

Life on the Front Line



Karla and Bob in ARC Pastoral Care

Client Updates

Brice E. has found a new home via the 'Streets to Homes' program arranged by us. He is enthusiastic about his fresh start!

Adrian N. has found a place for Dec. 1st & is excited to have a place of his own again. Cameron C. landed a new job as well as having found a place to live for Dec. 1st! He starts his new job this week which he is excited about!

Resident Peter U. passed "Intro to Computers & Employment Readiness Course" provided by the Stan Hagen Center for Families, receiving a certificate for his efforts.

Ethan G.P. is progressing in his plan of personal development, & building a new way of life.

Mark C. has been moved into our THP program, stating that he



feels better while getting lots of rest since moving into his new room on the 3rd floor.

Procedure Updates

Small important rule stuff

- Any key will be signed out—always—even to use it for a short time.
- Two buckets of laundry soap are now the front desk, to avoid running out of after hours. When the first bucket is empty, email—not phone message—Fiona, or Jeff, if she is unavailable, will bring a bucket up from the OSY room.
- Please be thorough looking for clients belongings. Check the

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Quote of the Month

You are never too old to set another goal or to dream a new dream.

CS Lewis



metal storage box in case the client has more belongings than the storage card shows. If belongings aren't in the recorded bin, check all bins.

For client bookings i-MARC, the registry must saved on all shifts, shortly before end of shift to indicate all clients booked in. If a new client is added after a registry is saved, a new registry must be saved over the old one, to avoid errors to Housing &



They help people stop smoking



Salvation Army stats. If there is a “no show” late in the evening, add them to the vacancy list instead of taking them off registry (unless the bed is given away). Beds are normally not given away in the last hour while other clients were previously turned away. For stat purposes that bed is occupied by the person not showing up.

Info/Event Updates

On Nov. 3rd a dedication service was held at the ARC to commission the Hope Van & introduce it to the community. The service was also designed to thank people instrumental in bringing this project to a successful conclusion, was well received by all participants. With the Hope Van on display, a light tea & coffee were served prior to the event which started at 11:00 & ended with a ribbon cutting ceremony.

EWP mats were activated for the first time this Winter on Nov. 12. at 10:30, with signs posted in the windows. The kitchen was notified as were EDS team leaders for volunteers, & so the season begins.

A Health Fair was held at the ARC on Nov. 16 from 2:00-5:00 pm. as part of the Coalition to end

at Salvation Army THQ was in Victoria on Wed. Nov 4th. To attend a Vancouver Island Area Social Justice Roundtable. As part of his visit he stopped in at the ARC on to meet with Major Slous at 09:00 am. & follow up with a tour through the ARC.

Last week of November saw the Christmas decorations starting to appear all over the ARC, & kettles are out for the Christmas season.



Gwendolyn Doyle daughter of William & Lindsey, always relentlessly adorable, as Summer can tell. Nothing to do with work but... oh well.

Web links

Community Resources

[VIHA Health Info](#)

[REES/Coolaid](#)

[Literacy Victoria](#)

[Coalition for Homelessness](#)

