



What is Thunderwing and what does it do?

Thunderwing is the first project of the *Block by Block Community Safety and Wellbeing Initiative*. It aims to increase community safety and improve individual and or family well-being in the William Whyte, Dufferin or Lord Selkirk Park neighbourhoods.

The Thunderwing Hub (Hub) and Thunderwing Support Teams (Support Team) mobilize and coordinate existing resources across sectors to give individuals/families the support they need so they can prevent and permanently stabilize crisis situations.

What are the boundaries of the Thunderwing Project?

William Whyte

- Redwood Avenue on the north
- Selkirk Avenue on the south
- Arlington Street on the west
- Main Street on the east

Dufferin

- Selkirk Avenue on the north
- Dufferin Avenue on the south
- McPhillips Street on the west
- Salter Street on the east

Lord Selkirk Park

- Selkirk on the north
- Salter on the west
- Sutherland and Jarvis on the south
- Main Street on the east

Who can I refer to Thunderwing?

You can refer an individual/family if:

- They live within the William Whyte, Dufferin or Lord Selkirk Park neighbourhoods.
- There are escalating safety concerns – if something doesn't change soon someone might get hurt, get arrested, a child might be apprehended, or someone might become homeless
- They are involved with multiple systems
- There are barriers within these systems that are getting in the way of the individual/families success, or
- They are Isolated/not connected to any services and could benefit from some support

Thunderwing considers the following as priorities:

- The individual/family is willing to engage and ready for change
- There are significant risk factors that could potentially threaten community safety and/or individual/family well-being

Note: There are no restrictions based on age, family size, or ethnicity

If you are unsure about a referral, you can call the Thunderwing Project (contact information at the end of this document) or the Hub member who represents your sector.

What should I consider before I refer?

Before referring an individual/family, ask yourself:

- Is the individual/family involved in more than one system and experiencing barriers?
- Could the individual/family benefit from communication/collaboration between systems/services?
- Have you and your agency tried to support the individual/family and work through barriers to the best of your ability?
- Would your organization benefit from working collaboratively with other services?

If you can answer yes to one or more of these questions you are encouraged to refer the individual/family.

How do I refer?

You can refer an individual/family by contacting a member of the Thunderwing Project (contact information is at the end of this document). The Thunderwing member will have a discussion with you and work with you to complete a referral form.

How long after I refer an individual/family will, they receive support?

Thunderwing tries to review referrals and determine if they are a fit within 1 week. The process from Referral to the first Support Team Meeting could take from 2 to 8 weeks, depending on how long it takes to engage the individual/family and connect resources, but involved agencies may begin working on identified action items before this meeting.

What if this is an emergency?

Thunderwing addresses escalating safety concerns but it is NOT an emergency crisis response service. If there are immediate safety concerns (i.e. an individual or a child will be harmed if action doesn't occur immediately) you should follow your agencies protocol for dealing with the situation. The individual/family can be referred once the situation is stabilized.

What if an individual/family lives just outside the boundaries?

All families must live in William Whyte, Dufferin or Lord Selkirk Park neighbourhoods to be referred to the Thunderwing Project; however, Thunderwing may still be contacted for an individual/family who lives outside of the Thunderwing area for a discussion around potential resources.

What if an individual/family lived in boundaries when referred but moved outside of the Thunderwing area while still involved in the project?

Thunderwing will continue to support and follow up with the individual/family if they move outside of the area.

What specifically does the Hub do?

The Hub meets twice a month and is responsible for:

- Holding system mobilization and resource discussions, based on the individual/family's identified goals. Discussions include:
 - recommending programs, supports or strategies to assist the individual/family overcome the identified system barrier
 - recommending support team members to assist the individual/family in reaching their goals
- Receive and discuss monthly crime trends in the William Whyte, Dufferin and Lord Selkirk Park Neighbourhoods, and
- Identifying policy and system barriers to be addressed by committees of the *Block by Block Initiative*

Who are the Hub Members?

Hub members represent the various *Block by Block* collaborative partner agencies and organizations. The most current list of all Hub members can be found on the website (website information can be found at the end of this document). Membership may change as needed.

What about confidentiality and information sharing policies?

Hub members all sign an *Information Sharing Agreement* that commits them to only sharing relevant information and keeping the information heard at meetings confidential. Individual/Family engagement is at the core of the project. Individuals/Families sign a consent form allowing the Hub to gather and share relevant personal information to facilitate a system mobilization discussion for the purpose of helping the individual/family reach their goals.

Once the Thunderwing Support Team is in place, the individual/family signs a second consent form that allows the Support Team to share relevant information freely for the purpose of helping the individual/family reach their goals. If your agency or organization is listed as a collaborating partner, your senior leadership has agreed to the privacy sharing agreement and staffs' ability to participate freely within these parameters.

What is the role of the Thunderwing Support Team?

The Thunderwing Support Team is a group of direct service workers from various agencies identified by the individual/family and the Hub as important supports for the individual/family to reach their goals. The participating individual/family is an equal member of the Support Team. The Support Team is responsible for:

- Further developing and implementing the Action Plan
- Using the Thunderwing Collaboration Model as a guide for working together and with the individual/family

- Carrying out action items identified by the team
- Providing updates to the Hub member representing their Agency and the Secretariat as appropriate

What will the commitment be if I am asked to be on a Support Team?

The commitment level is Support Team specific and based on the individual/family identified goals. Support team members are asked to attend meetings, develop action plans, and carry out action items. The number of meetings, action items, and length of time working together will be different for every Support Team.

In most situations, Support Team Members will already be working with the individual/family. Working in a team setting with other agencies and the individual/family is intended to be more efficient, not create more work.

How is this project different?

- Thunderwing's collaboration crosses over sectors including mandated and community based services
- Individuals/Families are engaged throughout the process
- Thunderwing addresses community safety by enhancing individual/family wellbeing
- Thunderwing is designed to be sustainable by:
 - influencing the culture of how organizations work with individuals/families and each other
 - Identifying System/ Policy barriers to be filtered up to the *Block by Block Initiative* for Provincial level change

How do I get more information?

To get more information about Thunderwing or the *Block by Block Community Safety and Wellbeing Initiative*, you can contact any member of the Block by Block Secretariat.

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