



**true north**

a safe place for those impacted by abuse

## **OUR SHELTER PROGRAM**

We are a short-term shelter for adults and children who have experienced trauma or abuse. Our shelter is operated by trained staff and volunteers who help to provide a safe, supportive, and informative environment for you to begin healing and explore your choices.





We are a short-term shelter for adults and children who have experienced trauma or abuse. Our shelter is operated by trained staff and volunteers who help to provide a safe, supportive, and informative environment for you to begin healing and explore your choices.

## WHAT CAN I EXPECT?

Through our 24-hour supportive crisis line, we are here to help you meet your goals as well as emotional and day-to-day needs. We encourage you to ask for what you need.



*The services and programming offered by True North are essential to helping those impacted by domestic and family abuse. Please Contact us today, so we can help you take your next steps towards safe and healthy independent living.*

## YOUR RIGHTS

- It is your right to say: NO, YES, GOOD-BYE, PASS, and/or I DON'T KNOW.
- You have the right to share as much, or as little, as you would like and to stop our work together any time.
- In order to share any information you provide to us with outside agencies, we will ask you for your written consent.
- You can withdraw your consent to share information at any time during or after True North's services.
- We share information related to your strengths & needs within the True North team or with persons you have consented to.



## OUR RESPONSIBILITIES

The information you decide to share with us is safe and protected. However, we may need to invite more people to help support you or any person at risk without your permission if...

1. we are worried about your being a danger to yourself and/or others
2. we have concerns of there being harm to a child
3. a judge asks us to see your file or if we are asked to testify in court

*The people we may involve in the above scenarios may include a supervisor, emergency services, or protection services.*



# SUPPORT, PROGRAMS & SERVICES OFFERED IN SHELTER

**When coming to shelter you will have access to**



Computers | Clothing | Laundry Room | Phones |  
Linens & Towels

**& other basic needs FREE of cost**

Meals || Toiletries || Hygiene Items || Diapers & Wipes ||  
Infant Formula || Pajamas || Quilts || Home Library

**You can contribute your talents to True North by:**

Light Cooking  
&  
Food  
Preparation

Wiping down  
bathrooms &  
bringing down  
bed/bathroom  
garbage

Sweeping &  
Mopping

Emptying &  
Loading the  
Sanitizer

**For Children:**

- Access to the Wreckroom with our Child & Youth Workers
- Early intervention supportive counselling
- Prearranged childcare during important appointments

## **WE REQUEST THAT PARENTS....**

Please restrict diaper changes to change stations in the bathroom.  
Use the diaper genies to dispose of the diapers and bleach to sanitize  
the stations.

Please ask staff about babysitting policies.

Also, encourage your children to access computers in the Wreckroom,  
as the upstairs computers are reserved for adult use only.

## HOUSE GUIDELINES



### **True North is a violence free agency.**

For the safety and well-being of all staff and clients, we do not tolerate abuse in any form. This can include:

- Physical
- Emotional
- Threats
- Discrimination
- Weapons of any sort are prohibited
- Any act that infringes on the rights of a person to enjoy a safe shelter experience

Alcohol, recreational cannabis and drugs are not permitted in the shelter. Please do not come to the shelter under the influence. Do not bring substances to the shelter, as it may affect our ability to provide you with services. Client and shelter confidentiality is required to ensure the safety of all people involved; this includes not taking photos or videos of staff, clients, or children.

**\*Please speak to staff if you have any individual needs or concerns**

# SHELTER ACCOMODATIONS

Families have their own room, while single individuals may need to share a room with other singles due to limited space.

We ask that you do not go into each other's rooms for safety and privacy. Bathrooms are shared between two bedrooms.

Please assist in keeping your room and bathroom clean and tidy and contributing to the basic upkeep of the common areas daily.

You may prepare your own lunch with ingredients from our pantry. Dinner is prepared each evening for everyone in the building.

Please wash and sanitize your and your children's dishes after your meals.

## **For Adults**

Morning house meeting, groups, individualized safety planning, goal planning, living skills, and housing information are provided by staff daily.

### **HOUSE MEETING FOLLOWED BY GROUP**

**Monday to Friday at 9:30am**

In consideration of other clients and staff, please be on time for programming.

### **Important Note:**

*In order for us to provide you with help and support, we utilize group sessions to create safe opportunities to share and learn. We ask that you attend shelter programming daily to maximize the benefits of your stay and stay on track with your goals and plans.*

## WE REQUEST

Please be accurate when signing out of the shelter, and return by 11:00 pm. If we are concerned the RCMP may be called.

If you observe any vehicles or individuals outside the shelter when coming or going from the building, please phone the shelter before leaving the shelter/your vehicle to ensure the individuals have permission to be at the premises.

All medications (prescription & non-prescription) should be safely stored in the crisis office. You may access them whenever needed and are responsible for managing dosages as prescribed. Please discuss with staff any adverse affects you may have. If we observe any concerns, we will discuss it with you further.

Please do not have any food or drinks in your bedrooms or at the computers. We request all food and drink stay within the dining room.

By order of the health inspector, children and adults must wear socks or slippers in shelter at all times.

Staff will check rooms regularly for fire and safety hazards or contraband. Please keep your room/bathroom tidy. Please keep personal items and toiletries securely in your room, not in shared bathrooms.

Please keep television and computers to family-friendly programming, websites and games. If you need to make a long-distance call please ask for assistance.

For security reasons, smoking/vaping on the back deck is restricted from midnight to 7:00 am. From 7:00 am to midnight you will need to be buzzed in and out by a staff member. Please speak to staff if you have any concerns with managing these times. Smoking/vaping in shelters is prohibited by Alberta Law.

The shelter program is not funded to provide transportation, however if you know you will need transportation either inside or outside of town, please let staff know in advance as we are happy to assist you in problem solving.

True North is not responsible for your personal items or valuables. Please talk to staff if you need to problem solve ways to store your items.

Please inform staff if you need to be away from shelter overnight; if you stay away more than three nights, staff will discuss the possibility that you may have another safe place to stay.

When you discharge from the shelter please ensure that you take all of your belongings and medications with you. Any items you leave behind will be disposed of after 7 days.





## STRIVING FOR SUCCESS

We believe that the success of our residents will be a joint effort between you and the staff working together.

Please speak to a staff member if you have any suggestions for how we can improve the quality of our services.

### **It is your right to say: NO, YES, GOOD-BYE, PASS, and/or I DON'T KNOW.**

True North has a formal grievance and appeal procedure available to all clients. This policy is posted in our telephone room for you to read and access. If you have any questions about this procedure, please ask the staff for assistance.

## CONTACT US

Box 2162 | Strathmore, AB | T1P 1K2  
403-934-6634 ext.0  
general@truenorthab.com

[www.truenorthab.com](http://www.truenorthab.com)

Follow us on Facebook & Instagram @TrueNorth

