

65% of community members did not know about banning policies.

There are no solid rules. Banning is on an individual basis and that is unfair.



People with complex needs interact with the community in many ways. They talked about the quality of the contacts. (See inside safety net below.)

AMOUNT & QUALITY OF CONTACTS				
1 VERY NEGATIVE	2 SOMEWHAT NEGATIVE	3 NEUTRAL	4 SOMEWHAT POSITIVE	5 VERY POSITIVE



Community members were banned from shelters, malls, stores, drop-ins, Edmonton transit, fast food, libraries, housing facilities, and hospitals/health facilities.



Top reasons why people were banned include trespassing, fighting/physical aggression, and sleeping.

Staff tell us different things... one says we can bring a bag in while another says we cannot and will be banned for bringing it in.



People were confused about the length of the ban and how to remove the ban.



- Effects of being banned were:
- accessing personal care (68%)
 - finding a place to sleep (64%)
 - accessing food (59%)
 - accessing healthcare (48%)
 - relationship with friends (47%)
 - relationship with family (46%)
 - attending appointments (46%)
 - changed behaviours (44%)
 - income source (42%)
 - being ticketed by police (40%)
 - finding or keeping a job (40%)
 - had to leave the community (33%)



Participants talked about the fines they received, often for loitering. 66% said their unpaid fines resulted in jail time, affecting their housing and income.



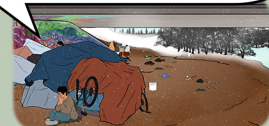
MOVING FORWARD

- What community members recommend:
- Treat each other with respect, compassion love and empathy
 - Need more staff with time to listen to people, this connection de-escalates emotional responses to hardships
 - No racism or stereotyping
 - Private conversation, compromise, mediation, warning, before banning
 - More consistent banning practices across agencies



People stayed outside because they didn't feel safe in shelters and because of overcrowding in shelters.

I don't know who is around if I fall asleep... People weird me out at shelters. You are surrounded by people but outside you get your space.



Of 118 people we spoke with who have complex needs, 86 stayed outside in the last year. Homeless Edmontonians often carry all their possessions with them. 78% reported they experienced trauma, 70% medical conditions or illness and 69% substance use. 73% of participants identified as Indigenous.



WHAT WE LEARNED

Some Edmontonians are dealing with trauma, loss, homelessness, substance use, mental health concerns and physical health issues. They may be experiencing racism. They may have involvement with the justice system. These community members are considered to have complex needs because one or more of these issues effect others.

The Complex Needs Committee of Edmonton, made up of several social service agencies helping this population, wanted to understand how banning impacts people with complex needs. They worked with M.A.P.S. to learn more about it directly from these community members. This map is their story, as told by 118 Edmontonians who participated in conversations regarding their banning experience between June and August 2022.

PROCESS



BANNED: FALLING THROUGH THE SAFETY NET...

AN EDMONTON COMMUNITY RESEARCH PROJECT