

## Shelter Audit – Serving Seniors

Use this tool to conduct a detailed walk-through of all areas of service delivery that may impact seniors. It is recognized that it will not be possible for the majority of shelters to meet all criteria (and some may not be desirable) but this tool provides opportunity for future considerations in shelter development. It is noted that some questions within this audit may not be specific to the service of senior populations. Questions that are directed specifically towards seniors are marked with an asterisk (\*). It is further noted that some space requirements may not be required by funding providers in the Lower Mainland.

Admissions	Yes	No
Separate, private or quiet area where admissions can be done		
Admission area is well lit and has the equipment necessary to carry out an intake		
*Admissions area has enough room for advocates or community reps accompanying the senior		
*All printed material is 14 font or larger		
*All printed material meets document accessibility guidelines for seniors		
*Admission can be a staggered, i.e. the process does not require one sitting to complete. If the older person is not able to complete in one sitting due to health issues, then there is a process to continue later on		
*Admissions material is transcribed into audio to allow for sight impairments and literacy challenges older people may have		
*Admission forms are available in French and other languages representative of the homeless senior population being served		
*There is ability for interpretation if needed		
Admissions are done in a culturally responsive manner, and can identify resources that can increase service participation and support achievement of agreed upon goals. This includes attention to age, sexual orientation, and developmental level.		
The information gathered for admissions is limited to material that is pertinent		
Shelter residents participate in the intake process. Service plans are developed with the full participation of the senior which may include a guardian or significant other in the process		
The person is made aware of their rights and responsibilities within the program and there is a way to document this		

Services – Room and space use	Yes	No
*Accommodations for senior residents include single rooms whenever possible or rooms for two to four residents at the most		
*The shelter considers the number, age, special needs, and gender of senior shelter residents when grouping people together in a room		
The Shelter has the ability and space to maintain senior couples in a room if they request it		
All rooms have enough space to meet building code standards for room occupancy		
Rooms are adequately and attractively furnished with separate beds for each person. All rooms include clean, comfortable beddings and pillows		
There is a safe, lockable place to keep a senior’s personal belongings and valuables at the shelter		
The shelter has adequate facilities for housekeeping, laundry, maintenance, storage, and related support functions		
*The kitchen facility is equipped properly to meet the meal needs of the program, which may include special diets for seniors and is licensed by the designated Public Health Authority when required		
*The shelter service collaborates with other senior homeless services providers and community resources to facilitate access to the continuum of community services		
*Shelter provides seniors safety from the streets and the elements		
Sleeping accommodations		
Food - up to 3 meals a day and two snacks		
Clean clothing when needed		
Personal hygiene supplies, safe, secure and private bathroom and shower facilities that are handicapped accessible		
A mailing address		
Information and referral to services people identify they need		
Connections and bridging to health and medical services		
Internet connections		
Phone access		
Fax machine access		
Newspaper access		
Postage stamps and envelopes for regular sized local letters when needed		

Safety and Security	Yes	No
The shelter monitors seniors safety and security on a regular basis using walk-arounds, security cameras and bed checks		
*Has established practices and measures to protect the safety of all seniors in its facilities or on its grounds		
*Has established safety protocols for seniors		
Trains staff on potential health and safety risks		
Follows legislated guidelines on health and safety for staff and residents and can demonstrate this		
Safety measures address seniors' security issues related to visitors if they are allowed on site		
Trains staff on non-violent intervention and self-protection techniques		

Support Services as Needed for Seniors	Yes	No
Case advocacy		
*Help with basic literacy		
*Transportation for housing searches and client needs		
*Can access routine medical care		
Access to clinical services including substance use and mental health services		
Harm reduction service within the context of the shelter program where possible		
*Interpretation is available or can be arranged including sign language		

Staffing	Yes	No
*Staff have an understanding of seniors homelessness		
*Understand the stigma and impacts of labeling on the older person being served		
Trained in first aid, CPR and Crisis Intervention		
*Educated in the area of senior individuals coping with substance use and/or mental health issues		
*Educated about senior individuals dealing with HIV/AIDS		
*Educated about senior homeless individuals and couples that have been victims of violence, abuse or neglect		
*Trained in gender and safety issues for older men and women		
*Educated around issues specific to older homeless adults		
*Educated about older persons with physical and or developmental disabilities		
*Staff and program managers can demonstrate they have the relational skills to engage older homeless people		
*Staff know how to find senior's community programs and how to access services		
*Staff understand public assistance programs for seniors, eligibility requirements and benefits, or know how and where to find this information		
*Staff are trained and understand the issues related to senior individuals involved with multiple systems		
*Staff are aware of local housing resources and housing limitations in the community for homeless seniors		

Program Managers/Team Leaders	Yes	No
The program director/supervisor has team leading experience which includes at least two years' experience with shelter or outreach services		
Team leaders/program managers have been trained and educated in the same areas as program staff		

Physical Environment Seniors Friendly	Yes	No
Washrooms – 2 washrooms available for facilities under 10 people and one washroom of the two is handicapped accessible		
Facilities 10 or under have 2 showers and one bath available. One shower or bath is handicapped accessible		
Washrooms facilities over 10 people – ratio of 3 washrooms per 10 people		
*Handicapped accessible washroom/shower for each sleeping wing/area		
Showers – ratio of 3 showers per 10 people		
*Seniors with mobility issues, in wheel chairs or sight impairments can be housed in bedrooms on the ground floor		
*Seniors with mobility issues, in wheel chairs or sight impairments can access and leave the shelter without difficulty		
*Seniors with mobility issues, in wheel chairs or sight impairments can move about the shelter and access onsite services such as meals without difficulty		
First aid supplies and kits are available on site		
Staff carry disposable gloves or there are accessible glove stations located throughout the facility		
*There is quiet space available for seniors away from the groups if they do not want to engage, such as a library or a book reading area is available		
Fire safety equipment is appropriate and up to code for the building		
Alarm and fire monitoring services are used and a dedicated alarm phone line is in place which will not cut verbal communications to the outside when activated		
*Dining facilities are adequate to accommodate people being served and takes into account wheel chair access		

Physical-Proxemics Control is Seniors Friendly	Yes	No
*Hallways allow for people to pass by wheel chair residents		
*Seniors in wheelchairs have the ability to navigate and turn around in a hallway 360 degrees without difficulty		
*Elevators meet required safety codes and can accommodate wheelchairs		
Elevator equipped facilities automatically return elevators to the ground floor		
Security cameras in place that can monitor 360 degrees of the outside property		
Staff can see who is at the entrance and choose to let them in or not		
Staff have to physically greet and allow people into the entrance area		
Entrance area is secure and prevents anyone from intruding into the shelter without staff physically letting someone into the rest of the shelter		
Hallways are well lit and can be monitored from staff work station locations		
*Doors to rooms open outwards in a safe manner where possible to prevent rooms being barricaded by a senior resident		
Rooms are lockable and staff are the only ones who can open a locked room		
Building keys and pass codes/cards are monitored, secured and tracked by staff at all times		
Kitchen facilities for shelters over 10 people are commercial grade, can meet the service needs of the program and can follow Canada food guidelines		
*Shelter meal plan for seniors is approved by a certified dietician and signed off		
Kitchen has adequate cold storage and dry storage		
Kitchen has a dishwasher/sanitizer		
Earthquake Kits and supplies necessary for the residents and staff in a secure location on site are in place		

Documents/Manuals	Yes	No
*Fire safety plan and fire drill procedures which take into account the evacuation of seniors		
*Staff orientation and training manual with seniors specific information		
Emergency contact numbers and shelter address posted in plain sight		
Disaster and emergency procedure plan including recording drill procedures		
Maintenance log and contact info for repair people		
WCB Accepted Exposure Control Manual		
Health and Safety protocols		
Health Link BC Files printed or web link available or hard files on site		
Work safe web link available or hard files on site		
Business license posted		
Poison control contact information in plain sight		
Media engagement policy		
Policy and procedures manual for the organization		
Organizational accountability chart		
Seniors specific information on Influenza/Flu control is available		