

COMMUNITY CLEAN & SAFE STRATEGY

PROGRAM REPORT | 2021



LAND ACKNOWLEDGEMENT

The City of Lethbridge acknowledges that we are gathered on the lands of the Blackfoot people of the Canadian Plains and pays respect to the Blackfoot people past, present and future while recognizing and respecting their cultural heritage, beliefs and relationship to the land.

The City of Lethbridge is also home to the Métis Nation of Alberta, Region III.



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ABOUT THE CCSS

The Community Clean and Safe Strategy (CCSS) was developed to revitalize our community image in the hearts and minds of all who live, work, visit, and invest in our city. It aims to promote a clean and safe community for all, through a variety of strategic initiatives designed to inform, build understanding, and address the real or perceived issues facing residents and community stakeholders across the city. Through this strategy, a variety of programs were implemented including the Safe Community Call Centre, the Clean Sweep hot spot team, and biohazard and encampment cleanup. The initial impressions of those involved in the implementation of this strategy were positive, as it developed a more coordinated and effective response to the majority of the community's concerns.

In 2020, the COVID-19 pandemic brought new challenges to our community as there was reduced access to public facilities and washrooms. This had an impact on every resident, but most considerably on the vulnerable population. As a result, the need to expand clean and safe initiatives throughout the entire community was required. Originally a downtown-focused initiative, the strategy has expanded citywide to promote and diversify the reach of clean and safe strategies to make cleanliness and safety for all a priority.

The intention of this report is to highlight the programs and services doing much of this critical work in our community. It is truly a collective impact, comprising of the hard work and dedication of a variety of organizations. While many of these initiatives have been in place for a few years, the 2021 statistics in this report demonstrate the most recent impact they have made, while recognizing this work is ongoing and imperative to addressing the current challenges our community is facing. Thank you to all those who contributed to this report, including the Clean & Safe Committee, Canadian Mental Health Association, Clean Sweep Program, Diversion Outreach Team, Downtown Business Revitalization Zone, Lethbridge Police Service, The Watch, and the City's Opportunity Lethbridge and Community Social Development departments.



BACKGROUND

The Community Clean & Safe Strategy (CCSS) evolved from an earlier strategic vision focused on the city's downtown core. In 2019, the Downtown Clean & Safe Strategy (DCSS) was developed in response to the impacts of increased drug use, petty crime, theft, and erratic behavior on residents and businesses operating within the downtown area. Feedback was collected following a series of meetings and engagement sessions between downtown and community stakeholders. This feedback evolved quickly at the direction of the City Manager into the DCSS, a city-led strategy that highlighted, coordinated, and implemented a variety of new and existing programs and initiatives to target priority areas of concern and address the negative perceptions on cleanliness and safety in the downtown. The DCSS strategy was presented to City Council and the public in January 2019. Early impressions from those involved with the implementation of the DCSS indicated that although the challenges did not go away, there was a more coordinated, timely, and effective response to the majority of the community's concerns, and a greater toolkit of resources to access.

The Community Wellbeing and Safety Strategy (CWSS) was also approved in 2019 as part of a five-year plan to improve the wellbeing and safety of Lethbridge. In the City's 2020 Residential Satisfaction Survey, drugs and social issues were ranked as the highest concern for locals. City Council's plan of action was to address these issues by installing a CWSS Task Force developed by the community for the community to expand the initiatives citywide. The Task Force was part of Phase Two for the CWSS action plan and aimed to create a community governance model founded on a shared vision, common objectives, and efficient use of resources. Council directed the formation of two short-term groups to address immediate needs - the Social Services Integration Group (SSIG) to integrate social services into the community, and the Clean & Safe Committee (C&SC) to focus specifically on city cleanliness and public safety concerns. The C&SC was composed of community members who provided collective wisdom and diverse perspectives to promote a clean and safe community (city-wide). These three committees supported the development of this work and were brought to a close in 2022.



INITIATIVES



CURRENT



GENERAL

08. Safe Community Call Centre (SCCC)



ENFORCEMENT

10. LPS Downtown Policing Unit (DPU)

10. LPS Community Peace Officers (CPOs)



OUTREACH

11. LPS Watch and Safe Walk Program

12. Diversion Outreach Team (DOT)



CLEANING

14. Clean Sweep Program (CSP)

16. CSP Hotspotting Program

17. Needle Debris Hotline

18. Biohazard Cleanup

18. Encampment Cleanup



INITIATIVES CONT.



EDUCATION & PROMOTION

- 20. Downtown Ambassador Program
- 21. Downtown Safety Education Programming

URBAN REVITALIZATION

- 22. Mainstreet CPTED Grant Program
- 23. Safety and Security Strategy

SECURITY

- 24. Public Facility Security

NEW & FUTURE

- 26. CSP Shelter Cleaning Expansion
- 27. Outreach Mobile Team (OMT)
- 28. Biohazard & Encampment Expansion
- 29. SCCC move to Public Safety Communications Centre (PSCC)



SAFE COMMUNITY CALL CENTRE (SCCC)

The Safe Community Call Centre (SCCC) serves as a single point of entry for the community to access designated services. Established in 2019, the SCCC was operated by the Canadian Mental Health Association (CMHA) Alberta South Region until June 2022, before being transferred to the Public Safety Communications Centre (PSCC).

The SCCC triages concerns and coordinates responses to issues such as unsafe street behaviour, graffiti, public biohazards, needle debris, or encampments, and handles the deployment of the Clean Sweep Program Team.

Most calls come from businesses or agencies with the majority of requests around needle debris and biohazard concerns. Needle debris concerns are forwarded to the Needle Debris Collection Program, and PuroClean was contracted for all biohazard cleanup services. In May 2022, the Clean Sweep Program assumed the role for biohazard and encampment cleanup.

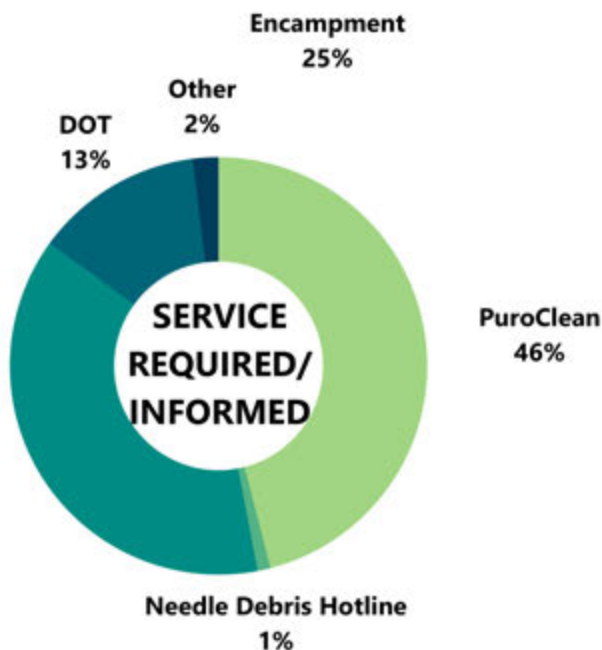
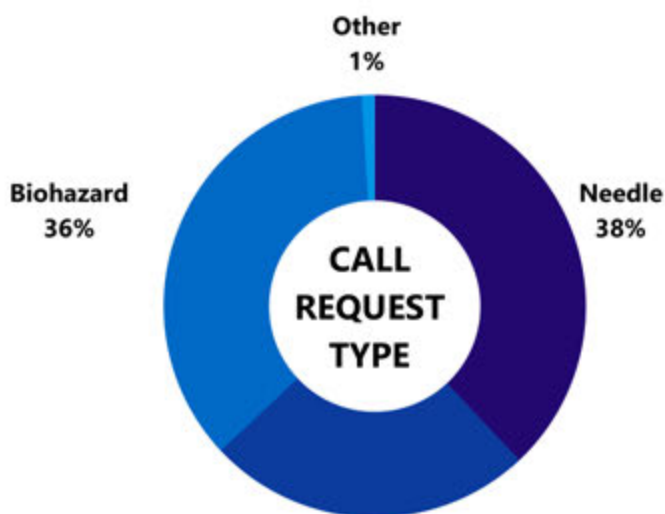
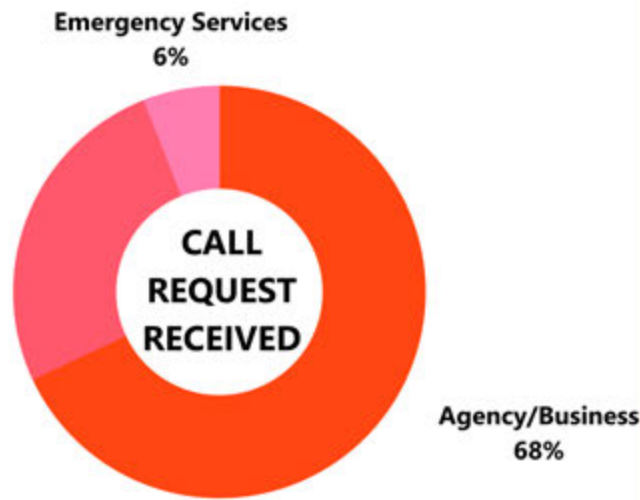
The SCCC now operates 24/7 through the Public Safety Communications Centre (PSCC). For more on this initiative, see page 29.



(825) 399-SAFE



SCCC DATA: OCT 2019 - JAN 2022



The SCCC received a total of 1,037 calls from October 2019 to January 2022. This averages out to 37 calls per month, or approximately four hours of time.

Two-thirds of calls come from businesses or agencies, with needles as the top concern, followed by biohazards and encampments.

PuroClean and/or Clean Sweep Program were informed or required for 85% of calls.



1,037 calls
(Oct 2019- Jan 2022)

LETHBRIDGE POLICE SERVICE INITIATIVES

1

LPS DOWNTOWN POLICING UNIT (DPU)



The Lethbridge Police Service (LPS) Downtown Policing Unit (DPU) patrols on foot and on bicycle when weather permits, and also using the dedicated DPU Police van. This unit is currently comprised of three officers operating in two teams to provide coverage seven days per week, with capacity to increase staffing levels.

There is overall support within the community for a greater police presence focused on the downtown, and especially for officers on foot or on bicycle.

2

LPS COMMUNITY PEACE OFFICERS (CPOs)

The CPOs are trained officers with specific duties within the LPS. Introduced to the city of Lethbridge in 2019, the CPOs supplement the work of regular police officers, with enhanced authority to address shoplifting, trespassing, mischief, and obstruction.

They can enforce city bylaws and provincial statutes, and assist in many other situations that do not require a fully trained officer, including providing assistance in the bail hearing office.

LETHBRIDGE POLICE SERVICE INITIATIVES

3 LPS WATCH AND SAFE WALK PROGRAM

IN 2021...

- 4,483** volunteer hours (avg. 25 volunteers per month)
- 6,517** incidents > only 1.2% required LPS
- 1,166** needles located & disposal arranged
- 409** times DOT transport arranged
- 369** wellness checks
- 365** times provided cellphone access for individuals without one
- 105** Safe Walks
- 76** doses of Narcan administered during 47 overdose events + assisted another 11 overdose incidents

Introduced in 2019, this LPS initiative has an objective to enhance the community as a safe and friendly place to live, work, shop and enjoy, through social outreach, connection, and intervention. Members of The Watch manage some of the events that historically involved police intervention, but in reality are not part of core police functions. The Watch creates capacity for the police to attend to the calls that do require police presence.

These volunteer patrols cover the Downtown Police Unit area, from Scenic Drive to Mayor Magrath Drive and 6 Avenue South to 5 Avenue North.

The Watch Ambassador Program provides a Safe Walk service (403-715-WALK) to community members who would like to have someone walk with them to a business or to their vehicle. It operates 10 a.m. to 10 p.m., seven days a week.



In 2021, the Watch completed intakes for 16 people to allow them to access detox & treatment.



DIVERSION OUTREACH TEAM (DOT)



97%

of calls received are assessed and eligible for DOT transport

Following an increase in incidents and police interventions involving vulnerable individuals, a need was identified for an outreach program that provides assistance for those in need, while diverting unnecessary emergency service responses. The DOT was created 15 years ago to fill this service gap.

Operated by the Canadian Mental Health Association (CMHA), the DOT offers a mobile diversion response to vulnerable individuals who may be facing homelessness, mental health concerns, or addictions on the streets of Lethbridge. The DOT provides outreach, connection to supports, and transportation for vulnerable individuals within our community.

Due to the immense impact of DOT, the program has evolved over the years, growing its team and expanding its hours and services. Additionally, the DOT has effectively reduced the number of responses of emergency services (LPS, Fire, EMS), to allow them to focus on actual emergencies in the community. The most frequent support connection is to the Shelter & Stabilization Centre. The DOT program receives an average of 170 referrals per month, with the heaviest concentration occurring in the downtown core. Ninety-seven percent of calls received are assessed and eligible for DOT transport. Approximately two percent of calls are declined due to capacity issues.

5,073

total referrals
(Oct 2019- Dec 2021)

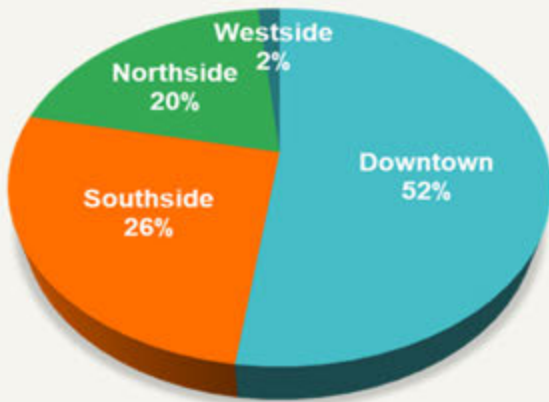
The most common referral was to the Shelter and Stabilization Centre (approx. 96%). Other referrals included the Supervised Consumption Site, the hospital, and YWCA Harbour House.

DIVERSION OUTREACH TEAM (DOT)

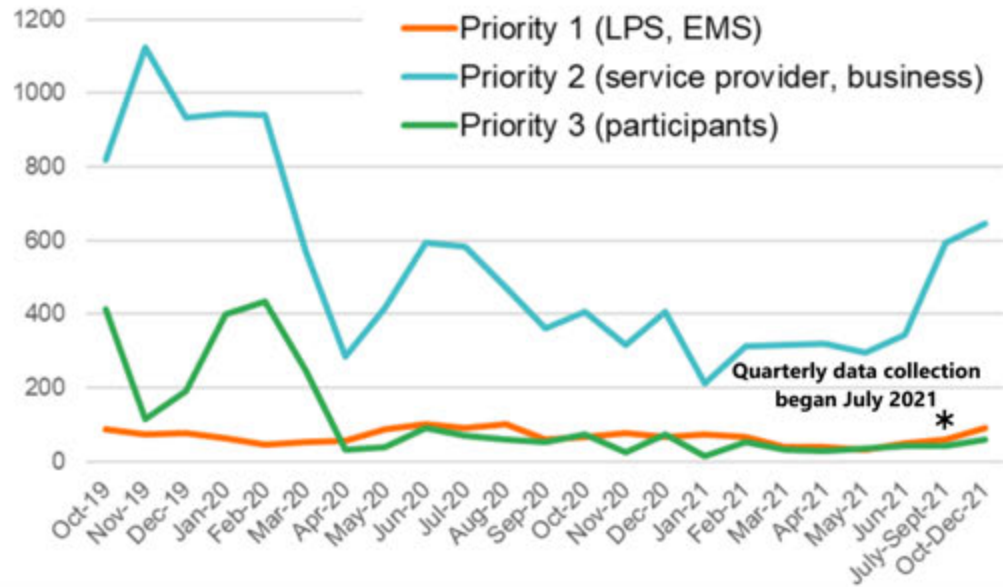
88%

of interactions are with probable intoxicated individuals

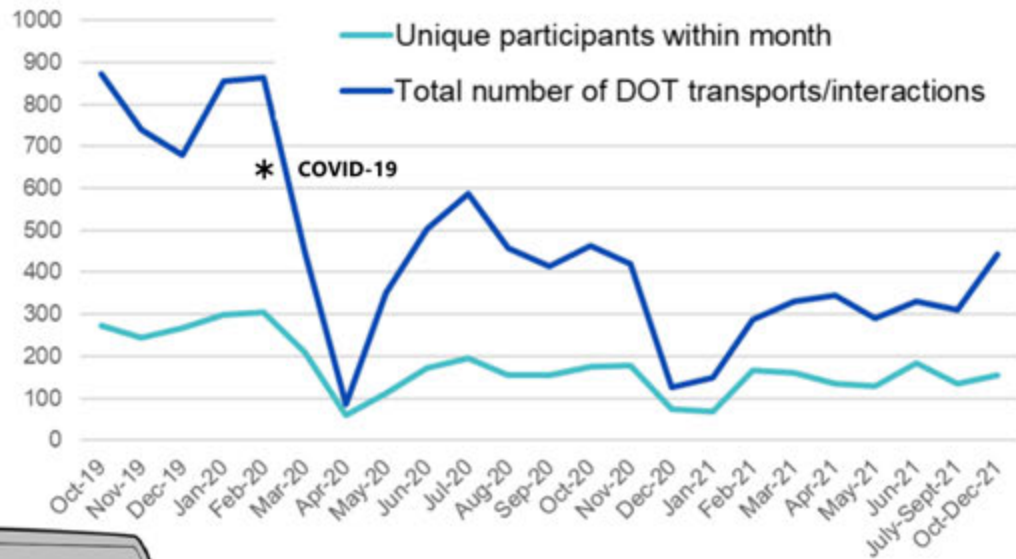
Pick Up Locations



DOT Call Source



DOT Participants and Transports



(403) 892-3707

Weekdays: 6 a.m. - 10 p.m.

Weekends: 6 a.m. - 6 p.m.

CLEAN SWEEP PROGRAM (CSP)

Since 2007, the Clean Sweep Program (CSP) has been a noticeable and valuable contributor to the safety, cleanliness, and vitality of the community. Operated by the Downtown BRZ, the CSP helps to keep downtown streets and sidewalks clean. Participants go to work early each morning before businesses open, and contribute to the vitality of the downtown by sweeping sidewalks, raking leaves, shoveling snow, cleaning alleyways of debris and weeds, providing needle cleanup, graffiti removal, and other cleaning tasks.

In addition to core public cleaning and basic landscaping services, the CSP handles the provincially-funded Needle Debris Collection Program, the Needle Pickup Hotline, twice-daily Shelter cleanings, and regular sweeps of high-volume "hotspot" locations. In 2022, the CSP also began Biohazard and Encampment Cleaning to support the rising number of incidents within the community.

Not only does the CSP provide an invaluable service for businesses and our community that uses these public spaces, it also provides employment skills and connections for those who struggle with chronic homelessness or are recovering from addiction. They have the opportunity to see value in caring for the community and themselves while forging positive relationships with our neighbourhood and other community members.

In April 2021, the CSP was expanded to operate seven days a week with two foremen each leading a team of up to five people.



PRAISE FOR CSP:

"Thank you Scott and Clean Sweep. The downtown looks better all the time... Without the continuing effort of Clean Sweep, we would be nowhere close to where we are now! CSP is a great part of our success now and in the future."

- David Agema @ Round Street Business Hub

"Clean Sweep is an incredibly valuable program. The amount of garbage that they clean up is enormous. This is a program that not only helps keep our city beautiful, it actually helps people to achieve employment. Thank goodness for Clean Sweep - they have my 100% support!"

- Hunter Heggie

"The Clean Sweep Program plays an imperative role in our community, and we are very appreciative for their dedication in keeping our downtown tidy and beautiful. Thank you for all that you do!"

- Kim @ Naturistas

CLEAN SWEEP PROGRAM (CSP)



Following the closure of the Supervised Consumption Site in August of 2020, the provincially-funded Needle Debris Collection Program was successfully transitioned in partnership with the City of Lethbridge and Downtown BRZ's Clean Sweep Program.

Through this partnership approach, this program has significantly reduced operating costs by streamlining processes and leveraging existing programs such as the CSP Hotspotting Program.

Average of 500 bags of garbage collected per month.



NEEDLE PICKUPS

AUGUST 2018 - OCTOBER 2020

JANUARY - DECEMBER 2021



3,539 total
142/month

632 total
42/month

2,081 total
95/month

Downtown Hotspots SCS Vicinity



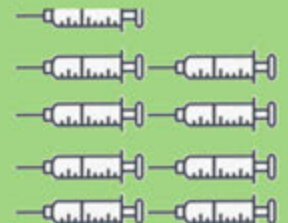
3,981 total
332/month

Downtown



1,854 total
155/month

Hotspots



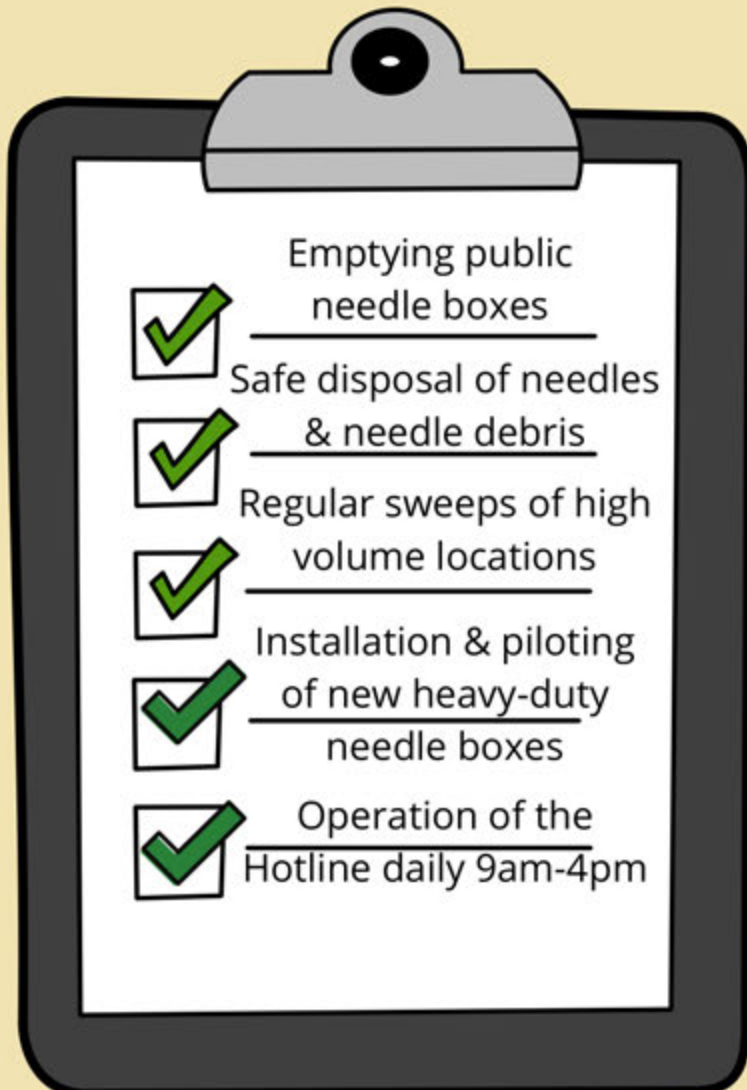
4,130 total
826/month

Shelter Expansion
(Aug 2021-Dec 2021)

CSP HOTSPOTTING PROGRAM & NEEDLE DEBRIS COLLECTION

The CSP provides traditional cleanup services for needles, garbage, clothing, etc. in additional "hotspot" areas such as the Stafford Drive overpass, 13 Street North, and in the vicinity of the Stabilization Shelter.

Some of the key responsibilities of the CSP Needle Debris Collection and Hotspotting programs include:



Additionally, in 2022, the City of Lethbridge confirmed funding for a three-year Needle Debris Collection Program with the Province of Alberta.

CSP shelter cleanings were implemented in Fall 2021, with the CSP team conducting cleanings of the area around the Stabilization Shelter twice per day. This program accounts for 65% of all needles collected through the CSP.

In 2021 (Sept-Dec) at the Stabilization Shelter, the CSP collected:

- 551 bags of garbage
- 4,130 needles
- 179 pipes

Read more about this initiative on page 26.

70,000+

needles have been collected and disposed of through CSP community-wide (since 2018)

*This includes organizations such as Sage Clan and community members dropping off needles picked up in the community.

CSP NEEDLE PICKUP HOTLINE

403-332-0722

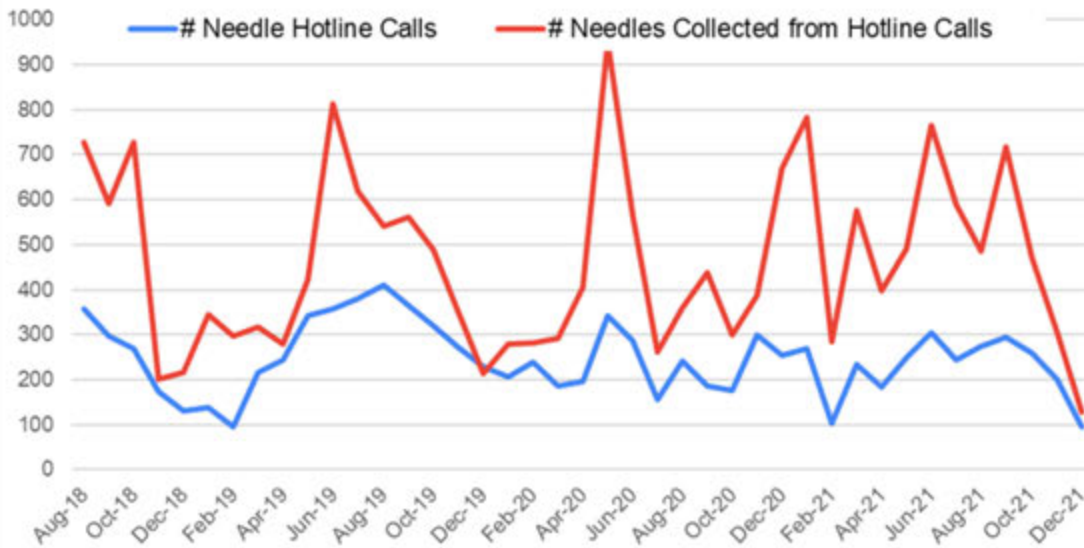
The Needle Pickup Hotline operates from 9 a.m. - 4 p.m. daily. After hours, callers are requested to leave a detailed message that is attended to by CSP the next morning.

These calls fluctuate depending on the time of year, with a higher call volume in the summer and reduced calls in the winter months.

8

calls per day (average)

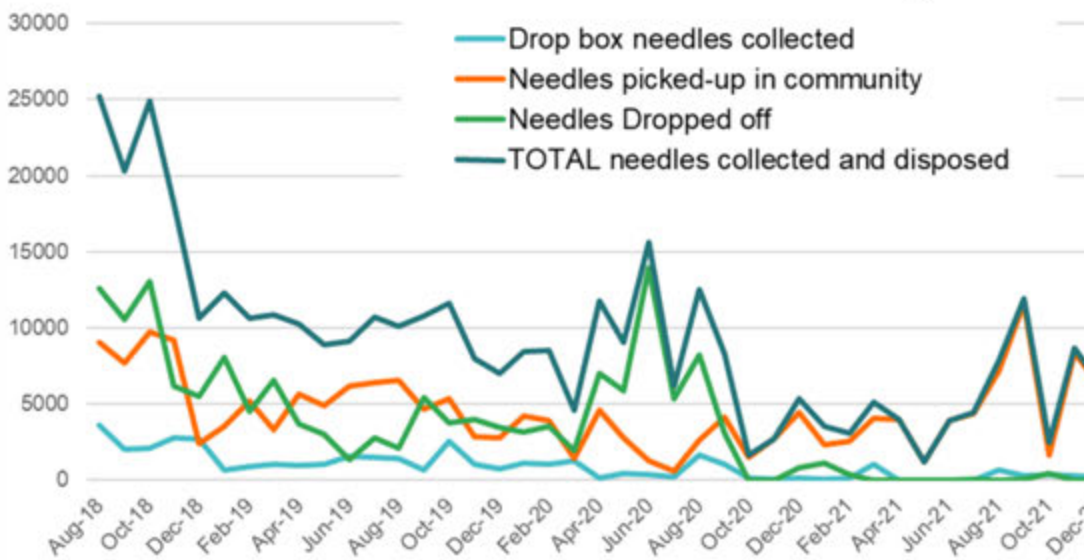
Needle Hotline



64%

of calls are between 6 a.m. - noon

Total Needles Collected in Lethbridge



487

needles collected per month (average) from Sept. 2020 - Dec. 2021

18

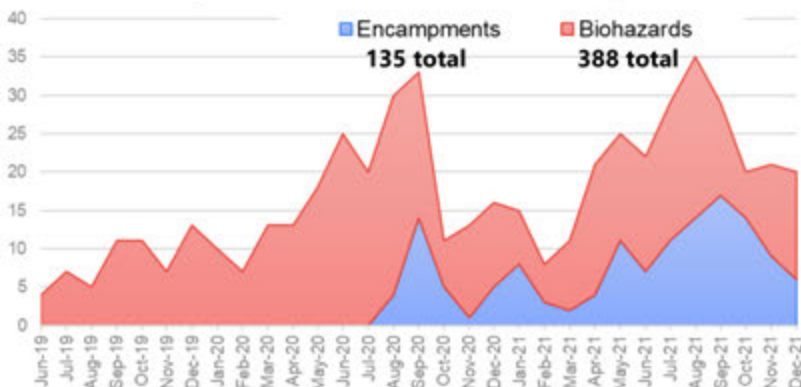
pipes collected per month (average)

BIOHAZARD & ENCAMPMENT CLEANUP

Biohazard and Encampment cleanups are triaged through the Safe Community Call Centre (SCCC). This supports the safe removal and cleanup of biohazards and encampments, and ensures that proper outreach is provided for the individuals involved.

This program requires the coordination of a number of services and departments. With services triaged through the SCCC, a more coordinated response for outreach and clean-up is ensured for the best possible outcome for those involved.

Monthly Biohazards and Encampments



With the reduction of public washroom access during the COVID-19 pandemic, there was a significant increase in the number of biohazard cleanups required, with an increase in encampments year-round.

The Community Clean & Safe Strategy is working on new measures to mitigate the impact of this situation. Read more about the Biohazard and Encampment Expansion on page 28.



- All calls are triaged through SCCC. This covers public defecation, vomit, blood, urine (if pooled in public access area).



- Encampments are attended & cleaned by a combination of service providers.



- Outreach will attend to assess & make connections with individuals on site.

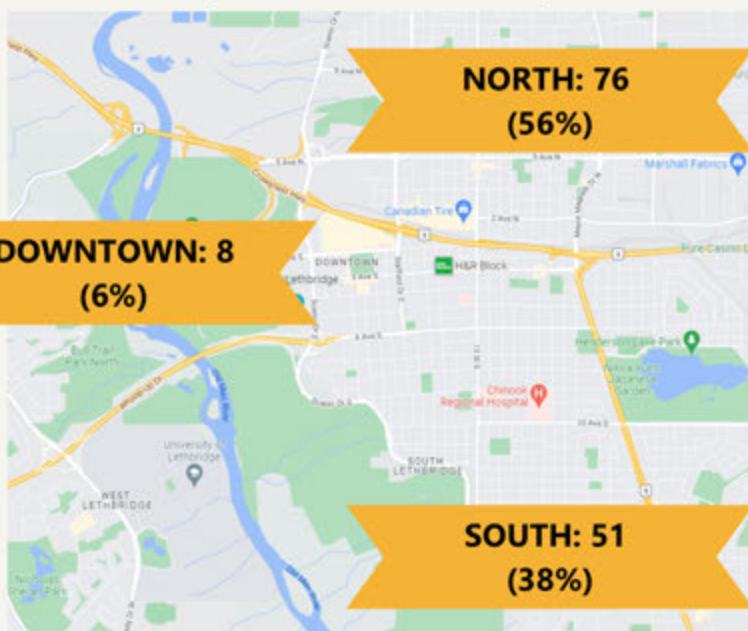


- CSP will work with encampment occupants to determine items to keep or throw away, and remove materials when possible or abandoned. CSP will also clean any biohazards as necessary.



ENCAMPMENT LOCATIONS

(JUNE 2019 - DEC 2021)



BIOHAZARD & ENCAMPMENT CLEANUP

BIOHAZARD HEAT MAPS



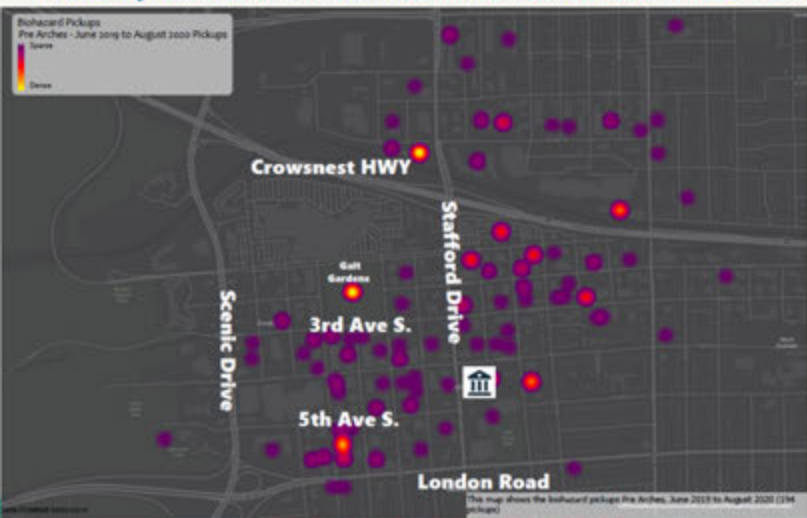
PRE-COVID
(SEPT 2019 - MARCH 2020)
88 PICKUPS



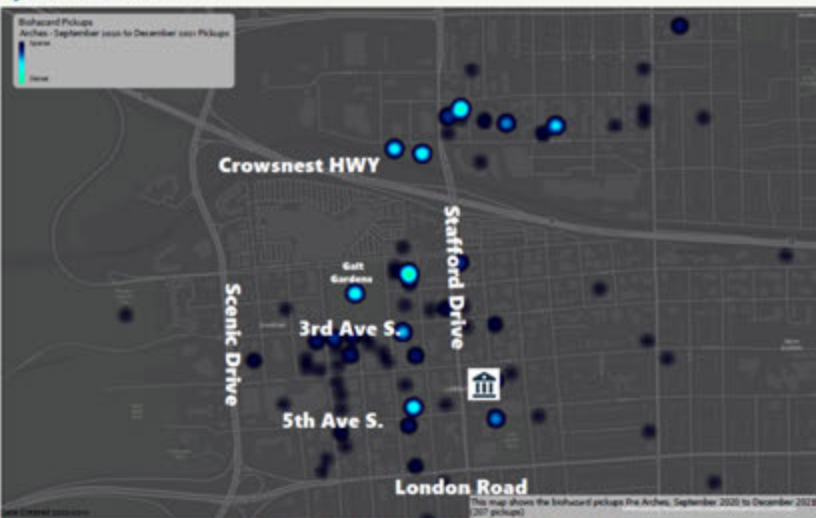
DURING COVID
(APR 2020 - DEC 2021)
313 PICKUPS

Prior to the COVID-19 pandemic, activity centralized a bit more in the vicinity of the previous Supervised Consumption Site (SCS) building (in the 1000 block of First Avenue South) and in the 500 block of Sixth Avenue South. Following the closure of many public spaces due to COVID-19 restrictions, activity began to disperse more throughout the south side and became more heavily concentrated on the north side, particularly in the vicinity of the Shelter.

Activity in the vicinity of the SCS reduced following its closure on August 31, 2020. This activity then increased in intensity across a few downtown locations and in the vicinity of the Shelter.



PRE-SCS CLOSURE
(JUNE 2019 - AUG 2020)
194 PICKUPS



POST-SCS CLOSURE
(SEPT 2020 - DEC 2021)
207 PICKUPS

DOWNTOWN AMBASSADOR PROGRAM

Operated by the Downtown BRZ Marketing & Engagement Team, which includes high school and post-secondary students, this year-round program provides a visible and welcoming presence in the downtown core. Ambassadors engage with, and promote, the initiatives of downtown businesses, residents and tourists to build positivity and visibility through social media and on the street.

These students work on the planning and execution of marketing campaigns, downtown events, business-member engagement, downtown awareness, and more.

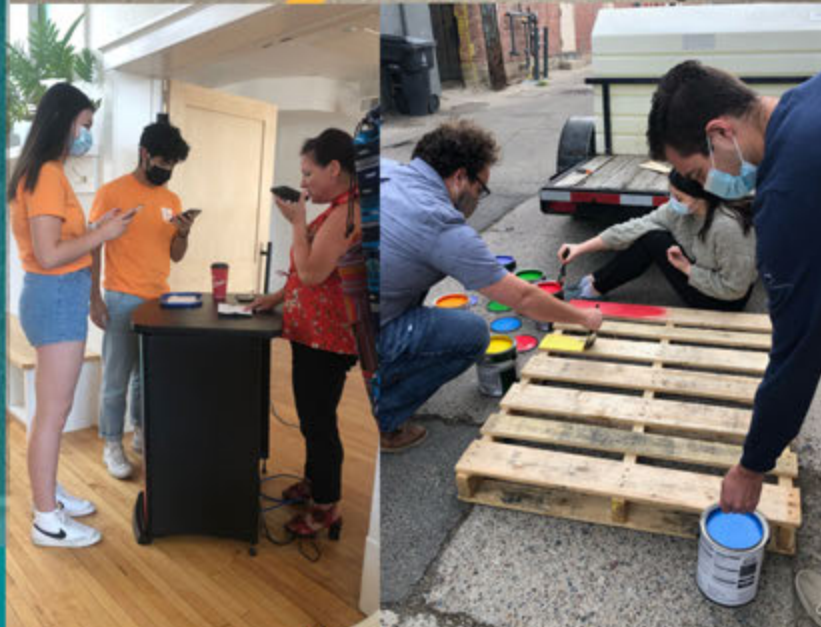
The Marketing & Engagement Team works in the BRZ office, visits businesses throughout downtown, and represents Downtown Lethbridge at various events.

"We cannot say enough good things about the BRZ Ambassador program! [They are] a huge asset to the local downtown community. They are always busy doing something to help promote the local businesses, and are just the friendliest people you'll ever meet! Huge thank you to them for everything they do!"

- Tony & Cami @ Urban Apothecary

"The Ambassadors... have been such an amazing team that has helped Kurvy feel at ease in the downtown core. The video they made was amazing and they are also friendly and kind. So thankful for them."

-Natasha @ Kurvy Couture Co.



DOWNTOWN SAFETY EDUCATION PROGRAMMING

This educational program outlines everything to do with downtown safety and security.

Modelled after the LPS and BRZ's 2001 "Business Watch Program," this program includes initiatives for businesses and non-profits in the downtown such as:

- "who to call" resources
- seminars on important issues (e.g. Understanding the Drug Crisis)
- needle pickup kits
- safe needle collection training
- other opportunities for education and awareness (e.g. business & event security; crime response & reporting)

Monthly sessions were initiated in 2019, however, they were put on pause due to the COVID-19 pandemic. Additional education sessions will be rolled out in Fall 2022.

In early 2022, the City of Lethbridge became a member with the Canadian Municipal Network on Crime Prevention (CMNCP).

The CMNCP is a non-profit organization representing over 100 Canadian municipalities from coast to coast. Members collaborate on ways to prevent and reduce violence and crime, and foster community safety and well-being through training, research, knowledge exchange, and expertise.

The City of Lethbridge leveraged its membership with the CMNCP to learn best practices and develop a strategy to address motel crime. A Motel Crime Reduction Strategy will be developed in the future.

"The City of Lethbridge is a member of the Canadian Municipal Network on Crime Prevention."



MAINSTREET CPTED GRANT PROGRAM

This program provides matching grant funding for Crime Prevention Through Environmental Design (CPTED) evaluations and improvements. CPTED is a multi-disciplinary approach of crime prevention that uses urban and architectural design and the management of built and natural environments.

The CPTED grant is available to businesses and/or property owners in the downtown as well as an expanded area in proximity to the previous Supervised Consumption Site and the current shelter.

Building and business owners can apply for a matching grant of up to \$5,000 for exterior safety projects that are identified through a CPTED report. For example, this could include improvements such as motion sensor lighting, surveillance cameras, fencing, or rollshutters. In 2021, this grant program was fully subscribed with \$25,000 in funding support granted to nine recipients. It is fully subscribed for 2022 as well, with eight recipients.

Business/property owners interested in funding support through the CPTED program need to apply through the Urban Core Property Improvement Grant Program before undertaking work. Retroactive funding is not eligible. Please visit www.lethbridge.ca/living-here/Downtown/Pages/Incentives-Programs for more details.

Apply for up to

\$5,000

matching grant

Project examples

- motion sensor lighting
- surveillance cameras
- fencing
- rollshutters

In 2021,

\$25,000

in funding support
provided to 9 grant
recipients

Grant payouts ranged
from

\$1,020-\$5,000

in 2021

SAFETY & SECURITY STRATEGY

Over the past 15 years, the City of Lethbridge has initiated a variety of solutions and strategies to foster community wellbeing and combat perceptions of an unsafe or unclean city.

These include:

- Round Street Report (2006)
- Downtown Clean and Safe Strategy (2019)
- Community Wellbeing & Safety Strategy (2019)

However, the COVID-19 pandemic and the closure of the Supervised Consumption Site in August 2020 have exacerbated perceptions and feelings of unsafety within the community.

Currently, the City of Lethbridge supports security and safety through a number of programs, including LPS's "The Watch" and Downtown Policing Unit, as well as contracted security services through Paladin Security in Galt Gardens and some City facilities. It also supports outreach and inclusion efforts, as well as the CPTED Grant and, Ambassador programs through the BRZ.

The Clean & Safe Committee recommended the City of Lethbridge join the CMNCP (see page 21) to leverage expertise on best practices and initiatives from other members. Many urban municipalities have Community Safety Strategies or similar studies that document the community's issues and needs, gaps, successes, and plans to move forward.

Now more than ever, there is a need for innovative, action-oriented solutions. These existing strategies need to be renewed and reprioritized due to the change in our socio-economic landscape, and present a holistic approach with an inclusive lens. It was recommended to research opportunities to synergize existing programs and streamline funding to create a more significant impact on safety, both actual and perceptual, and to generate true collective impact throughout the entire community, not only the downtown core.



EXISTING STRATEGIES

- Round Street Report (2006/updated 2016)
- Downtown Clean and Safe Strategy (2019)
- Community Wellbeing & Safety Strategy (2019)

NEXT STEPS

- Address priority action item list
- Evaluate current security services
- Review municipal CPTED needs + recommendations
- Review + streamline current safety initiatives

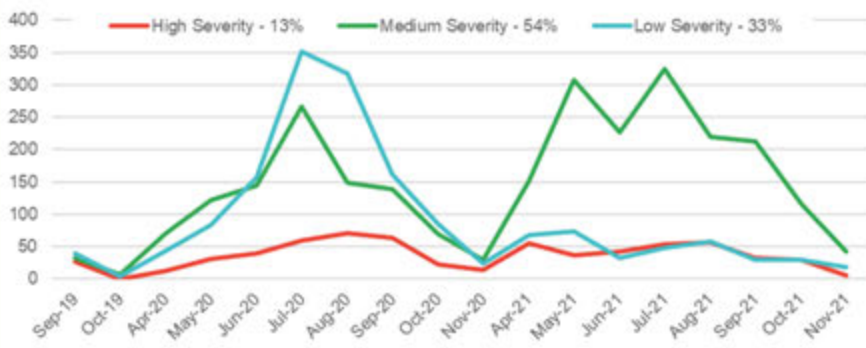
PUBLIC FACILITY SECURITY

Additional private security coverage is provided by Paladin Security for several city facilities including CASA, the Southern Alberta Art Gallery, the Park 'n' Ride, and a mobile patrol of Galt Gardens.

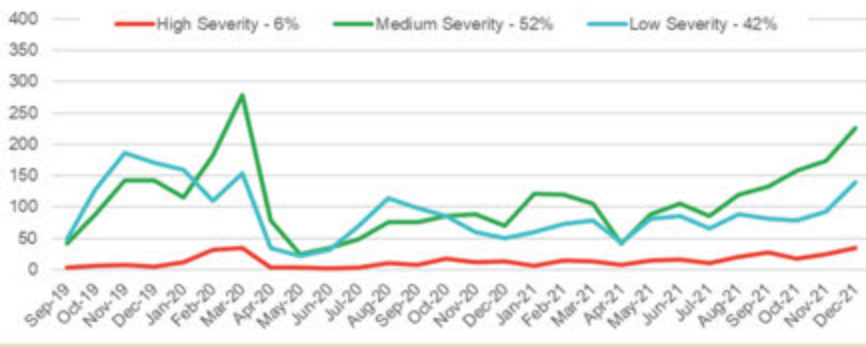
Throughout 2021, there was an increase in low and medium severity incidents which followed seasonal trends. More incidents occurred in the summer months, except at the downtown library which saw an increase in the winter months.

Less than
7%
of all incidents were high severity in 2021

Paladin Incident Severity - Galt Gardens



Paladin Incident Severity - Park N Ride



Paladin Incident Severity - DT Library



HIGH SEVERITY

- Assault
- Arrest
- Overdose or other medical emergency
- Theft
- EMS/LPS contacted

MEDIUM SEVERITY

- Property Damage
- Disturbance
- Hazards
- Drug debris found
- Trespassing
- Potential theft

LOW SEVERITY

- Injury or fall
- Unsecure door
- Lost/Found
- Loitering
- General assistance

PUBLIC FACILITY SECURITY



SEVERITY OF INCIDENTS AT EACH LOCATION IN 2021

GALT GARDENS

- Paladin does not patrol Galt Gardens during the months of December - March.
- In 2021, there appears to be a shift with more medium severity calls versus low severity calls
- The highest volume of high severity calls occurred in Galt Gardens (13% of total incidents)

HIGH - 13%
MEDIUM - 54%
LOW - 33%

PARK 'N' RIDE

- There was a peak in the number of incidents at the beginning of the COVID-19 pandemic
- Incident numbers dropped off in May-June 2020
- Overall, the volume of incidents appears consistent year-round
- High severity incidents at Park 'n' Ride are 3% of total

HIGH - 6%
MEDIUM - 52%
LOW - 42%

DOWNTOWN LIBRARY

- 75% of incidents are low severity
- The volume of low severity incidents follows opposite seasonal trends, with winter months being higher as individuals are likely looking for warm places to gather

HIGH - 1%
MEDIUM - 24%
LOW - 75%

*NEW > CSP SHELTER EXPANSION

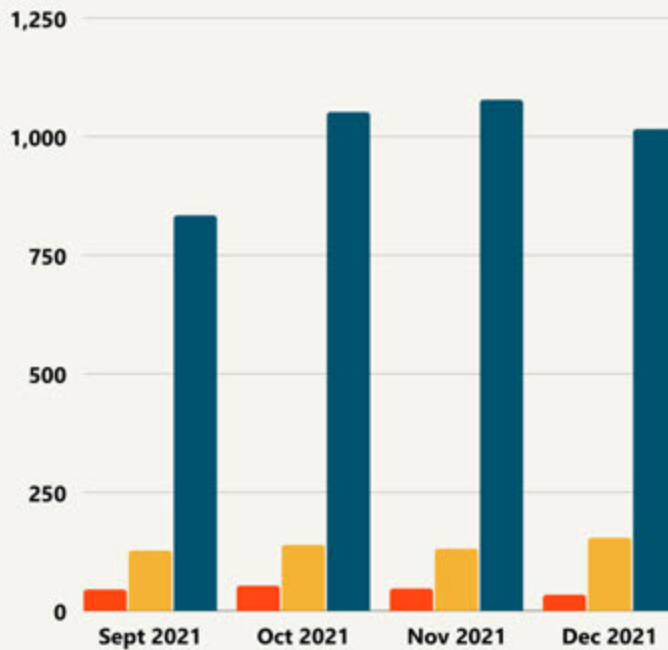


4,130

total needles collected
from Aug - Dec 2021

CLEAN SWEEP SHELTER EXPANSION (SEPT - DEC 2021)

- PIPES
- GARBAGE
- NEEDLES



551

bags of garbage
collected at the Shelter
from Sept - Dec 2021

Implemented in Fall 2021, the Clean Sweep Program was expanded to include Shelter Cleanings. The CSP team conducts cleanings twice per day. This program accounts for 65% of all needles collected through the CSP.

There has been a consistent amount of garbage, needles, and pipes collected at the Shelter on a daily and/or monthly basis.

*NEW > OUTREACH SERVICES

Outreach Services were formed with the intention to increase the outreach area and accessibility of services for the most vulnerable. In July 2022, the Outreach Mobile Team (OMT) became operational and was operated by the CMHA. Then, in August 2022, Streets Alive Mission took on an active role in providing Outreach Services. Modelled after best practices identified in other communities, one key component of Outreach Services is to ensure efficient collaboration with other community outreach teams for seamless service delivery.

Outreach Services prioritizes building relationships and facilitating the connections necessary to ensure those at risk have access to services and supports across the system of care. Outreach staff members patrol hot spot areas in the community (i.e. Galt Gardens, library, downtown core, soup kitchen and the Shelter) and respond to calls for support throughout the city where new encampments have been identified.

Outreach will conduct assessments to identify individual needs and can do intakes to get individuals connected with housing and other well-being supports. The overarching and long-term goal will be to connect individuals living in encampments, sleeping rough, or couch surfing to the appropriate resources that will help them access, move into and maintain stable housing.



Outreach Services will be one of the first points of contact for most encampment calls and inquiries, and will respond to calls in a manner privileging encampment occupant dignity while providing support and resources.



*NEW > BIOHAZARD & ENCAMPMENT EXPANSION



135

total encampments
Aug 2020 - Dec 2021



As previously mentioned, with the reduction of public washroom access during the COVID-19 pandemic there was a significant increase in the number of biohazard cleanups required, with an increase in encampments year-round.

Due to this increase in demand, an enhanced response was necessary to reduce response times with biohazard cleanups in particular. Additionally, with encampment clean-ups, this expansion required coordination between several services (Outreach, CSP, LPS, City) and leverages some additional Clean & Safe programs and initiatives.

In June 2022, the Clean Sweep Program integrated encampment and biohazard clean-up as an addition to their existing services.

224

biohazard incidents
Aug 2020 - Dec 2021



NEXT STEPS

- Continue to work with partners for coordinated encampment responses
- Provide data on biohazard incidents and debris cleanup

*NEW > SCCC MOVE TO PUBLIC SAFETY COMMUNICATIONS CENTRE (PSCC)



The Safe Community Call Centre (SCCC), previously managed by the Canadian Mental Health Association (see page 8), transitioned to the Public Safety Communications Centre (PSCC) in June 2022.

The PSCC is responsible for answering emergency and non-emergency calls for service and dispatching the necessary resources to handle these situations. The agencies served include: Lethbridge Police Service, Lethbridge Fire and Emergency Services, Alberta Health Services, and a number of regional fire and EMS providers. This transition will create efficiencies and ensure call triaging and responses are met in a timely manner by providing a 24/7 phone line.

Members of the public can call the PSCC for issues such as unsafe street behaviour, public biohazards, needle debris, graffiti or encampments.

Provides a

24/7

phone line to triage calls and cut response times

- unsafe street behaviour
- public biohazards
- needle debris
- graffiti
- encampments

1-825-399- SAFE



FOR MORE INFORMATION, VISIT [LETHBRIDGE.CA/CSD](https://lethbridge.ca/csd)

