

## SPOTLIGHT EDITION

Welcome to this special Spotlight Edition of our **405 Alexander Report to the Community**.

Recognizing that much has happened [since our Spring Issue](#), we wanted to paint a clear picture of the steps we've taken in the time since, and highlight those that remain.

### 1. Policy Review | Timeline: 6 mos

- Completed review of Canadian shelter standards, design, and procedures
- Engaged with local harm reduction and health service experts
- Held independent & group feedback sessions with all levels of staff
- Conducted a service user experience and safety feedback survey
- Updated policies and procedures for October implementation

### 2. Training Review | Timeline: 6 mos

- Reviewed and revised training models to support staff in delivering culturally safe, trauma-informed, and harm reduction based services
- Developing a customized Yukon First Nation cultural awareness training, in partnership with CYFN

### 3. Staffing Priorities | Timeline: Immediately

- Established a working group, in partnership with CYFN, to monitor and refine previous improvements
- Published an [Indigenous Recruitment Information sheet](#) to encourage applications from Yukon First Nations candidates
- Implemented a range of metrics, including tracking the number of applications from Yukon First Nations and Indigenous candidates, to better monitor and improve progress on staffing priorities over time

### 4. Evaluation | Yukon Government Led

- Supported the Yukon Government to conduct their evaluation

### 5. Critical Incident Review | Timeline: Ongoing

- Proposed a revised and standardized incident reporting process to Health and Social Services for review and feedback, prior to our implementation in October

### 6. Grief & Loss Supports | Timeline: 2 & 6 mos

- Followed Yukon Government's lead in engagement with Yukon First Nations. Where requested, we have met directly with Yukon First Nation's administrative teams to gather feedback and input
- Implemented additional access to in-person counselling supports for all Yukon staff

### 7. Communication | Timeline: 6 mos

- Reviewed and revised shift exchange practices, per staff feedback
- Implemented monthly Connection Meetings for all service users at 405 Alexander (four held to date)

### 8. Safe Spaces | Timeline: 6 mos

- Enhanced the physical space with fresh painting, new signage including rights and responsibilities, and a compliment, suggestion, and complaint box. We are also working with CYFN to bring Yukon First Nation artwork to the dining hall
- Began ongoing engagements with community organizations and service users around increasing gender-based safety
- Drawing on the newly released [Human Rights-Based, Gender-Sensitive National Standards for Emergency Shelters Across Canada](#) (July 2024) to inform best practices and knowledge in policies

## A Message from Chris Kinch

Vice President – Service Delivery of Northern BC & Yukon

While we've continued to reflect on the complex challenges and profound pain that accompanied the Coroner's Inquest into the deaths of Cassandra Warville, Myranda Tizya-Charlie, Josephine Elizabeth Hager, and Darla Skookum, these last few months have been defined by intensive research, review, and revision.

We have embraced the additional opportunity to engage with community partners and reflect with our service users and staff teams on how we move forward. Their expertise and perspectives have been invaluable in shaping our responses to the eight Coroner's Inquest recommendations. We are grateful to those who connected with us during this time and look forward to finding time to engage with those who were unable. Our community partners have and will continue to be a core part of our ongoing efforts.

Our initial work is now complete, and we are actively implementing the remaining revisions ahead of the October deadline. Though we've seen some promising improvements already, we also want to acknowledge that the complexity of this work cannot be captured in a checkbox. These initiatives and activities are never truly 'done' – community needs continue to evolve, and we are committed to evolving our services alongside them.

Looking ahead, we are eager to continue improving outcomes for service users by working with partners to ensure stable access to existing services, while building accessible pathways to much-needed, outstanding ones. We acknowledge the privilege and trust that has been placed in us to do this work, and we are committed to fostering ongoing confidence in our services.



- Chris Kinch

## Monthly Connection Meetings

In Conversation with Krista Mooney, CYFN

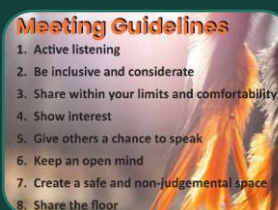
**"A lot of people might not take the time to fill out a complaint form, or maybe they aren't comfortable writing."**

**"It's good to have options, and to try and cater to a broader audience."**

Over the last four months, Connective and CYFN have been co-hosting monthly, hour-long, culturally safe Connection Meetings.

Held at the shelter, they are open to everyone and offer a "space for service users to come together in a more structured way and speak about their experience accessing services." CYFN also ensures that an Elder or Cultural Support Worker is present at each meeting.

While straightforward in theory, the reality is less simple. "It's definitely a lot of work...And there has definitely been a learning curve," says Krista.



"It's a process, trying to balance ideas and personalities, as well as different and complex care needs in one setting." This, while also keeping the conversation on track, ensuring everyone feels heard, and making good on concerns that are raised.

Luckily, as with all the Inquest recommendation work, the process is ongoing. "We've been able to take the learnings from one session and apply them to the next one – do something a little bit differently and try and get the most out of the time." Lately, that has meant going in with specific questions ready, to help generate or focus conversation when needed.

Looking ahead to future sessions, Krista expresses hope "that we're able to provide a space for everyone across the broad, and expanding, spectrum of who Connective serves."