

Appendix "A" Example Questions for a Shelter Inspection Protocol

Standard Inspection Area	Standard Sub Section	Management and Staff Questions	Client Questions
2. Client Rights and Responsibilities	2.1. Rights and Responsibilities	<p>Is the Rights and Responsibilities Form available at intake and posted in a public area?</p> <p>Does the Rights and Responsibilities Form contain the rights laid out in the Standard?</p> <p>Is the complaints and appeals process laid out and continuously accessible as part of the client's rights and responsibilities?</p>	<p>Did clients receive and understand the Rights and Responsibilities Form within 48 hours of intake?</p> <p>Do clients have a copy of or know where to find a copy of the Rights and Responsibilities Form?</p> <p>How well do clients feel the rights and responsibilities are upheld by shelter staff? (Likert scale)</p> <p>Do clients know how to submit a complaint and the appeals process?</p>
3. Accessing Services	3.2 Belongings	<p>Does the shelter have a policy and plan regarding the secure storage of client belongings?</p> <p>Are the storage containers secure?</p> <p>Does the shelter have a policy and plan regarding the secure storage of unpermitted items?</p>	<p>Are clients aware of the storage options?</p> <p>Do clients feel that their belongings are safe and secure?</p> <p>Do clients feel the storage options are adequate for their needs?</p>

		Does the list of unpermitted items align with the shelter standards?	
4 Services Provided	4.2 Basic Needs	<p>Is each client offered, at minimum, a bed with a mattress, pillow, and necessary bedding? Necessary bedding consists of a minimum of two sheets, a blanket, and pillowcase, a minimum of one shower towel upon admission.</p> <p>Are bedding and towels changed weekly, with each new client, and whenever these articles become soiled?</p> <p>At a minimum, are soap, shampoo, shaving products, and menstrual hygiene products available for use by clients?</p>	<p>How do clients rate the cleanliness of sheets and linens? (Likert scale)</p> <p>Do clients feel that bedding and towels are changed weekly, with each new client, and whenever these articles become soiled?</p> <p>Are clients able to access soap, shampoo, shaving products, and menstrual hygiene products when they are needed?</p>
5. Addressing Indigenous Homelessness	5.1 Indigenous Persons	<p>Have all shelter staff received cultural competency training this year?</p> <p>Is there visible Indigenous signage and art posted throughout the shelter to help create a welcoming environment and encourage dialogue about ancestry and culturally specific referrals?</p> <p>Is staff aware that people may maintain possession of their sacred items and</p>	<p>Were clients given opportunity to disclose Indigenous ancestry?</p> <p>Did clients feel comfortable to disclose their Indigenous ancestry?</p> <p>Are Indigenous clients made aware of resources and services offered specifically to Indigenous individuals at intake and throughout their stay?</p>

		<p>traditional medicines, and are spaces available for traditional practices?</p>	
<p>7. Shelter Operations</p>	<p>7.1 Training Requirements</p>	<p>Does the shelter have a written policy that outlines the orientation procedure and mandatory training for all its new employees, peer workers, volunteers, and Board of Director members?</p> <p>Does the training schedule include the minimum mandatory training for shelter staff as laid out in the Standards?</p> <p>Does the shelter provide any additional training beyond the minimum mandatory training?</p>	<p>Based on their experience, what training does the client feel would be beneficial to the shelter staff to enhance client outcomes?</p> <p>How well do clients think staff are trained in supporting the needs of people experiencing homelessness? (Likert scale)</p>