

# WHITEHORSE EMERGENCY SHELTER

REPORT TO THE COMMUNITY  
WINTER 2022

## Update to the community

Welcome to the first edition of the Whitehorse Emergency Shelter Report to the Community! My name is Gigi McKee and I'm the Assistant Regional Director for Connective's Yukon region.

Connective is a community-based social services nonprofit working to create safe, healthy, and inclusive communities for all. We do this by providing a continuum of programs and services to vulnerable and marginalized community members. We have been honoured to be a part of the Whitehorse community for almost three years, providing person-centered residential programs, reintegration support, and housing first programs.

This past year has been an exciting one at Connective as we have been preparing to begin our operations of the shelter, and we were honoured to have the opportunity to take on operations of the shelter as of October 1. We are privileged to be a part of this



project with the support of our partners at CYFN.

Strong community relationships are integral to safe, healthy, and inclusive communities, and we have been pleased to get to know our neighbours and create an open dialogue with the community.

In October, we held a series of community engagement sessions so that we could hear from the Whitehorse community, build relationships and answer any questions our neighbours had about the shelter. The sessions were extremely valuable and we were very appreciative of the community who attended, asked questions, and shared concerns.

We are committed to continuing these conversations, and through this report we will be providing regular updates and information about the shelter. We encourage you to share this newsletter with other community members, or have them sign up to our mailing list at [connective.ca/whitehorse-shelter](https://connective.ca/whitehorse-shelter).

If you have questions about Connective or the Whitehorse Emergency Shelter, we encourage you to get in touch with us by either calling us at 867-455-2820 or emailing us at [wes@connective.ca](mailto:wes@connective.ca). If you have immediate concerns, please see the 'Who to Call, When to Call' information in this report.

Finally, we'd like to thank Whitehorse for being supportive through the entire transition process. We're very excited to have the opportunity to expand our services in the community and support the Whitehorse Emergency Shelter.

**Gigi McKee**  
Assistant Regional Director, Yukon

## About the Shelter

The Whitehorse Emergency Shelter offers a safe overnight accommodation for people experiencing homelessness. We provide three daily meals, supportive services (outreach worker, mental health services, referrals), shower and laundry facilities, clothing, personal care items, and harm reduction supplies. Stays may range from one night to longer, depending on the individual needs of service users.

Our partners at the Council of Yukon First Nations support culturally-appropriate programs and services at the shelter, including through our onsite cultural support worker and knowledge keeper positions.

# 15,955

MEALS SERVED SINCE  
OCTOBER 1, 2022

# 45

AVERAGE NUMBER OF  
NIGHTLY SERVICE USERS

# SUPPORT OUR SOCK DRIVE

Clean, warm socks are one of the most requested items from clients – yet one of the least donated items, which is why we've decided to run a sock drive!

Individuals experiencing homelessness often don't have adequate footwear to keep their feet safe and healthy, which can lead to other health problems. Currently, we are giving away more than 100 pairs of socks per week at the shelter.

If you would like to help, donations of new socks can be dropped off at 405 Alexander Street, between the hours of 7 a.m. and 4:30 p.m.

## PROGRAMS AT WHITEHORSE EMERGENCY SHELTER

To support our shelter users and ensure access to medical and other key services, just a few of the programs provided at the shelter include:

- **Referred Care Clinic:** A twice-weekly drop-in clinic run by a physician, outreach nurse and social worker to help service users with their medical needs.
- **Downtown Outreach Clinic:** A weekly clinic run by Kwanlin Dün First Nation Health Centre that offers referrals to other agencies, foot care, sexually transmitted infection testing and immunizations.
- **Mental Wellness Services:** A weekly program that offers counselling for mental health and addictions supports.
- **Paramedic Specialist Program:** A daily program with EMS staff who use an expanded scope to meet the primary care needs of shelter users.

## WHO TO CALL, WHEN TO CALL



POLICE 911

- Call 911 if you see a crime or safety risk in progress or about to be committed
- Call non-emergency at 867-667-5555 if the event has already happened



BYLAW

- Property conditions, graffiti, excessive noise
- Obstructions on streets/sidewalk
- Litter in public space.
- Call 867-667-2111 or email [bylaw.services@whitehorse.ca](mailto:bylaw.services@whitehorse.ca)



CONNECTIVE

- If you have concerns about an individual's behaviour, health, safety or welfare on the property
- Concerns about the state of the property or excessive noise
- Call Connective at 867-455-2820 for immediate concerns



FIRE 911

- Call 911 if you see a fire in progress
- Call non-emergency at 867-668-2462 if you have any fire safety concerns



AMBULANCE  
911

- Call 911 if you see someone who is nonresponsive or experiencing a medical emergency
- Wait for an ambulance and do not move the person

## ABOUT CONNECTIVE

Connective is a community-based social services non-profit operating in BC and the Yukon. We provide programs including transitional and supportive housing, homelessness prevention, alternative justice interventions, reintegration services, employment support, life skills and community outreach to all who need it.

In addition to the Whitehorse Emergency Shelter, we provide a number of programs and services in the community. Other Connective supports include **SHARP**, our Supervised Housing and Reintegration Program which provides safe, secure housing and wraparound support to individuals on conditional release from territorial and federal corrections, the **Whitehorse Housing First Residence** which provides low-barrier supportive housing to individuals experiencing chronic or episodic homelessness, and other person-centered residential support programs for individuals experiencing complex challenges.



Want to get in touch with us? We'd love to hear from you. For non-emergency questions or concerns, please call us at 867-455-2820 or email us at [wes@connective.ca](mailto:wes@connective.ca).