

Applicant Submission

Company Name (if applicable): The Mustard Seed

LOC Number (office use only):
LOC2024-0323

Applicant's Name: Tamer Takla

Date: January 31, 2025

In consultation with Homelessness & Downtown Initiatives with Community Strategies and Community Planning, we are proposing to temporarily relocate our temporary shelter located at 7025 44 St SE to this location at 5495 61 AV SE, which requires a redesignation, so that the City of Calgary can complete urgent upgrades to the building (roof renovation). It is anticipated that we will be in the new location for approximately 9-12 months.

Summary of proposed Operational Parameters

Number of clients: 370

Number of staff: Peak staffing includes 15 direct client care staff, 7 non-direct client care staff (food services, facilities)

- Staff are onsite 24/7
- The number staff directly engaging with the guests ranges from 6-15 throughout a 24-hour period
- Every shift has either a supervisor or designated team lead
- The Shelter Manager is present during the day

Staff Training

Staff interacting with guests are required to have valid certification for the following training:

- FOIP
- First Aid
- Non-Violent Crisis Intervention – de-escalation training
- Narcan Administration
- Living Works – suicide intervention training

Kitchen staff are required to have the following training: First Aid, Food Safety

Facilities Staff are required to have the following training: WHMIS, First Aid

Staff are trained in emergency procedures for the following events:

- Excessive heat
- Flooding
- Loss of power
- Loss of heat
- Bomb or other threats
- Mass casualty

- Weapons and aggressive persons
- Chemical spills
- Cold Weather Plan
- Pandemic Response Plan

Number of beds: 370 mats

Programming and hours of operations:

Services provided: Food Service Breakfast is served from 6:30AM to 8:00AM

Lunch is served from 12:00PM to 1:00PM (bagged lunches are provided to guests leaving for the day)

Dinner is served from 6:00PM to 7:45PM

All meals are for guests that are checked in and staying at the shelter that night

Advocacy – connecting guests with government resources and other agencies

Housing – assisting guests with finding housing and rent/damage deposit

support

Employment – assisting guests with finding employment, gaining job skills, and obtaining work gear

Chaplaincy – supporting guests spiritually through programming and one-on-one meetings

Diversion – assisting guests with connecting to natural supports to avoid staying in the shelter

Guests are provided with a personal locker (subject to availability), and are able to store two large bags in long-term storage

- Case management
- Personal Storage

Safety Protocols

- Controlled access Guests will only be able to access the shelter once we have confirmed they meet our admission criteria ▪ Admission criteria include: Not under the influence of substances;
- Over 18 years of age;
- Not on a current ban;
- Able to care for themselves within the shelter setting without exceptional medical assistance.
- Sleeping Arrangements Men and women are provided separate sleeping areas. Gender-diverse guests are welcome to stay in the section that best aligns with their identity and ensures their comfort and safety.
- Washroom Facilities Separate washrooms are designated for men and women, and gender-diverse guests may use the washroom that aligns with their identity or personal comfort.

- Trauma-informed approach Our staff use trauma informed communication techniques when speaking with escalated guests to avoid causing further harm
- Radio calls Radio codes allow for quick mobilization of staff during emergencies (eg. “Code blue zone 3” indicates there is a medical emergency in zone 3.)
- Cooperation with CPS and EMS When a guest is creating an unsafe environment for other guests, we will partner with CPS to have that individual removed from the shelter

When a guest is in medical distress we will apply applicable First Aid until EMS arrives.

Guests are subject to random searches before they enter the shelter, and while they are in the shelter.

Amenities

Dining room

Smoke pit

Books and board games

Computer lab

Multipurpose room for programming and drop-in medical support

Public phone

Meals

Bedding

Washrooms, showers, and hygiene products

Personal lockers

Case management

Wi-fi

Onsite parking