



# Boyle Street Community Services



## Purpose-built, Appropriate Spaces

BSCS is often a last resort for those banned or turned away from other service providers or public places. BSCS's current facility is a barrier to providing the kind of service delivery that makes meaningful change in people's lives and is not an accessible building for those with physical disabilities.

A new building for BSCS will enable a triage system by creating separate spaces to serve individuals based on their unique needs:

- A purpose-built space to encourage change through wrap-around services, pro-active engagement and case planning
- Access to temporary housing and accompanying supports, if needed, to move from the street to more permanent, sustainable accommodations
- Alternative spaces that accommodate moments of fear/extreme anxiety (fight or flight), including a purpose-built space complete with health staff and cots to sleep if necessary

The ability to triage people ensures:

- A variety of spaces that provide appropriate care based on individual needs
- Calmer environments to engage in activities that move people forward
- Integrated case planning, supporting people to meet their goals
- Managed flow of people, reducing behaviour issues and leaving fewer people to congregate outside the building, ending up displaced in surrounding communities, or accessing the justice or health systems inappropriately

### BSBC Values

We never give up, even if the challenge is tough – seemingly impossible.

### BSBC Values

Everything we do matters, and the little things are just as important as the big ones – a small gesture can have a great impact on another's life.





## Integrated Case Management

Individuals entrenched in chronic homelessness have complex needs and require individualized support systems to meet all their needs holistically.

Research confirms that integrated case management creates the best outcomes for those experiencing complex challenges and homelessness. Integrated multi-disciplinary teams include diversity of backgrounds and experiences, including trained professional specialists and staff with similar lived experiences as those with whom they're working.

The new design is built around this holistic principle and will revolutionize the way BSCS supports individuals out of homelessness. The new fit-for-purpose Community Centre will accommodate seamless service delivery designed for integrated case management across programs.

### BSCS values

We believe unhealthy cycles can be broken, and, through healing, health restored.

## Meeting Basic Needs

People experiencing chronic homelessness are focused solely on what they need to survive another day. The emotional, mental and physical exhaustion experienced when people are in survival mode leaves little room for attention to other areas such as housing, managing substance use or support for mental illness. The fit-for-purpose Community Centre provides a safe haven where individuals can access nutritious food, laundry facilities, showers, hygiene products, clothing and other essential supports with dignity.

Only after basic needs are met can BSCS begin to proactively engage with individuals to create a plan for sustainable change.

## Dignified Space for Proactive Community Engagement

A healthy, beautiful and dignified environment helps create the conditions for change. A welcoming community space, purpose-designed and flooded with natural light, will improve outcomes.

Once renovated, the new Community Centre will have a large, open feel with several large community gathering spaces.

The new Community Centre focuses on the ability to modify and flex spaces to change orientation depending on the needs presented at the time.

### BSCS values

At the heart of our work, we listen, care and empower our clients to assist them to find solutions to their challenges.

### BSCS values

We are many nations, many beliefs, many walks of life coming together, seeking to understand each other, accepting each other and enjoying each other for what we are and for where we are at.

## Accessibility

The proposed facility is fully accessible with ramping systems and elevators between floors, as well as accessible washrooms and other spaces.

## Research and Evaluation

BSCS continuously conducts research and evaluates its program delivery to ensure the highest quality services are grounded in best practices. To this end, site visits across Canada were conducted to learn first-hand what other organizations were doing on the ground to serve those entrenched in chronic homelessness.

Additionally, an extensive research project was completed that examined many homeless serving agencies across Canada and emphasized those with innovative service delivery models.

### BSCS values

We honour our community's resilience and celebrate and recognize our individual strengths and uniqueness.

### BSCS values

The Creator is with us, the spirits soar within us and the culture of the First Peoples surrounds and protects us. We value our history as an agency and reflect on our past for guidance moving forward. We value the experience and wisdom of our community elders.



## Culture and Ceremony Embedded

Seventy-five percent of those served by BSCS are Indigenous (First Nation, Metis and Inuit) and are survivors of systemic trauma.

Culture and Ceremony are profoundly important as a pathway to sustained change. The new Community Centre is designed with Indigenous influences throughout, with spaces dedicated to protect, incorporate and promote traditional medicines, ceremony and practices. Most importantly, it will be a place of cultural healing and reconciliation.

In addition, within the new space, BSCS will grow the availability of Elders, ceremony and counselling that will fill a considerable gap in the community and contribute to the act of reconciliation in Edmonton.

Making Culture and Ceremony visible and accessible provides the spiritual and social foundation for healing. Making it visible and accessible to Edmontonians from all walks of life becomes a statement of reconciliation.

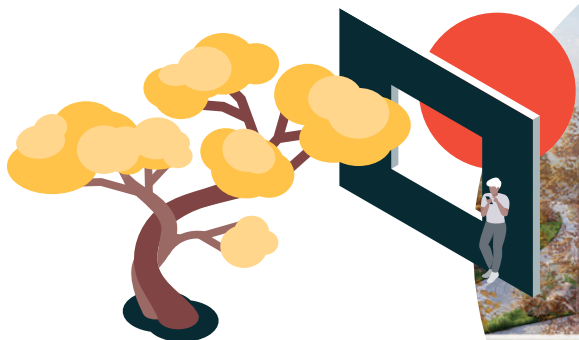
### BSCS values

We share much in common and that connectedness of experience is a strength to be recognized, celebrated and drawn upon.

## Private Outdoor Space

Private outdoor space, purposefully landscaped to allow ceremony, communion with nature and social activities, are included in the new building complex.

This space substantially reduces the congregation of individuals outside the front door, providing a level of privacy and dignity while reducing their vulnerability and victimization.





## Incorporated Housing

The incorporation of housing directly and immediately creates positive outcomes. The new location will see BSCS operating 38 units of self-contained housing. This is not new housing in the area, and it will not alter the nature of that housing, but it will enable BSCS to provide services to the residents, supporting their move to more sustainable, long-term solutions. It will also provide estimated revenues of \$140,000 annually.

## Wrap Around Support

Housing ties into BSCS's integrated and multi-disciplinary case management system, allowing BSCS teams to incorporate housing access as part of the case plan. Each resident has a team of individuals connected to them that they can access during the day. Evening workers also have access to relevant information and can continue to work with residents, encourage them and support them to achieve their goals.

## Transition to Permanency

The flexibility of the housing model translates to the amount of time a resident lives on site. For some, based on their case plan, they might only need to reside in BSCS housing for a few days as they transition to detox and treatment. For others, it might require several years. But the goal for all remains the same: a transition to a more permanent and sustainable housing solution that works for them.

### BSCS values

Boyle Street Community Services is a home, a family, a village — a place of safety, trust, love and welcome. It's also a place with all the challenges that a home, a family and a village can bring.

### BSCS values

We advocate and educate creatively and innovatively, at many levels, for justice for all.

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Charitable Registration

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