Fundy Regional Service Commission
Commission de Services Régionaux de Fundy

HOMELESSNESS RESPONSE TOOLKIT

For the Fundy Region



WHY THE TOOLKIT MATTERS



This toolkit was created in response to community concerns about increasing unsheltered homelessness and street-associated behaviours like sleeping outside, littering or abandoning belongings, loitering, and panhandling. It is essential to recognize that as uncomfortable as these situations can be for business owners and community members, the individuals experiencing poverty, hunger, and homelessness in our communities are only trying to survive. To reduce the number of people in our community experiencing homelessness and poverty, work is being done by all levels of government. In the meantime, our communities can work together to support best practices that create safe streets.

The toolkit offers insights and practical ways to navigate shifting realities, address stigma, and establish standards for addressing common situations and concerns related to people experiencing homelessness in the Fundy Region using a human rights approach. It is a living document that will be updated on a regular basis.

USING THE TOOLKIT

The information contained in this toolkit is meant to guide you as you grapple with this new reality in the Fundy Region where homelessness is far more prevalent and visible than in the past.

There are sections with practical advice for you to follow. Only do what you are comfortable doing, there is no need to cause yourself to feel unsafe when addressing these issues.



Other sections may challenge your beliefs about homelessness and people experiencing homelessness. Take some time and review this information and build your own knowledge and understanding of homelessness.

You should feel empowered, as though you have learned something, and supported by the community as you go through the pages of this resource.

HOMELESSNESS RESPONSE TOOLKIT CONTENTS

WHAT TO DO IF...

A practical guide for navigating common situations

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ACKNOWLEDGEMENTS

SECTION CONTENTS:

- A huge thank you to all of our partners



WHAT TO DO IF...



The scenarios in the following section are not exhaustive list, but include the most common situations you may encounter. They contain easy to follow steps and are meant as a quick reference.

Recommendations for business owners and employees:

You have the right to call emergency services if someone is causing trouble at your workplace or your property. There are also non-emergency options to help prevent conflicts, build trust and understanding, and set an example to treat everyone with dignity and respect.

211 is a great resource to **connect people with supports.**

It's important to trust your instincts. **If a situation feels aggressive, threatening, or escalates, call 911.**

Someone is sleeping in the entrance of my building/business

If you feel comfortable/safe:

1. **Establish a respectful relationship**. Introduce yourself and offer assistance. Check if they've used any emergency shelters or if they need help finding housing support.
2. If they want help, call **Fresh Start Services'** outreach team at **506-271-0633**. You can also refer them to the **Foundation Centre Homeless Hub** at **100 Waterloo Street** (open 24/7), **Coverdale Centre for Women** at **148 Waterloo Street**, **Outflow Men's Shelter** at **162 Waterloo Street**, or the **Out of the Cold Shelter** at **94 Rothesay Avenue**.
3. If you would like them to move, **use a gentle tone to ask them to leave**.
4. Offering them a drink of water or something warm may help establish some trust.
5. **If they refuse to leave** and you feel safe, call Fresh Start's street outreach. After hours, call the Saint John Police non-emergency line at 506-648-3333.

If you feel unsafe or the person becomes aggressive:

Immediately call 911.

SOMETHING TO CONSIDER

Sleeping outside is rough, so it can take extra time for a person to respond or get moving. Be patient when interacting with them.



Key Contacts:

- **Fresh Start Services:** 506-271-0633
- **Coverdale Centre:** 148 Waterloo Street
- **Outflow Men's Shelter:** 162 Waterloo Street
- **Foundation Centre-Homeless Hub:** 100 Waterloo Street
- **Out of the Cold Shelter:** 94 Rothesay Avenue
- **Saint John Police:** 506-648-3333
- **Emergency Services:** 911

I believe someone is having a mental health crisis

Seeing someone who you think may be in crisis can be upsetting. If you are worried about the welfare or safety of someone because of their perceived mental state, or because you find their behaviour concerning, here are some considerations:

If you are worried the person might harm themselves or others:

This is an emergency, call 911.

If they are in distress but it is not an emergency and you feel safe:

- Ask someone you are with or a bystander to stay with you
- Ask if they are okay or need help
- Get them a cup of water and a snack (if you are able)
- Ask if there is someone you can contact for them
- Call **Mobile Mental Health** at **1-888-811-3664** (7 days a week, **11am-11pm**) and ask someone to come help. You will be transferred to a member of the care team. If they are not available or if it is outside of business hours, call **Saint John Police** at **506-648-3333**

SOMETHING TO CONSIDER



Try having a 'See Something, Say Something' mentality in these situations. People often turn a blind eye when they encounter someone in crisis. But, what if this was your family member? Would you feel okay leaving them in that situation? Act as if this is a person you already care about. If you see someone in danger, say something. You might save their life!

Key Contacts:

- **Mobile Mental Health:** 888-811-3664
- **Emergency Services:** 911
- **Saint John Police:** 506-648-3333

I found a needle:

If the needle is on private property:

- It's your responsibility to remove it

If the needle is on public property:

- Remove it yourself OR
- In Saint John, call 506-658-4455 to request removal

Finding a needle on the ground can be scary, even if you know how to dispose of it. Follow these steps to remove it from the area safely.

If disposing of the needle yourself:

1. **Get gloves and a hard plastic container** designed for sharps. If you don't have one, use a thick plastic bottle with a secure lid (ie. a plastic laundry container) and clearly label it as biohazardous. Local pharmacies may have proper containers available, reach out to your pharmacy to see if they can provide one.
2. Place the **container on a stable surface.**
3. **Put on the gloves and pick up the item so that the sharp end is pointing away** from you.
4. **Drop the item into the container** and ensure the lid is secured in place.
5. **Dispose of the container in a needle drop box** or at a location that accepts needle returns.
6. Carefully **remove your gloves and dispose of or wash them**. If you are unsure of how to remove gloves safely, scan the QR code to watch a video (https://www.youtube.com/watch?v=VkRI6DtvUL4) to help.
7. **Wash your hands with soap and water.**

glove removal video

Glove suggestions:

- medical gloves
- rubber gloves
- gardening gloves
- work gloves

No gloves?

Protect your hands with a garbage bag or similar

Pharmacies Accepting Sharps

Recycle NB has a program for the safe collection of sharps containers from pharmacies. To find a pharmacy near you that accepts full sharps containers, scan the QR code or click here to go to Recycle NB's website. (https://www.recyclenb.com/pharma-and-sharps-disposal)

list of pharmacies

Sharps bin locations:

Biohazard bins may be available in public areas. Avenue B Harm Reduction has large yellow containers shaped like mailboxes located around the city. If you're a business owner and want one near or on your premises, contact Avenue B Harm Reduction or the City of Saint John.



If you need help disposing of the needle:

Call the **City of Saint John's** customer service team at **506-658-4455** (Monday-Friday 8:30am-4:30pm) or email **service@saintjohn.ca** to request its removal.

I followed the steps but a puncture happened. What do I do?

1. If the needle breaks the skin, **let the cut bleed freely.**
2. **Wash the area** thoroughly with soap and water, **then apply an antiseptic** like rubbing alcohol or peroxide.
3. **See a doctor immediately.** The risk of getting a disease is very low, but a puncture should still be taken seriously. You may need to have blood tests or get immunized.

SOMETHING TO CONSIDER

Not all discarded sharps are from illegal drug use. Sharps, including needles and syringes, are essential to administering some life-sustaining medications including epinephrine and insulin.

There is a risk of transmission regardless of the type of sharp (ie. needles, razors and razor blades, needle tips, glass). The steps should be applied to all types of sharps.

You don't have to be afraid if you find discarded sharps, just be careful and follow the steps to create a cleaner and safer community.

Key Contacts:

- **Avenue B:** 62 Waterloo Street, 506-652-2437
- **City of Saint John:** 506-658-4455
- **Recycle NB:** 844-535-8889, info@healthsteward.ca

Someone is going through garbage or dumpsters:

There are many reasons someone is 'dumpster diving', usually they are looking for food or items to sell or use. Some people survive on money they receive from recyclables, discarded clothing, and other items.

If you feel safe/comfortable:

- **Engage with the person**, see if they need help and ask why they are going through the dumpster. **Stay neutral and non-judgmental.**

- **Redirect to other resources** (ie. meal programs, soup kitchen, toiletry pantries, etc.). There are meals offered throughout the city every day of the week, **call 211** or scan the QR code to visit their website (https://nb.211.ca/search) for information.

211 website

Suggestions to prevent this & protect yourself:

- **Post signage** on or near dumpsters/waste cans with information about food/clothing resources

- Always **shred papers** with personal and/or financial information.

- **Call Fresh Start Services** at **506-271-0633** to see if they are able to offer help.

- **Put refundables in a separate containe**r or bag so collectors can take what they're looking for without going through everything.

- If possible, **lock up your dumpster/garbage bins**.

If someone is sleeping in a dumpster:

- This is **dangerous and could result in death** if trash is collected when they're inside. Get help from **Fresh Start Services or Saint John Police** to convince them to move along.

Key Contacts:

- **Fresh Start Services:** 506-271-0633
- **Saint John Police:** 506-648-3333
- **Community Resources:** 211

I found garbage or abandoned belongings

Every community member wants where we live, work, and play to reflect the pride we have in our community. People experiencing homelessness have limited resources for disposing of waste and moving their belongings. Here is some guidance and advice for how to best manage the appearance of garbage and/or abandoned belongings.

Garbage:

- Call the **City of Saint John**'s customer service team at **506-658-4455** (Monday-Friday, 8:30am-4:30pm) or email **service@saintjohn.ca** to discuss specific concerns or requests.
- Decrease litter by **adding receptacles, increasing lighting, or more signage**.
- **Host area clean-up days** to bring community members and businesses together to clean up and find solutions tailored to their needs. In Saint John, you may be able to book the City's Green Machine free of charge, which comes with all of the supplies you'll need to do this. Find out more here: https://saintjohn.ca/en/parks-and-recreation/recreation/green-machine

Abandoned belongings:

When someone isn't with their belongings it doesn't always mean that they've been abandoned. Please don't remove items unless they've been abandoned for several days. Remember, for people experiencing homelessness what they carry is often all they have and is needed for survival.

If it's been less than 48 hours:

Keep waiting until at least 48 hours have passed.

If it's been more than 48 hours:

1. Call **Fresh Start Services'** outreach team at **506-271-0633** to figure out if the person is coming back. The owner may be hospitalized or incarcerated for a short time.
2. Outreach can **scan the belongings without touching them** for ID and valuables like money or medication that are in plain sight.
3. If possible, **outreach will remove items** and tidy the site. If they are not able to do so, they will arrange for the removal of items and for the site to be cleaned with the City of Saint John.
4. If you're unable to connect with the outreach team, contact **City of Saint John** customer service at **506-658-4455** (Monday-Friday, 8:30am-4pm) to have them removed.

Key Contacts:

- **Fresh Start Services:** 506-271-0633
- **City of Saint John:** 506-658-4455

I think there's been a drug poisoning or overdose

Knowing that people who use substances are experiencing drug poisonings is very upsetting. You can't prevent that from happening, but here are some things you can do to help.

If you believe someone is actively experiencing a drug poisoning:

- Check if the person is responsive and/or can be woken without touching them
- If they are unresponsive **call 911** immediately. It is okay to have your phone on speaker. if you call and the person wasn't experiencing a drug poisoning, you won't be in trouble. It's always best to call.
- **Follow instructions** given by the 911 operator.
- **If a Naloxone kit is available, administer it** following the instructions. Naloxone is a safe medication that can reverse the effects of an overdose from an opioid

Naloxone Training in the Fundy Region:

- **Get trained to respond** to a suspected drug poisoning and carry a Naloxone kit. Avenue B in provides free Naloxone training. Call them at 506-652-2437 or visit their website to schedule a session. If the link doesn't work, use this address: https://avenueb.ca/naloxone-training/
- Naloxone kits can be bought from pharmacies in New Brunswick, call ahead to ensure one is available. If you can't afford to buy one, Avenue B provides kits free of charge.

Avenue B website

Some signs of a possible drug poisoning:

- They are not breathing
- Their breathing is very slow/shallow
- Their lips or fingertips turning blue
- Cannot be woken/is unresponsive

SOMETHING TO CONSIDER

Society tends to focus on addiction symptoms not the complex reasons behind it, leading to judgement and exclusion. Treating individuals experiencing addiction as people first and offering empathy and support promotes positive, compassionate interventions that help save lives.

Key Contacts:

- **Emergency Services:** 911
- **Avenue B:** 506-652-2437

My property/business has been damaged and/or things have been stolen

Damage to property or businesses and theft are illegal acts and the police should be involved. Our community's homelessness response system doesn't have the capacity to intervene in these situations.

If you actively see someone stealing or damaging property, that is a crime. Call Saint John Police at 506-648-3333.

Consider taking extra steps to prevent damages/thefts:

- Install visible security camera(s) and/or alarms
- Add motion sensor lights
- Install fencing or gates around the property
- Ensure adequate staffing during high-risk times
- Conduct a vulnerability assessment of the premises
- Seek grants that may help cover the costs of increasing security and safety at your premises

SOMETHING TO CONSIDER



Many thefts are of items needed for survival including toiletries, hygiene products, sunscreen, water, items to stay warm, etc.

Some non-profits provide these essentials free of charge through donations from the community. Consider donating to an organization listed on this page by reaching out to see what they need.

Organizations Collecting Donations:

- **Fresh Start Services:** 506-638-1409
- **Avenue B:** 506-652-2437
- **Stone Church:** 506-634-1474
- **Romero House:** 506-642-7447
- **Outflow:** info@outflowsj.com

UNDERSTANDING HOMELESSNESS



UNDERSTANDING HOMELESSNESS

We've been conditioned to believe homelessness is a personal failure caused by bad decisions on the part of the individual. But, the reality is that homelessness is a complex issue rooted in systemic issues like affordable housing shortages, lack of mental health supports and services, low wage employment, and lack of funding for social services. A person experiencing homelessness is trying to navigate a very difficult and painful reality and is more than a problem to be solved.

Recently, you may have found yourself talking about homelessness to colleagues, friends, and family. You might be feeling uncomfortable, frustrated, or upset with what you're seeing in your community. It can sometimes feel like things changed overnight and that you're powerless or unsure how to help. This toolkit was designed to provide you with practical ways to navigate common situations, information to educate you about the realities of homelessness, ways you can help, and opportunities for us to navigate the shifting reality of our region together.

WHAT IS HOMELESSNESS?

In Canada, the Canadian Observatory on Homelessness defines homelessness as describing a range of housing and shelter circumstances. These are:

- **Unsheltered**: *also called 'absolutely homeless' and living on the streets or a place not meant for human habitation*
- **Emergency Sheltered**: *includes people staying in overnight shelters intended for people who are homeless or those staying at shelters for people impacted by family violence*
- **Provisionally Accommodated**: *sometimes called 'hidden homeless', refers to people whose accommodation is temporary or lacks a security of tenure including those who are couch surfing*
- **At Risk of Homelessness**: *refers to people who are not homeless but whose current economic and/or housing situation is precarious (due to increasing costs, unstable income/employment, etc.) or does not meet public health and safety standards*

You may be wondering why someone with a roof over their heads would be considered homeless. That is because part of addressing and reducing homelessness, is preventing it. Community members who are vulnerable to becoming homeless may be struggling in similar ways as the unsheltered, emergency sheltered, and provisionally accommodated folks. For most people, their experience of homelessness is not a static state but one that is fluid and changes dramatically and often.

WHO EXPERIENCES HOMELESSNESS?

Anyone can experience homelessness, and the majority of us are closer to homelessness than we are to extreme wealth. Homelessness does not discriminate. However, there are some groups of people who are disproportionately represented in the homeless population. This includes our indigenous community members, black and racialized people, and youth exiting from or, who have been connected to, government care. Seniors are the fastest growing group of people experiencing homelessness.

URBAN, SURBURBAN, & RURAL HOMELESSNESS

Our region is made up of urban, suburban, and rural communities. Each community has residents experiencing homelessness, but those experiences will look and feel different depending on where the person is. Let's look at homelessness in urban, suburban, and rural communities.

Urban Homelessness



Unsheltered urban homelessness is what people are most familiar with. This is largely because the concentration of people experiencing homelessness in urban areas is greater and unsheltered homelessness is more obvious. You can see folks sleeping on park benches or in the doorways of buildings. In urban communities people experiencing homelessness can connect most easily to social and community supports. In the Fundy Region the only emergency shelters for homelessness are in the City of Saint John. Also, the community services offering supports to individuals experiencing homelessness are located in Saint John. The number of people who are provisionally accommodated or at risk of homelessness is harder to know because of the hidden nature of their experiences.

Homelessness Data

The Human Development Council (HDC) is a social research and planning council that identifies and addresses social issues in New Brunswick through research, information, coordination and networking. The HDC manages an information management system and conducts annual Point-In-Time counts to help measure the scale and circumstances of people experiencing homelessness in New Brunswick. The HDC's website, sjhdc.ca, provides an array of local New Brunswick data and reports on demographics and social issues.

Suburban Homelessness



Homelessness in suburban communities is often hidden from the public eye. Residents experiencing homelessness most often will sleep in their vehicle, stay on a couch at a friend or family member's home, or rent rooms in a motel/hotel over sleeping on the street if they are able.

Challenges of suburban homelessness include: communities growing at rates that outpace construction of new and/or appropriate housing, a lack of affordable housing, prevalence of single family homes that are primarily owned, transportation barriers, and limited services and resources. In some suburban communities there can be resistance to creating community services and resources out of fear of increasing the likelihood of issues occurring. With the majority of services concentrated in urban centres, it's harder for people in suburban communities to get the support they need. Homelessness prevention may be the most important tool for suburban communities to avoiding homelessness crises.

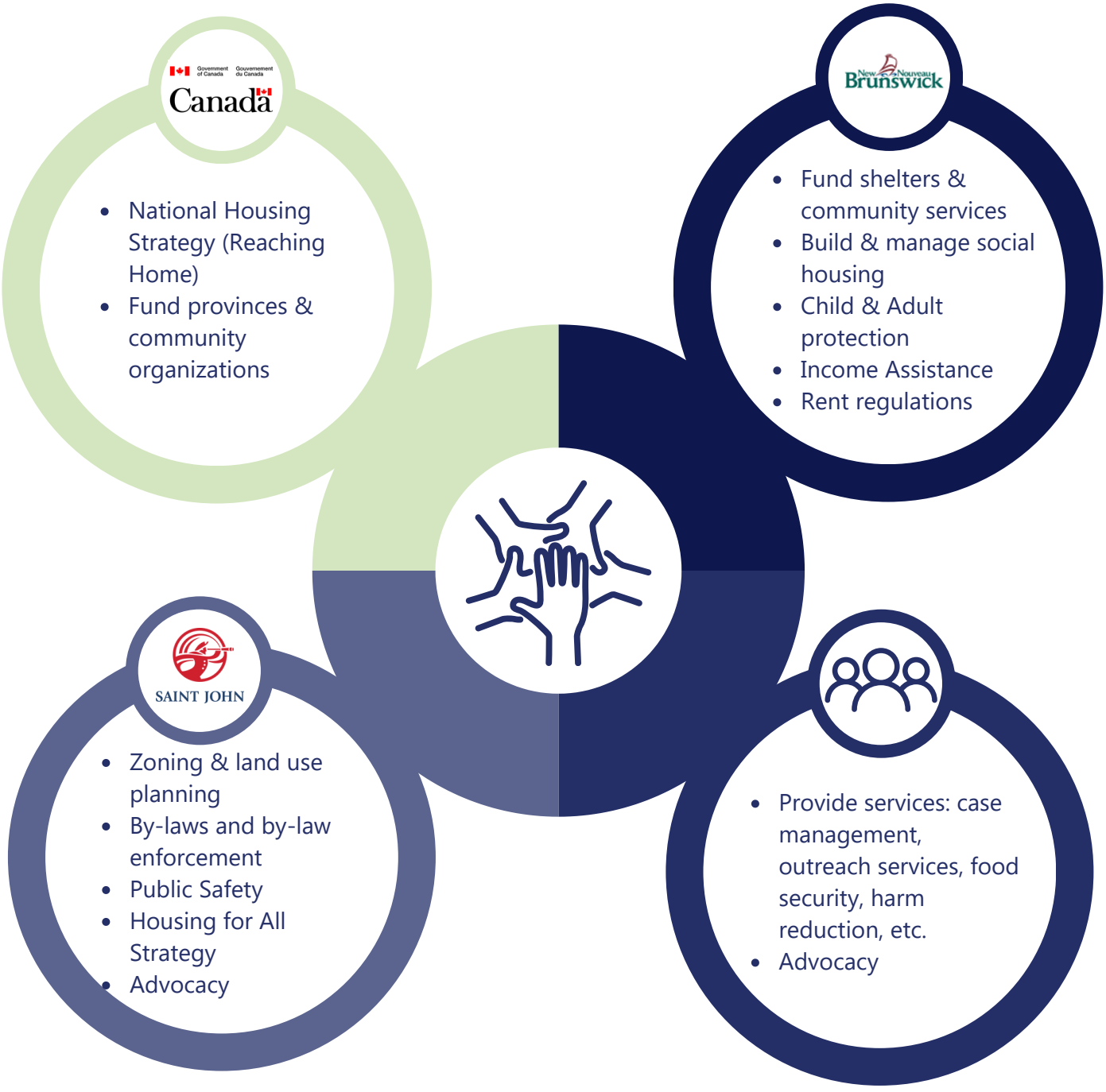
Rural Homelessness



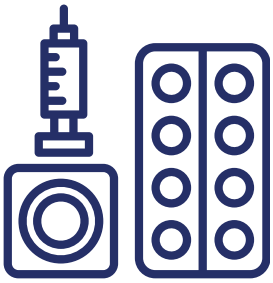
The appeal of living in a rural community has a lot to do with that 'small town feel' where everyone knows one another. The challenge is that when someone is experiencing, or at risk of, homelessness people know about it and that can lead to stigmatization and judgement. It is challenging to bring services to small, rural communities because they are often population-based. Because of that lack of services, people in rural communities rely heavily on their personal networks for support. This keeps homelessness in rural areas hidden. People experiencing homelessness often couch surf with friends or family or stay on someone's property in other structures like a shed or camper. For individuals experiencing domestic violence, the scarcity of options and services can keep them in dangerous situations to retain shelter. Due to this, in part, women and children are often disproportionately affected by rural homelessness. Transportation in rural communities is a barrier for connecting to supports and services in nearby urban communities. If someone does not have access to reliable transportation they may end up 'stuck' in substandard housing or unhoused and unable to access support.

Prevention is key to combatting homelessness, and this is most true in rural settings where an entrance into homelessness is rarely able to be supported in the community.

ROLES & RESPONSIBILITIES



WHAT IS HARM REDUCTION?



Harm reduction is an evidence-based (supported by research and studies), client-centred, public health approach to reducing harms related to addiction and substance use. The primary goal is to save lives and protect the health of people who use drugs and their communities. Other goals include: decreasing the stigma of addiction and drug use, increasing education on safer substance use, encouraging protected sex, and connecting people who use drugs with supports when they voice readiness. It recognizes that there will always be people who use drugs including some who are unwilling or unable to stop. Harm reduction in practice requires individualized supports to help each individual meet their goals.

Wearing a helmet when riding a bike, wearing a seatbelt in a car, and looking before crossing the street are all examples of harm reduction that we engage in on a daily basis. Each of those actions minimize a risk. Common examples of harm reduction for drug and substance use include: using a nicotine patch instead of smoking, consuming water while drinking alcohol, housing first programs, using substances in safe environments with trusted people, and needle exchange programs.

Harm reduction services don't require people to stop or abstain from using substances unless that is their goal. Instead, focus is placed on making positive changes in a way that meets the needs of the individual. Choice is given to as to how someone wants to minimize harm to themselves without judgement or coercion. At the same time, harm reduction promotes opportunities to enhance skills and knowledge for living safer and healthier lives.

Harm reduction in the Fundy Region:

Avenue B in Saint John is a harm reduction service provider. Formerly known as AIDS Saint John, Avenue B's needle exchange program provides essential harm reduction supplies to people in the region. To find out more about Avenue B you can visit their website: avenueb.ca

COMMON QUESTIONS ABOUT HARM REDUCTION

Does harm reduction promote or increase drug use?

A commonly held belief is that harm reduction promotes or encourages drug use. No research exists to support this. Harm reduction helps people make healthier choices for themselves. Opponents have argued that providing things like sterile syringes, naloxone, and safe spaces to do drugs while supervised will incentivize or lead to drug use. This belief ignores the fact that people are going to use drugs and that withholding resources makes an inevitable activity more dangerous leading to more harm and death.

Does harm reduction discourage people from seeking treatment?

Harm reduction provides supports to help each person meet their individual goal, including seeking treatment. If stopping use is a goal of a person, harm reduction connects them to services in a timely manner. In the event of a relapse, harm reduction services continue to support that person without judgement or consequence. Having harm reduction services creates spaces for people using drugs to find out about recovery services without feeling coerced into seeking treatment if they are not ready to do so.

WHAT WE SAY MATTERS



Why language and words matter

Language and words can perpetuate harmful stereotypes, contribute to stigma, and create situations where we judge people because of the language used to describe them. The words we use influence our own opinions and feelings as well as the opinions and feelings of others. Taking the time to consider what we say and how we say it can create bridges between community members and also create opportunities to enact real change. Language that humanizes those community members who are experiencing homelessness helps us see them as people who deserve help.

Using the right language demonstrates respect for our vulnerable community members and also helps to educate others.

Stigmatizing language & alternatives

INSTEAD OF:	USE:
homeless, bum, hobo	person experiencing homelessness
the homeless	unhoused, unsheltered
junkie, addict, druggie	person who uses substances
criminal	person who has been criminalized
clean	sober
welfare	person receiving income assistance
beggar	person who is panhandling

COMMON BELIEFS & MISCONCEPTIONS



COMMON BELIEFS & MISCONCEPTIONS

"Homeless people are all on drugs."

People experiencing homelessness do tend to use drugs and other substances at a higher frequency than housed community members; however, the majority are not using substances regularly.

Research shows that substance use is often a result of homelessness not a cause and that use increases the longer someone experiences homelessness because it is often used as a coping strategy to deal with the stresses and challenges of their daily lives.

"Homeless people need to get a job."

People experiencing homelessness spend most of their time trying to improve their lives, this includes looking for work. However, finding a job while homeless is very hard as there is a lot of stigma a person faces while looking for working without an address. A lack of reliable communication like a phone or internet access makes it hard to manage a schedule for interviews or work itself. When a person is experiencing homelessness they will often not have clean or professional clothing for an interview or access to a place to shower.

People experiencing homelessness do have jobs, however, their income is not sufficient to get them into the rental market. Once some is unhoused, it is very expensive to become housed again as affordability is a barrier.

"Homeless people want to be homeless and prefer the 'freedom' of being on the street."

There is no evidence that supports this idea. Many people remain unhoused because they are unable to meet the expectations of some housing programs requiring things like sobriety. Housing First programs, which offer housing without strings attached, also help debunk this theory. When people are given an opportunity to live in a place that is safe, clean, and theirs they generally accept it and maintain it successfully with supports. Many individuals experiencing homelessness do not want to sleep in shelters because of a lack of privacy leading to feelings of insecurity.

"Homeless people are dangerous criminals."

It is true that there is a greater likelihood that a person experiencing homelessness has interacted with the criminal justice system. However, that is largely because a lot of their daily survival activities are criminalized. The majority of crimes involve theft of necessities like food, clothing, water, theft of items that can easily be sold, or things like loitering and trespassing. In fact, people experiencing homelessness are more likely to be victims of violent crimes than perpetrators.

COMMON BELIEFS & MISCONCEPTIONS

"Homeless people are uneducated."

People experiencing homelessness have a variety of levels of education, many have post-secondary education. In fact, according to the 2024 Point In Time Count conducted in Saint John, 24% of individuals experiencing homelessness had completed or partial post-secondary education, 4% had graduate level education, and 37% had completed high school. Large debts can contribute to housing insecurity and for people who have completed some or all of a post-secondary education but are not in jobs high enough to cover their debts and living expenses, they are at an increased risk of becoming homeless.

"Homelessness is the person's fault and a result of their 'bad choices'."

Every person makes mistakes and choices that they realize may not have been right, however, these rarely lead to homelessness. Homelessness is less likely to be the result of a bad decision or a series of bad decisions and more likely to be a result of things outside of their control. Common reasons people become homeless are a lack of sufficient income, job loss, rising costs of housing, and fleeing domestic violence.

"We aren't doing anything to address homelessness in the Fundy Region."

There is significant work happening across the Fundy Region to address and reduce issues related to homelessness, including its prevention. We have a network of strong, community-based service providers working directly with people experiencing homelessness, government, and landlords to help people get housed and stay housed. For those struggling to maintain a home there are preventative measures and resources to with rent payments, energy bills, and food insecurity. In Saint John, the Housing For All Strategy has created Green Zones with structures for people experiencing homelessness to move into where they can stay dry and warm and have access to bathrooms. There are emergency shelters in the city with over 150 beds for people who are unhoused to have a warm, dry place to sleep. Every community is working hard to increase the amount of affordable housing for its community members.

ACKNOWLEDGEMENTS

This toolkit would not have been possible without some incredible partners. A huge thanks goes out to every organization who took the time to provide feedback on the contents of this toolkit. Partners including the Department of Social Development, City of Saint John, Fresh Start Services, Horizon Health, Human Development Council, and 12Neighbours Inc. provided invaluable input around what should be contained in this toolkit and also validated that this was a worthwhile undertaking.

Thank you to everyone who contributed to creating this toolkit. Your efforts, both in contributing to this and the work you do to address issues related to homelessness in our communities are essential to creating a safe, healthy region for all community members.

