

## About the Kenora Emergency Shelter

The Kenora Emergency Shelter is a low-barrier, 44-bed shelter facility that provides homeless and underhoused individuals living in Kenora with:



Warm, safe overnight accommodations



Snacks, warm beverages, toiletries



Connections to mental health, addictions, employment and housing supports

Operated by Canadian Mental Health Association (CMHA), Kenora Branch in partnership with the Kenora District Services Board, the shelter is open nightly from 8:30 p.m. to 8 a.m.

### Kenora Emergency Shelter

430 Second Street South  
Kenora, ON P9N 1G6  
807-468-5032



Canadian Mental  
Health Association  
Kenora  
*Mental health for all*



KDSB

KENORA DISTRICT SERVICES BOARD

The Kenora Emergency Shelter is operated by CMHA Kenora Branch in partnership with the Kenora District Services Board.

For more information, contact:

### CMHA Kenora Branch

227 Second Street South  
Kenora, ON P9N 1G1  
807-468-1838  
office@cmhak.on.ca



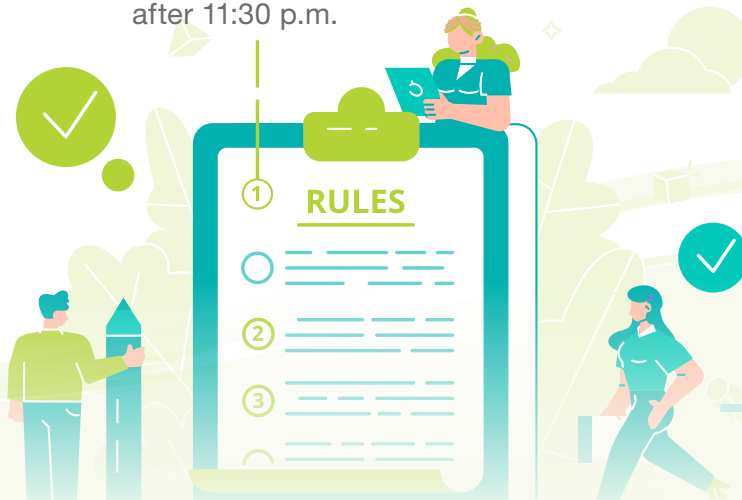
Canadian Mental  
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# Kenora Emergency Shelter



## Shelter rules

- Patrons are expected to comply with all existing policies and with new policies as they are implemented.
- Violence, any verbal or emotional abuse of staff or other patrons, and damage to property **will not be tolerated**.
- All belongings must be stored in assigned locker during intake.
- No weapons, or objects determined by staff to be a weapon, are permitted.
- Smoking is only permitted outside the shelter in the designated area to the west end by the wall mounted ashtray. Patrons will not be allowed to go out for a smoke once processed through intake. Smoking cannabis is strictly prohibited.
- Alcohol, drugs - including cannabis - and other intoxicating substances are prohibited from the shelter or on the property. The only exception is if cannabis is prescribed to the patron. If prescribed, it needs to be presented in a labeled bottle by a prescribing practitioner and be within one month of the current date.
- Pornography is not to be used in the facility.
- Food is to **only** be eaten in the designated area. Food is prohibited in the bunk areas/bathrooms
- Bed registration will start at 8:30 p.m. daily and bed number will be assigned at random during intake. **Patrons are only allowed to be reassigned bunks after intake has been completed and there is an identified accessibility issue identified to staff.**
- Patrons will be given one pillow and one blanket at 11 p.m., which both will be returned to staff in the morning before the patron leaves the shelter.
- Showers are highly encouraged and fresh clothes will be provided in order to wash clothing.
- Beds will be reassigned to accommodate other patrons.
- Lights will be turned down at 11 p.m. and turned up at 6:30 a.m.
- Patrons are permitted to be within the shelter until 7:30 a.m. Patrons who are utilizing the Clinical Service Hub are permitted to stay until 8:00 a.m.
- No one will be admitted to the shelter after 11:30 p.m.



## Clinical Service Hub

This program provides clinical services within the Kenora Emergency Shelter. Services are both internal to CMHA Kenora and external partnerships, established through formalized memorandums of understanding. Services focus on individualized needs of patrons to support the housing program by reducing the need for Overnight Stay at the Shelter. The Clinical Service Hub advocates for patrons of the shelter in the community by reflecting the need of housing through referrals and evidence based assessments.

### Clinical Service Hub Roles:

- The Clinical Service Hub Team Lead provides oversight to the Clinical Service Hub. The Service Hub hosts individual and group programs from external agencies within the shelter to provide an environment for patrons to socialize and learn life skills.
- The Service Hub Navigator provides assertive engagement to patrons that require services.
- The Diversion Worker assists with housing options for patrons who use the shelter for 14 days or more.

Both roles provide case management services, assessment of risks, and individualized treatment plans.