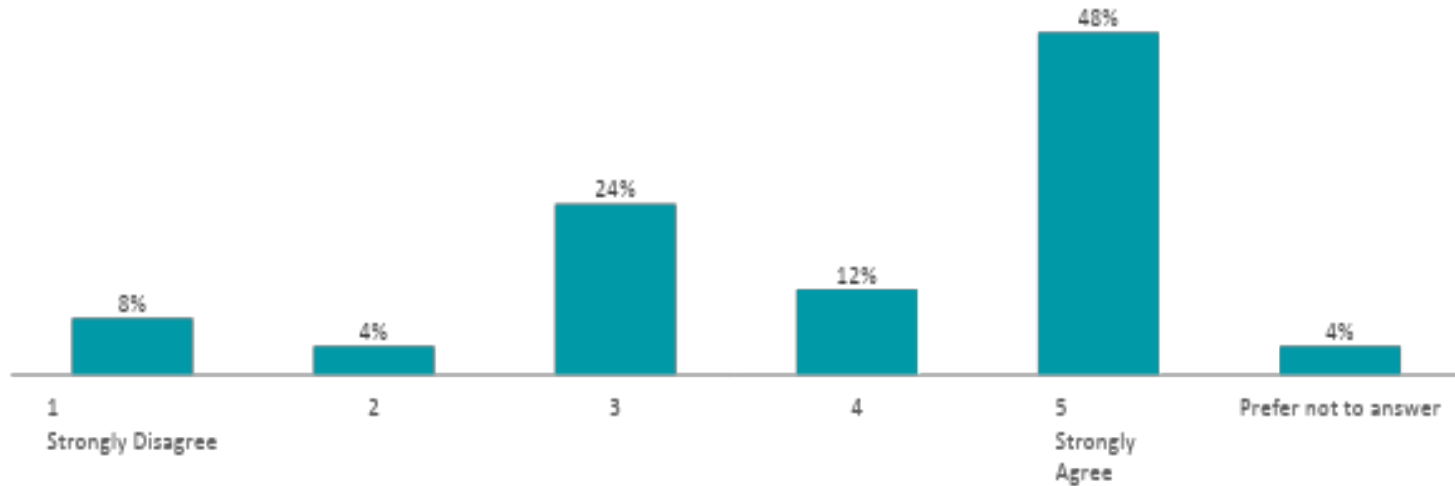


“I still absolutely know no matter what I can come here... If I was bleeding and needed help, I would be a priority... No matter how they feel about me or my beliefs, or how I behave, or what I'm doing, or why I'm bleeding. Their priority is the well being of an individual.”

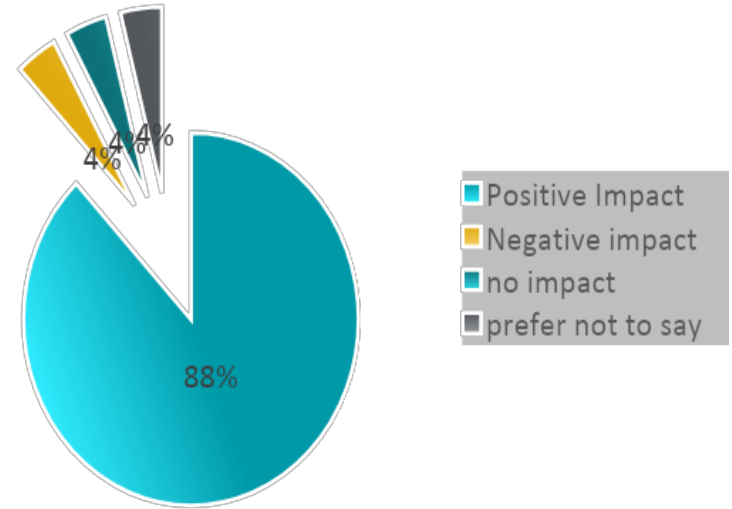
I have an increased sense of safety and belonging in the community



I have an increased sense of well-being and positive mental health strategies in my daily life



What impact has the HUB had on your daily life?



“They make me feel special, they make me feel important, they make me feel like I matter”

Staff check -ins
Drop-in services
Guest relations
Team work
PEERS program
Low barrier
Peer self-efficacy
Health services
Safety
Art



“Lots of people when they come through the door have a variety of complex needs and so having this system where we have this casual drop-in space and then triage into more important needs is really powerful”

“These people are so dehumanized and treated like as if they don't have the right to exist in public spaces so to be able to come somewhere and just like receive a genuine human interaction with warmth and friendliness and curiosity about who they are as a person I think it's super impactful for people.”

“I believe the impact on our marginalized community is probably helpful, but I also feel it has negatively impacted the business and employees in the area”



Increased community
connection and
education

**BUILDING
REMARKABLE
FUTURES**

Community Relations & Peer Ownership

Addressing Community Concerns:

- **Good Neighbour Policy**
- **Redirecting congregation on Vernon St.**
- **Increased staffing**
- **Tackling stigma**

Peer Led Initiatives:

- **Community Awareness Conversations**
- **Creating a culture of ownership**
- **Clean-up projects, art projects**
- **Hub Luv video project**

COORDINATED ACCESS HUB GOOD NEIGHBOR POLICY

Guests and staff of the Coordinated Access Hub agree to:

- Ensure neighbors have a peaceful, safe, and quiet neighborhood.
- Keep the peace, comfort, and privacy of neighbors, including:
 - Keeping the sidewalk clear for passersby
 - Not causing a disturbance (i.e. yelling; displaying aggressive or violent behavior; playing loud music)
 - Keeping the sidewalk, street, and stairwell clean
 - Not using or selling substances
 - Smoking only in designated areas
- This policy includes all areas around the HUB; the 500 block of Vernon Street, the Salvation Army building, and stairwell.
- As a Hub guest, I understand that by using the Hub services I am agreeing to always adhere to the policy.
- I agree to support the safe use of this space.
- I understand infractions of this policy will result in a warning, that could lead to suspension of the services.



The Coordinated Access Hub is a project of the Nelson Committee on Homelessness

Peer Engagement & Ownership

“Nothing about us without us”

- **Initial consultations – PWLE & REDUN**
- **PEERS Employment program**
- **Paid engagement opportunities**
- **Selkirk Evaluation Surveys & Interviews**
- **Volunteer opportunities**
- **Art programming**
- **Community Awareness Conversations**



12+ Peers participated in the creation of 250 first aid kits as part of leadership project with Selkirk Nursing Practicum Students

Video: HUB LUV



Community Vulnerability & Resilience

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DR – Disaster Risk

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Thank You!
Questions?
