



PERMANENT SUPPORTIVE HOUSING

Permanent Supportive Housing is a drug free and sober living facility licensed under Alberta Health's Supportive Living Accommodation Licensing Regulation AR 40/2010. Details can be found at Alberta Health website www.health.alberta.ca/documents/CC-Accommodation-Guide4-2013-SL.pdf. It is a living community where residents honour one another to live healthy lifestyles moving away from substance abuse.

In Permanent Supportive Housing (PSH) we strive to create a culture of respect, trust, self-autonomy, responsibility and community demonstrated in action. We value safe spaces and a culture of peace in which to learn, grow and achieve holistic well-being.

The services philosophy of Resident Engagement is to work with The Mustard Seed program areas and community partners to provide compassionate, individualized, voluntary services designed to help residents meet their own goals for self-sufficiency and self-determination.

Permanent Supportive Housing at The Mustard Seed will provide a unique opportunity for single men and women who are homeless, at-risk of homelessness or have low incomes. Residents will live in a sober community with full access to a variety of services and programs that will meet their specific needs, while being encouraged in independence and growth.

Residents in PSH are required to touch base with an assigned Resident Engagement Worker on a weekly basis. This time will provide an opportunity for residents to share their concerns as well as celebrate their victories and be supported in their plans for the future. Resident Engagement staff will provide an orientation as well as general information regarding services for all residents. We will coordinate on-site recreational, social and community-building activities, as well as assistance in navigating other supportive services.

PSH is regulated by the Supportive Living Accommodation Regulation AR40/2010 and requires that Resident Engagement staff provide reassessment and risk management services to all residents who are exhibiting behaviours that may jeopardize their residency. The Resident Care Plan will present residents with an opportunity to adjust behaviours and create the necessary action plan that aligns with The House Guidelines and Resident Services Agreement, in order to maintain housing.

Suites in PSH at 1010 Centre Street SE are fully furnished bachelor or 1-bedroom suites with single bed, dresser, living room furniture and kitchen appliances.

Permanent Supportive Housing 1010 Centre Street SE Application Checklist

INSTRUCTIONS

- Please answer all questions and sign application – failure to do so will result in application being returned.
- The application form must be filled out completely and all information provided will be verified. It is helpful to ensure the contact names and phone numbers of rental references and employment are correct and expecting a call from The Mustard Seed.
- The Mustard Seed will NOT accept any application without the documents listed below.
- Email application form (pages 6 through 8) to PSHIntake@theseed.ca or may be mailed or dropped off to 102 – 11 Avenue SE, Calgary AB T2G-0X5 ATTENTION: Resident Engagement Administrator
- Applicant will be required to attend an interview with Resident Engagement staff and with the Property Manager to review your applications and answer questions which will assess your suitability for Permanent Supportive Housing.

PROOF OF INCOME VERIFICATION

- Working income** - Must show 3 months' pay stubs with the last month's gross earnings, or provide a letter on company letterhead from employer stating the number of average hours worked per week and hourly monthly income
- Self-employed business owner** - Notice of Assessment or Notice of Reassessment provided after annual tax returns are filed
- Employment Insurance** – one current pay stub or confirmation of gross weekly amount (My Current Claim)
- Worker' Compensation** – One complete month of gross pay stubs
- Alberta Works** – a copy of the 3-part medication services card with name, address and budget amount
- AISH** – a copy of the 3-part AISH medical services card with name, address and budget amount
- Old Age Security (OAS)** – stub from cheque or bank statement
- Canada Pension (CPP)** – stub from cheque or bank statement
- Alberta Seniors Benefit (ASB)** – stub from cheque or bank statement
- Guaranteed Income Supplement (GIS)** – stub from cheque or bank statement
- Wartime Veteran's Allowance (WVA)** – stub from cheque or bank statement
- Goods & Services Tax Rebate (GST Rebate)** – stub from cheque or bank statement

SECURITY DEPOSIT & RENT PAYMENT INFORMATION

- First month's rent and security deposit of \$500 must be paid on move-in day
- Applicant with agency rent subsidy must submit a letter with the application outlining amount of subsidy, length of subsidy program and supports going to be provided by the agency.

INTERVIEW PROCESS

- Applicant and/or caseworker will be contacted to book interview appointment
- Applicant will be required to attend an interview with Resident Engagement staff and with the Property Management to answer questions which will assess your suitability for Permanent Supportive Housing.
- Applicant is required to show government issued identification during interview.
- Resident Engagement staff and Property Manager will contact references and will advise applicant of acceptance of application and move in date or denial of application within 5 business days of interview



1010 CENTRE HOUSE GUIDELINES

RESIDENTS AND THEIR VISITORS WILL OBSERVE AND COMPLY WITH ALL THE HOUSE GUIDELINES AND THE RESIDENTIAL SERVICES AGREEMENT

1. BUGS

- a) Residents must report all cases and/or suspected cases of bed bugs or unidentifiable bugs to Property Management immediately for treatment, if required, by TMS.

2. BICYCLES

- a) No bicycles are allowed inside 1010 Centre except in bicycle stalls provided/assigned.
- b) Property Management will provide 1 bicycle stall per resident, based on availability.

3. CLEANING

- a) The Mustard Seed cleans all common areas, between 8:00AM and 7:00PM Monday through Sunday.
- b) Residents and their Visitors must be out of their suites during their scheduled cleaning time.
- c) Residents should provide feedback on the cleaning service to Property Management.
- d) Records of the suite cleaning service are kept with Property Management and can be provided to Residents upon request in writing.

4. DRUGS & ALCOHOL

- a) The 1010 Centre is a sober building. Sober building means you are required to be sober in this building which means not showing any physical or verbal signs of intoxication.
- b) If you are found to be not sober in any areas you may be asked to leave and a Resident Care Plan will be put into place to help you stay sober.
- c) Use of illegal drugs on the premises is strictly prohibited.
- d) The Mustard Seed have the right to conduct urine drug tests on Residents based on exhibited behaviours and incidents.

5. MEDICATION

- a) Residents are responsible for taking their own medications as instructed by their medical physicians.
- b) Residents are responsible for storing their own medications safely in their suites and keeping them out of reach from anyone else.

6. PETS

- a) The Mustard Seed Pet Policy allows one fish per resident, to be kept in a fish bowl or small fish tank.
- b) Pets including, but not limited to, animals, birds, rodents or reptiles of any kind are not allowed to be brought in or kept in the suite or any part of 1010 Centre.

- c) If The Mustard Seed discovers a pet on the premises, the Resident will have the pet removed without delay. Any damages, expenses, or any other reasonable costs which are incurred by The Mustard Seed will be paid by the Resident.
- d) Any resident wishing to bring a fish and bowl/tank into 1010 Centre is required to fill out a “Pet Request Form” and get approval prior to bringing the fish into the unit. Forms are available from the Property Management department.

7. NOISE DISTURBANCE

- a) No excessive noise will be permitted at any time.
- b) The Mustard Seed uses the City of Calgary noise bylaws as a guide for 1010 Centre.

8. PERSONALIZING SPACE

- a) Residents are allowed to personalize their suites with beddings, pillows, rugs, and desktop or free standing lights provided it will not create a health and safety issue for them and their Visitor(s).
- b) Residents are not allowed to have real Christmas trees in their suites.
- c) Do not tamper with The Mustard Seed provided window coverings.

9. SMOKING

- a) Smoking is only allowed on the **3rd floor Patio** as well as **all balconies**.
- b) No smoking is allowed in the suites, common areas, elevators or anywhere else except the above designated smoking areas.
- c) Failure to comply will result in a **\$200.00 penalty** and possible eviction.
- d) This policy applies to Residents, Visitors, Staff and Contractors.

10. REPORT OF ABSENCE

- a) Residents will obtain, complete and submit “Away Slips” when they are going to be away from The Mustard Seed premises for over 24-hours. Away Slips are to be completed with the assistance of Resident Support staff.
- b) Resident Support Staff will conduct a “Room Check” by entering the resident’s suite, if the resident’s whereabouts are unknown for a period of 48-hours.
- c) Resident Support will complete an “Incident Report” as per PSH licensing requirements if Resident’s whereabouts are unknown within a 72-hour period.

11. RESIDENT CONDUCT

- a) The Mustard Seed has a zero tolerance policy regarding violence or threats of violence of any form against anyone.
- b) Resident will not cause, and the Resident will ensure that the Resident’s Visitor(s) do not cause, a nuisance or disturbance to other residents at 1010 Centre or to neighbours of 1010 Centre.
- c) Verbal threats or abusive behaviour to anyone (including but not limited to other residents, visitors, staff, volunteers and contractors) at 1010 Centre is not allowed. That includes:
 - i. **Verbal conduct** such as harassment, threats of violence, derogatory comments, slur, or unwanted comments or jokes.
 - ii. **Placement in visible areas of offensive materials** such as derogatory objects, pictures, posters, cartoons, drawings or gestures.
 - iii. **Physical conduct** such as assault, blocking or impeding movement, restraint, touching or any physical interference with normal work or movement.

12. SAFETY REQUIREMENTS

- a) Residents will comply with all health and fire regulations of the City of Calgary.
- b) Residents will not tamper with, or hang anything on the smoke detectors, water sprinklers and/or fire extinguishers.
- c) Report any failed safety equipment immediately to Property Management.
- d) Never disconnect or block any smoke detector. This is a serious offence which can lead to a fine from the City of Calgary and an eviction from The Mustard Seed.
- e) All repairs and maintenance associated with Smoke Alarm and Water Sprinklers are an emergency and as such, The Mustard Seed will not give a '24-hour Notice to Enter' to come into a suite for repairs.

13. VISITORS

- a) Resident is responsible for any person(s) who are in the suite or any part of 1010 Centre at the request or consent of the Resident.
- b) Resident is responsible for familiarizing their Visitor(s) with the House Guidelines. Visitors are to comply with our Visitor's policy and House Guidelines at all times.
- c) Minors are to be accompanied by an adult and resident must fill out Minor Consent Form to be let into 1010 Centre.
- d) Visitors are allowed from 8am to midnight in suites and amenity rooms. Overnight visitors must be authorized by Resident Support through the completion of an Overnight Visitor Slip. An approved overnight visit cannot exceed three consecutive nights unless authorized in writing by Resident Support.
- e) Visitors are to enter and exit 1010 Centre using the main building entrance located on the corner of Centre St & 10th Ave.
- f) Visitors are required to sign-in at the Front Desk and to wear the provided identification lanyard.
- g) Residents will meet their Visitor(s) at the Front Desk to sign in and Resident will escort Visitor(s) to the Front Desk to sign out and return the lanyard.
- h) THE MUSTARD SEED reserves the right to ban and/or refuse entry to non-compliant Visitor(s) who present a risk to the safety and well-being of our Residents and staff.

14. RESIDENT CARE PLAN

- a) Behaviours or situations that will result in a Resident Care Plan and/or eviction include:
 - i. Making excessive noise
 - ii. Solicitation of money and property from other residents
 - iii. Verbal threats or abusive behaviour towards anyone in the 1010 Centre
 - iv. Substance abuse and/or intoxication
 - v. Breach of House Guidelines

Permanent Supportive Housing Application Form
1010 Centre Street SE

This application is submitted to Resident Support for **Permanent Supportive Housing (PSH)** and can be completed by Applicant and/or Caseworker. Once completed, please scan/email the referral to pshintake@theseed.ca with a read receipt. Permanent Supportive Housing Applicants must meet the following eligibility criteria:

Application Criteria

- Must have income at or below the Core Needs Income Threshold
- Must be willing to connect with a Resident Engagement Worker
- Provide proof of stable income or support letter of explanation regarding income
- Must be 18 years of age or older
- Willing to live a sober lifestyle and comply with Urine Drug Testing. All approved applicants must pass a urine drug test on move-in date.
- Understand and sign the Residential Services Agreement and House Guidelines
- Be able and willing to self-care physically, medically, mentally, hygienically and/or have supports in place to aid with any concerns and/or be eligible and willing to receive supports in these areas

Identifying Information

Applicant Legal Name: _____ HMIS # (if applicable) _____

Date of Birth: _____ Male Female Transgender Transsexual

Applicant Phone Number: _____ Applicant Email: _____

Alternative Phone Number: _____ Alternative Email: _____

Is the applicant receiving Case Management? YES NO

If YES agency name: _____

Caseworker Name: _____ Caseworker phone number: _____

Caseworker email: _____

Next of Kin Name: _____ Relationship to applicant: _____

Next of Kin phone number : _____

Next of Kin address: _____

Housing History

Current address: _____

Current Landlord name: _____ Phone number: _____

How long have you been at this address? _____ What do you pay for rent? _____

Previous Landlord name: _____ Phone number: _____

How long were you at this address? _____ What did you pay for rent? _____

Current Employer History

Company name: _____ Occupation: _____

Supervisor name: _____ phone number: _____

How long have you worked there? _____ Income: _____ per month

Other Income supports (if applicable)

Income support type: _____ Amount: _____

Income support type: _____ Amount: _____

Agency providing Subsidy: _____ Amount: _____ Time Frame _____

Please provide two character or professional references

Name: _____ Phone number: _____

Relationship to applicant: _____

Name: _____ Phone number: _____

Relationship to applicant: _____

Consent to Release Information

In accordance with section 38(1) of the Freedom of Information and Protection of Privacy Act, I give The Mustard Seed staff permission to disclose and receive pertinent personal information from/to my support workers at the agencies or other people I have identified in this application. I understand that The Mustard Seed staff will be contacting the references listed regarding information about myself that will assist me in obtaining independent living in Permanent Supportive Housing.

I, _____ of the City of Calgary in the Province of Alberta authorize and consent to the
(print name)

release and sharing of confidential information related to the application to PSH. This consent is to be effective throughout my residency. I have read, understood, and agree with the above consent.

Date: _____

Signature of Applicant: _____

Statutory Declaration

I, _____ of the City of Calgary in the Province of Alberta, so solemnly declare as follows:
(print name)

- 1) That I am the applicant.
- 2) That the statements made by me in the said declaration(s) are, to the best of my knowledge, information and belief, full and true in all respects: And I make this solemn declaration conscientiously believing it to be true and knowing that it is of the same force and effect as if made under oath and by virtue of the Canada Evidence Act.

Declared before me

In the Province of Alberta at the City of Calgary
This day of _____, 20__.

Signature of applicant: _____

Collection of Personal Information

The Mustard Seed is collecting your personal information according to the requirements of the privacy laws in Alberta. The Mustard Seed is committed to protecting your privacy during your participation in our agency's programs. The Mustard Seed does not share your information with anyone that you do not agree to, and you may withdraw your consent to share your information at any time. Please be aware that The Mustard Seed provides statistical data to the government; however the government will not receive your name, date of birth, or any contact or location information (such as addresses or phone numbers).

I, _____ of the City of Calgary in the Province of Alberta authorize and consent to the
(print name)

release and sharing of confidential information related to my residency in Permanent Supportive Housing. This consent is throughout my residency. I have read, understood, and agree with the above consent.

Date: _____

Signature of Applicant: _____