



*Everyone needs a home*

## HFS Shelters' Neighbourhood Policy

### GENERAL PRINCIPLE

In an effort to foster positive relationships with the surrounding communities, Homes First endeavours to engage with, communicate with, and work with the businesses and individuals of the neighbourhoods in which its shelters are located. Homes First will respond professionally and appropriately to all complaints from all individuals.

### Policy:

HFS staff and residents of HFS shelters will respect the needs of the surrounding community, businesses, and individuals, and the community, businesses and individuals will respect the needs of shelter staff and residents.

Homes First endeavours to build good relations with Toronto Police Services and other emergency services in each shelter's community.

When issues arise, staff and management will endeavour to reach a mutually beneficial and supportive resolution.

There are multiple channels for community members or businesses to provide input on HFS shelter programs and services, including:

- In person with staff or the Shelter Supervisor.
- By phone or email, which are available on the HFS website.
- By completing an HFS Complaint Form to be submitted to the Shelter Supervisor and following the HFS Complaint Policy and Procedures (to be provided upon request).

If a community member is not satisfied with the response to their concern, complaint, or feedback, staff and management will provide the contact information for SSHA and the Office of the Ombudsman to any individual or business who wishes to make a complaint about a HFS shelter service or program (the contact information for these offices is included with the HFS Complaint Policy and Procedures document).

- 
- As per Toronto Shelter Standards, 2016: Section 12.2.4(a)(i).
  - Created on February 26, 2017.
  - Approved by HFS Governance and Nominating Committee on April 12, 2017; to be reviewed in 2022.
  - Approved by HFS Board of Directors on April 26, 2017.
  - This Policy applies to all Homes First's shelters.