



March 20, 2020

Weekly Community Update Re: COVID-19

On Tuesday, March 10, the Calgary Drop-In Centre assembled an internal task force and began its preparedness planning for COVID-19. We have followed the City's direction and have been using an abundance of precaution while strategically responding to this situation – and adjusting as we learn.

Currently, we have no confirmed cases of COVID-19 in the emergency shelter. Given our shelter environment, we know that prevention is our most effective tool at managing the COVID-19 pandemic.

Key Operational Changes to Date:

- We have increased our cleaning schedule prioritizing high risk areas
- We have closed non-essential programs and services to decrease the amount of people in our buildings and repurpose staff to priority services
- We have cancelled all external volunteer programming for all opportunities, including our three meal services per day
- We have adjusted our donation program and have acquired C Can containers to quarantine donations for 14 days before they're in circulation
- We have put hand-washing stations throughout the building thanks to a generous donation from Calgary Municipal Land Corporation (CMLC)
- We have a designated observation wing for clients with suspected symptoms of COVID-19 until Community Paramedics can come to shelter to make an assessment and determine next steps
- We are working within the DI, the system of care and all levels of government to:
 - Find additional space for meal service and our daytime drop-in area so clients can have social distance
 - Acquire more shelter spaces in the city
 - Triage and screen clients before building entry
 - Create an offsite isolation space for clients with COVID-19
 - Hire additional front-line and custodial staff

DI Client Population

- In the last 10 days, we have seen an average of 793 people sleeping in the shelter every day, including 631 at night and 162 in the day
- In the last 10 days, we've been serving an additional 100-150 plates each meal service
- In the last 10 days, we have reversed 18 overdoses

DI Staff

- We applaud our staff who are committed to the city's most vulnerable people, this is not easy work
- We have updated our human resource policies to support immune-compromised staff, parents and people who are required to self-isolate for 14-days
- We have experienced a large influx in staff who are required to self-isolate due to travel, all cold/flu symptoms, and childcare
- So far, we have not reached critically low staffing levels with thanks to the tremendous effort made our crew leaders, Human Resources department and committed staff

What We Need:

- Funding, www.calgarydropin.ca/donate
- On-site COVID-19 testing and/or fast-tracked results
- Additional shelter space in the city
- Low-risk foods (e.g. granola bars, canned tuna, fruit cups), www.calgarydropin.ca/continuedsupport
- Front-line and custodial staff, www.calgarydropin.ca/careers

About the Calgary Drop-In Centre:

The Calgary Drop-In Centre (the DI) is more than an emergency shelter. We provide essential care as well as health services, employment training, and housing supports to people who need help. Our programs and services connect people to permanent housing that meets their individual needs.

For more information, please contact us:

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