



MEDICINE HAT
**Community
Housing**
SOCIETY

Let's Talk: Housing

HOMELESS & HOUSING

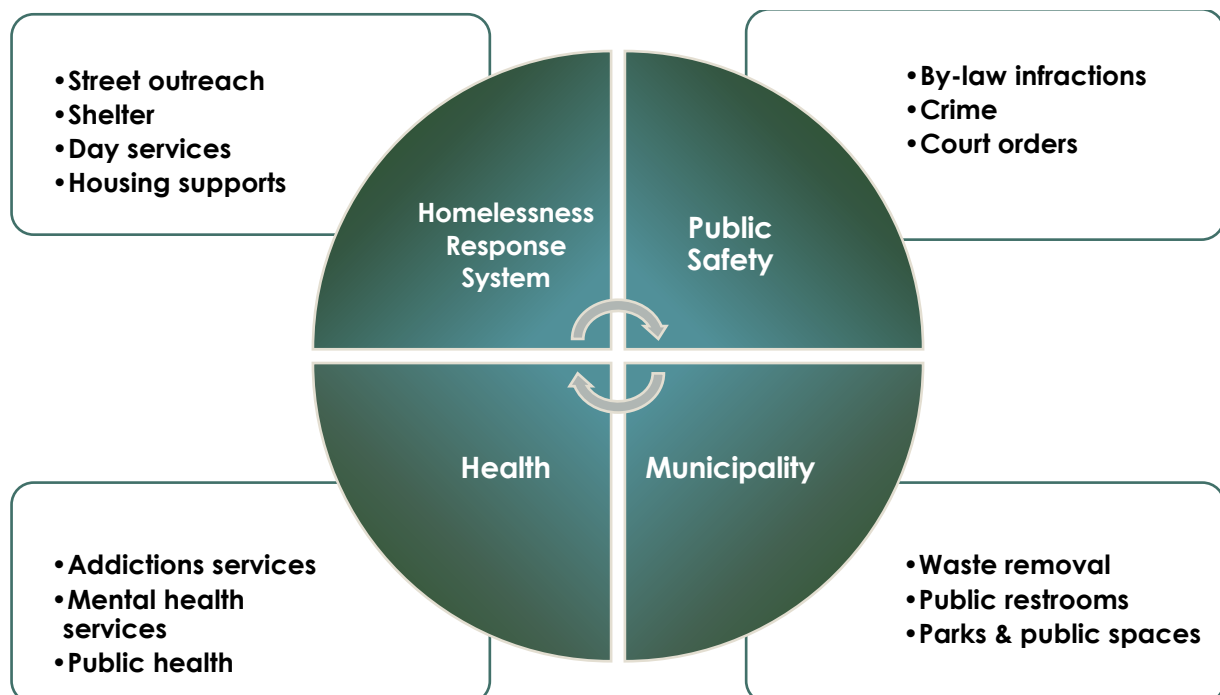
COMMUNITY SUMMIT 3

February 29, 2024 Report: Issues, Outcomes Sought & Proposed Actions

Homelessness has become increasingly urgent within our community, prompting a collective discussion from diverse stakeholders and organizations. Summit 3, with 47 stakeholders, was held on February 29, 2024, served as a pivotal moment for us to come together and address this pressing concern. Unlike its predecessor, Summit 2, which was an invite-only event, Summit 3 was open to the public, reflecting a commitment to inclusivity and collaboration. Representatives from various sectors, including nonprofit organizations, businesses, educational institutions, law enforcement agencies, healthcare providers, those with lived experience or currently experiencing homelessness, joined concerned community members in a concerted effort to confront homelessness head-on.

Throughout the summit, attendees engaged in robust discussions and deliberations, gaining insights into the complexities of homelessness and the multifaceted approaches required to address it effectively. Presentations by the Medicine Hat Community Housing Society (MHCHS) shed light on current systems, ongoing initiatives, and support services available to individuals experiencing housing insecurity. Notably, individuals with lived experience of homelessness played a crucial role in these discussions, providing firsthand perspectives and highlighting the challenges they face. This inclusive dialogue fostered a deeper understanding of the root causes of homelessness and the need for comprehensive, collaborative solutions.

As part of the summit, participants were introduced to the concept of spheres of responsibility, illustrating the interconnected nature of efforts to combat homelessness. This framework emphasizes the shared accountability among different entities, including government agencies, nonprofit organizations, businesses, and the community at large. By recognizing each stakeholder's role and contribution, Summit 3 aimed to facilitate collaborative action and drive meaningful progress in our collective efforts to address homelessness and promote housing stability for all members of our community.



The report below encapsulates the findings and recommendations generated during these sessions, providing a comprehensive overview of the identified challenges and proposed solutions.

Morning sessions included Roundtable Discussion One: Listing the Issues, where **seven prevalent issues** were identified.

ISSUES

Mental Health

Housing/Transitional Housing

Shelters and Detox Centers

Contributing Factors

Communication and Awareness

Resources

Other

Roundtable Discussion Two: Prioritizing the Issues followed. Breakout sessions allowed participants to delve deeper into **seven prioritized issues**, with each group developing outcomes sought, key points, and suggested actions.

PRIORITIES

Immediate Access to Mental Health

Access/Transition to Supports

Social Stigma/Shame

Housing/Shelter (Affordable, Supportive, Emergency)

Education and Positive Communications

Institutionalized Care

Long-Term Continuing Care

As we move forward, this report serves as a roadmap for collective action, guiding us towards meaningful interventions and initiatives to address homelessness in Medicine Hat. It concludes with a synthesis of key insights and outlines next steps in our ongoing efforts to combat homelessness and foster a more inclusive and supportive community for all.

MAIN ISSUES AND CONCERNS IDENTIFIED

MENTAL HEALTH

- **Immediate access to mental health and substance use support:** Ensuring quick availability of help for mental health and substance use issues.
- **Addressing intergenerational and historical trauma:** Finding ways to support individuals affected by trauma passed down through generations.
- **Providing specialized support for vulnerable populations:** Offering tailored assistance, such as hoarding supports, and address various vulnerabilities including physical health challenges, manipulative contacts, and cognitive impairments.
- **Managing behavioral issues:** Developing strategies to deal with challenging behaviors associated with mental health conditions.
- **Increasing affordability of counseling services:** Making counseling more financially accessible for those in need.

HOUSING/TRANSITIONAL HOUSING

- **Limited affordable housing options and rental requirement concerns:** Challenges encompassing both the scarcity of housing at affordable rates and obstacles such as damage deposits, pet policies and deposits, rental costs, and reference requirements.
- **Challenges in accessing long-term placement:** Difficulty securing placement for individuals with severe complex mental health needs, regardless of age and non-compliance issues.
- **Transitional housing from treatment:** Requirement for transitional housing options following treatment programs.
- **Demand for "in-between" housing programs:** Need for transitional housing programs catering to populations such as veterans, youth, and allied housing.
- **Issues with landlords in the private housing market:** Challenges related to private landlords affecting housing access and stability.
- **Transportation and cell phone barriers:** Difficulties attending appointments due to transportation issues and lack of access to cell phones.

SHELTERS AND DETOX CENTERS:

- **Insufficient youth shelter space:** Growing demand for youth shelter accommodations highlights the need for additional facilities.
- **Shelter operations challenges:** Nonviolent-related bans and policy struggles, including crowded sleeping conditions and proximity to other clients, impact support.
- **Limited shelters for active substance users:** Lack of shelters catering to individuals in active substance use poses challenges for those seeking support.
- **Need for social and medical detox facilities:** Insufficient availability of detox centers for both social and medical detoxification.

CONTRIBUTING FACTORS

- **Accessing supports:** Difficulty in accessing support services due to various barriers such as lack of necessary documentation, navigation services, and ongoing support systems.
- **Understanding program criteria:** Challenges in comprehending program criteria and limitations hinder individuals' ability to access and benefit from available support programs effectively.
- **Lack of follow-through:** Absence of consistent follow-through or intervention exacerbates existing issues and perpetuates cycles of instability and dependency.
- **Family breakdown:** Instances of family violence and breakdown contribute to homelessness and housing instability, requiring targeted intervention and support services.
- **Building natural support:** Insufficient efforts to help individuals build natural support networks limit their ability to maintain stability and resilience in the face of challenges.
- **Parenting concerns:** Challenges in educating and supporting parenting efforts impede the establishment of a solid foundation for families experiencing homelessness.
- **Misinformation between service providers:** Dissemination of incorrect information among service providers can lead to confusion and hinder individuals' access to necessary resources and support.
- **Lack of continuity of care:** Inadequate coordination and continuity of care during transitions from hospital to community settings result in gaps in service delivery and support.
- **Limited energy from clients:** Individuals experiencing homelessness may have limited energy to address their needs and engage with support systems effectively.
- **Income inequality:** Disparities in income hinder individuals' ability to access necessary resources and support services.
- **Inflation:** Rising costs due to inflation further strain individuals' financial resources, making it challenging to afford stable housing and meet basic needs.
- **Poor treatment by service providers:** Instances of poor treatment by service providers can undermine trust and deter individuals from seeking assistance.
- **Differential standards:** Unequal treatment and expectations among service providers compound challenges.
- **Social stigma and shame:** Stigmatization and shame associated with homelessness hinder individuals' willingness to seek help and engage with support services.
- **Non-PDD eligibility for services:** Exclusion from services due to non-Persons with Developmental Disabilities (PDD) eligibility criteria creates barriers to accessing essential support for some individuals.
- **Fine line between non-criminal and criminal activities:** Challenges arise in distinguishing between non-criminal and criminal activities, such as trespassing and threats with a weapon, impacting individuals' interactions with law enforcement and support systems.

COMMUNICATION AND AWARENESS

- **Communication access challenges:** Limited phone minutes or plan availability and lack of WiFi for internet access hinder individuals' ability to communicate and access online resources.
- **Perceived barriers and misconceptions:** Misinformation and assumptions about the downtown population, contribute to social stigma and hinder community business efforts.
- **"Not In My Backyard" perception:** Negative perceptions and attitudes towards housing initiatives and homeless populations in local neighborhoods create barriers to community support and inclusivity.
- **Discouraging narratives:** People spreading discouraging narratives about certain individuals or areas further perpetuate stigma and hinder community cohesion.
- **Racism and stereotypes:** Prejudices and stereotypes based on race contribute to discrimination and marginalization within the community.

RESOURCES

- **Transportation barriers:** Transit accessibility challenges, including inconvenient location and timing of stops, as well as high transit costs.
- **Basic Needs:** Insufficient access to essential facilities such as showers and washrooms.
- **Availability of services:** Lengthy wait times for accessing necessary services.
- **Barriers to having bank accounts:** Challenges hindering individuals from opening and maintaining bank accounts.
- **Lack of community-based legal supports:** Inadequate availability of legal assistance.

OTHER

- **Triangulation among participants and community agencies:** Addressing the need for effective communication and collaboration among stakeholders to avoid duplication of efforts and ensure efficient resource allocation.
- **Government responsibilities in managing inflation:** Government accountability in managing inflation-related issues such as insurance rates, including the importance of consulting relevant stakeholders to determine optimal resource allocation.
- **Networking opportunities:** Enhancing networking opportunities to facilitate collaboration and information-sharing among stakeholders.
- **Criminalization of homelessness and substance use:** Issues of criminalizing homelessness and substance use, focusing on harm reduction and support rather than punitive measures.
- **Autonomy and forced institutionalization:** Ensuring respect for individual autonomy and human rights, particularly in decisions related to forced institutionalization, and promoting alternatives that prioritize individual agency and choice.
- **Eligibility criteria for temporary residents:** Addressing eligibility criteria and policy gaps for temporary residents, including special federal policies for non-refugee claimants and study permit holders from war zones.

PRIORITIZED ISSUES, OUTCOMES SOUGHT, KEY POINTS, & SUGGESTED ACTIONS

IMMEDIATE ACCESS TO MENTAL HEALTH

Outcome Sought	Group Key Points	Proposed Actions
<p>Ensure timely and accessible mental health and substance use support services for individuals in need, while expanding outreach programs to reach vulnerable populations and implementing specialized services tailored to diverse demographics. Enhance coordination among care systems to create a seamless support network and clarify responsibilities among stakeholders to optimize resource allocation and improve the overall well-being of individuals accessing care services.</p>	<p>Immediate Mental Health and Substance Use Support: Require timely assistance for individuals in need of mental health and substance use services.</p> <p>Outreach Services: Availability and accessibility of outreach programs to reach more vulnerable populations.</p> <p>Targeted Support Services: Specialized services tailored to the unique needs of different demographics.</p> <p>Wrap-around Supports for Healthy Living: Comprehensive support systems to promote overall well-being and healthy lifestyles.</p> <p>Integration of Care Systems: Coordination and collaboration among different service providers to create a seamless care experience.</p> <p>Building Positive Connections and Natural Supports: Foster positive relationships and community connections to strengthen support networks for individuals in need.</p> <p>Clarifying Responsibilities: Roles and responsibilities of various stakeholders need to be clarified, including health care professionals and homeless response systems.</p>	<p>1. Secure Funding: Advocate for increased funding to enhance mental health and substance use support services.</p> <p>2. Expand Outreach Services: Develop and expand outreach programs to reach vulnerable populations in need of support.</p> <p>3. Targeted Services Expansion: Expand existing services to provide targeted support for specific demographics and communities.</p> <p>4. Implement Wrap-around Supports: Establish comprehensive wrap-around support systems to promote healthy living and well-being.</p> <p>5. Integrate Care Systems: Enhance coordination and integration among different care systems to ensure seamless support delivery and clarify roles and responsibilities.</p> <p>6. Strengthen Positive Connections: Build positive connections and natural supports within communities to foster well-being and resilience.</p>

Sphere of Responsibility: Health, Public Safety, Homelessness Response System

ACCESS/TRANSITION TO SUPPORTS

Outcome Sought	Group Key Points	Proposed Actions
<p>Ensure equitable access to support services for diverse populations, including immigrants, refugees, Indigenous communities, and individuals transitioning from various systems, by addressing gaps in service provision, enhancing education services, improving transportation access, and conducting legislative gap analyses.</p>	<p>Policy Changes: Policy changes required to align support with increased immigration/refugee intake. Involve Employment and Social Development, CMHC, Immigration, and Education sectors.</p> <p>Discharge Into Housing: Policies to prevent discharge into homelessness and ensure discharge into appropriate housing with necessary supports. Involve Justice System, AHS, and Homelessness Response sectors.</p> <p>Education Services: Education services for newcomers beyond K-12. Engage Immigration, ESDC, Education, and Post-Secondary sectors.</p> <p>Transportation: Require appropriate transportation to/from out-of-community services.</p> <p>Policy Impact: Policy decisions on immigration impacts access to support, requires additional funding. Collaborate with Community Supports and relevant language services.</p> <p>Equal Access to Healthcare: Require equal access to healthcare and other supports for all, including Indigenous communities.</p> <p>Knowledge Transfer and Staffing: Enhance knowledge transfer, staff recruitment, and retention efforts across relevant sectors.</p> <p>Legislative Gaps: Legislative gaps need to be analyzed and assigned to appropriate ministries/departments, involving Federal, Provincial, and Municipal levels, as well as Social Servicing Community and Education sectors.</p>	<p>1. Policy Advocacy: Advocate for policy changes and alignment of support with immigration/refugee intake.</p> <p>2. Legislative Lobbying: Lobby for policies to prevent discharge into homelessness and ensure discharge into appropriate housing with supports.</p> <p>3. Educational Expansion: Work on expanding education services for newcomers.</p> <p>4. Transportation Funding: Secure funding for appropriate transportation to/from out-of-community services.</p> <p>5. Policy Consideration Advocacy: Advocate for policy considerations regarding the impact on immigration access to support.</p> <p>6. Equal Access Advocacy: Advocate for equal access to healthcare and other supports for all communities.</p> <p>7. Staffing Strategies Implementation: Implement strategies for enhanced knowledge transfer, staff recruitment, and retention.</p> <p>8. Legislative Gap Analysis: Conduct a legislative level gap analysis and assign identified gaps to relevant ministries/departments for resolution.</p>

Sphere of Responsibility: Health, Homelessness Response System

SOCIAL STIGMA/SHAME

Outcome Sought	Group Key Points	Proposed Actions
<p>Foster a community where individuals from marginalized communities experience reduced stigma and shame.</p>	<p>Access Issues: Shelters and services need to be readily accessible and welcoming to individuals from marginalized communities.</p> <p>Consistency in Services: Require consistent practices among service providers to offer reliable and equitable support.</p> <p>Understanding of Subcultures: There needs to be understanding of unique subcultures within marginalized communities to provide culturally sensitive and effective support.</p> <p>Public Awareness: Increased public awareness to combat stigma and shame surrounding marginalized groups.</p> <p>Language Sensitivity: Use of respectful and inclusive language within the social sector, including those who are stigmatized in events/activities.</p> <p>Public Perception: Address and change public perception through advocacy efforts with media, community organizations, schools, businesses, and at community events.</p>	<p>1. Normalize Access: Implement programs to ensure equal access to shelters and support services for marginalized communities, emphasizing inclusivity and dignity.</p> <p>2. Establish Consistency: Develop guidelines and protocols to promote consistency in service delivery among providers, enhancing the quality and reliability of support.</p> <p>3. Enhance Cultural Competence: Offer training and resources to service providers to improve their understanding of the diverse subcultures within marginalized communities, facilitating more culturally competent support.</p> <p>4. Conduct Public Awareness: Organize workshops, seminars, and public campaigns to raise awareness and challenge stereotypes surrounding marginalized groups, fostering empathy and understanding.</p> <p>5. Promote Language Sensitivity: Provide sensitivity training to professionals in the social sector to encourage the use of language that respects the dignity and identity of marginalized individuals.</p> <p>6. Collaborative Advocacy: Form partnerships with community organizations, businesses, and media outlets to collectively advocate for the rights and inclusion of marginalized communities, amplifying their voices and experiences.</p>

Sphere of Responsibility: Everyone

HOUSING/SHELTER (AFFORDABLE, SUPPORTIVE, EMERGENCY)

Outcome Sought	Group Key Points	Proposed Actions
<p>Foster collaboration among municipal, provincial, and federal authorities to address housing challenges comprehensively. This includes zoning reforms, the creation of affordable housing solutions, provision of supportive and emergency housing, and initiatives to educate landlords and provide rental assistance, ultimately ensuring equitable access to safe and affordable housing for all individuals and communities.</p>	<p>Assistance and Landlord Education: Require to rental assistance programs for tenants in need and educational resources for landlords to better understand rental restrictions and associated costs.</p> <p>MUNICIPAL RESPONSIBILITY</p> <ul style="list-style-type: none"> ■ Zoning and Bylaws: Zoning regulations and bylaws facilitate the development of affordable housing and allow for the repurposing of vacant properties. ■ Affordable Housing Solutions: Require affordable housing options, including repurposing empty homes and developing new housing units. ■ Ageing Population: Needs of the aging population with differing requirements. ■ Lack of Supportive & Emergency Housing: Address the shortage of supportive housing, including for extreme weather conditions and emergencies. <p>PROVINCIAL RESPONSIBILITY</p> <ul style="list-style-type: none"> ■ Supportive Housing: Require resources for the development and maintenance of supportive housing initiatives for vulnerable populations. ■ Emergency and Transitional Housing: Funding and support for emergency and transitional housing programs. <p>FEDERAL RESPONSIBILITY</p> <ul style="list-style-type: none"> ■ Supportive Housing: Financial support and resources to establish and maintain programs at the federal level. ■ Emergency Housing: Funding for emergency housing initiatives to address immediate housing needs in communities across the country. 	<p>1. Tenant and Landlord Education: Expand rental assistance programs and provide educational resources and workshops for landlords to promote understanding of rental regulations, tenant rights, and the associated costs.</p> <p>MUNICIPAL RESPONSIBILITY</p> <p>2. Zoning and Bylaws: Review zoning regulations and bylaws to promote affordable housing development and adaptive reuse of vacant properties, implementing incentives for property owners to repurpose empty homes.</p> <p>3. Affordable Housing Solutions: Collaborate with community organizations and developers to identify suitable locations for affordable housing projects, including initiatives catering to the housing needs of the aging population.</p> <p>4. Supportive/Emergency Housing: Allocate resources to establish supportive housing initiatives, addressing shelter needs during extreme weather events and emergencies.</p> <p>PROVINCIAL RESPONSIBILITY</p> <p>5. Supportive & Emergency Housing: Lobby allocation of financial support and grants to municipalities for both the development and operation of supportive housing projects, as well as emergency housing programs, for communities within the province.</p> <p>FEDERAL RESPONSIBILITY</p> <p>6. Supportive & Emergency Housing: Lobby to allocate financial support and grants to provinces and municipalities for both the development and operation of supportive housing projects, as well as emergency housing programs, to effectively address urgent housing needs in communities across the country.</p>

Sphere of Responsibility: Health, Municipality, Homelessness Response System

EDUCATION AND POSITIVE COMMUNICATIONS

Outcome Sought	Group Key Points	Proposed Actions
<p>Promote education and positive communication to enhance community understanding and support for individuals experiencing homelessness.</p>	<p>Public Awareness: Require widespread awareness of access to public washrooms, emphasizing its importance in supporting individuals experiencing homelessness.</p> <p>Needs Assessment: Thorough assessments to understand the specific needs and preferences of individuals experiencing homelessness.</p> <p>Street Population Education: Education and resources to the homeless population regarding regulations and rules for their well-being.</p> <p>Public Education: Education to the general public on how to effectively handle situations involving individuals experiencing episodes, facilitated by local organizations like the Chamber of Commerce.</p>	<p>1. Develop a. Launch Public Awareness Campaign: MHCHS to develop posters and newsletters to inform the public about access to public washrooms issues, utilizing combined networks to disseminate information effectively.</p> <p>2. Conduct Needs Assessment: Utilize the ARCH project to conduct assessments and surveys to better understand the needs and preferences of individuals experiencing homelessness.</p> <p>3. Provide Street Education: Offer educational sessions and materials to individuals living on the streets, focusing on regulations and guidelines for their safety and well-being.</p> <p>4. Organize Public Education Sessions: Collaborate with the Chamber of Commerce and downtown collectives to host meetings and workshops for the public on how to handle situations involving individuals experiencing episodes effectively.</p>

Sphere of Responsibility: Homelessness Response System

INSTITUTIONLIZED CARE

Outcome Sought	Group Key Points	Proposed Actions
<p>Ensure effective institutionalized care policies and procedures to support individuals in need of specialized assistance.</p>	<p>Locked Door Facilities: Improved institutionalized care facilities under the jurisdiction of the Provincial Government/Health, ensuring accessibility and quality of care.</p> <p>Legislation for Decision Making: Require legislation to address decision-making processes for individuals incapacitated and unable to make sound judgments.</p> <p>Graded Institutionalization Procedures: Need policies and procedures for graded institutionalization, involving assessments by a team of professionals to determine the appropriate level of care.</p> <p>Transitional Housing: Transitional housing programs to facilitate the transition of individuals from institutionalized care settings to independent living or community-based support.</p>	<p>1. Advocacy Efforts: Lobby provincial authorities to enhance institutionalized care facilities, emphasizing the importance of accessibility, safety, and quality of care.</p> <p>2. Legislative Proposal: Work towards the development and enactment of legislation addressing decision-making protocols for incapacitated individuals, ensuring their rights and well-being are protected.</p> <p>3. Policy Development for Graded Institutionalization: Collaborate with healthcare professionals and policymakers to establish clear policies and procedures for graded institutionalization, ensuring a comprehensive assessment process.</p> <p>4. Transitional Housing Program Implementation: Implement transitional housing programs aimed at supporting individuals transitioning from institutionalized care to independent living or community-based support, providing necessary resources and assistance.</p>

Sphere of Responsibility: Homeless Response Systems, Municipality, Health

LONG-TERM CONTINUING CARE

Outcome Sought	Group Key Points	Proposed Actions
<p>Ensure comprehensive and accessible long-term continuing care services for individuals requiring ongoing support.</p>	<p>Health Care System Areas of Responsibility: Referrals from MHCHS Housing Link for individuals in need to be connected with appropriate care providers. Municipal/Community and Provincial governments collaborate to provide necessary resources and funding.</p> <p>Safe Supported Facilities: Establish safe and supportive facilities equipped to meet the diverse needs of individuals requiring long-term care.</p> <p>Medical and Social Supports: Provide a range of medical and social support services to address the holistic needs of individuals in long-term care settings.</p> <p>In-Region Options: Ensure availability of care options within the region to minimize disruptions and support community integration.</p> <p>Non-specific to PDD/AHS: Develop care programs that are not specific to certain conditions or healthcare systems, ensuring inclusivity and accessibility for all individuals in need.</p>	<p>1. Collaboration: Foster collaboration between MHCHS Housing Link and healthcare providers to streamline referrals and ensure timely access to long-term care services.</p> <p>2. Advocacy: Advocate for increased government support at both municipal and provincial levels to enhance funding for long-term care facilities and programs.</p> <p>3. Facility Development: Invest in the development and maintenance of safe and supportive long-term care facilities, prioritizing accessibility and quality of care.</p> <p>4. Service Expansion: Expand the range of medical and social support services available within long-term care settings to address diverse needs effectively.</p> <p>5. Accessibility Improvement: Work towards increasing the availability of care options within local communities to enhance accessibility and reduce barriers to long-term care access.</p>

Sphere of Responsibility: Health, Municipality, Homelessness Response System

SYNTHESIS & NEXT STEPS

The diverse range of priorities discussed by participants throughout the day-long session can be structured into four overarching themes for implementation:

- Matters requiring advocacy and policy reform
- Matters requiring strategic planning and resource allocation
- Matters requiring education and community engagement
- Matters requiring immediate action and resource mobilization

ADVOCACY AND POLICY REFORM

Actions	Engagement With	Lead Organization
Engage in legislative advocacy to address systemic barriers and promote inclusivity.	Various ministries of Government of Alberta and Government of Canada, City of Medicine Hat	Service Providers & Medicine Hat Community Housing Society
Collaborate with stakeholders to influence decision-making processes and prioritize funding for critical support services.	Service providers, community	Medicine Hat Community Housing Society
Mobilize community members and stakeholders to support legislative initiatives through grassroots organizing and public awareness campaigns.	Community, service providers, City of Medicine Hat	Medicine Hat Community Housing Society, City of Medicine Hat

Next Steps:

1. Medicine Hat Community Housing Society, in collaboration with various service providers, explore current gaps in service and systemic barriers faced by vulnerable populations to properly advocate for change and awareness.

STRATEGIC PLANNING AND RESOURCE ALLOCATION

Actions	Engagement With	Lead Organization
Develop strategic plans to optimize resource allocation and ensure effective delivery of support services.	Various service providers, including Alberta Health Services, Medicine Hat Police Service	Medicine Hat Community Housing Society
Enhance coordination between government agencies, non-profit organizations, and community groups to improve institutional care facilities and services.	Various ministries of Government of Alberta, Alberta Health Services	Alberta Health Services, Medicine Hat Community Housing Society
Identify priority areas for program design and resource allocation based on community needs assessments and data analysis.	Service providers	Medicine Hat Community Housing Society, Alberta Health Services

Next Steps:

1. CBO/CE, along with appropriate service providers, examine current community need for increased service for individuals underserved by the current system of care.
2. Staff at Medicine Hat Community Housing Society ensure community is provided with appropriate materials regarding the implementation of enhanced service programs.

EDUCATION AND CAPACITY BUILDING

Actions	Engagement With	Lead Organization
Implement education and awareness programs to challenge stigmatizing attitudes and foster empathy and understanding.	Community, Business Community, various stakeholders	Medicine Hat Community Housing Society, City of Medicine Hat
Provide training and capacity-building opportunities for professionals and community members to enhance service delivery and support systems.	Various service providers	Medicine Hat Community Housing Society
Engage with communities to promote understanding and empathy, fostering a supportive environment for individuals in need.	Community	Medicine Hat Community Housing Society, City of Medicine Hat & various stakeholder (service providers)

Next Steps:

1. Medicine Hat Community Housing Society, in partnership with the City of Medicine Hat and various service providers, provide information to educate community on current approaches of trauma-informed care and trauma-specific care and further develop a stronger educational base on the current system of care within community to serve individuals experiencing homelessness and housing instability.

IMMEDIATE ACTION AND RESOURCE MOBILIZATION

Actions	Engagement With	Lead Organization
Mobilize resources and deploy rapid response initiatives to address urgent including immediate mental health crises.	Various service providers and community	Alberta Health Services
Establish emergency protocols and support networks to provide immediate assistance to individuals in distress or facing housing insecurity.	Various service providers and community	Alberta Health Services, Medicine Hat Community Housing Society, Medicine Hat Police Service
Implement scalable solutions that can be rapidly deployed as resources allow, focusing on initiatives with high impact and feasibility.	Various service providers	Alberta Health Services

Next Steps:

1. CBO/CE staff, with various stakeholders, explore available funding sources to increase crisis response and the implementation of enhanced services to address need in community.