



# Mental Health Week 2022

## Welcome to Warmland House

Open House Wednesday, May 4, 2022



Canadian Mental  
Health Association  
Cowichan Valley

# History of Warmland

- Warmland House Shelter is located at 2579 Lewis Street. It opened in 2010 as a purpose-built, entry-level community facility.
- The shelter was designed to be a gateway to stable housing and integrated, client focused support services to adult (19+) men and women who are coping with a variety of challenges such as mental illness, addiction and chronic health conditions.
- The shelter is on the same property as the Cowichan Sobering and Assessment Centre; however, each operates independently of the other.

# About Warmland

- Warmland House is a three-story residential facility with 22 shelter beds, 11 bunkhouse beds, 24 transitional apartments, a common-room, lockers, kitchen, dining room and staff offices.
- Breakfast and dinner are served daily in the dining room.
- Laundry and shower facilities are also provided.
- A physician is on site Thursday morning from 9:30am-12:30pm
- A Foot Care Clinic is held the third Thursday of each month
- Warmland includes a volunteer and resident-run garden.

# Who Qualifies for a Night to Night Shelter Bed?

1. Persons seeking night to night shelter may report to the office beginning at 6:00am to be placed on the Warmland Shelter List. This provides a chance to secure a bed later that day at 'Sign In' at 5pm
2. If the shelter is full, individuals may be 'Waitlisted'
3. To claim a bed, individuals MUST be present at 5pm to be placed on 'Sign In' List.
4. Failure to be present at '5pm Sign In' means forfeiting a bed if the shelter is full
5. Those present that are on the Waitlist will be placed in forfeited beds
6. Persons on 'Waitlist' who do not secure a bed are placed on 'Turned Away List' and given priority on the next day's Sign Up List
7. Shelter residents leave at 7am
8. CMHA staff will work with shelter guest to try to find stable housing

# What is the Bunkhouse?

1. The Bunkhouse is for clients doing well in the night to night shelter
2. Staff refer clients to a Tenant Support Worker who meets with the client to offer this more stable housing option
3. All Bunkhouse residents must have worked with Client Support Worker to develop a Moving Forward Plan
4. The Bunkhouse is a shared, safe plan with 24/7 support.
5. It is not free. Residents pay a fee which includes water, heat, showers, laundry, housekeeping, support services, breakfast and dinner
6. The Bunkhouse can house up to 11 people (8 men/3 women)
7. Bunkhouse residents can stay for up to 2 years based on their progress



# What are the Transitional Apartments?

1. The top floor of Warmland House has 24 transitional apartments
2. Rooms are designated and fully equipped to help each resident feel at home in a supportive and caring environment. Two rooms are wheelchair accessible.
3. All apartments are subsidized housing.
4. Rooms are for those who have transitioned from the Bunkhouse and who are committed to moving forward to independent living
5. A transitional care coordinator develops a Moving Forward Plan to overcome barriers and challenges that are preventing independent living.
6. Length of stay is 24 month maximum. Warmland acts as a housing reference for those moving into the community. Warmland has seen great success with this program for both landlord and tenant.

# Clients Rights, Responsibilities & Complaints

1. All clients of rights and responsibilities which are shared with them at intake.
2. A detailed Complaints Policy and Complaint Forms are available
3. Please see handouts for details

# What behaviours result in a 'Break in Service'?

Breaks in Service are issued to individuals for the following reasons:

- Drug use on site or in front of the shelter
- Damage to property
- Threatening the safety and/or security of staff

A Warmland staff team of 4 meets weekly to discuss clients with breaks in service and whether they are able to return to the shelter



# Outreach Services

- Our mobile adult outreach team provides support to individuals that are homeless and precariously housed (living in camps, vehicles or couch surfing).
- The outreach van is stocked daily with food, snacks, hygiene items, harm reduction supplies, donated clothing and more. The outreach team of two meets people where they are - with compassion and without judgement - with the goal of helping them find ways to make their lives more stable.
- The team operates Monday to Friday from 7:30am to 3:30pm

# Sharps Programs

1. CMHA CVB also runs a sharps pick up program
2. Two Peers (recipients of service) work 3 hours per day, 7 days per week picking up sharps
3. Peers are paid for their work and receive both First Aid and Non-Violence Intervention Training
4. There are presently 6 active Sharps Team Members
5. If sharps are found, members of the public can call 250.732.7736 to arrange safe pick up
6. Sharps are safely disposed of at Bings Creek

# Sobering and Assessment Centre (SAC)

1. SAC is a non-judgmental, culturally sensitive, gender neutral and non-coercive sleeping program. Clients can leave at any time. SAC uses a compassionate but structured approach. Both out at the gate and in the office, staff do an assessment of the client's needs and their suitability for the program. Clients who present with urgent medical needs are sent up to the hospital either by taxi or ambulance. All staff at SAC have level-two first aid. SAC provides six emergency beds for those who are too intoxicated to find services elsewhere, have no-where else to go and just need a safe place to sleep
2. SAC operates 24 hours/day, 7 days/week
3. Although SAC is only a sleeping program it does connect clients with services in the community.