



MOSAIC INTERFAITH OUT OF THE COLD

MEMORANDUM

TO: All MIOTC staff, Partner Communities and coordinators, and contractors.
FROM: Directors – MIOTC: David Rawcliffe (President), Wilfred Grosman (Vice President), Carolyn Stevens (Secretary), Mehboob Siwjee (Treasurer).
DATE: December 11th 2013
SUBJECT: Roles and Responsibilities of MIOTC and Partner Communities specifically with regards to Security/Safety and Token distribution.

Mosaic Interfaith Out of the Cold (MIOTC) is a registered Canadian charity whose mandate is to provide coordination and support to all partner communities operating the Mosaic Interfaith Out of the Cold program. In addition to performing public relation activities, training and logistical support, MIOTC is the funding agency providing funds to all partner communities.

MIOTC is accountable to various government agencies including the Canada Revenue Agency (CRA), the Regional Municipality of York, private funders, and the public who contribute to our initiatives. Our agency now partners with 11 interfaith communities operating shelters, and over 37 community groups that contribute to the program. Such a network of community partners and government regulators requires MIOTC to **adhere to various policies, ensure accountability, ensure a safe working environment for all staff and volunteers, and ensure a safe and comfortable space for guests.**

All partner communities that receive funding from MIOTC are required to follow policies relating to areas which MIOTC is responsible for including, but not limited to, finances and budgets, cleanliness, medical program (on-site nurses and medical team), token distribution and security/safety.

MIOTC believes the clarifications below will improve the operations of all shelters, and ensure a safe, comfortable environment for all guests, volunteers and staff.

1. Security and Guest eligibility to enter programs:

MIOTC strives to maintain a calm and comfortable environment for all guests using our shelters. Guests are required to follow rules including good behaviour, not carrying or consuming alcohol or drugs, and refraining from using racist or derogatory comments. **Entry into our shelters is not a right of guests, but rather a privilege dependent on good behaviour.**

In order to ensure stability at all our shelters, MIOTC staff including the Program Manager and Security Staff, are responsible for enforcing these rules in a fair, quick and efficient manner. Because our staff are in constant contact with each other and guests every night, they are aware of potential safety concerns which individual partner sites and volunteers may not be aware of. **The Program Manager and Security Staff are therefore the primary decision makers regarding whether a guest be allowed to enter a shelter, or when a guest be asked to leave the program.**

When a safety concern arises, MIOTC staff will seek input from security staff, shelter coordinators and volunteers whenever possible before deciding on the best course of action. **However once a decision is made by MIOTC staff to refuse a guest entry, volunteers and Team Leaders are required to follow the advice of the Program Manager and/or Security Staff, and allow the staff to deal with the guest.** Whenever possible, the Program

Manager and/or Security Staff will inform volunteers either at Finch Subway station or on-site when a guest has been banned from the program.

2. Token Distribution:

MIOTC is responsible for the purchase and distribution of bus tokens/tickets for guests. **Receiving a bus token/ticket is not a right for guests, but is a privilege dependent on the guest's need to use public transportation.**

MIOTC does not purchase bus tokens using government funding ever since government funding was cut in recent years. Our agency raises funds for bus tokens through considerable fundraising efforts each year. Due to the high cost of tokens, **MIOTC ensures that tokens are distributed only to guests who are in need of public transportation.** Guests who have access to a vehicle, or who use services such as Mobility Plus, are not entitled to a bus token, and MIOTC reserves the right to deny bus tokens to guests.

The decision to provide or deny guests with bus tokens is made by the MIOTC Program Manager. The Program Manager will determine whether an individual guest is in need of public transportation in a fair manner through consultation with security staff and volunteers, and will communicate the decision to volunteers distributing tokens in a timely manner. **Volunteers and Team Leaders are required to follow the decision of the Program Manager, and allow staff to deal with the guest.**

MIOTC values the partnership we have with all our community partners and we continually strive to improve our operations to ensure that all MIOTC Out of the Cold programs are safe and successful. We hope that the clarifications above will help with the smooth provision of services to those in need.
