



Calgary Homeless  
FOUNDATION

# The Client Action Committee: A Introductory Guide to Understanding Lived Experience

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(CHF)


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# Acknowledging First Nations

To acknowledge the traditional territory is to recognize its longer history, reaching beyond colonization and the establishment of European colonies, as well as its significance for the Indigenous peoples who lived and continue to live upon this territory, and whose practices and spiritualities were tied to the land and continue to develop in relationship to the land and its other inhabitants today.

With that, we would like to acknowledge that we are located on Treaty 6 territory, and respect the histories, languages, and cultures of First Nations, Metis, Inuit, and all First Peoples of Canada, whose presence continues to enrich our vibrant community.

# Overview of Presentation

- 1. Who are the Client Action Committee?**
  - 2. Functions and importance of the CAC**
  - 3. Considerations when creating a Lived Experience Advisory Committee**
  - 4. CAC Accomplishments/Initiatives**
  - 5. Questions/Comments**
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# Who are the Client Action Committee?

- Created in July 2012
- Shared experience of homelessness
- Promote social justice and awareness
- Advisory committee to the Calgary Homeless Foundation



**Members of the Client Action Committee in 2019**

# Key Functions of the CAC

- Creating a voice
- Discussing issues
- Influencing policies/programs
- Empowering the community
- Acting as advocates
- Creating awareness



# Importance of Lived Experience Advisory Committees

- Collaboration
- Inclusion
- Accountability
- Homeless Serving System of Care Barometer
- Empowerment
- Knowledge



# Member Selection/Participation

- Personal experience
- Referrals from agencies
- Word of mouth
- Members suggest new members
- Maximum # of members
- Diversity in membership
- Term limits



# Supports

- Funding
- Organizational support
- Dedicated facilitator
  - Trustworthy
  - Dedicated
  - Knowledgeable





# Supports

- Location
  - Constant
  - Accessible
  - Transit
- Community Support
- Peer support opportunities
- Moral support



**CAC Meeting Place at the SORCe, located on the City Hall C-Train Platform in Calgary**

# Logistics

- Frequency
- Consistency
- Establishing phase
- Consultations
- Respect
- Rules
- Dedicated projects



# Meeting/Structure



“I fear we may have strayed from the agenda somewhat.”

- Revisit rules
- Follow rules
- Cell phones
- Member facilitator
- Minutes
- Clearing
- Agenda
- Raising hands
- Group consensus
- Meeting length

# CAC Rules

1. **Above all – Respect one another and offer grace**
2. Confidentiality – whatever is discussed in the room stays in the room
3. Only the first 15 members to arrive will receive an honorarium
4. First-Time Attendees will receive a \$5 Tim's card in place of honorarium
5. If you commit to a project or sub-committee, there is an expectation that you follow through with your commitments
6. Membership is permanent, as your situation allows (subject to Terms of Reference updates)
7. Attendees are expected to arrive sober, unless medical reasons dictate otherwise
8. Existing members will ask the group prior to inviting new members to attend (new members may attend the following meeting). If an existing member has a conflict or concern with a potential new member, this will be reviewed with the co-chair.
9. The inviting member(s) is responsible for orientation of the new member and informing them of meeting guidelines
10. Maximum late time is 15 minutes, unless the CAC Facilitator has been informed beforehand. Late attendees are welcome to attend but are not eligible to receive honorarium. If you are more than 30 minutes late (regardless of letting the facilitator know before), you will not receive an honorarium.
11. The group will revisit membership rules every six months to ensure they are still applicable
12. Participation and engagement are required and encouraged. Participants noticed to be disengaged (sleeping, distracted, detracting from meaningful conversation) will be respectfully encouraged to evaluate their intentions of being a part of the CAC and address any behaviours which may distract from the purpose of the meeting.
13. Cell phones are to be turned to silent, vibrate, or turned off
14. Disrespectful language or behaviour will not be tolerated, and members will be asked to leave for the remainder of the meeting. This includes racist, sexist, homophobic, transphobic, ableist, demeaning or otherwise hurtful remarks. Ongoing non-participation/disrespectful behavior will result in members being asked not to attend future CAC meetings.
15. Outside conflict or disagreements are not be brought into the meeting.

# Reimbursement

- Reimbursement is crucial
- New members
- Honorarium
- Coffee and snacks
- Bus tickets
- Low-income bus pass
- Available budget
- **Do not exploit the members time, expertise and effort**



**Nothing  
About Us  
Without  
Us!**

## A Few Other Things to Note...

- Don't give up; be persistent!
- Process takes time and effort
- Core/stable group
- There will be conflict – deal with it
- Listen to lived experience
- Inclusion in decision making

# The Homeless Charter of Rights: Phase 1

## HOMELESS CHARTER *OF* RIGHTS

EVERYONE DESERVES TO BE TREATED WITH DIGNITY AND RESPECT.  
IF YOU ARE EXPERIENCING HOMELESSNESS, THESE ARE YOUR RIGHTS.

**You have the right to:**

Be treated the same as any other person by government and public services like hospitals, income support & AISH offices, schools and police

Be treated fairly in the legal system. This includes how you are treated by police, other peace officers, lawyers, and judges.

Not lose or miss out on services you need just because you do not have identification.

Medical treatment/care. You should not to be turned down or get less care because you are experiencing homelessness.

Ask for a Patient Advocate to support you with your physical or mental health care concerns.

Privacy. No one can share your personal information without your permission.

See your file and to correct information if it is wrong.

Apply for any housing advertised for lease. You should not be turned down because you are getting money from social assistance, disability, or other benefits.

Use outdoor spaces, parks, public benches, and public transit.

Not be charged, ticketed or threatened just for being in a public place, or using public services.

Choose where you stay. No one can force you to stay at a shelter.

Not be searched, questioned or pressured without a legal reason. This includes your property.

See the rules of any shelter or agency. You have the right to have these rules read to you or explained to you.

Make a complaint if you have been mistreated by:

- Shelter/agency staff or volunteers
- Police
- Health care
- Government workers

Bring a support person with you if you make a complaint against a shelter or agency. You have the right for staff to listen to your side before they make a decision.

Support for any physical or mental disabilities you have. The staff should work with you if your disability makes it harder for you to follow a shelter or agency's rules.

Not be discriminated against or harassed because people think you are different.

Keep your property. If you have property against the rules of a shelter or agency you have the right to leave peacefully with your property. Staff cannot take your property without your permission.

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**CAC members and Gabrielle Chen at the launch of the Charter on June 18, 2015**

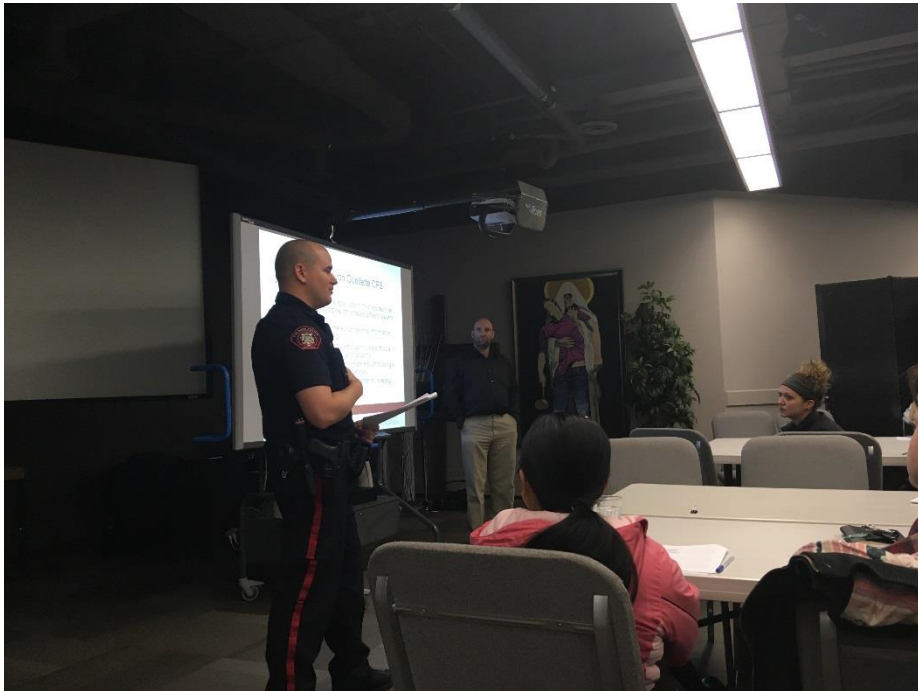
## The Homeless Charter of Rights: Phase 2



Cover of "I May Not Have a Home, But I Have Rights" Children's Book



# Homeless Charter of Rights: Phase 3



**Constable Devon Ouellette of CPS at Charter Training**



# Homeless Charter of Rights: Phase 4

Bringing the Homeless Charter of Rights to System Partners



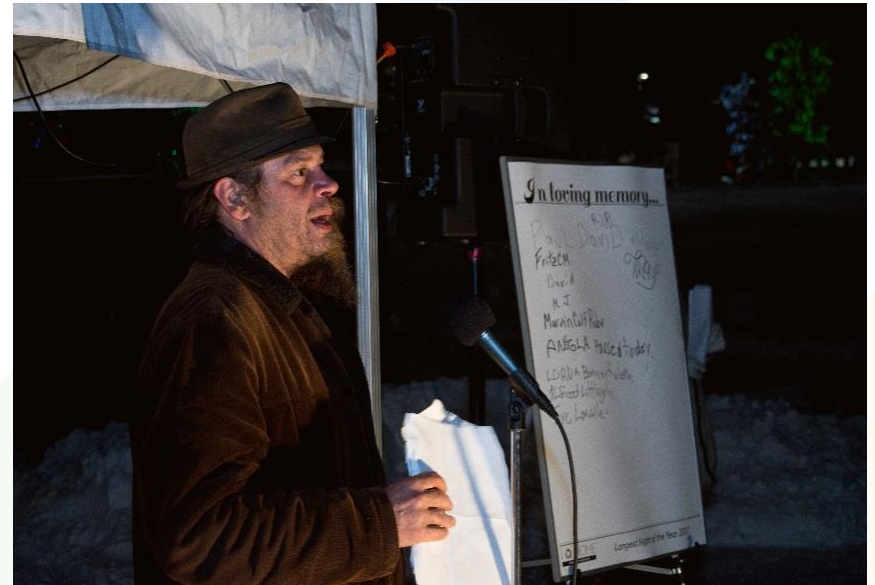
CALGARY  
POLICE  
SERVICE



# Longest Night of the Year



Mayor Naheed Nenshi Speaking at the LNOY 2017



Scottish John Gibson Reciting a Poem for LNOY 2017

# Calgary Homeless Memorial

## Calgary Homeless Memorial Project

### CALL FOR PROPOSALS

**\*The winning proposal will receive a cash prize of \$1000\***

#### **Project Concept**

A public reflective space that honours our community members who have died while experiencing homelessness in Calgary. We envision a space that includes three key elements: 1) a monument or structure that invites people to reflect, 2) a bench where people can rest, 3) a commemorative plaque.

#### **Eligibility**

Artists who have current or past direct experiences with homelessness.

#### **How to Submit**

Please include a short story that explains what your suggested art piece means to you, and submit it along with your design to either:

Michael Grant [michael@calgaryhomeless.com](mailto:michael@calgaryhomeless.com) or  
Jessica Shaw [jcashaw@calgary.ca](mailto:jcashaw@calgary.ca)

#### **Application Fee**

None

#### **Proposal Deadline**

April 30, 2019

#### **Selection**

Proposals will be reviewed by the Client Action Committee after all identifying information has been removed. The committee will choose the winning proposal.

If you have any questions or concerns, please contact  
Mike ([michael@calgaryhomeless.com](mailto:michael@calgaryhomeless.com) 587-956-0160)  
Jessica ([jcashaw@calgary.ca](mailto:jcashaw@calgary.ca), 403-220-7361)

# Other CAC Initiatives

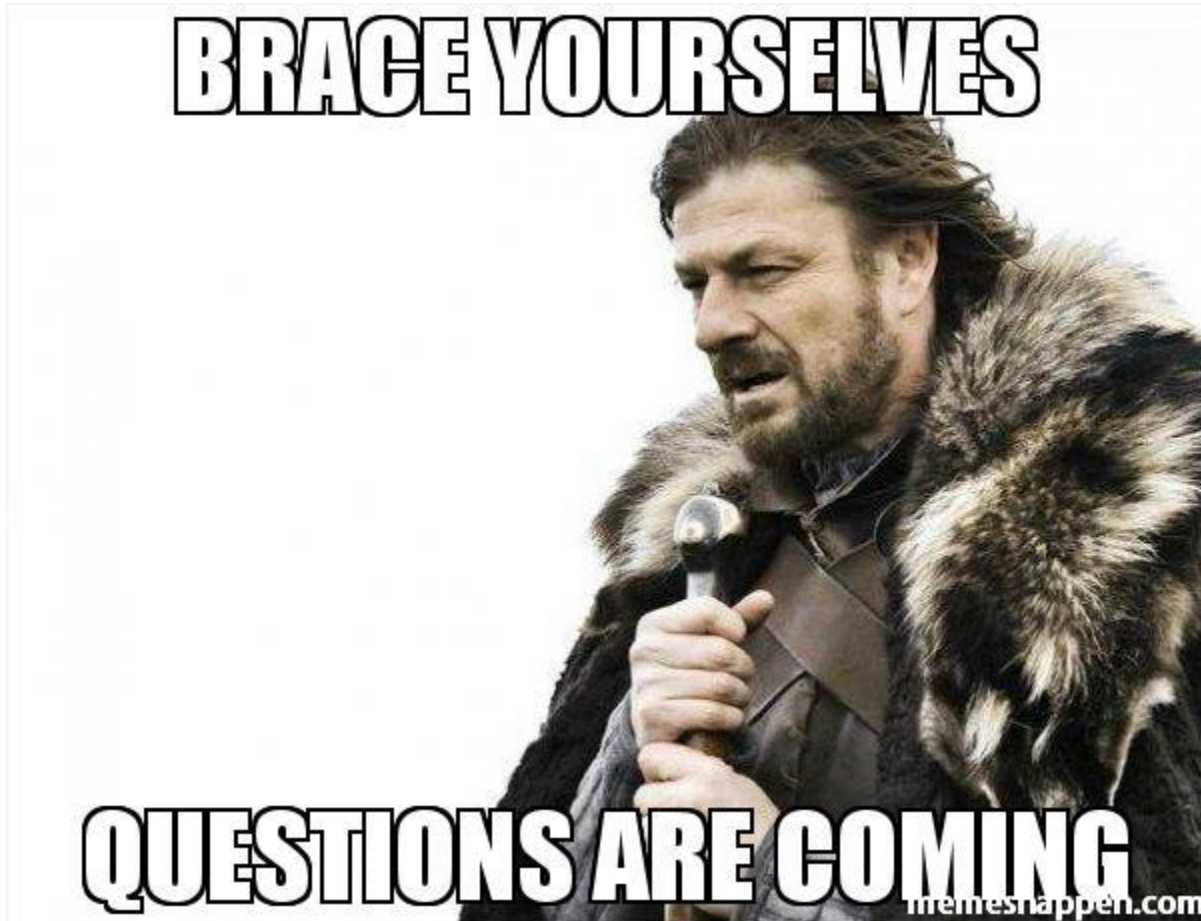


# Questions/Comments

**BRACE YOURSELVES**

**QUESTIONS ARE COMING**

[memesnappen.com](http://memesnappen.com)





THANK  
YOU