



**MAYOR'S OFFICE
MEMORANDUM**

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TO: MAYOR J. LEHMAN AND MEMBERS OF COUNCIL

FROM: S. DOCHERTY, CONNECTED CORE COORDINATOR

NOTED: M. PROWSE, CHIEF ADMINISTRATIVE OFFICER

RE: CONNECTED CORE THREE MONTH UPDATE

DATE: OCTOBER 28, 2019

The purpose of this Memorandum is to provide members of Council with an update concerning the Connected Core Pilot Program.

Motion 19-G-128, adopted by Council on May 13, 2019 approved the implementation of the Connected Core Program to address social issues in the downtown core. The goal of the Connected Core Pilot Program is to create awareness of services currently available in the downtown core, by bringing together community partners and other key stakeholders. The aim of the Pilot Program is to connect marginalized individuals to the right services at the right time by providing access to a comprehensive archive of all our community partners and downtown stakeholders. This work has allowed for cross sector connections to be made between the business community, community partners and front line service providers in our downtown core. This pilot program has also provided the opportunity to build empathy, eliminate stigma, improve the downtown climate and create a better sense of community. By providing our downtown businesses with de-escalation and naloxone training, the Pilot Program has helped business owners and staff feel empowered and more secure working in the downtown core. Through the development of a job bank, Connected Core has supported the creation of opportunities for employment to those furthest from the labour market, aiming to bring them closer to job readiness.

Community Partners

Through monthly meetings with The Gilbert Centre, The David Busby Centre, The Salvation Army, Simcoe County Alliance to End Homelessness (SCATEH), Rapid Addiction Access Medicine (RAAM) Clinic, and Barrie Police Service, Connected Core continues to establish a baseline of collaboration amongst our community partners. This includes supporting the centralization of communication, identification of gaps, and further building of programs. As the Pilot Program moves forward it has been agreed upon by these partners that Connected Core will move into a coordination role for local outreach services, including the creation of a terms of reference, calendar and communication protocol to support the ongoing implementation of effective, strategic and collaborative outreach services to meet the needs of those most vulnerable. The resources offered by Connected Core continue to be developed with constant input from our partners to ensure that consistent, timely and relevant information is distributed in the community. (See Appendix A 1-3). These partner organizations are working to support the job bank through the promotion of the opportunities to their respective clients (see Appendix A-4). The focus of these community connections are to support and educate our community of the services offered. The pilot aims to connect more people in need with the services offered by our community partners, when and where they need them.

Downtown Core Businesses

The purpose of engaging with the downtown businesses in the Pilot Program is to further build empathy, empower staff, reduce tension and create a better climate within the core, as well support the general patrons in stimulating the downtown economy. Through various training opportunities, distribution of online and print resources, as well as the development a job bank, the Pilot Program continues to collaborate and engage with the downtown business community. The job bank provides a number of casual, part time opportunities that can offer a first step towards job readiness and potentially transition individuals into part-



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time or full-time employment. This will give the business owners and the marginalized individuals a chance to build meaningful, mutually beneficial relationships, ultimately creating more empathy and decreasing stigma. In line with the mandate of their organization, Georgian College Centre for Career and Employment Services is facilitating support services including resume building, training opportunities, placement matching and job readiness assessments, and is hosting the job bank for potential employees under the Connected Core pilot program. Once a business has completed all training opportunities, provided a position in the job bank, and has the print material available for reference, they receive a formal Connected Core Designation (see Appendix A-5). The first recipient of this designation is the Barrie Olive Oil Company in October.

Technological Supports - Chalmers Bot

Connected Core has supported the launch of a web-based tool, provided by AmpleLabs in collaboration with Community Connections, 211 and The Barrie Public Library/Information Barrie. AmpleLabs, a not for profit technology company, has created the Chalmers Bot. The Bot is a synthesized database of information translated into a user friendly interface that can be used to seek local shelter, food, clothing, housing, employment, drop in and crisis support. This mobile friendly tool can be accessed through "barrie.chalmers.app", and is currently available as a stand-alone tool, available to all downtown businesses and community partners. It can also be accessed through the Connected Core website and Barrie Public Library terminals. The Bot will be integrated by Barrie Police Service as a front line reference tool, for quick access to information, assisting officers in quickly and efficiently supporting those in need. The official community wide launch took place on September 24th at the Barrie Public Library, downtown branch, and was well attended and received by many community members as well as officials in our community. In addition, there are a number of supplementary resources in development to further promote and integrate the tool (see Appendix A-6).

APPENDIX "A"

SUBMITTED DOCUMENTS

1. Quick reference guide
2. Winter outreach calendar (with extended reference guide)
3. Summer outreach calendar (with extended reference guide)
4. Connected Core Job bank referral card
5. Connected Core designation cling sticker
6. Chalmers Bot promotional material
7. Important Connected Core Statistics
8. Pilot Program Coordinator contact information: Sam Docherty



**CONNECTED
CORE**

These are resources available to you whenever you need them. Don't be afraid to ask for help!

<https://barrie.chalmers.app> - **More Resources**

<https://connectedcore.ca> - **Our Website**

SHELTER

- David Busby Centre (winter) – Call/text **705-790-5654**
- Salvation Army – **705-728-3737**
- Women & Children's Shelter – **705- 728-2544**
- Youth Haven – **705-739-7616**

MEALS

- David Busby Centre (breakfast) – Call/text **705-490-5654**
- Salvation Army (lunch 12-12:50 & dinner 5-6:50) – **705-728-3737**

CRISIS LINES

- Canadian Mental Health Association (CMHA) (24/7) – **705-728-5044**
- Athena's Sexual Assault Centre (24/7) – **705-737-2008**
- Women and Children's Shelter of Barrie (24/7) – **705-728-2544**



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OUTREACH

provides in person support with: basic needs; brief service/crisis support; link to emergency shelter, primary care and community services

- David Busby Centre - Call/text **705-790-5654**
- Gilbert Centre (Harm Reduction) - **705-722-6778**
- COAST team (Crisis Outreach & Support from CMHA & BPS) - **705-728-5044**
- HEART Program - David Busby Centre and one of the following partners
 - > Barrie Community Health Centre
 - > Youth Haven
 - > Barrie & Area Native Friendship Centre
 - > Empower Simcoe
 - > Samaritan House
 - > Gilbert Centre

SUBSTANCE USE

- CMHA - **705-728-5044**
- Gilbert Centre - **705-722-6778**
- Rapid Access Addiction Medicine - **705-797-3095**
- RVH Withdrawal Management (24/7) - **705-728-4226**



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This is your resource calendar! Feel free to share this information with those who may need these services and are un-aware that these are available.

<https://barrie.chalmers.app> - More Resources

<https://connectedcore.ca> - Our Website

	mon	tues	wed	thurs	fri	sat	sun
6 AM							
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David Busby Centre

Call/text 705-790-5654 to request support (6am-9pm)

HEART program

The Busby Centre and one of the following partners do street outreach 5 days/week

- 24/7 Social Service Hub (88 Mulcaster St).
 - Drop-in Resource Centre (M-F 8am-2pm; S-S 7am-12pm)
 - Mobile Van (7 days/week 3:30-9:30) and Street Outreach (May-Oct, Mon-Fri 7am-5pm)
 - providing basic needs* and brief service/crisis support and harm reduction supplies
- Emergency group lodging (November – May, intake starting at 5pm)
 - Healthy breakfast program (Nov-May 7 days/week 8-9:30 & June-Oct 7-9am)
 - Harm reduction supplies
 - Housing Support program (Mon-Fri 2-5pm)
- Barrie CHC: Nurse Practitioner providing primary health care, Community Health Worker provide navigation and supports to accessing community resources
 - Youth Haven: Emergency housing is for youth 16-24 who are fleeing an unsafe home environment, have lost their housing, or have spent time on the streets. Provide basic needs*, counseling, life skills & planning as well as referral services. 705-739-7616
 - Barrie & Area Native Friendship Centre: 1:1 peer counseling & supports
- to meet the health needs to the community & individuals by way of health promotion, education, & linkages within the Indigenous & mainstream resources.705-721-7689 x 207

 - Empower Simcoe: services related to housing, affordable housing & emergency funding
 - Samaritan House: Transitional Housing provides safe housing for Women and Children escaping or recovering from domestic abuse or violence

Salvation Army

Call or walk in to request availability 705-728-3737

CMHA Crisis Services

705-728-5044

- Community lunch (7 days/week 12-1250)
 - Community dinner (7 days/week 5-650)
 - Basic needs* and Life Skills programs
 - Men's shelter
 - Family emergency short term housing.
- 24hr telephone support to help individuals, community agencies, emergency services and family/friends, to work through mental health and addictions challenges
 - Help stabilize pre and post-crisis, developing coping strategies and plans for ongoing mental health and addiction support and follow up
- Face to face mobile support is available from 10am to 10pm for those 16yrs of age or older

Gilbert Centre

705-722-6778

Athena's Sexual Assault Centre

24 hour telephone crisis line: 705-737-2008

- Harm reduction supplies
 - Sex Worker walk-in support (Tues 8:30-11)
 - Hep C testing and medication management support
 - Treatment referrals
 - Street outreach (Wed and Thurs 7am-8am)
- Support for women identified individuals 16 years of age and older who have experienced sexual abuse and/or intimate partner abuse.
 - Individual counseling
 - Group and drop in programs
 - Legal support as it relates to sexual assault

RAAM

705-797-3095

Women and Children's Shelter of Barrie

24 hour telephone crisis line: 705-728-2544

- Walk-in (Mon-Fri 8:30-4:30, 70 Wellington St) for individuals 16+
 - Support for those struggling with substance use concerns
 - Support for family members seeking personal support around a loved one's addiction
- Outreach and Emergency Shelter services are available to women in the community 16 and older who are experiencing intimate partner or domestic abuse and violence

Detox Clinic

24/7 Call for availability 705-728-4226

- 17 bed residential, non-medical detox unit
- Support for withdrawal from alcohol and/or drugs

***Basic needs may include, but is not limited to: healthy food, access to showers, toiletries, laundry, clothes**



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	mon	tues	wed	thurs	fri	sat	sun
6 AM		BUSBY ST 6AM - 5PM	BUSBY ST 6AM - 5PM	BUSBY ST 6AM - 5PM	BUSBY ST 6AM - 5PM	BUSBY ST 6AM - 5PM	
7 AM	SAMARITAN HOUSE 7AM - 8AM		GILBERT CENTRE HARM REDUCTION 7AM - 8AM	GILBERT CENTRE HEP C 7AM - 8AM	EMPOWER SIMCOE 7AM - 8AM		
8 AM							
9 AM		GILBERT CENTRE SEX WORKER WALK-IN 8:30AM - 11AM					
10 AM							
11 AM							
12 PM	SALVATION ARMY LUNCH 12PM - 12:50PM	SALVATION ARMY LUNCH 12PM - 12:50PM	SALVATION ARMY LUNCH 12PM - 12:50PM	SALVATION ARMY LUNCH 12PM - 12:50PM	SALVATION ARMY LUNCH 12PM - 12:50PM	SALVATION ARMY LUNCH 12PM - 12:50PM	SALVATION ARMY LUNCH 12PM - 12:50PM
1 PM							
2 PM		YOUTH HAVEN 1PM - 5PM					
3 PM	BUSBY VAN 3:30PM - 9:30PM		BUSBY VAN 3:30PM - 9:30PM	BUSBY VAN 3:30PM - 9:30PM	BUSBY VAN 3:30PM - 9:30PM	BUSBY VAN 3:30PM - 9:30PM	BUSBY VAN 3:30PM - 9:30PM
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6 PM		BUSBY VAN 3:30PM - 9:30PM					
7 PM							
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10 PM							

<div>David Busby Centre</div> <div>Call/text 705-790-5654 to request support (6am-9pm)</div>		<div>HEART program</div> <div>The Busby Centre and one of the following partners do street outreach 5 days/week</div>
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JOB BANK**



<https://barrie.chalmers.app> - **More Resources**

48 COLLIER STREET, BARRIE, ON

Walk in **Mon-Fri 8:30-4:30** to meet with
a Resource & Information Specialist &
get matched with a job

OR call 1-705-728-1968

Referring Agency: _____



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<https://barrie.chalmers.app/>

Find the services available to you whenever you need them.



Chalmers (Barrie)



Hello, my name is Chalmers, and I am what is known as a "chat-bot".



I was designed by **Ample Labs** in partnership with **Connected Core** to help you find resources within the City of Barrie like the following:

Free Meals

Drop-in

Clothing

Shelter

Emergency

How can I help?





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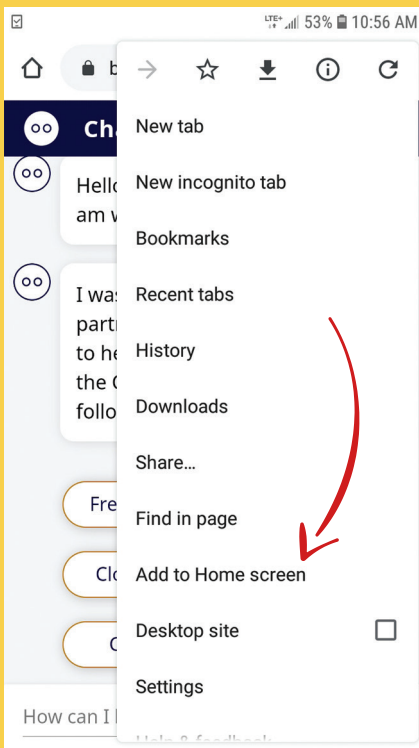
<https://barrie.chalmers.app/>

Find the services available to
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Don't be afraid to ask for help!

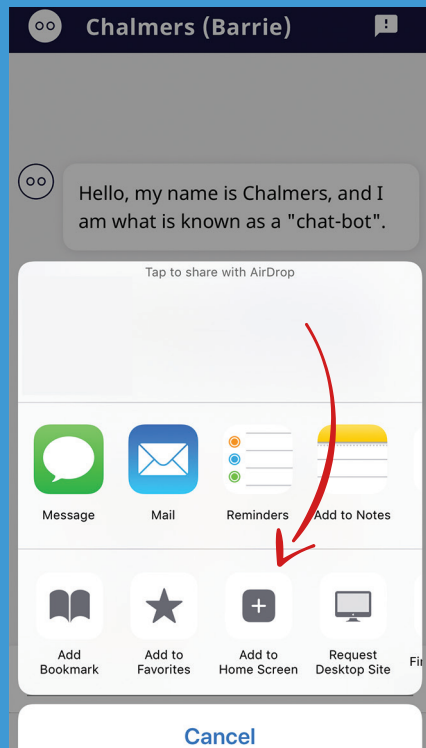
ANDROID DEVICES

Click the three dots in the corner &
select the option add to home screen



IOS DEVICES

Click the icon in with the arrow & select
the option add to home screen



Important Statistics

Connected Core

Training

- Accredited CPI Nonviolent Crisis InterventionSM Training facilitated by Georgian College: 9 attendees (Aug 27)
- Naloxone training facilitated by New Life Pharmacy: 37 attendees (Sept 12)
- 46 naloxone kits directly distributed at first training session
- 3 additional training sessions scheduled

Chalmers Bot

- 30+ attendees at Chalmers Bot launch presentation, 15+ additional drop in attendees engaged in learning about bot
- 43 service providers' information available through Chalmers Bot

Print resources

- 7 resources developed to support and centralized community partner services
- 410 quick reference guides distributed
- 105 outreach calendar/extended reference guides distributed
- 500 job bank referral cards distributed
- Distributed all print resources to 40 Downtown businesses

Downtown core businesses

- 65 face-to-face interactions with co-ordinator/businesses
- 7 downtown businesses providing 8 specific jobs within the Connected Core Job Bank
- 10 categories of additional open employment opportunities
- First Connected Core Designation awarded to the Barrie Olive Oil Company in October 2019
- Mid-November anticipating 75% of our core pilot business partners will have their Connected Core Designation

Community Partners

- Community Partners include the David Busby Centre, the Gilbert Centre, RAAM, the Salvation Army, etc.
- 4 Connected Core Community Partners Roundtable meetings
- 43 face-to-face interactions with Connected Core partners
- Print resources distributed to 14 community partners
- RAAM has identified a significant increase in client referrals since participating in the Connected Core pilot

Media

- 21 Facebook posts
- 566 Facebook engagement
- 3,391 Facebook reach
- 124 Instagram followers
- 20 Instagram posts
- 207 Instagram engagement
- 1,915 Instagram impressions
- 8 media spots (print and television)





**CONNECTED
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Sam Docherty

Program Coordinator



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www.connectedcore.ca