



Presentation Summary
May 18, 2023

City of Whitehorse Bylaw Services

City of Whitehorse Bylaw is responsible for a safe and healthy environment for the citizens of Whitehorse, Yukon. Bylaw services are currently working on two main crime prevention priorities; taxi safety and graffiti.

Regarding the matter of taxi safety, there exists a profound public concern regarding issues such as sexualized violence, the safety of both passengers and drivers, as well as the valuation and participation in regulatory bylaws. A recent development entails the installation of cameras in all taxis, while the prevailing bylaw grants the authority to conduct unscheduled safety inspections on taxis.

The prevalence of graffiti is an ongoing concern, with various elements such as garbage cans, buildings, and signs falling victim to acts of vandalism. This pervasive issue significantly impacts the community, resulting in substantial financial burdens for residents and businesses, eroding the sense of safety among citizens, creating visual disturbances, and potentially serving as a means of communication for gangs. To address this matter, the City of Whitehorse Bylaw services have proposed a range of potential solutions, including the implementation of garbage can wraps, the introduction of a voucher program, organizing a 20-minute makeover initiative, and establishing street art panels. They have established a dedicated web page on their website, titled "Engage Whitehorse", which serves as a valuable resource for tracking incidents of graffiti application, aiding in the enforcement efforts of the City and its collaborative partners. In order to effectively combat this issue, it is crucial for the public to actively engage by reporting instances of graffiti, participating in removal efforts, and collectively working towards reducing its occurrence.

Bike patrols have a major influence on the community, offering joint patrols in collaboration with the RCMP, organizing school bike rodeos alongside the RCMP, prioritizing education and safety initiatives, and employing officer presence as a means of crime reduction. The prevalent concerns that span multiple jurisdictions typically encompass theft, vandalism, vagrancy, and drug use. In response to these persistent issues, the Bylaw department has forged partnerships with the RCMP, Safer Communities & Neighborhoods, and other safety officers, aiming to effectively address and mitigate these ongoing concerns.



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Connective Support Society

Connective is a place of inclusivity where individuals feel safe and included in their chosen community, and see a path forward for everyone, with opportunities to learn, grow and develop on their own terms, and at their own pace. Connective is committed to facilitating transformative social change in communities across BC and the Yukon – and to reframing how society thinks about people facing systemic barriers. Their vision is a safe, healthy, and inclusive community for all while their mission is to strengthen communities by supporting people experiencing barriers so they can achieve greater independence. They have an agreement with the Council of Yukon First Nations to share expertise and solutions with the goal of collaboration on the delivery of programs in the Yukon.

The Connective approach is person-centered, holistic and community based. In their continuum of support, people can find what they need to move forward, and access assistance navigating challenging social systems. Through their workers, individuals find an advocate willing to work tirelessly to help them overcome barriers and achieve their goals.

Their programs and services are developed in response to the needs of the people and communities who may be involved in the criminal justice system, have developmental disabilities, be experiencing poverty, have mental health challenges, be experiencing or be at risk of homelessness, and struggle with problematic substance use. A few examples of programs offered include employment support and education, Indigenous-focused programming, homelessness prevention, reintegration services, community living services, etc. These are all performed through M-SHARP & W-SHARP, WRS, Housing First Residence and WES.

Connective provides over 100 units (apartments, shelter beds) of housing with occupancy of 102 services users within Whitehorse and have approximately 130 employees currently employed. CYFN, Connective and residents are committed to design cultural programming to meet the needs of residents.

Men and Women's Supervised Housing and Reintegration Programs provide structured support and home environments for people transitioning from corrections. Key focuses of the program include ensuring stability for residents, providing a safe place for people to develop tools to manage day to day needs, and maintaining community safety while supporting individuals to find their own path within community.



Whitehorse Residential Supports purchased a duplex in Copper Ridge which houses four individuals, and it takes a person-centered approach. It supports individuals to comply with their YRB disposition while living their greatest independence.

The Housing First at 5th and Wood Street provides permanent housing to people experiencing complex needs and takes a harm reduction approach. It provides onsite programming to develop life skills and is equipped with 24-hour, double staffing. In two years of operation there has only been one eviction.

405 Alexander operates with a minimum of three staff on site 24 hours a day, seven days a week. Staff are supported by a full-time on-site manager or designate, in addition to various other staff or organization providing on-site services to the service users. This facility has a referred care clinic, KDFN outreach clinic, mental wellness and substance use services, EMS paramedic specialist program, cultural programming, and yoga biweekly. There is an on-site Cultural Support Worker which provides opportunities service users to engage in cultural activities such as healing circles, talking circles, traditional meal cooking, beading, and smudging to promote healing in a supportive environment. Anyone who needs housing or access to supports is welcome at 405 Alexander. The building provides 20 permanent supportive housing units, meaning some residents may stay permanently and live out their lives in the neighborhood. The facility provides emergency shelter for up to 54 people and there is no maximum length of stay in which an individual can access emergency shelter beds. Residents at this building are permitted to make their own life choices. This includes decisions to abstain or use drugs/alcohol in the privacy of their permanent homes.

Connective Support Society

Yukon Police Council Presentation

May 18th, 2023



We Acknowledge

That we live, work and play on the Traditional Territories of the Kwanlin Dün First Nation and Ta' an Kwäch' än Council



And Are Thankful



About Connective

We believe that everyone deserves to feel safe and included in their chosen community, and see a path forward for everyone, with opportunities to learn, grow and develop—on their own terms, and at their own pace.

Connective is committed to facilitating transformative social change in communities across BC and the Yukon—and to reframing how society thinks about people facing systemic barriers.

Our Approach

The Connective approach is person-centered, holistic and community-based.

In our continuum of support, people can find what they need to move forward, and access assistance navigating challenging social systems. In us, people find an advocate willing to work tirelessly to help them overcome barriers and achieve their goals.

Connective is here for everyone—at every stage, in any circumstance.

Our Vision & Mission

Our Vision

A safe, healthy, and inclusive community for all

Our Mission

We strengthen communities by supporting people experiencing barriers so they can achieve greater independence

Our Values

INCLUSIVE

We create an environment where everyone can feel welcome and respected

ACCOUNTABLE

We are responsive, take responsibility for our actions, and honour our commitments

PERSON-CENTERED

We adapt our approach to the individual and use empathy and compassion in all our interactions

COLLABORATIVE

We engage and work closely with others – both within and outside our organization

DETERMINED

We are passionate, do not shy away from tough challenges, and respond to setbacks with a renewed drive to succeed

We Are Here

- Operates in 7 different regions; Central Vancouver Island, South Vancouver Island, Lower Mainland, Fraser Valley, Thompson Region, Okanagan, and Prince George/Yukon
- Work in partnership with 10 BC Correctional Centres, and 15 Community Correction Offices



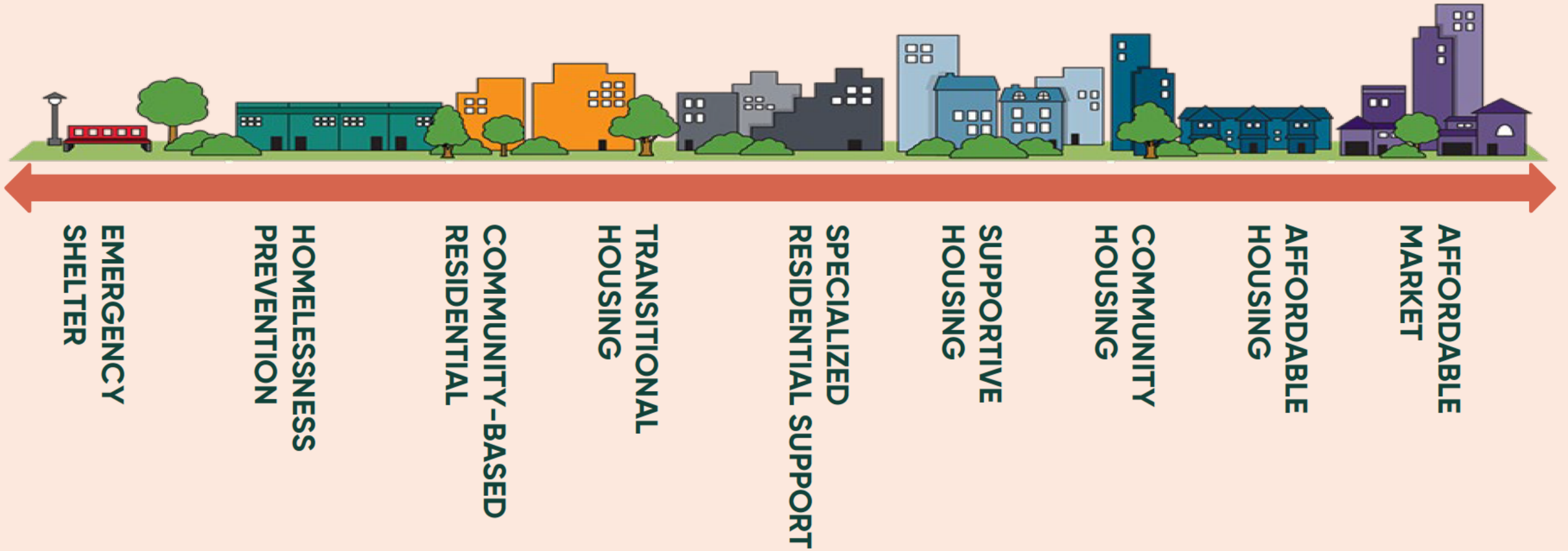
Scope of Work

Our programs and services are developed in response to the needs of the people and communities we serve and include supports for those who may:

- be involved in the criminal justice system
- have developmental disabilities
- be experiencing poverty
- have mental health challenges
- be experiencing or be at risk of homelessness
- struggle with problematic substance use



Our Housing Continuum



Our Programs and Services

Although we are traditionally known for our role in criminal justice, we deliver diverse programming that goes far beyond that, including:

- Employment support and education
- Indigenous-focused programming
- Homelessness prevention programs
- Reintegration services
- Community Living services
- Peer support
- Inclusive community drop in centers
- Food security support
- Community Housing

Our Yukon Programs & Services

Men & Women's Supervised Housing and Reintegration
Programs (M-SHARP & W-SHARP)

Whitehorse Residential Support (WRS)

Housing First Residence

Whitehorse Emergency Shelter (WES)



Partnership with Council of Yukon First Nations

We are honoured to have a partnership agreement with the Council of Yukon First Nations (CYFN)

Through our partnership, we share expertise and solutions related to programs that support people with complex needs, specifically Yukon First Nations with the goal of collaboration on the delivery of programs in the Yukon

Our formal agreement outlines 5 key areas for collaboration:

- Creating opportunities to better support the integration of Yukon First Nations people with complex needs into the community through coordination, collaboration, advocacy, and policy development;
- Collaborating on the design and approach of programs in the Yukon;
- Partnering to deliver culturally safe, sensitive, and relevant services to Yukon First Nations
- Sharing information on lessons learned and issues related to providing services to Yukon First Nations individuals with complex needs
- Consulting on operational challenges and critical incidents which may have an impact on the wellbeing of Yukon First Nations

Connective in Yukon

Our programs and services include a continuum of housing, employment, education, advocacy, and community-based supports.

- We have worked with over 200 people in the Yukon
- Approx. 85% of people served identify as Indigenous
- We provide 100 units of housing with occupancy of 102 services users within Whitehorse
- Approximately 100 employees



Committees & Boards

- Community Advisory Board (CAB)
- CHAT (Coordinated Access)
- HIFIS Master Class
- By-Name List
- Community Safety Committee
- Housing and Homelessness Task Force
- Substance Use Health Emergency (SUHE)

Men's Supervised Housing and Reintegration Program (M-SHARP)



What it looks like at a glance



Communal Spaces



Quick Facts

In 3 years of operations:

- M-SHARP has served a total of approximately 120 residents
- Approximately 90% of the residents have been referred by Territorial Justice, and 10% have been referred by Federal Justice
- Approximately 65% of the residents identify as Indigenous
- 3rd Independent Review for M-SHARP & 1st Independent Review for W-SHARP will be taking place FY24

Women's Supervised Housing and Reintegration Program (W-SHARP)



What it looks like at a glance



Communal Spaces



Bedroom



Key Updates

- Completing hiring & onboarding process for full compliment of staffing
- Acceptance of referrals will be May 2023
- Policies, protocols & handbooks are being finalized prior to opening
- Gradual transition of residents into the program
- Provided 4 days in-person training with JIBC
- CYFN, Connective & residents will design cultural programming to meet the needs of the residents
- Perimeter changes will take place spring/summer 2023 (fire pit, garden beds, fencing etc.)
- Safety and security between the two programs have been taken into consideration with the design of the perimeter
- Family Preservation and how we support connection/reconnection with children is in conversation
- How we support gender inclusivity is in conversation
- Not able to accept Federal residents until we meet requirements of CSC requirements for Protected B information

How we decide on referrals

For both Men's & Women's SHARP



About the Programs

Men's & Women's Supervised Housing and Reintegration Programs provide structured support and home environments for people transitioning from corrections. Residents receive person-centered support and programming, based on individual needs and goals.

Key focuses of the program includes:

- Ensuring stability for residents
- Providing a safe place for people to develop tools to manage day to day needs
- Maintaining community safety while supporting individuals to find their own path within community

Both programs are 24/7 single awake staff, 1 outreach worker and 1 full-time Program Manager.

Eligibility vs Suitability

Our programs focus on personal growth, community awareness, strengthening resiliency and social engagement. The individual leads the path to determine their goals, while Resource Centre Workers support them throughout the process in achieving their successes.

Eligibility

- Be on a conditional release from Federal or Territorial corrections (Temporary Absence, Bail, Probation or Parole)
- Be willing and able to live in a group setting and follow the rules of the residence
- Residents are 19 years of age or older

Suitability

- Residents' desire to integrate into the community and become as independent as possible
- Likelihood that the individual will be compatible with the existing group of residents and the common life of the house.
- The safety, security, care and welfare of the staff, other residents and the community can be met

Additional Factors Considered

- Residents' level of functioning, both mental and physically
- The offenders understanding of their criminal behaviour.
- Community Assessment
- Input of other professionals (case managers, counsellors, community supports, etc.)
- Motivational levels and re-integration potential
- Institutional behaviour
- Court-ordered no-contacts that reside in the program already
- Progress in programs while institutionalized
- Risk factors (substance use, likelihood of reoffending, etc.)
- Performance on previous releases

Whitehorse Residential Support



Whitehorse Residential Support



Whitehorse Residential Supports (WRS)

WRS Overview:

- Funder: Health and Social Services
- Contracts: Adult Disability Services & FCCT
- Residents: Individuals under the Yukon Review Board
- Purchased a duplex in Copper Ridge – capacity for 4 individuals total
- Person-centered approach
- Support individuals to comply to their YRB disposition while living their greatest independence
- 1:1 supports

Housing First at 5th & Wood Street



Housing First Residence

Provide permanent housing to people experiencing complex needs

Harm reduction

24-hour staffing,
double staffing



Life skill development

Onsite programming

Renaming of the program

Case planning for everyone

Consistent wrap-around supports

Mental health crisis support

About the Program



Connective operates
the residence



CYFN provides
consultation



CYFN provides
cultural supports
and services

- We connect people that are homeless or precariously housed to safe, stable housing with added support
- Offer harm reduction support 24/7
- We are a program that supports both the landlord and the tenant to help tenants maintain their housing

Housing First Units

In over 2 years of operations:

- Significantly reduced Incident Reports including violence
- Tenants are connected with the right resources for them
- 1 eviction
- Increased cultural supports
- Increased food security



405 Alexander Street



Staffing Model

We operate with a minimum of 3 staff on-site 24 hours a day, seven days a week. Staff are supported by a full-time on-site manager or designate, in addition to various other staff or organizations providing on-site services to the service users.

- **Our staffing model throughout the day consists of** 3-4 Support Workers; 1 Program Coordinator; 1 Program Manager; 1 Domestic Aide; 1 Kitchen Coordinator; 4 Kitchen Dietary Aides/Cooks. 1 FT Outreach Worker (during the week); 1 FT Cultural Support Worker (during the week); 1 FT Senior Manager (during the week).
- **Our staffing model during overnight consists of** 3-4 Support Workers; 1 Program Coordinator; 1 Program Manager; 1 Domestic Aide. Senior Manager on-call.

Onsite Programming

- Referred Care Clinic (Mondays & Thursdays)
- KDFN Downtown Outreach Clinic (Wednesdays)
- Mental Wellness and Substance Use Services (Mondays)
- EMS Paramedic Specialist Program (Daily)
- Cultural Programming –named by service users “Bead & Bannock” (Monday-Friday)
- Yoga – biweekly (Mondays)

Cultural Support Worker @ 405 Alexander Street

The 2021 Point in Time count indicated 85% of those experiencing homelessness in the community self-identified as Indigenous. As of this date an estimated 80–90% of service users of the shelter also self-identify as Indigenous.

The on-site Cultural Support Worker will also provide opportunities service users to engage in cultural activities such as healing circles, talking circles, traditional meal cooking, beading and smudging to promote spiritual healing in a supportive environment.

Key Questions & Topics

- Who Stays at 405 Alexander?
- How long can someone stay at 405 Alexander?
- How do you address Safety & Security?
- How do you address Substance Use on Property?
- How do you address Community Concerns?

Who Stays At 405 Alexander?

Anyone who needs housing or access to supports is welcome at 405 Alexander. The only requirement is that those accessing our supports agree to safe and respectful behaviour, for staff and with other service users.

- 405 Alexander is open to men, women and people who identify in the LGBTQ2S (lesbian, gay, bisexual, transgendered, two-spirited) spectrum who are aged 19 years and older.
- The permanent housing units at 405 Alexander operate under Housing First Principles. Meeting individuals where they are at and provides permanent housing to connect individuals to services to support stabilizing and addressing other barriers they may face by removing the barrier of housing. Referral process is done through the By-Name List, CYFN and open-referral.

How Long Can Someone Stay?

The building provides **20 permanent supportive housing** units, meaning some residents may stay permanently and live out their lives in the neighbourhood.

The facility provides **emergency shelter for up to 54 people** and there is no maximum length of stay in which an individual can access emergency shelter beds.

We have other internal and external resources & programming that the public can access between 7am-4:30pm.

Safety & Security

- Connective is committed to being good neighbours.
- We all want safe neighbourhoods. The safety of residents, staff and the surrounding community is a priority for Connective.
- We have regular bi-weekly meetings with RCMP & MWSUS to review our approach & monitor trends in the community
- All our staff are trained in the use of emergency naloxone administration, used to reverse the effects of an overdose.
- We keep abreast of updates to approaches, best practices & community safety measures that we can support, within our contracted role at 405 Alexander.
- Our role is to provide shelter & housing services and we work with our partners on the broader community challenges internally & externally to 405 Alexander

Substance Use on Property

We operate the program based on the widely recognized and proven Housing First model. Residents at this building, are permitted to make their own lifestyle choices. This includes the decision to abstain or use drugs/alcohol in the privacy of their permanent homes.

We take a harm reduction approach, which means staff are available to support residents and service users in various phases of substance use and provide person-centered services to reduce harm in those people who engage in substance use; this looks different for everyone.

Connective works with partners to identify best practices to ensure residents are safe and healthy. When residents and service users identify goals related to managing or reducing their substance use, staff will connect them with the appropriate support services.

Individuals with substance misuse and mental health issues are living on our streets, in our parks and in our neighbourhoods. Our goal is to provide them housing and support them in their journey to a healthier life.

Addressing Community Concerns

Like all Whitehorse residents, 405 Alexander residents and service users are expected to treat their neighbours with respect. Staff will work with residents, service users and the neighbours to foster good neighbourhood relations.

- The tenancy agreement for the permanent housing units addresses expectations about appropriate and respectful behavior especially as it relates to the health and safety of themselves and others.
- A similar participation agreement is on its way for implementation for all service users who access 405 Alexander.

Harm Reduction - 5th & Wood Street and 405 Alexander

To reduce harm for those using their substance of choice



5 Key Principles of Harm Reduction

01. Immediate Access to Housing

Do not need housing readiness conditions.

02. Consumer Choice and Self Determination

People are the professionals of their own lives.

03. Recovery Orientation

People can define their own recovery and personal goals.

04. Individualized and Person Driven Supports

People are the centre, and we bring the tools that fit.

05. Social and Community Integration

Support people to participate within the dynamics they choose.

Why Is Harm Reduction Important In The Yukon?

- Yukon has one of the highest rates of Hep C per capita in Canada, next to Saskatchewan
- Increase in fatal overdoses and YG has declared a substance use health emergency – harm reduction approaches reduce stigma and deaths
- Gaps in service
- We care about our community members and want to keep them safe

Upcoming Projects

- CYFN's Indigenous lead Women & Children's shelter
- RHI- second stage housing (20 beds)



Thank you!

Happy to answer any questions





Presentation Summary

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Historical Case Unit (HCU)

The Historical Case Unit was identified because of the unprecedented number of homicides that have occurred in the territory. By creating HCU, it enhances prevention, investigation and enforcement activities related to violence against women, proactively respond to merging public safety issues and trends in criminal activity; contributing to improve the community response to vulnerable populations; and foster strong relationships with First nations, communities, and partner agencies. The unit prefers to limit introducing new people to the team when dealing with historic cases.

HCU has oversight on all missing persons in the Yukon. It was noted thresholds are being lifted to advance and produce DNA results, such as genetic genealogy. However, it will still take time before databases such as Jet Lag are legalized to utilize during investigations due to high levels of privacy.



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SART

The Yukon Sexualized Assault Response Team is a network of agencies that support victims of sexualized assault in the Yukon. Sexualized assault includes behaviors and actions that are sexualized in nature, unwanted, coerced and/or committed without consent.

Anyone can access SART services at any time, from anywhere in the Yukon. This includes victims of sexualized assault of all genders, ages, and orientations. Victims of both recent and historical sexualized assault, family members and loved ones supporting a victim, support workers and other professionals supporting a victim.

SART offers social supports such as 24/7 support lines, accompaniment, counselling, emergency housing, and transportation. It offers medical care/cultural supports including STI testing, pregnancy prevention etc. Finally, it offers legal such as criminal investigations, criminal court prosecution, and independent legal advice.

A key goal of SART is to reduce the system trauma that victims experience. The retelling of their assault and the responses they get from professionals has been cited by trauma survivors as experiences that can be worse than the assault itself.



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Safer Communities and Neighbourhoods (SCAN) Unit

SCAN is a law enforcement agency within the Department of Justice that provides a confidential complaint driven process, focused on stopping illegal habitual activities on property and adverse effects to the community, targeting activities as opposed to individuals. The presentation provided an overview of how their unit operates and what their focus is.

SCAN is a Yukon law of general application and does not apply on First Nations Settlement Land. Their team has worked to develop communication protocols with 10 self-governing First Nations to engage in First Nation community-based solutions and establish a clear process for resolution. They are heavily focused on a restorative process, or any other suggestion the First Nation gives, and more times than not these are utilized.

Partnerships are a key factor of keeping communities safe. SCAN has partnered with Yukon Housing Authority, RCMP, Family and Children Services, Social Services and First Nation Governments, and many other important agencies.

The RCMP and SCAN will conduct parallel investigations into complaints regarding the same property or persons, sharing information and taking coordinated actions to address illegal activities. Combined with the RCMP's efforts, this has resulted in court charges: 3 in 2018, 15 in 2019, 26 in 2020, and 15 in 2021. While the RCMP can arrest individuals under criminal investigations, SCAN legislation allows for the shutdown of properties used for illegal activities.

SCAN is dedicated to first building relationships. In many cases informal actions such as verbal or written are sufficient to resolve the complaint. However, if this does not solve the problem SCAN's actions can escalate and may include Landlord Assisted Evictions, in the last 2 years, SCAN has only evicted 8 individuals.

All investigations include an assessment of any vulnerable persons residing at the property. SCAN makes every effort to work with vulnerable individuals as well as partner with any agencies required to provide support.

Drug traffickers occupy the majority of SCANs time. In the Yukon territory, there has been a surge in drug traffickers associated with organized criminal groups and illicit firearms operations, as well as an uptick in the presence of out-of-territory licence plates



at properties subject to scrutiny by SCAN. The proportion of complaints attributed to suspected organized crime has witnessed a significant rise, escalating from 42.2% in 2019 to 58.1% in 2022.

SCAN continues to observe an increase in the amount of illicit drug use resulting in overdose or death amongst vulnerable people connected to their files. There is a potential this is attributed to the influx of drug traffickers from the south, bringing deadly illegal substances into the Territory.



Presentation Summary
May 17, 2023

RCMP – Specialized Response Unit (SRU)

The Specialized Response Unit was established within the RCMP to provide a more comprehensive and coordinated response to domestic violence and sexualized assault. The unit provides oversight, guidance, training, and investigational support in both Whitehorse and the Communities. This unit is centered on the needs of the victims, ensuring the RCMP is responding in a victim-centered, trauma-informed matter.

The team consists of five highly trained members. They aim to keep a four-year turnover and hire individuals who have a core disposition. The current gender split is three males and two females. It was noted that victims are looking for experience and not always gender. If necessary, they will always consider partnering with other organizations.

SRU employs two distinct approaches to their work. Firstly, they aim to comprehend the victims experience and actively listen to their voice. Secondly, they adopt a trauma-informed approach. During the interview process, their objective is to establish a strong and meaningful connection with the victim.

On average, SRU handles approximately three to four files per week, with a current backlog of seventy-two files under review. The team is currently working on a substantial number of historic cases, as well as numerous Department of Education school files.



Presentation Summary
May 18, 2023

Victim Services

Victims services mandate is to support, provide information and services for victims of all crime, no matter when the crime happened and whether or not it has been reported to RCMP. Through their services, victims will never experience a wait list and intake is a simple process. Throughout the Territory, there are three victim services offices located in Watson Lake, Dawson City, and Whitehorse. Victims can access services through self-referral, RCMP referral with consent, or other agency referral with consent.

Each Community has an assigned Victim Services Worker, with hopes of long-term assignment. The worker will travel to each community to attend and support victims during court circuit, and in-between court to meet with clients and service providers and establish partnerships.

Individuals who have experienced sexualized or intimate partner violence can access up to four hours of free Independent Legal Advice. All victims have access to a variety of services such as safety planning, counselling, court updates, assistance with protection orders, victims of crime emergency fund, etc.

A new service called "Family Information Liaison Unit", was created to support families of Missing & Murdered Indigenous Women and Girls. It was developed with YAWC and a development working group focused on assisting with information. Victim Services has partnered with the Yukon Aboriginal Women's Council to strengthen outreach (connecting with families) and support healing events.