LEGISLATIVE FRAMEWORK FOR TRANSITIONAL HOUSING

Under the Residential Tenancies Act, 2006

September 2016

Ontario.ca/housingstrategy
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INTRODUCTION

On March 14, 2016, Ontario announced the details of the update to the Long-Term Affordable Housing Strategy (LTAHS). The updated strategy charts a bold, transformative, co-ordinated and progressive course towards housing policy and programs that are relevant to current realities and reflect new research and best practices. It also supports the government’s goal of ending chronic homelessness in 10 years and the vision that every person has an affordable, suitable and adequate home to provide the foundation to secure employment, raise a family and build strong communities.

The updated strategy recognizes the critical role transitional housing serves within the housing system. Providing the appropriate housing and supports is key to addressing challenges faced by various groups of individuals, preventing and reducing homelessness and helping people achieve housing stability.

As part of the LTAHS Update, the Ministry of Housing (MHO) is undertaking consultations to consider whether the Residential Tenancies Act, 2006 (RTA) should be amended to provide more flexibility for housing providers to deliver programs and services to better meet the needs of participants in transitional housing programs.

It is important to ensure that the appropriate legislative and regulatory framework is in place in Ontario so that housing providers are able to successfully deliver programs and services. However, because this accommodation is often a person’s only home during the stay, it is also important to ensure that vulnerable individuals who access transitional housing have appropriate protections and access to due process.

The purpose of this consultation paper is to consider the needs and concerns that have been raised by both providers and participants¹ and to explore changes to facilitate better outcomes for both transitional housing providers and clients in Ontario.

¹ Disclaimer: Throughout this consultation paper, the term participant will be used to refer to individuals participating and residing in transitional housing programs/accommodation.
WE WANT YOUR VIEWS

We invite input from transitional housing providers, program participants and their representative organizations, and other interested parties on whether and how the RTA should be amended to better meet the needs of clients and providers.

This document provides some background information on transitional housing in Ontario, followed by a discussion of the application of the RTA to transitional housing. Further, legislative issues and stakeholder concerns are discussed, leading into the development of possible options to address issues and concerns raised by stakeholders.

HOW TO PARTICIPATE

We invite you to participate in the consultations on proposed changes being considered to the RTA.

Please send us your written feedback and comments by October 14, 2016. You can provide your input by email or by post.

Send us an email: residential.tenancies@ontario.ca

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1 Transitional Housing in Ontario

Transitional housing serves a key role within the housing spectrum. It provides housing with supports for vulnerable people, to address specific needs in order to become more independent and able to transition to long-term stable housing in the community. Transitional housing is conceptualized as an intermediate step between emergency and permanent housing. It is longer-term and more support-intensive than emergency shelters, but differs from supportive housing and many care homes because it is intended to be temporary.

As there is no single repository of information about transitional housing in Ontario, it is difficult to know exactly how many transitional housing programs exist or how many clients are served. However, the ministry is aware of approximately 200 transitional housing programs that serve nearly 3,000 households at any given time (please see Appendix E for a list of known transitional housing providers and programs in Ontario). Figure 1: The housing spectrum includes various forms of housing ranging from emergency shelters for people who are homeless to rental and homeownership.

Transitional housing can be broadly defined as the provision of affordable, temporary housing paired with a mix of appropriate supportive services. The goal of these services is to facilitate an individual’s movement to permanent, stable housing and independent living. Transitional housing is intended for people who need some degree of structure, support, supervision and skill building in order to successfully transition to permanent housing. This transition occurs within a timeframe determined by the program’s desired outcomes and identified participant needs, often lasting several months and sometimes several years. As participants’ lives become more stable, providers often help them find permanent housing.

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3 These numbers are based on publically available information. However, the broader transitional housing sector may be larger. MHO has come across providers who classify themselves as temporary or emergency housing; however, based on length of stay, and services and supports provided these providers may be considered transitional housing.

4 Novac et al. (2009).
Transitional Housing Services and Participants

In the world of transitional housing, services are provided on-site or through community partners and are based on participant needs. Services can range from alcohol and substance use treatment to mental health support, case management, counselling, employment and training assistance, development of life skills and other skills necessary for independent living.

People assisted by transitional housing and specialized or targeted services include those who:

- are recovering from traumas such as domestic violence or extended homelessness;
- are homeless, unstably housed or at-risk of homelessness;
- have a background of multi-generational poverty and lack a supportive social network;
- are youth or younger adults coming from group or foster homes, or various institutions with little or no independent living experience;
- are young, single, and/or soon-to-be mothers;
- are immigrants or refugees who have settlement difficulties due to trauma-related issues;
- are in need of education or job skills in order to obtain an income level sufficient to afford housing;
- are or were involved in prostitution;
- are survivors of human trafficking; or
- have on-going service needs due to mental or physical health problems, disabilities, addictions, or HIV/AIDS.

Transitional Housing Programs and Models

In Ontario, there is no single program or model for transitional housing. Transitional housing programs vary in form and structure, the people served, the types and levels of services provided, and duration of the program. The differences depend on the purpose and objectives of the housing programs in various communities.

The relationship between program participants and providers in transitional housing differs greatly from the traditional tenant and landlord relationship. Transitional housing providers are not typical landlords who rent housing units to members of the general public at market rates for indefinite periods of time; rather, they are non-profit organizations that provide temporary subsidized housing to a designated client group and facilitate access to support services. In a transitional housing setting, participants choose to take part in programs that have a residential element. Providers work with participants to ensure that they receive the supports/counselling they need to achieve stability and develop the life skills necessary to transition successfully to permanent housing.

Transitional housing programs can vary considerably in their expectations of participants and the extent and rigidity of program rules or restrictions. Some programs
require that participants be involved in school, training, volunteering or employment, and that participants demonstrate motivation and commitment to improvement and self-sufficiency. Participants may agree to a contractual requirement to work towards particular personal goals during their stay or to comply with certain rules in order to remain in the program. Specific program rules are often created to ensure the safety of participants and the effectiveness of the program (i.e., guest policies, curfews, abstinence related to drugs and alcohol).

There can also be a range in regards to the level of support provided within the transitional housing model. Some models provide high levels of support and are modelled on case management or treatment strategies where significant intervention may be required with 24/7 staff coverage, on-site support workers, or daily support staff. Other less-intensive models provide lower levels of support and may provide 24/7 connection to staff, a staff member who meets with each individual for several hours a week and may include practices such as peer mentors.

Transitional housing programs usually provide less private space than permanent housing. The building form and living arrangements can range from dormitories to single or shared rooms with common facilities, detached houses, dedicated apartment buildings and scattered-site apartments. Transitional housing can also be provided at a site where shelter or emergency accommodation, and drop-in support services are also offered.

**Transitional Housing Funding and Oversight**

Transitional housing is often provided by various charitable or non-profit community organizations. Funding for these programs often comes from a combination of government grants, corporate sponsors, foundations, private donations, and participant fees/rent.

In terms of government funding, transitional housing providers may receive funding from the federal, provincial or local level (from Service Managers or municipalities). Examples of provincial funding for transitional housing include funding under the Violence Against Women (VAW) program from the Ministry of Community and Social Services (MCSS), funding from the Ministry of Health and Long-Term Care (MOHLTC) often distributed by the Local Health Integration Networks (LHINs) as well as funding under the Community Homelessness Prevention Initiative (CHPI) from the Ministry of Housing (MHO). CHPI is administered by Service Managers and decisions are made locally on how funding is allocated.

In addition to external funding, most transitional housing providers charge participants some form of rent or modest user fees. Rents are usually subsidized and well below market rent; participants are often charged the maximum shelter allowance under the Ontario Disability Support Program or Ontario Works, or a rent geared to 30 percent of their income.

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5 Novac et al. (2009).
All indicators suggest that the vast majority of transitional housing providers in Ontario adhere to very high standards in providing needed supports, innovative and effective programming, and safe and respectful environments for program participants. Many of the individuals in transitional housing face limited alternatives for safe and appropriate housing and supports in their community. Further, transitional housing programs that receive funding administered or distributed by a Service Manager, municipality or LHIN may be subject to local service standards, guidelines or funding agreements. However, it is possible that some programs may not receive government funding or be subject to any external service standards.

As a result, there is no province-wide consistent service standard that applies to transitional housing. There is also no statute governing transitional housing that sets out participants’ rights, or ensures fair processes to govern the resolution of disputes/complaints parallel to those provided in the Residential Tenancies Act, 2006 (RTA). Consequently, the extent to which transitional housing programs may be subject to provisions under the RTA takes on a greater significance.

Why Transitional Housing is Important

Within the housing sector, some have argued that transitional housing can be stigmatizing, too restrictive and demanding of participants and less cost effective than permanent or supportive housing. However, as mentioned, programs very widely in how they are structured, the types of clients served, the range of supports provided and requirements of participants. Although some transitional housing programs may have rigid program rules or restrictions for participants, including requiring participants to be substance-free, other programs adopt harm reduction models or may have optional services and fewer rules about how participants can use their living environment. Additionally, all programs are based on the voluntary participation by individuals.

Throughout consultations for the LTAHS Update, the government heard from stakeholders – including housing organizations, providers, and individuals with lived experience – that no single housing model meets all people’s needs and that different people require different supports to transition from and/or prevent homelessness. The ministry also heard that some vulnerable groups want and need transitional housing.

For example, the government heard that transitional housing can help youth transition from experiences of homelessness or residential care to independent adult living, individuals transitioning back into communities from correctional facilities, and can be an important step for women to overcome prolonged traumatic experiences of violence.

6 Under the CHPI, Service Managers have the flexibility to use funding for services and activities in a number of categories, including a “Housing with Related Supports” category which includes a Standards Framework. However, the Standards Framework does not apply when CHPI funding is used for transitional housing beds or programs. Provincial VAW Emergency Shelter Standards are only intended to apply to government-funded VAW shelters across the province.

(e.g., survivors of domestic violence or human trafficking). In addition, the ministry heard from a number of Indigenous organizations that transitional housing plays a vital role in supporting housing stability and recovery for Indigenous people, including homeless Indigenous youth and Indigenous women experiencing violence. Indigenous organizations have emphasized that Indigenous-led transitional housing programs are important because they provide culturally specific support services for clients within a culturally safe living environment.

One housing provider also provided evidence that their transitional housing program has been an effective solution in helping male seniors who have a long history of unstable housing and a complex variety of mental health and/or substance use issues, as well as other physical ailments. In their experience, individuals cannot be expected to live successfully in independent self-contained accommodation without having a transitional period in order to assist them to prepare for the responsibilities and opportunities of living in the community.

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8 A two and a half year external evaluation of this transitional housing program found that there was a remarkable improvement in the physical and mental well-being of the participants during the program. Further, participants acknowledged the no-guest policy contributed to positive changes in their lives and most identified it as fundamental to their sobriety and building positive relationships.
2 The Residential Tenancies Act and Transitional Housing

The Residential Tenancies Act, 2006

The Residential Tenancies Act, 2006 (RTA) sets out the rights and responsibilities of landlords and tenants for most residential rental properties in Ontario.

The RTA establishes the framework for the regulation of residential rents in Ontario, provides protection for residential tenants from unlawful rent increases and unlawful evictions, and requires that landlords keep rental buildings in a good state of repair. In addition, the RTA ensures tenants’ right to privacy, reasonable enjoyment, and provides protection from harassment.

The RTA also establishes the Landlord and Tenant Board (LTB) as the independent tribunal with authority to adjudicate disputes that fall within the purview of the legislation.

Some types of living accommodation are granted exemptions or special rules under the RTA in recognition that the general rules under the RTA are not appropriate for certain types of accommodation, or because other statutes provide parallel rights and protection.

Appendix A provides an overview of the general provisions of the RTA and a list of accommodations that are exempt.

Application of the Residential Tenancies Act, 2006 to Transitional Housing

The RTA does not define transitional housing and does not outline specific rules or responsibilities for different types of transitional housing providers.

Many transitional housing providers consider themselves to be fully exempt under the “rehabilitative or therapeutic” exemption (s. 5(k) of the RTA) if the program is intended to be provided for one year or less. This exemption enables relevant housing providers to operate independently of rules that govern ordinary residential tenancy relationships (e.g., tenant rights, rent control, eviction rules). Housing providers can then operate their programs and set and enforce rules they believe are necessary to successfully transition residents into longer-term accommodation.

If the transitional housing is occupied for longer than one year or does not qualify for the s. 5(k) “rehabilitative or therapeutic” exemption, then the full RTA (and potentially the care home rules) will apply. For an explanation of these provisions in the RTA, please see Table 1 below.

The next section of the paper discusses:
the interpretation of the s.5(k) “rehabilitative or therapeutic” exemption and how the exemption has been applied to various transitional housing providers;

- concerns stakeholders have raised with the one-year time limit for the s. 5(k) exemption; and,

- other barriers housing providers have identified that may prevent the successful provision of transitional housing and more positive outcomes for participants.

Table 1: Exemptions and Special Rules under the RTA of Interest to Transitional Housing Providers

<table>
<thead>
<tr>
<th>Rehabilitative or Therapeutic Exemption - s. 5(k)</th>
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<tr>
<td>Living accommodation that is fully exempt under the RTA includes:</td>
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<td>- Accommodation occupied for the purpose of receiving rehabilitative or therapeutic services, where the parties have agreed that:</td>
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<tr>
<td>- This is time-limited to accommodation intended to be provided for no more than one year.</td>
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<tr>
<th>Care Homes under the RTA</th>
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<tr>
<td>- The RTA defines a care home as one or more rental units that are occupied by persons for the purpose of receiving care services, whether or not receiving the care services is the primary purpose of the occupancy. This definition applies even if a third party rents the rental unit from the owner and provides both the rental unit and care services to the tenant.</td>
</tr>
<tr>
<td>- Care services include health care services, rehabilitative or therapeutic services, or services that provide assistance with the activities of daily living.</td>
</tr>
<tr>
<td>- Care homes are covered by most of the rules in the RTA that apply to other types of residential rental units. However, there are some rules in the RTA that apply only to care homes.</td>
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<tr>
<td>- While the RTA does not generally govern the services or care provided by a care home, it does set out a number of landlord obligations and tenant rights that apply only to care homes, including:</td>
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For a detailed overview of key care home provisions, please see Appendix B and for an overview of the history of the s. 5(k) rehabilitative and therapeutic exemption and origin of the care home rules, please see Appendix C.
3 Rationale for Change: Legislative Issues and Stakeholder Concerns

Interpretation of “Rehabilitative or Therapeutic”

Transitional housing providers have expressed a desire for greater clarity in the scope of the s. 5(k) exemption for accommodation providing “rehabilitative or therapeutic services”. Only the LTB can determine – on a case-by-case basis – whether or not the full rules of the RTA apply to a tenancy, whether the care home rules apply, or if a transitional housing provider is exempt from the RTA. Tenants/program participants can apply to the LTB for a determination to ensure that they are receiving the rights and protections afforded to them under the RTA. However, “rehabilitative or therapeutic” is not defined in the RTA and decisions are based on the facts of each case.

Decisions by the former Ontario Rental Housing Tribunal, the LTB and the courts have not provided clarity regarding the interpretation. The s. 5(k) “rehabilitative or therapeutic services” exemption has been interpreted in different, and sometimes inconsistent, ways over time.

Under a narrow interpretation, the exemption may only apply to accommodation whose primary purpose would be to receive rehabilitation or therapy. Therefore, accommodation that includes only an element of rehabilitation or therapy, or where the therapeutic or rehabilitative function is secondary to the provision of housing, may not qualify for the exemption. For example, the LTB has found that mere “assistance with the activities of daily living” is not “rehabilitative or therapeutic services” and that evidence of on-site treatment is required in order to qualify for the s. 5(k) exemption. Further, “dry” housing for persons with substance abuse challenges has been determined not to be a rehabilitative service on its own, and must be combined with extensive counselling and referrals to meet the requirement of “rehabilitation” for s. 5(k).

In cases where the exemption has been interpreted more broadly, the LTB has noted that “rehabilitation” need not be exclusively in the medical context to qualify for the exemption. In some cases it was found that supports intended to provide residents with the capacity to live independently or transition back to regular society/long-term stable housing, qualify as rehabilitative, and therefore the housing provider meets the requirement for the s. 5(k) exemption.

Concerns of Stakeholders

For a number of years, and most recently throughout the consultation process for the 2016 update to Ontario’s Long-Term Affordable Housing Strategy, various transitional housing providers and other stakeholders made requests for an expanded exemption from the RTA to provide more flexibility to deliver programs and services that better
meet the needs of clients. The reasons and rationale provided for such a change are discussed in more detail below.

**Many Clients Need More than One Year**

Since many transitional housing providers believe they are fully exempt from the RTA for up to one year under the s. 5(k) exemption, many operate programs on a one-year time frame. However, providers have stressed that many of their participants require more than one year of support and counselling to successfully complete the objectives of the program and find adequate and affordable long-term housing. Providers have argued that the unintended consequence of the one-year limit is that the duration/length of the program is set to meet the exemption requirement rather than being based on the needs of the individual participant. Providers have suggested that a longer exemption would provide them with more flexibility to deliver programs and services that better assist clients who need more time in transitional housing before moving to more independent living and longer-term stable housing.

Providers have reported that individuals in the greatest need of support usually end up back in the hospital, in shelters or on the street when they are required to leave a transitional housing program before they are ready and without the needed supports and appropriate long-term housing in place.

A 2013 report by the Youth Leaving Care Working Group, established by the Ministry of Children and Youth Services in conjunction with the Office of the Provincial Advocate for Children and Youth, also recommended that transitional housing be available for more than one year. Providers report that one year is not sufficient time to prepare youth for the transition from being in foster care to living independently.

**Operating Transitional Housing Programs under the RTA: Barriers & Issues**

If transitional housing providers operate a program that lasts longer than a year, they would be fully covered by the RTA and potentially the care home rules (please see Appendix B for a discussion on what constitutes a care home and the definition of care services).

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9 In September 2015, Private Member’s Bill 121 was introduced that would amend the RTA to extend the current one-year exemption for accommodation occupied for the purpose of receiving rehabilitative or therapeutic services to a three-year period. Bill 121 received full support from all parties and has been referred to the Standing Committee on Social Policy.

10 An external evaluation of a transitional housing program was conducted over two and a half years to evaluate the success of the program. Residents who have a long history of unstable housing and a complex variety of mental health and/or substance issues, as well as physical ailments can stay in the program for up to four years (the program is divided into four one-year stages, each representing a step in the transition from homelessness). In terms of residents’ readiness to move into more permanent housing, the study found that less than half felt ready to move out at the 18-month mark.

Specific RTA Provisions Identified as Barriers

Providers have argued that RTA provisions and requirements make the operation of their programs difficult and prevent them from offering programs longer than one year (see Table 2 for specific provisions identified by providers as barriers). For example, providers operating under the RTA may not be allowed to set or enforce certain rules and policies they believe are required to successfully deliver programs (i.e., policies restricting guests or prohibiting substance use). Enforcing rules or policies that may contravene tenant rights under the RTA can risk leading to hearings before the LTB. The LTB may find that the rule violates the RTA and order the provider to change their practice or order some other remedy to the tenant as appropriate. Further, some providers have argued that they lack the capacity, expertise and resources to understand the requirements of the RTA and successfully navigate LTB processes. They argue that they entered the housing arena as a means of providing rehabilitation or treatment; they do not wish to operate as traditional landlords.

Table 2: Specific RTA Provisions Identified as Barriers

<table>
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<tr>
<th>Reasonable Enjoyment, Harassment</th>
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<tr>
<td>• Tenants have the right to not have their landlord (or other tenants) substantially interfere with the reasonable enjoyment of the rental unit or building in which it is located (RTA, s. 22).</td>
</tr>
<tr>
<td>• In addition, tenants have the right to not be harassed, coerced, obstructed, threatened or interfered with by their landlord and may apply to the LTB to resolve disputes related to either of these grounds (RTA, s. 23).</td>
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</table>

Concern/Issue:

• Transitional housing providers have noted that their programs often require a number of rules, policies or conditions to ensure effectiveness of the program (e.g., requirement to participate in and abide by program rules or policies regarding chores, curfew, guests, substance use, behaviour and safety, etc.).

• Although there is nothing in the RTA that specifically addresses these issues, s. 22 and s. 23 of the RTA may restrict a landlord’s ability to require ongoing participation in a program, enforce house rules, or prohibit or restrict guests from the premises.

• Currently, if a tenant invites a guest who is involved in criminal activity (such as selling illegal drugs) into the rental unit and the residential premises, the landlord’s remedy is to bring an application to evict the tenant for illegal acts. Some providers have stated that they do not wish to evict and “punish” the tenant; rather, they want to be able to enforce “no guest” rules to support participants’ recovery from substance abuse.

• Some providers have argued that without the ability to set these requirements and make the tenant’s continued participation in the program conditional upon following them, their rehabilitative or therapeutic programs are merely housing programs.
Security of Tenure/ Terminating a Tenancy & Eviction Process

- The RTA provides “security of tenure” for residential tenants; a landlord cannot unilaterally end the tenancy agreement unless they have reason to do so under the RTA, including:
  - “at fault/for cause” grounds for eviction (e.g., rent arrears, significant behavioural issues, illegal activity); and
  - “no fault” grounds for eviction (e.g. demolition/conversion).
- Under the RTA, except in very limited circumstances, every tenant facing eviction has the right to a hearing at the LTB.

Concern/Issue:
- Generally transitional housing providers view eviction/termination of a tenancy as a remedy of last resort. However, there may be cases where it is necessary to terminate a tenancy or remove the participant from the program (to alternative accommodation, such as shelters, other programs or longer-term housing). For example:
  - if the program is complete;
  - if the participant is no longer participating in the programs or services provided;
  - for treatment-related reasons; or,
  - if the participant’s behaviour or conduct substantially interferes with the proper functioning of the program and/or poses a threat to the safety and/or recovery of other participants and/or staff.
- Providers have stated that the length of the eviction process (provided by the LTB under the RTA) could seriously affect their programs or other participants, if an individual whose conduct poses a threat to the safety or the recovery of others continues to stay while the eviction process is underway.
  - Additionally, many providers have limited space in their programs and often have a number of individuals on a waitlist. If a provider is delayed or unable to evict a participant who has completed or refuses to participate in the program and does not vacate the unit, it prevents other willing potential participants from accessing the program.

Rent Rules

- Under the RTA, most landlords may only increase rents by the annual rent increase guideline each year (units in buildings which were first occupied for residential purposes after November 1, 1991, are exempt from the rent increase guideline).

Concern/Issue:
- At least one innovative program in Ontario partners with private sector landlords to offer women fleeing domestic violence short-term housing combined with supports, enabling participants to establish income stability and life skills and progress to permanent housing. The private sector landlords contribute units at below market rates, while the provider offers counselling and other supports to facilitate
There is a wide variety of care homes that are covered by the care home rules under the RTA. This includes all retirement homes, and potentially some supportive housing and transitional housing that is not exempt under the s. 5(k) rehabilitative or therapeutic exemption. However, care homes are typically seen as permanent accommodation with a component of care, rather than temporary places to live. Hence, care homes are covered by most of the RTA rules that apply to other types of residential rental units and, as discussed in section 2, are subject to a number of special rules to recognize the unique nature of a care home.

For example, the care home rules allow for a tenant to be transferred if they no longer require the level of care provided by the landlord, or require a level of care that the landlord is unable to provide. Further, special rules for care homes occupied solely to receive rehabilitative or therapeutic services allow the end date of the tenancy to be agreed on at the outset (normally under the RTA landlords and tenants cannot agree to an end date at the time the tenancy agreement is entered into or as a condition of entering into the tenancy agreement). Additionally, certain care homes may apply to the LTB for an eviction order before the agreed-upon period has ended in certain circumstances (see Table 3 or Key Care Home Provisions in Appendix B).

These provisions provide housing providers/care home landlords with an alternative and, in some cases, a more expeditious eviction process than would otherwise be allowed under the RTA.

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**Care home rules: Do they provide enough flexibility for Transitional Housing Programs?**

- However, the current one-year exemption requires that the program be limited to one year, because if the program operates outside of the exemption, RTA rent and security of tenure rules would prevent the landlord from charging market rents, or ending the tenancy without cause after the program is completed.
- After some years of offering this program, the provider has found that one year is not enough time for many participants to establish the economic stability required to pay market rents. This transitional housing provider has requested an exemption from the RTA rent rules to operate a three-year subsidized housing program.
- Exemption from the rent rules would allow the program to gradually increase rents throughout the duration of the program (the gradually increased rent would remain below market rates, but may exceed the rent increase guideline).
  - After the program is completed, the landlord would be able to negotiate a market rent – which may represent an increase in excess of the rent increase guideline – and the tenant would have the choice to remain in the unit and establish a new tenancy at market rent or vacate the unit.
### Table 3: Ending a Tenancy in a Care Home

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
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| **Unit occupied solely to receive rehabilitative or therapeutic services** | • Special rules allow care homes to, with proper notice of termination (i.e., 60 days), terminate a tenant’s tenancy when the agreed-upon term or period is complete if tenants do not live there for more than four years.  
• If the tenant does not move out, the landlord can apply to the LTB for an eviction order. Tenants have a right to dispute this application and to have a hearing before the LTB. |
| **Unit subject to an agreement between the landlord and a Service Manager (faster, “ex parte” process)** | • Care homes subject to an agreement between the landlord and a Service Manager may apply to the LTB for an eviction order before the tenancy period agreed upon has ended and where the tenant has ceased to participate in the program, if:  
  - the unit is occupied for the purpose of receiving rehabilitative or therapeutic services agreed upon by the person and the provider;  
  - the period of occupancy agreed upon is no more than four years; and  
  - the tenancy agreement gives them the right to end the tenancy because the tenant has repeatedly and substantially withdrawn from participation in the program related to rehabilitative or therapeutic services.  
• The LTB may issue an eviction order without holding a hearing (an ex-parte order). The regulations contemplate that the termination date will be 60 days after the care home/landlord gave the tenant notice that their tenancy was terminating because the tenant ceased to participate in the program.  
• If the tenant disagrees, they can make a Motion to Set Aside the ex-parte order and request a hearing. This motion must be made within ten days after the eviction order was issued. |

Some tenant advocacy groups believe that transitional housing programs could be delivered successfully within the confines of the RTA under these care home provisions, and that any extension of exemptions for transitional housing is not justified.

However, transitional housing providers may find that the care home rules do not provide enough flexibility to deliver adequate programs. For example, although certain care homes have the ability to end tenancies without normal cause under the RTA before the agreed-upon period has ended, this is limited only to care homes that have agreements with a Service Manager and leaves a number of other transitional housing providers without this provision. Additionally, enforcing special rules or policies (e.g., regarding chores, guests, substance use) may be found to constitute harassment or interference with the reasonable enjoyment of tenants under the RTA and therefore not permitted.
Balancing Interests: Provider Flexibility, Participant Outcomes and Protection

Based on information shared by housing providers, there are many cases where, in order to facilitate better outcomes for program participants, there is a need to provide transitional housing for longer than one year. In order to do so, providers may require an extended exemption or special rules under the RTA. However, tenant advocacy groups have voiced concerns that an extended exemption or erosion of general RTA rules could remove important protections for some of Ontario’s most vulnerable individuals. Because transitional housing is considered a person’s primary home during the program and the potential length of accommodation could extend over several years, it is important to consider how to best ensure participants are provided with appropriate protections.

Summary of Concerns and Considerations regarding a Legislative Framework for Transitional Housing in Ontario

Before turning to a discussion about potential options for reform of the legislative framework for transitional housing, it is worthwhile to summarize from the preceding pages how transitional housing functions in Ontario, and what concerns and considerations have been raised about current and potential RTA rules.

Landscape of Transitional Housing in Ontario:

- Transitional housing is not permanent housing. It is intended to be temporary and is provided as a means of offering supports and services to facilitate a person's recovery and/or transition to long-term stable housing.
- Transitional housing serves a wide range of clients with different and specialized needs.
- Transitional programs and services vary widely, and the intended length of programs ranges from several months to several years.
- Funding sources for transitional housing programs is also varied; funding may come from various levels of government, and/or from charitable or private donations.
- Participants of transitional housing programs usually pay a subsidized rent that may be geared to their income, and/or pay modest fees.
- Outside of the RTA, there are no consistent province-wide service standards for transitional housing programs that would guarantee rights and protections for participants in Ontario.

Concerns Raised about RTA Rules Governing Transitional Housing, and about Potential Changes to these Rules:

- Greater clarity is needed regarding how RTA rules apply to transitional housing, including the care home rules, and the current one-year rehabilitative or therapeutic exemption.
• In many cases, the optimal timeframe for a transitional housing program is longer than one year.
• In many cases, transitional housing providers need more flexibility than current RTA rules may permit to establish enforceable rules to enable effective operations and meet participants’ needs.
• In some cases, transitional housing providers need the flexibility to implement rent increases that may exceed allowable rent increases under the RTA.
• Although eviction is a remedy of last resort, in some cases, a participant needs to be removed from a program. Delays or difficulty in removing a participant can threaten the feasibility of a program, the recovery of fellow participants, and deny or delay the admission of other willing potential participants into a transitional housing program.
• Participants in transitional housing programs are among Ontario’s most vulnerable residents, and it is necessary to ensure they are provided adequate rights and protections while they participate in these programs.

**Next Steps:**

Participants voluntarily enter subsidized transitional housing programs to achieve stability and independence; and for many, success requires a structured environment for a temporary period. We also know that to perform this function with limited resources, transitional housing providers need more flexibility and fewer restrictions than is afforded other landlords in Ontario.

The development of potential changes to the legislative framework for transitional housing will examine ways to address barriers for providers while considering whether special rules can be developed to provide adequate protection for participants.

Any rules and provisions to be considered must be flexible enough to facilitate the broad range of programs that serve a variety of client groups with different and specialized needs. It will be necessary to find the right balance to promote innovation around the development of effective programs that can provide options for a variety of client groups, while considering whether it is necessary to provide a baseline of rights and protections for participants.

Finally, it will be necessary to target the scope of provisions and definitions to ensure that other forms of housing (i.e., unregulated for-profit rooming houses) are not inappropriately or inadvertently captured by any new provisions, leaving vulnerable tenants without adequate RTA protections.
4 Options for Consideration

Given the issues and considerations outlined in previous sections, each of the proposed options below aims to provide a framework that would remove barriers to facilitate transitional housing programs and support improved outcomes for participants.

The main difference between the options is how they seek to balance increased flexibility for transitional housing providers with a level of assurance of appropriate protections for participants. To some extent, any option will present trade-offs.

The three options below represent points on a continuum of options from maximum flexibility for providers through full exemption from RTA rules, to a set of prescriptive rules for transitional housing that sets out specialized provisions for providers in addition to robust protections for participants.

We seek your feedback on each of these options and your input about where the optimum balance lies between the removal of barriers and protection for participants.

Proposed definition of Transitional Housing

All options outlined include the following proposed policy definition of transitional housing to ensure that there is clarity and certainty regarding the application of the RTA to the transitional housing sector:

- “Transitional housing” means: living accommodation that the provider and participant agree is to be temporary, with a specified duration that does not exceed three years; is paired with support services provided for the purpose of rehabilitation and/or to gain skills necessary for independent living in permanent housing (life, employment, and other); and where the temporary housing and support services are subsidized.

In addition, all of the options would enable transitional housing providers who meet this definition to set certain program rules that would allow them to successfully operate their program and better serve the needs of participants.

| Option 1 | Provide full exemption from the RTA for up to three years for transitional housing |

Under this option, a transitional housing program would be fully exempt from the RTA if it meets the proposed definition of transitional housing (above) and if the accommodation is intended to be provided for three years or less.

This option is similar to the extended exemption that has been proposed in the current Private Member’s Bill 121. However, this proposal would also provide a specific definition of transitional housing to provide clarity, cover the broad range of transitional housing, and set certain program rules that would allow them to successfully operate their program and better serve the needs of participants.
housing providers in Ontario and ensure that the exemption does not inappropriately cover for-profit accommodation.

This option would enable transitional housing providers that meet the definition to continue to operate independently of rules that govern standard residential tenancy relationships (i.e., tenant rights, rent control, eviction rules). Housing providers would be permitted to set and enforce rules they believe are necessary for their operations and to help participants achieve their goals and successfully transition into longer-term stable accommodation. At the same time, participants agreeing to participate in a transitional housing program that meets the definition would not be afforded the protections of the RTA.

However, a participant or housing provider could still apply to the LTB for a determination of whether the RTA applies to their housing. If the LTB rules that exemption does not apply (i.e., the accommodation does not meet the definition of transitional housing), there would be certainty that the provider/participant would be covered by the full RTA (and potentially the care home rules) and would receive the rights and protections afforded to them under the RTA.

Considerations:

- Housing providers who meet the definition would be able to effectively operate programs (including setting necessary program rules and requirements, and ending tenancies without LTB approval) for up to three years in order to better meet the needs of participants who require more time in the program before they are ready to move to more permanent housing.
- Although housing providers would be afforded more flexibility with a longer exemption, participants agreeing to reside/take part in a transitional housing program that meets the definition would not be afforded the statutory rights and protection of the RTA.

**Option 2** Provide full exemption from the RTA for up to three years for transitional housing and require written tenancy agreements that ensure participant protection

Under this option, a transitional housing provider would be fully exempt from the RTA if they meet the proposed definition of transitional housing, provide accommodation for an intended term of three years or less, and enter into a written agreement with the program participant that meets prescribed requirements.

The proposed requirements for the contents of the written agreement between the transitional housing provider and participant could include:

- Disclosure of RTA exempt status;
- Notification of maximum duration of stay;
- List of costs/fees of housing/rent and services offered;
- Program rules and responsibilities of participants (e.g., requirement to participate in program and abide by program rules regarding chores, curfew, guests, substance use, behaviour, safety and rent obligations);
- Details about the program’s process to resolve participant disputes and/or complaints or address breaches of program rules;
- Clearly outlined process for terminating tenancies including notice periods and timelines to remedy breaches of program rules that may lead to early termination;
- Exit/Transition Plan: provider’s duty to make reasonable attempts to ensure that appropriate alternative accommodation (e.g., shelter, longer-term housing, other program) is made available to the participant if the tenancy is terminated either before or at the end of the agreed-upon term (may not apply where the participant is seriously impairing safety of others); and
- Re-entry Policy: ability of the tenant to apply for re-admission to the program if they are evicted before the completion of the program and if the participant can demonstrate that they have remedied the wrong that led to the eviction.

**Role of the LTB and Tenant Protection:**
A program participant or housing provider could apply to the LTB for a determination of whether the RTA applies; however, the LTB would only determine:

- Whether the provider meets the definition; and,
- If the agreement meets the legislated/prescribed requirements.

The LTB would likely not arbitrate disputes about the agreement, or determine whether the agreement is reasonable or whether the housing provider has complied with the lease agreement.

If the LTB rules that the provider is not covered by the exemption, there would be certainty that the accommodation would be covered by the full RTA (and potentially the care home rules) and the participant would receive the rights and protections afforded to them under the RTA.

If a tenancy is determined to be exempt, the program participant would not be able to rely on protections legislated by the RTA, but could seek a remedy in the courts for a breach of contract if the housing provider does not comply with the tenancy agreement.

**Considerations:**
- Housing providers who meet the definition and enter into written agreements with clients would be able to effectively operate programs (including setting necessary program rules and requirements, and ending tenancies without LTB approval) for a term of up to three years in order to better meet the needs of participants who require more time in the program before they are ready to move to more permanent and stable housing.
- Requiring tenancy agreements would clearly set out the responsibilities and rights of the provider and participant, and participants would enjoy protections offered by common law.
• Program participants would also have the ability to apply to the LTB if they believe the provider is not exempt from the RTA; however, tenant remedies would be limited as the LTB would likely not adjudicate whether the agreement is being followed or whether it is fair or reasonable.

| Option 3 | Provide special provisions under the RTA for transitional housing that is provided for up to three years |

Under this option, transitional housing providers/programs that meet the proposed definition of transitional housing, and provide accommodation intended to be provided for three years or less, would not be exempt from the RTA. Instead, transitional housing would be covered by the RTA and new provisions would be added to recognize and accommodate the unique nature of the housing provider/participant relationship in a transitional housing setting. Program participants would enjoy most rights and protections under the RTA; providers would be permitted to establish necessary program rules and policies; and an expedited eviction process would be established to allow the eviction of participants where:

- the program or the agreed-upon tenancy term is complete;
- the participant refuses to participate in the program; or
- the participant’s breach of program rules significantly interferes with the operation of the program or the recovery or success of other tenants.

**Special Rules/Provisions:**

Under this option, the generally applicable RTA rules would apply to transitional housing, except where superseded by the following special rules:

**Written Agreements**

Similar to Option 2, transitional housing providers would be required to enter into written agreements with the program participant. The minimum requirements for the contents of the written agreement would mirror the requirements in Option 2.

**Participants’ ‘Bill of Rights’**

The RTA would establish certain rights for transitional housing participants, and require that these rights be set out in the tenancy agreement. These rights would be enforceable by the LTB, and could include:

- Providers would be required to clearly outline the process to resolve participant disputes/complaints or address breaches of program rules;
- Providers would be required to provide written notice before ending a tenancy and in most cases give clients a period to remedy any breach of program rules that may lead to their eviction;
- Providers would be required to make reasonable attempts to ensure appropriate accommodation (e.g., shelter, other program or long-term housing) is available before ending a tenancy (may not apply in serious cases of impairing safety);
• Where a provider has ended a tenancy early, former participants would have the right to apply to re-enter the program if they have remedied the wrong that led to the termination of their tenancy.

Rent Rules
Transitional housing providers would be exempt from all or some rent rules, to allow flexibility in charges and allow providers to gear rents to income.

Program Rules
Transitional housing providers would be allowed to set specific program rules (e.g., related to substance use, guests, chores, curfews, room inspections etc.).

The enforcement of program rules would not be considered harassment or a breach of a participant’s right to privacy or reasonable enjoyment under the RTA as long as the rule is integral to the successful operation of the program, or the success of the participant or other participants, and the participant has agreed to abide by the rules as a condition of entering the program.

Termination of Tenancies
Participants would be allowed to terminate tenancies with 30 days’ written notice.

Providers would be allowed to establish an end date of the tenancy at the outset of the program and could terminate a tenancy (with 60 days’ notice) when the established period is complete.

Early termination would be permitted before the completion of the program for specific reasons. In most cases the provider would be required to abide by rules for notice (i.e., shorter notice periods for more serious breaches), remedy periods, and ensure appropriate alternative accommodation is available to the program participant.

Depending on the reason, where a participant refused to leave, providers could either use the streamlined eviction process as outlined below, or use existing RTA eviction procedures.

Streamlined/Fast-Track Eviction Process
Providers could apply to the LTB for an expedited eviction order before the agreed-upon term has ended if:

1. The participant has seriously impaired the safety of others;
2. The participant has substantially breached the program rules (this would only apply where the breach significantly interferes with the participant’s or other participants’ ability to meet the goals of the program, or the successful operation of the program; and where the participant has been provided a period to remedy the breach);
3. The participant has repeatedly and substantially withdrawn from participation in the program; or,
4. The participant no longer requires the level of support provided by the landlord or requires a level of support or care that the landlord is not able to provide.
• Providers could also give participants a notice of termination and use the streamlined eviction process when a participant refuses to vacate a unit at the end of the program/agreed-upon term.

Note: Normally under a streamlined eviction process, after any required remedy period, the LTB could issue an eviction order based on a review of the provider’s application and supporting documents without conducting a hearing or receiving input from the participant. If the participant disagrees with the decision, they can file a Motion to Set Aside the order within ten days. Upon receipt of a Motion, the LTB may schedule a hearing. This option would be considered among a number of other approaches.

**LTB Applications that would apply to Transitional Housing:**

As mentioned, under this option, the general RTA rules would apply to transitional housing, except where superseded by the special rules outlined above.

A program participant or landlord/provider could apply to the LTB for a determination of whether and what provisions of the RTA apply.

- If the LTB rules that the provider does not meet the definition of a transitional housing provider and is therefore not covered by the special rules, the provider/participant would be covered by the full RTA (potentially including the care home rules) and will receive the rights, and protections afforded to them under the RTA.

A transitional housing program participant could also make a regular application regarding maintenance or tenant rights (e.g., right to reasonable enjoyment, harassment etc.). However, as noted earlier, the enforcement of necessary program rules would not be considered a breach of participant rights for transitional housing.

Housing providers could use existing RTA processes and terminate tenancies using existing eviction grounds (such as persistent late payment of rent, damages, interference with others’ reasonable enjoyment) if the grounds for eviction do not meet the requirements for the streamlined/ fast-track eviction process.

In the resolution of transitional housing participant applications and/or housing provider applications for termination, the LTB could examine matters such as whether:

- the provider meets the definition of a transitional housing provider;
- the agreement meets the RTA requirements;
- the agreement/rules are reasonable and/or integral to the proper functioning or operation of the program;
- whether the provider followed the agreement;
- whether proper notice or remedy periods were provided;
- whether alternative accommodation has been made available; or,
- whether a breach of the agreement/program rules was serious/substantial, and either interfered with the participant’s or other participants’ ability to meet the
goals of the program or interfered with the provider’s ability to successfully operate the program.

Considerations:

- Providers who meet the transitional housing definition would be able to operate programs for a term of up to three years in order to better meet the needs of participants who require more time in the program before they are ready to move to more permanent and stable housing.
- Similar to the alternative and, in some cases, more expeditious eviction process currently provided under the RTA for care homes, the streamlined eviction process outlined in Option 3 provides more flexibility for providers and recognizes the unique nature of transitional housing programs.
- This option provides more robust protection for participants as agreements would clearly outline the responsibilities and rights of participants and providers. Participants would also be covered by some of the same rules in the RTA that apply to other types of rental units, and would be able to access LTB dispute resolution processes and challenge/seek remedies for unfair evictions.
- Providers and/or participants may have difficulty navigating the LTB process. Although this option would require providers to seek LTB approval for eviction, it would also give providers a process to ensure evictions are proper and would provide a process to enforce evictions.
- Some applications for eviction under the streamlined process may be complex and the LTB may decide it cannot order eviction without conducting a hearing and inviting input from the program participant. This would delay the resolution of such applications.

Other Policy Matters for Consideration

S.5(k) Rehabilitative or Therapeutic Exemption

This paper has focused largely on the development of potential changes to the RTA to better facilitate transitional housing. The proposed options seek to clarify how the RTA rules apply to transitional housing and create a new definition to target the scope of the proposed changes and ensure other forms of housing are not inappropriately or inadvertently captured by any new provisions.

However, along with the proposed changes for transitional housing (new exemption or provisions), MHO is considering whether the s. 5(k) exemption for accommodation occupied for the purpose of receiving rehabilitative or therapeutic services should remain as is in the RTA for accommodation such as short-term addiction, alcohol and drug rehabilitation centres (where often the resident has a primary residence to return to after completion of the program).
5 Questions to Facilitate Feedback

The following questions are provided to guide feedback on the three options proposed in the previous section.

1. Which option do you believe is most appropriate to address the concerns and needs of transitional housing providers and program participants? Is there any issue that is not addressed within the current approach/proposed options? Would any ‘hybrid’ of the presented options or alternative options facilitate better outcomes?

2. Definition and Scope:
   a. Is the proposed policy definition of transitional housing (page 19) adequate/sufficient in order to capture the variety of transitional housing providers and programs?
   b. The proposed policy definition of transitional housing includes that housing and services are subsidized. This is intended to exclude for-profit housing operators. Subsidized means that the program received government funding, charitable donations, and/or charges a rent/fee that is no more than a rent geared to 30 percent of their income (or lower) or social assistance shelter allowance. Is this sufficient and/or inclusive enough to cover the range of transitional housing programs? Is there any other kind of subsidy?
   c. Is the definition targeted or scoped enough to ensure that other forms of housing are not inappropriately or inadvertently captured?

3. For all options, is three years an appropriate maximum time period for the operation of transitional housing programs?

4. What are your thoughts on the proposed list of components to be required in the written agreements discussed in Option 2 and Option 3?
   a. If you are a transitional housing provider with an existing tenancy agreement, does the list adequately capture what is typically in your agreement?
   b. Do you have any concerns with any of the required contents or additional comments?

5. With regards to a streamlined eviction process (option 3), what kind of process would work best for providers while ensuring fairness for participants?

6. Although providers may be concerned with potential requirements to develop an agreement (Option 2 and 3), or having to navigate LTB processes (Option 3), the government is open to suggestions from the sector as to how it can help build capacity, provide support and share best practices in terms of the content of the agreements or dealing with LTB processes. Please let us know your concerns in this regard and if you have any suggestions.
7. Are there any concerns with maintaining the existing s. 5(k) exemption as is (see discussion on pages 25)?

8. Appendix E provides a list of transitional housing providers and programs in Ontario, based on publicly available information. Please provide us with any feedback with regards to this list and any additional providers you may be aware of.
CONCLUSION & NEXT STEPS

This consultation paper has provided an overview of transitional housing in Ontario, and some key issues and concerns regarding the application of the RTA. It has also included a number of options for consideration that could address the concerns in different ways.

Feedback from stakeholders on these options will guide the next steps in the development of detailed recommendations, including drafting of potential legislative changes.

In seeking the views of stakeholders on these matters, it will be important to consider the viewpoints of both providers and program participants, as well as other organizations and agencies with an interest in transitional housing.
# Appendix A: Overview of General RTA Provisions

## Table 4: Overview of General RTA Provisions

<table>
<thead>
<tr>
<th>Application and Exemptions</th>
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<tr>
<td>The RTA applies to most residential rental units within the province, including:</td>
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<td>- Units rented in multi-residential complexes as well as rented single family dwellings and basement apartments</td>
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<td>- Rented condo units</td>
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<tr>
<td>- Special Tenancies such as Care Homes and Mobile Homes</td>
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Some rental units, while covered by RTA provisions such as maintenance and eviction rules, are exempt from rent controls including:

- Social housing
- Subsidized new affordable housing
- Rental units first occupied for residential purposes after November 1991
- Homes for special care and certain group homes

The RTA does not apply to accommodation such as:

- Commercial tenancies
- Seasonal, vacation, or temporary accommodation
- Emergency shelters
- Accommodation intended to be occupied for up to one-year for the purpose of receiving rehabilitative or therapeutic services
- Accommodation occupied by persons in custody or confinement
- Non-profit housing co-ops (except for certain terminations of co-op occupancies that can be adjudicated by the LTB)
- Hospitals and long-term care homes (formerly called nursing homes)
- Educational accommodation (i.e. student residences)
- Accommodation where occupants share bathroom or kitchen with the owner

<table>
<thead>
<tr>
<th>Tenancy Agreements</th>
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<tr>
<td>The landlord and tenant can sign a written tenancy agreement when a new tenancy is entered into, or they can have an oral agreement. If this agreement contains any terms that are inconsistent with the RTA, those terms would be void.</td>
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<tr>
<td>Rent</td>
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<td>Security of Tenure</td>
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<td>Maintenance and Repairs</td>
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| Additional Rights & Responsibilities of Tenants and Landlords | Tenants have the right to privacy. A landlord may enter a rental unit only for reasons allowed in the RTA and, in most cases, must provide the tenant with 24 hours written notice explaining the reason why they are requesting entry (e.g. to make repairs, allow a purchaser to view the unit, carry out an inspection to determine whether repairs are needed, etc.), and enter between 8 a.m. and 8 p.m. However, there are a number of provisions outlining when a landlord can enter a tenant’s unit without written notice (e.g. emergencies, or if the tenant agrees to allow the landlord to enter).

Tenants have the right not to have their landlord (or other tenants) substantially interfere with the reasonable enjoyment of the rental unit or building in which it is located. In addition, the tenants have the right to not be harassed, coerced, obstructed, threatened or interfered with by their landlord and may apply to the LTB to resolve disputes related to either of these grounds.

Tenants have the right to sublet or assign their apartments. Landlords may reserve their right consent, but such consent must not be unreasonably withheld. |
## Appendix B: Key RTA Care Home Provisions

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<th>Table 5: Key Care Home Provisions</th>
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| **Care Home Definition** | • The RTA defines a care home as one or more rental units that form part of a residential complex if the rental units are occupied or intended to be occupied by persons for the purpose of receiving *care services*, whether or not receiving the care services is the primary purpose of the occupancy. This definition applies even if a third party rents the rental unit from the owner and provides or arranges to provide both the rental unit and care services to the tenant.  
• The definition of care homes covers retirement homes and potentially covers some supportive housing and transitional housing that is not exempt under section 5(k). |
| **Care Services** | • As part of healthcare services, rehabilitative services and therapeutic services, and services that provide assistance with the activities of daily living, the following are also included in the definition of care services:  
  o Nursing care;  
  o Administration of prescription medication;  
  o Assistance with feeding, bathing, dressing and personal hygiene;  
  o Ambulatory assistance; and  
  o Personal emergency response services.  
• The following are included in the definition of care services if they are provided along with any service set out above:  
  o Recreational or social activities;  
  o Housekeeping;  
  o Laundry services  
  o Assistance with transportation. |
| **Care Home Information Packages (CHIPS)** | • Before entering into a tenancy agreement with a tenant, the landlord must give the tenant a “Care Home Information Package” (CHIP).  
• The CHIP tells tenants about the kinds and cost of units in the care home, the kinds and cost of care service packages, optional services, the minimum number of staff that must be in the home, qualifications of the staff, whether there is an emergency response system, and how to make a complaint.  
• If the landlord does not give the tenant the CHIP, the landlord cannot increase the rent or any charges for meals or care services until the required information is given to the tenant.  
• The information package does not have to list which rental unit the tenant will be living in, how much rent they will be paying, or what services the tenant has agreed to pay for. This should be provided in a separate written tenancy agreement (see below). |
| Care Home Tenancy Agreements | Landlords of care home units must enter into written tenancy agreements with their tenants.  
The agreement must list the amount of rent, the care services and meals the landlord has agreed to provide to the tenant and set out the amounts the tenant must pay for these services and any meals. |
| Assignments and Sublets | Tenants of care home units have the right to sublet or assign their units unless they live in social housing.  
However, landlords can refuse to consent to the assignment or sublet to a specific person if allowing that person to move in would be contrary to their admission requirements or guidelines. |
| Tenant Privacy and Access | The general rules about a tenant’s right to privacy and a landlord’s right to enter a rental unit apply to care homes: a landlord may enter a rental unit only for reasons allowed in the RTA and, in most cases, must provide the tenant with 24 hours written notice explaining the reason why they are requesting entry.  
RTA also outlines when a landlord can enter a tenant’s unit without written notice (e.g. emergencies, or if the tenant agrees to allow the landlord to enter).  
However, care home rules allow a landlord the right to enter a tenant’s unit, at regular intervals, without any notice if the tenancy agreement requires the landlord to check on the condition of the tenant. However, a tenant can cancel the provision in the tenancy agreement that enables the landlord to enter the unit without notice. |
| Ending a Tenancy in a Care Home | Most of the general rules for ending a tenancy under the RTA apply to care homes. However, the RTA has certain rules about ending a tenancy that apply only to care homes.  
Unit occupied *solely* to receive rehabilitation or therapeutic services:  
- Tenancies can be terminated only in accordance with the RTA; however, special rules allow care homes to, with proper notice of termination (i.e. 60 days), terminate the tenancy of a care home tenant when the agreed-upon term or period is complete if tenants do not live there for more than four years.  
- If the tenant does not move out, the landlord can apply to the LTB for an eviction order. Tenants have a right to dispute this application and to have a hearing before the board.  
 **Faster Process** - Unit subject to an agreement between the landlord and a Service Manager (as defined in the *Housing Services Act, 2011*):  
- Landlords/Care homes subject to an agreement between the landlord and a Service Manager may, apply to the LTB for an eviction order before the tenancy period agreed to has ended where the tenant has ceased to participate in the program if:  
  - the period of occupancy agreed upon is no more than four years; and  
  - the tenancy agreement gives them the right to end the tenancy and evict the tenant when the objectives of the services have been met or
will not be met including where the tenant has repeatedly and substantially withdrawn from participation in the program.
- An eviction order can be issued without holding a hearing. If an order is issued without a hearing, the tenant can make a Motion to Set Aside the order. This motion must be made within 10 days after the eviction order was issued.

| Transferring a Tenant | A landlord can apply to the LTB to transfer a tenant out of a care home unit if the tenant:
  | o no longer requires the level of care provided by the landlord, or
  | o requires a level of care that the landlord (combined with community-based services) is not able to provide (i.e. the tenant requires a different level of care – either less or more – than the care home provides).

Note: If the landlord is applying to transfer the tenant because they require a higher level of care than the care home provides, the transfer will only be allowed and an eviction order will only be issued if the landlord can prove to the LTB that appropriate alternate accommodation is available for the tenant and that the landlord’s care services cannot meet the tenant’s needs, even when combined with other community-based services.

| Rent Rules | The general rules under the RTA about the rent that can be charged and rent increases that can be taken apply to care home landlords and tenants.

Note: In some care homes, two or more tenants may share a rental unit under separate tenancy agreements. In these cases the rent rules apply to each tenant separately, as if they lived in their own rental unit.

| Charges for Care Services and Meals | In a care home, the “rent” does not include the amount the landlord charges the tenant for care services or meals.
- There is no limit on the amount that can be charged for care services or meals, the amount of any increase in these charges, or on how often the landlord can increase these charges.
Appendix C: History of the “Rehabilitative or Therapeutic Exemption” and Development of Care Homes Provisions under the RTA

The rehabilitative or therapeutic accommodation exemption dates back to the former Residential Tenancies Act, 1979, which stated: “This Act does not apply to… living accommodation occupied by a person for penal, correctional, rehabilitative or therapeutic purposes or for the purpose of receiving care.” The exemption persisted in subsequent legislation until the passing of the Resident Rights Act, 1993 (RRA) which amended the Landlord and Tenant Act (LTA) and the Rent Control Act, 1992 (RCA) to address exemptions for unregulated care homes.

The RRA introduced amendments that narrowed the exemption for facilities providing rehabilitative or therapeutic services and removed the exemption “for the purpose of receiving care” so that most care home facilities, including many non-profit facilities, were covered by the LTA and RCA. The exemption for facilities providing rehabilitative or therapeutic services was narrowed to apply to accommodation which was provided solely for the purpose of rehabilitative or therapy and was occupied or intended to be occupied on a temporary basis. Eligibility for this exemption required that the average length of stay of the occupants in the building not exceed six months. The change to allow a 12 month exemption was introduced in the Tenant Protection Act, 1997, when the exemption took on its current formulation and saw the removal of “solely”. This was carried over to the RTA under section 5(k).

The “penal and correctional” part of the original exemption was maintained as a separate exemption under section 5(d) of the RTA. Therefore, the current wording of the section 5(k) exemption focuses on the term “rehabilitative or therapeutic services”.

“For the purpose of receiving care” was removed from the legislation on recommendations that emerged from the Report of the Commission of Inquiry into Unregulated Residential Accommodation. In 1990, following a coroner’s inquest into the death of a rest home resident in Orillia, the government asked Dr. Ernie Lightman to “report on the level of care and living conditions of people living in unregulated rest homes.” In his report, Dr. Lightman concluded that rest home residents are very vulnerable and face arbitrary eviction, lack of privacy, unsafe living conditions, inadequate care and other problems involving poverty, personal safety problems and sexual abuse. Concern regarding the broad interpretation of the exemption and possible consequences of unregulated care homes led to a removal of the exemption. A new section for care homes was created to ensure coverage of these homes, give care home residents the same legal rights and protection as other tenants, and to recognize the unique problems that can arise in a care home setting. The care home rules were carried over to the TPA and RTA.

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The care home provisions embrace a consumer-centred empowerment approach to resident protection. Central to this is the notion that the place where vulnerable tenants live is their home, and that care homes should be considered permanent residences with a component of care, rather than temporary places to live or low-level institutions. There is a wide variety of rest homes, retirement homes, group homes and supportive housing, much of which fall within the definition of a care home. If not otherwise exempt, such accommodation is subject to the RTA as a result of the removal of the “for the purpose of receiving care” exemption.
Appendix D: Jurisdictional Scan

Ontario surveyed other provinces and territories in Canada with regard to residential tenancy legislation and transitional housing.

Nine out of 13 provinces and territories provide some type of exemption for transitional housing and/or rehabilitative/therapeutic accommodation under their respective residential tenancy legislation. Most of these exemptions are provided on a continuous basis and are not time limited, with the exception of Yukon Territory (new legislation not yet in force would limit exemption to six consecutive months) and Ontario (one-year limit).

The table below provides an overview of relevant legislation for transitional housing for all the provinces and territories.

**Table 6: Residential Tenancies Legislation for Transitional Housing**

<table>
<thead>
<tr>
<th>Province/Territory</th>
<th>Transitional Housing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Alberta</strong></td>
<td>The Act does not directly reference or define transitional housing, however the province states it may be exempt under section 2(2)(h.1) “Act does not apply to a supportive living accommodation licensed under the Supportive Living Accommodation Licensing Act”. There is no time limit for this exemption.</td>
</tr>
<tr>
<td>Residential Tenancies Act</td>
<td></td>
</tr>
<tr>
<td><strong>British Columbia</strong></td>
<td>Section 4(f) exempts “living accommodation provided for emergency shelter or transitional housing”. Section 4(g) exempts “living accommodation (v) in a housing based health facility that provides hospitality support services and personal health care, or (vi) that is made available in the course of providing rehabilitative or therapeutic treatment or services”. There is no time limit for these exemptions.</td>
</tr>
<tr>
<td>Residential Tenancy Act</td>
<td></td>
</tr>
<tr>
<td><strong>Manitoba</strong></td>
<td>The Act does not directly reference or define transitional housing, however section 3(1)(d) exempts “living accommodation occupied by a person for penal, correctional, rehabilitative or therapeutic purposes or for the purpose of receiving care”. There is no time limit for this exemption.</td>
</tr>
<tr>
<td>Residential Tenancies Act</td>
<td></td>
</tr>
<tr>
<td><strong>New Brunswick</strong></td>
<td>The Act does not directly reference or define transitional housing, however section 1(1)(b)(ix) exempts “living accommodations occupied by a person for penal, correctional, rehabilitative or therapeutic purposes or for the purpose of receiving care”.</td>
</tr>
<tr>
<td>Residential Tenancies Act</td>
<td></td>
</tr>
<tr>
<td>Province/Territory</td>
<td>Transitional Housing</td>
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</tr>
<tr>
<td><strong>Newfoundland and Labrador</strong> Residential Tenancies Act</td>
<td>The Act does not directly reference or define transitional housing, however section 3(4)(c) exempts “living accommodation occupied by a person for penal, correctional, rehabilitative or therapeutic purposes or for the purpose of receiving care”. There is no time limit for this exemption.</td>
</tr>
<tr>
<td><strong>Northwest Territories</strong> Residential Tenancies Act</td>
<td>The Act does not directly reference or define transitional housing, however the territory states it would be exempt under section 6(2)(d) “living accommodation occupied by a person for penal, correctional, rehabilitative or therapeutic purposes or for the purpose of receiving care”. There is no time limit for this exemption.</td>
</tr>
<tr>
<td><strong>Nova Scotia</strong> Residential Tenancies Act</td>
<td>The Act does not reference or define transitional housing and there is no exemption.</td>
</tr>
<tr>
<td><strong>Nunavut</strong> Residential Tenancies Act</td>
<td>The Act does not directly reference or define transitional housing, however section 6(2)(d) exempts “living accommodation occupied by a person for penal, correctional, rehabilitative or therapeutic purposes or for the purpose of receiving care”. There is no time limit for this exemption.</td>
</tr>
<tr>
<td><strong>Ontario</strong> Residential Tenancies Act</td>
<td>The Act does not directly reference or define transitional housing, however section 5(k) exempts living accommodation occupied by a person for the purpose of receiving rehabilitative or therapeutic services where the period of occupancy is of a specified duration or the occupancy will terminate when the objectives of the services have been met or will not be met. This is time-limited to an accommodation of no more than one year.</td>
</tr>
<tr>
<td><strong>Prince Edward Island</strong> Rental of Residential Property Act</td>
<td>The Act does not directly reference or define transitional housing, however section 1(d) of the regulations exempt “premises which provide therapeutic or rehabilitative services or temporary shelter such as transition houses and hostels and other such premises which have supervisory services as that term is defined in the Community Care Facilities and Nursing Homes Act”. There is no time limit for this exemption.</td>
</tr>
<tr>
<td>Province/Territory</td>
<td>Transitional Housing</td>
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</tr>
<tr>
<td>Quebec</td>
<td>The Act does not reference or define transitional housing and there is no exemption.</td>
</tr>
<tr>
<td>Saskatchewan</td>
<td>The Act does not reference or define transitional housing and there is no exemption – the province states the Act applies.</td>
</tr>
<tr>
<td>Yukon</td>
<td>The territory recently passed a new Residential Landlord and Tenant Act, which will replace the section of the current legislation that deals with residential tenancies. The legislation has not yet come into effect (regulations are still being developed and approved). The new legislation under section 3(d) will exempt “living accommodation provided for emergency shelter or transitional housing if the person resides there for less than six consecutive months”.</td>
</tr>
</tbody>
</table>

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iii Manitoba Residential Tenancies Act - [https://web2.gov.mb.ca/laws/statutes/ccsm/r119e.php](https://web2.gov.mb.ca/laws/statutes/ccsm/r119e.php)


v Newfoundland and Labrador Residential Tenancies Act - [http://www.assembly.nl.ca/legislation/sr/statutes/r14-1.htm#3](http://www.assembly.nl.ca/legislation/sr/statutes/r14-1.htm#3)


ix Ontario Residential Tenancies Act – [https://www.ontario.ca/laws/statute/06r17](https://www.ontario.ca/laws/statute/06r17)


Appendix E: List of Transitional Housing Programs in Ontario

In the course of developing this consultation paper, MHO staff conducted research in order to gain a better understanding of the landscape of transitional housing in Ontario, the size of the sector and how many clients are served by the various providers. Because programs are funded through different sources, there is no single source or repository of information about transitional housing programs in Ontario.

As a preliminary step, MHO compiled a list of providers and programs based on publicly available information (see chart below). This information has been collected from a variety of sources including housing provider websites, community and regional service listings, Canada Mortgage and Housing Corporation’s inventory of housing project profiles, newspaper articles, and local housing and homelessness plans. For each provider, information has been compiled regarding the program name, client group served, services provided, number of beds/units available and length of stay.

The programs listed are limited to housing programs for which current or potential RTA rules may be relevant. This includes housing programs that are intended to be temporary (longer than two months but less than five years), provide specialized services and programming, aim to address or prevent homelessness in addition to other participant concerns, and facilitate movement towards permanent/independent housing. Housing programs that appeared to be long-term supportive housing, short-term/temporary emergency shelters, or exempt from the RTA (for example, subject to and/or licensed under the Child and Family Services Act, occupied by a person for penal or correctional purposes, or subject to the Ministry of Correctional Services Act) were excluded from the list.

However, because there is no definition of transitional housing in the RTA nor a common definition among providers or funders, and the list is based on preliminary research and limited publicly available information, it is likely incomplete. Further, some temporary shelters and longer-term housing may have been included inadvertently.

The inclusion of a housing provider in this list is in no way a pre-determination of how or whether a provider/program may be covered by the RTA or by potential proposed amendments. Any determination would be left up to the Landlord and Tenant Board.

This list is intended to be a starting point resource and MHO looks forward to refining and clarifying the list over time with the help of the sector.
## West Region

<table>
<thead>
<tr>
<th>Service Manager and Municipality</th>
<th>Provider and Housing Name</th>
<th>Description</th>
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</thead>
</table>
| City of Brantford, Brantford     | Karahkwa, Brantford Native Housing | - Serves Indigenous men experiencing homelessness and/or addiction challenges  
- Length of stay is 12 months  
- 4 beds |
| City of Brantford, Brantford     | Nova Vita Domestic Violence Prevention Services, Maria House | - Serves women who have experienced domestic violence and their children  
- Offers counselling, court support, programming, life skills training and general supports  
- 8 units |
| City of Brantford, Brantford     | Brantford Native Housing, Ojistoh House | - Serves Indigenous women experiencing homelessness and/or addiction challenges and their children  
- Indigenous specific health and healing programming, life skills development, support to find housing  
- Length of stay is 12 months  
- 14 beds |
| City of Brantford, Brantford     | Salvation Army Booth Centre, Dalhousie St. | - Serves men over the age of 18  
- Offers counselling, assessment and referrals, meals and assistance with housing |
| City of Brantford, Brantford     | St. Leonard’s Community Services, Renwick House | - Serves homeless and at-risk men ages 18-24  
- Offers assessments, referrals, and life and employment skills programming  
- 5 beds |
| City of Brantford, Brantford     | St. Leonard’s Community Services, Sally Laidlaw House | - Serves homeless and at-risk women ages 18-24  
- Offers assessments, referrals, and life and employment skills programming  
- 8 beds |
| Municipality of Chatham-Kent, Chatham | Chatham Kent Women's Centre, Nancy’s Place | - Serves at-risk women who have experienced domestic violence and their children  
- Offers counselling, advocacy, family court support program, referrals and safety planning  
- Length of stay is up to 12 months  
- 5 units |
| County of Grey, City of Owen Sound | The (Grey and Bruce) Women’s Centre, Second Stage Housing | - Serves at-risk women who have experienced domestic violence and their children  
- Offers general supports, counselling, weekly tenant meetings and referrals  
- Length of stay is up to 12 months  
- 10 townhouses (each with 2-3 bedrooms) |
<table>
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<tr>
<th>Service Manager and Municipality</th>
<th>Provider and Housing Name</th>
<th>Description</th>
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</table>
| County of Huron; Clinton, Exeter, and Goderich | Huron Women's Shelter (Second Stage Housing) | - Serves at-risk women who have experienced domestic violence and their children  
- Offers programming and supportive counselling  
- Length of stay is up to 12 months  
- 7 beds |
| County of Lambton, Sarnia | The Inn of the Good Shepherd, Transitional Housing Program | - Serves men and women  
- Offers life skills development  
- 5 units |
| City of London, London | John Gordon Home | - Serves men and women living with HIV/AIDS and Hep C who require ongoing treatment/support to stabilize their health and transition to affordable/appropriate housing  
- Offers 24-hour staffing, nursing and primary care, assistance with activities of daily living, case management, goal setting, and food nutrition  
- Length of stay is 12 months  
- 8 units |
| City of London, London | Mission Services of London, Men's Mission and Rehabilitation Centre | - Serves homeless men experiencing mental health/addiction challenges  
- Offers addiction treatment, mental health supports, life skills development, supportive counselling, and meals  
- 35 beds |
| City of London, London | Mission Services of London, Quintin Warner House | - Serves men experiencing addiction challenges  
- Offers addiction and substance use treatment, mental health supports, life skills development, and supportive counselling  
- Length of stay is 12 months  
- 14 beds |
| City of London, London | The Salvation Army, Centre of Hope | - Serves homeless men and women  
- Offers mental health supports, case management, life skills training and supportive counselling  
- Length of stay is up to 12 months  
- 66 private units (men); 26 private units (women) |
| City of London, London | Unity Project, Transitional Housing Phase 1 | - Serves men and women at-risk of homelessness  
- Offers life skills development, legal assistance, housing assistance, and counselling  
- Length of stay is up to 6 months  
- 7 beds |
| City of London, London | Unity Project, Transitional Housing Phase 2 | - Serves men and women at risk of homelessness  
- Offers life skills development, legal assistance, housing assistance, and counselling |
<table>
<thead>
<tr>
<th>Service Manager and Municipality</th>
<th>Provider and Housing Name</th>
<th>Description</th>
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</table>
| City of London, London          | Women's Community House, Second Stage Housing | • Serves at-risk women who have experienced domestic violence and their children  
• Offers supportive counselling, legal and financial advocacy, safety planning, consultation regarding housing and community referrals  
• Length of stay is 12 months  
• 10 beds |
| City of London, London          | Youth Opportunities Unlimited, Cornerstone | • Serves youth ages 16-30  
• Offers nurse practitioner, nutrition programs, life skills and discussion groups  
• 25 units |
| City of London, Strathroy       | Women’s Rural Resource Centre of Strathroy and Area Second Stage Housing | • Serves at-risk women who have experienced domestic violence and their children  
• Offers addiction and substance use treatment, mental health supports, case management, and supportive counselling  
• Length of stay is 12 months  
• 2 units |
| Norfolk County, Simcoe          | Canadian Mental Health Association (CMHA) Haldimand-Norfolk Branch | • Serves men and women living with serious, diagnosed and chronic mental illnesses  
• Offers mental health support workers  
• Length of stay is up to 12 months  
• 4 beds |
| Norfolk County, Simcoe          | REACH (Union House) | • Serves at-risk youth ages 16-18 in need of a stable place to live  
• Offers life skills development and training, case management, and supportive counselling  
• 8 beds |
| Norfolk County, Simcoe          | South and Metcalfe Non-Profit Housing Corporation, Quetzal Family Homes (Second Stage Housing) | • Serves women with or without children who have survived abuse/violence  
• Offers supportive counselling, development workshops, pre-school program for children  
• Length of stay is up to 12 months  
• 16 units serving 40 individuals (1 one-bedroom, 6 two-bedroom and 9 three-bedroom units) |
| County of Oxford, Woodstock     | Ingamo Homes, Second Stage Housing | • Serves at-risk women who have experienced domestic violence and their children  
• Offers legal and court support, safety planning, children’s program, and counselling  
• Length of stay is up to 12 months |
<table>
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<tr>
<th>Service Manager and Municipality</th>
<th>Provider and Housing Name</th>
<th>Description</th>
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</thead>
</table>
| City of St. Thomas, St. Thomas   | St Thomas-Elgin Second Stage Housing | • 21 units  
  • Serves at-risk women who have experienced domestic violence and their children  
  • Offers advocacy, legal support, recreational programs, safety planning, referrals, counselling and support seeking housing when moving on from the program  
  • Length of stay is up to 12 months  
  • 12 units, 26 beds |
| City of St. Thomas, St. Thomas   | YWCA, Fair Winds          | • Serves young men ages 16-24  
  • Offers case management, goal setting assistance and support, life skills training, counselling, and cooperative living skills  
  • 3 beds |
| City of St. Thomas, St. Thomas   | YWCA, Harmony House       | • Serves young women ages 16-24 at risk of homelessness  
  • Offers case management, goal setting assistance and support, life skills training, counselling, and cooperative living skills  
  • 3 beds |
| City of St. Thomas, St. Thomas   | YWCA, Second Story on Talbot (operated by YWCA, building owned by CMHA) | • Serves adult men  
  • Offers case management, tutoring, literacy, computer training and life skills coaching  
  • 7 beds |
| City of St. Thomas, St. Thomas   | YWCA Women’s Residence on Mary Street | • Serves women ages 16 and over  
  • Offers case management, literacy and computer training, tutoring, and life skills coaching  
  • 7 beds |
| City of Stratford, Stratford     | Choices for Change, Addictions Supportive Housing (ASH) (in partnership with CMHA) | • Serves homeless or at-risk individuals with substance abuse issues  
  • Offers addiction case management, detailed treatment plan, counselling, and life skills training  
  • Length of stay is 12 months  
  • 8 units |
| City of Stratford, Stratford     | CMHA, Huron Perth Branch, Transitional Housing | • Serves individuals who have a diagnosed mental health issue and who are discharged from the hospital  
  • Offers support services, case management, assessments of the person’s skills to maintain permanent housing and assistance with housing searches and applications |
<table>
<thead>
<tr>
<th>Service Manager and Municipality</th>
<th>Provider and Housing Name</th>
<th>Description</th>
</tr>
</thead>
</table>
| City of Stratford, Stratford     | Emily Murphy Centre, Second Stage Housing | • 5 units  
• Serves women and their children fleeing domestic violence  
• Offers case management, supportive counselling, art therapy, and community advocacy  
• Length of stay is 12 months |
| City of Stratford, Stratford     | Stratford/Perth Shelterlink, Living Options for Youth | • Serves homeless youth ages 16-24  
• Offers life skills development, supportive counselling, and employment and training assistance  
• Length of stay is 12 months  
• 14 beds |
| Regional Municipality of Waterloo, Cambridge | Cambridge Shelter Corporation, Ancora House | • Serves women overcoming addictions who are homeless and/or involved in the sex trade  
• Offers 24-hour staffing, individualized case plan, substance use supports, counselling sessions, support groups, life skills development  
• Length of stay up to one year  
• 5 beds |
| Regional Municipality of Waterloo, Cambridge | Cambridge Shelter Corporation, Saginaw House | • Serves men experiencing addiction challenges who are waiting to attend residential rehabilitation treatment or returning to the community after graduating from a treatment program  
• Offers 24-hour staffing, addiction and substance abuse treatment, case management and mentorship  
• Length of stay is 12 months  
• 8 beds |
| Regional Municipality of Waterloo, Cambridge | Cambridge Shelter Corporation, The Bridges | • Serves individuals experiencing homelessness who are transitioning from the Cambridge Shelter to the community  
• Offers a continuum of housing services, and a wide variety of supporting programs (addiction treatment facilitation, individual case plans, life skills, housing help, job search help, and referrals)  
• 20 units |
| Regional Municipality of Waterloo, Kitchener | Council of Elizabeth Fry Societies of Ontario, Dianna Ashly Transitional Home | • Serves women who are homeless or at risk of coming into conflict with the law  
• Offers 24-hour staff support, counselling, crisis intervention, assessments and plans of care, referrals and daily residential support and programming |
<table>
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<tr>
<th>Service Manager and Municipality</th>
<th>Provider and Housing Name</th>
<th>Description</th>
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</thead>
</table>
| Regional Municipality of Waterloo, Kitchener | Society of St Vincent De Paul, Marillac Place | - Serves pregnant and parenting females 16-25 and their children; can also accommodate mothers who have lost custody of their child (up to the age of 24 months) through the Plan to Parent Program  
- Offers 24 hour support, programming on life skills, parenting and self-care  
- Length of stay is 12 months  
- 10 units |
| Regional Municipality of Waterloo, Kitchener | Welcome Home, Refugee Housing Community | - Serves refugees (individuals and small families)  
- Offers settlement assistance and relevant support and skill development  
- Length of stay is up to 12 months  
- 15 beds |
| Regional Municipality of Waterloo, Kitchener | YWCA, Next Door (in partnership with Women’s Crisis Services of Waterloo Region) | - Serves women ages 16 and older fleeing domestic violence with or without mental illness and/or addictions  
- Offers one-to-one support services, 24-hour crisis support and group programming  
- 6 units |
| Regional Municipality of Waterloo, Waterloo | The Working Centre | - Serves men and women experiencing homelessness, domestic violence, and/or who are immigrants or refugees  
- Offers case management, support as needed and transition planning  
- Length of stay is 12 months  
- 14 units housing up to 30 people |
| County of Wellington, Guelph | Stonehenge Therapeutic Community, Addiction Supportive Housing (in partnership with CMHA Waterloo Wellington Dufferin) | - Serves individuals with problematic substance use who are involved in, or have completed an addiction treatment program, and who are homeless or at risk of homelessness  
- Offers addiction counselling, recovery programming and case management  
- Length of stay is up to 12 months  
- 4 beds |
| County of Wellington, Guelph | Wyndham House (Bellevue Street) | - Serves at-risk and homeless male youth ages 16-21 who are potential early leavers from the educational system  
- Offers 24-hour staffing, case management, life skills development, referrals, assistance in exit planning when clients leave and aftercare support  
- 8 beds |
<table>
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<tr>
<th>Service Manager and Municipality</th>
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</thead>
</table>
| County of Wellington, Guelph     | Wyndham House (Suffolk Street) | - Serves at-risk and homeless female youth ages 16-21 who are potential early leavers from the educational system  
- Offers 24-hour staffing, case management, life skills development, referrals, assistance in exit planning when clients leave and aftercare support  
- 8 beds |
| City of Windsor, Windsor         | Can-Am Urban Native Homes, Biimskiinodin Home | - Serves Indigenous families who are homeless, at-risk, or inadequately housed  
- Offers counselling, goal planning, assistance in finding housing, child care, family skills, culturally-appropriate social and educational programs and activities  
- Length of stay is approximately 6 months with the possibility of monthly extensions up to maximum one year  
- 2 units, 7 bedrooms |
| City of Windsor, Windsor         | Inn of Windsor, Supportive Apartment Living Transition Program (SALT) | - Serves youth ages 16-21  
- Offers counselling, life skills development, referral services, school liaison, recreational and educational programming, daily contact and 24 on call supervision with professional staff  
- 2 beds in apartments within the community |
| City of Windsor, Windsor         | Windsor Residence Inc., Transitional Housing Units | - Serves at-risk youth ages 16-24  
- Offers life skills development and youth programming  
- Length of stay is up to 9 months  
- 2 units |
| City of Windsor, Windsor         | Windsor Residence for Young Men | - Serves male youth ages 16-24 at risk of homelessness  
- Offers counselling, goal setting, meals and life skills development  
- Length of stay is 3 months (longer if necessary)  
- 12 beds |

**North Region**

<table>
<thead>
<tr>
<th>Service Manager and Municipality</th>
<th>Provider and Housing Name</th>
<th>Description</th>
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</thead>
</table>
| Kenora District Services Board, City of Dryden | Hoshizaki House and Maple Court, Second Stage Housing | - Serves women and their children who are survivors of domestic violence  
- Offers referrals, support groups, safety planning, advocacy, help with housing, income support, legal |
<table>
<thead>
<tr>
<th>Service Manager and Municipality</th>
<th>Provider and Housing Name</th>
<th>Description</th>
</tr>
</thead>
</table>
| **District of Nipissing Social Services Administration Board, North Bay** | Canadian Mental Health Association, 501 Morris – High Support Residence | • Serves individuals with serious mental illness who are transitioning back into the community from a hospital or some other institutional setting  
• Offers opportunity to improve life skills, learn symptom management, coping techniques, interpersonal skills and community awareness  
• Length of stay is up to 12 months  
• 8 beds |
| **District of Nipissing Social Services Administration Board, North Bay** | Crisis Centre North Bay, Futures Residence | • Serves youth over 16 years of age  
• Offers 24-hour staffing, life skills development, case management and supportive counselling  
• 10 beds |
| **Rainy River District Social Services Administration Board, Town of Fort-Frances** | Riverside Health Care, Nelson House – Transitional Housing | • Serves individuals 18 years of age and older who experiencing mental health issues  
• Offers client-centred goal planning, supportive counselling, programming to assist residents in learning independent living skills (recreation, social and life skills), symptoms management  
• Length of stay is 12 months |
| **Rainy River District Social Services Administration Board, Town of Atikokan** | Rainy River District Women’s Shelter of Hope, New Horizons Second Stage Housing | • Serves women and their children who have left an abusive relationship  
• Offers child care, support groups, counselling and advocacy  
• 10 units |
| **District of Sault Ste. Marie Social Services Administration Board, Sault Ste. Marie** | Sault Area Hospital, Transition House Team | • Serves adults with severe mental health issues who have frequent psychiatric hospital admissions and numerous hospital days requiring medium to low support  
• Offers 24-hour staffing, goal planning, referrals, and assistance with daily living and medication management  
• 7 beds  
• Length of stay is up to 24 months |
| **City of Greater Sudbury, Sudbury** | Association des Jeunes de la Rue, Foyer Notre Dame House (bilingual program) | • Serves at-risk or homeless youth ages 16-19  
• Offers 24-hour access to staff, supportive counselling, life skills and educational support  
• Length of stay depends on how far along the youth is in their schooling |
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<tr>
<th>Service Manager and Municipality</th>
<th>Provider and Housing Name</th>
<th>Description</th>
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<tbody>
<tr>
<td>City of Greater Sudbury, Sudbury</td>
<td>Canadian Mental Health Association (CMHA), Victoria Street Place</td>
<td>• 4 beds</td>
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<tr>
<td></td>
<td></td>
<td>• Serves individuals with mental health issues who are homeless or at risk of homelessness</td>
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<td></td>
<td></td>
<td>• Offers community resources and tools and opportunities for social and skills development</td>
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<tr>
<td></td>
<td></td>
<td>• Length of stay is up to 8 months</td>
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<tr>
<td></td>
<td></td>
<td>• 7 beds</td>
</tr>
<tr>
<td>Thunder Bay District Social Services Administration Board, Thunder Bay</td>
<td>Beendigen Inc., Wakaigin Housing Services – Transitional Units</td>
<td>• Serves women and their children fleeing domestic violence</td>
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<tr>
<td></td>
<td></td>
<td>• Offers culturally appropriate programs and services including counselling, goal and safety planning, health and wellness services, job training, legal aid, and parenting support</td>
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<td></td>
<td></td>
<td>• 14 units</td>
</tr>
<tr>
<td>Thunder Bay District Social Services Administration Board, Thunder Bay</td>
<td>The John Howard Society of Thunder Bay</td>
<td>• Serves individuals who are homeless and at risk of becoming involved with the justice system</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Offers case management, risk assessment and care plans in order to provide specialized programming, life skills development, health services, education and employment programs, and meals</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 47 beds</td>
</tr>
</tbody>
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**East Region**

<table>
<thead>
<tr>
<th>Service Manager and Municipality</th>
<th>Provider and Housing Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Cornwall, Akwesasne</td>
<td>Mohawk Council of Akwesasne Family Violence Program</td>
<td>• Serves women and children leaving abusive situations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Offers mentorship and case management</td>
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<tr>
<td></td>
<td></td>
<td>• Length of stay is up to 12 months</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 5 units</td>
</tr>
<tr>
<td>County of Hastings, Belleville</td>
<td>Canadian Mental Health Association (CMHA), Our House, Our House Too, and Diana’s Place/Casa Tres</td>
<td>• Serves adults, youth and/or families with children who are homeless or at risk of homelessness</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Offers counselling, goal setting, housing assistance, employment support, anger management, wellness groups, and access to addictions and mental health services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Length of stay is up to 3 months</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 30 beds</td>
</tr>
<tr>
<td>County of Hastings, Belleville</td>
<td>Youth Habilitation Quinte, The Transition Home</td>
<td>• Serves youth ages 16-24</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Offers 24-hour staffing, individualized care</td>
</tr>
<tr>
<td>Service Manager and Municipality</td>
<td>Provider and Housing Name</td>
<td>Description</td>
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</tbody>
</table>
| County of Hastings, Belleville, Trenton, Madoc, Bancroft, Picton | Youth Habilitation Quinte, Cooperative Housing Program | • Serves youth ages 16-24 with mental health issues  
• Offers assessments, life and social skills training, therapeutic counselling, case planning, group programming, preparation to move to a more independent environment and referrals to other community resources as required  
• 9 beds |
| County of Hastings, Picton | Alternatives for Women in Prince Edward County, Kiosan Second Stage Housing | • Serves women survivors of domestic violence and their children  
• Offers supportive counselling, emergency transportation, safety planning, and court support  
• Length of stay is 12 months |
| City of Kawartha Lakes, Lindsay | The John Howard Society of Ontario, Men’s Transitional Housing | • Serves individuals 18 years of age and over  
• Offers general supports, goal planning, counselling, and life skills  
• Length of stay is up to 12 months |
| City of Kawartha Lakes, Lindsay | Women’s Resources of Kawartha Lakes, Amy’s Next Steps Housing | • Serves women with or without children who have left abusive situations  
• Offers supportive counselling, supports for children and 24 hour phone support  
• Length of stay is up to 12 months  
• 8 units |
| City of Kingston, Kingston | Kingston Home Base Non-Profit Housing, Youth Services (Rise@one4nine) | • Serves youth ages 16-24 in need of housing and supports  
• Offers case management, life skills development, supportive counselling, employment assistance, educational programs, assistance finding permanent housing  
• 8 beds |
| City of Kingston, Kingston | Robin’s Hope Transitional Housing, Kingston Interval House | • Serves women aged 16 years and older and their children  
• Offers counselling, advocacy, and support groups  
• Length of stay is up to 12 months  
• 19 beds |
| City of Kingston, Kingston | Ryandale Transitional House | • Serves homeless individuals/families  
• Offers 24-hour staffing and life skills development  
• Length of stay is up to 12 months  
• 7 beds |
<table>
<thead>
<tr>
<th>Service Manager and Municipality</th>
<th>Provider and Housing Name</th>
<th>Description</th>
</tr>
</thead>
</table>
| City of Kingston, Kingston       | The John Howard Society of Ontario, Residential Housing Program | • Serves homeless men and ex-offenders  
• Offers housing support and advocacy, community resources, education, employment referrals, and residential support plans  
• Average length of stay is 6 months  
• 15 units |
| County of Lennox & Addington, Napanee | Lennox & Addington Interval House, Bridge-it Housing for Women | • Serves women survivors of domestic violence  
• Offers 24-hour staffing, supportive counselling, transportation, and child care  
• Length of stay is 6 months  
• 6 units |
| County of Northumberland, Cobourg | Transition House Coalition of Northumberland | • Serves at-risk individuals and families  
• Offers 24/7 support staff, case management, life skills development, community referrals, employment assistance, and supportive counselling  
• Length of stay is up to 3 months  
• 24 beds |
| City of Ottawa, Ottawa           | Aboriginal Youth Non-Profit Housing Corporation of Ottawa, Tewegan Transition House | • Serves homeless Indigenous women ages 16-29  
• Offers 24-hour staffing, case management, follow-up supports, supportive counselling, life skills development, employment and training assistance, mentorship, and traditional teachings  
• Length of stay is 12 months  
• 24 beds |
| City of Ottawa, Ottawa           | Bruce House, Transition House Program | • Serves men and women living with HIV/AIDS  
• Offers 24-hour staffing, nursing and primary care, assistance with activities of daily living, supportive counselling, and palliative care  
• 7 beds |
| City of Ottawa, Ottawa           | Catholic Family Services Ottawa, Harmony House | • Serves women (survivors of domestic violence) and their children  
• Offers case management, life skills development, supportive counselling, employment and training assistance, legal aid, child care, parenting support, and food bank  
• Length of stay is 12 months  
• 16 units |
| City of Ottawa, Ottawa           | Council of Elizabeth Fry Societies of Ontario, J.F. Norwood House | • Serves women and families  
• Offers program services, residential support plans, individual/group counselling, information and referrals, community resources, education and employment referrals, housing support and |
<table>
<thead>
<tr>
<th>Service Manager and Municipality</th>
<th>Provider and Housing Name</th>
<th>Description</th>
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</thead>
</table>
| City of Ottawa, Ottawa           | Empathy House of Recovery | • Advocacy  
• Average length of stay is 12 months  
• 12 beds |
| City of Ottawa, Ottawa           | Ottawa Salus Corporation, Transitional Rehabilitation Program | • Serves men and women experiencing mental health challenges  
• Offers 24-hour staffing, addiction and substance use treatment, mental health supports, life skills development, and occupational therapy  
• Length of stay is 12 months  
• 19 units |
| City of Ottawa, Ottawa           | Salvation Army Booth Centre | • Serves adult men  
• Offers 24/7 on-site supervision with staff trained in crisis intervention  
• 16 beds |
| City of Ottawa, Ottawa           | Serenity House             | • Serves men experiencing homelessness and addiction challenges  
• Offers addiction and substance use treatment, mental health supports, case management, and life skills development  
• Length of stay is 15 months  
• 24 beds |
| City of Ottawa, Ottawa           | Shepherds of Good Hope, Brigid's Place | • Serves homeless women who may be experiencing mental health/addiction challenges and may be street involved  
• Offers 24-hour staffing, addiction and substance use treatment, mental health supports, assistance with activities of daily living, case management, supportive counselling, and meal provision  
• Length of stay is 3 years  
• 11 units |
| City of Ottawa, Ottawa           | The John Howard Society of Ontario, A Different Street Housing Program | • Serves homeless men ages 16-24 who are justice-involved or at risk of being so  
• Offers collaborative case management, life planning, counselling, referrals to community partners  
• Average length of stay is 6-12 months |
<p>| City of Ottawa, Ottawa           | The John Howard Society of Ontario, Windrose | • Serves homeless women (and their children) ages 16-24, who are justice-involved or at risk of being so |</p>
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<thead>
<tr>
<th>Service Manager and Municipality</th>
<th>Provider and Housing Name</th>
<th>Description</th>
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</thead>
</table>
| City of Ottawa, Ottawa                          | Supportive Housing Program                                     | • Offers comprehensive assessment, case planning, personalized goal setting, substance abuse and trauma counselling, practical assistance, support of court conditions, access to educational upgrading, employment placements and referrals  
  • 22 units  
  • Length of stay averages 18 months                                                                                                                   |
| City of Ottawa, Ottawa                          | Tungasuvvingat Inuit, Mamisarvik Transition House              | • Serves Indigenous (Inuit-specific) women and men 18 and older with trauma and additions issues  
  • Offers programming focusing on trauma and addiction treatment, counselling, Inuit history, anger management, gender group discussions, traditional healing knowledge, art therapy, life skills and cultural and recreational activities  
  • Length of stay is up to 12 months  
  • 10 beds                                                                                                                                                |
| City of Ottawa, Ottawa                          | Youth Services Bureau of Ottawa, Transitional Housing Program for Young Men | • Serves youth ages 16-21 who identify as men or gender queer and are unstably housed, experiencing barriers in accessing housing or in a low-income situation  
  • Offers 24-hour staffing, goal planning, case management, follow-up supports, supportive counselling, and life skills development  
  • Length of stay is up to 12 months  
  • 12 units (plus 6 swing units which can be used for either transitional or emergency housing depending on the need)                                                                                           |
| City of Ottawa, Ottawa                          | Youth Services Bureau of Ottawa, Transitional Housing Program for Young Women | • Serves youth ages 16-21 who identify as women or gender queer and are unstably housed, experiencing barriers in accessing housing or in a low-income situation  
  • Offers 24-hour staffing, case management, follow-up supports, supportive counselling, and life skills development  
  • Length of stay is 12 months  
  • 16 units                                                                                                                                                |
| City of Ottawa, Ottawa                          | YMCA-YWCA, Second Stage Youth Housing Program                  | • Serves male and female youth ages 16-19  
  • Offers case planning and life skills workshops  
  • 17 spaces                                                                                                                                                |
| City of Ottawa, Ottawa                          | YMCA-YWCA, TRY Supportive Housing Program                      | • Serves women 18 years or older who are homeless or at-risk of homelessness  
  • Offers crisis counselling, case management,                                                                                                              |
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<tr>
<th>Service Manager and Municipality</th>
<th>Provider and Housing Name</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>for Women</td>
<td>community resource information and general support</td>
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<tr>
<td></td>
<td></td>
<td>• Mental health and addictions issues are accepted, but participants must have relevant supports and be in recovery for at least 3 months</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 43 units</td>
</tr>
<tr>
<td>City of Peterborough, Peterborough</td>
<td>YES Shelter for Youth and Families (Abbott House)</td>
<td>• Serves at-risk youth</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Offers mentorship and life skills development</td>
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<tr>
<td></td>
<td></td>
<td>• Length of stay is up to 12 months</td>
</tr>
<tr>
<td>County of Renfrew, Pembroke</td>
<td>Columbus House</td>
<td>• Serves youth ages 16-21</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Offers educational, life skills and social supports; childcare; and outreach support</td>
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<tr>
<td></td>
<td></td>
<td>• Length of stay is 3 months or longer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 11 beds</td>
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</tbody>
</table>

**Central Region**

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<thead>
<tr>
<th>Service Manager and Municipality</th>
<th>Provider and Housing Name</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>County of Dufferin, Orangeville</td>
<td>Family Transition Place</td>
<td>• Serves women who have experienced abuse and unhealthy relationships and their children</td>
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<tr>
<td></td>
<td></td>
<td>• Offers case management, counselling, goal setting to work towards independence, assistance developing safety and transitional plans</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Length of stay is 6 months</td>
</tr>
<tr>
<td>County of Dufferin, Orangeville</td>
<td>Next Choice Second Stage Housing Program, Mary’s Place</td>
<td>• Serves at-risk youth ages 16-24</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Offers case management, counselling, and youth programming</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Length of stay is up to 12 months</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 7 units</td>
</tr>
<tr>
<td>Regional Municipality of Durham, Oshawa</td>
<td>Cornerstone Community Association, Transitional Housing</td>
<td>• Serves individuals 16 and over</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Offers 24-hour staffing, addiction/substance use treatment, and mental health supports</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 10 units</td>
</tr>
<tr>
<td>Regional Municipality of Durham, Oshawa</td>
<td>The John Howard Society of Ontario, Oshawa Residence</td>
<td>• Serves male and female youth ages 16-20</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Offers 24-hour staffing, support and substance abuse counselling, goal setting, life skills</td>
</tr>
<tr>
<td>Regional Municipality of Durham, Oshawa</td>
<td>YWCA Durham, Adelaide House Second Stage</td>
<td>• Serves homeless or at-risk single women who experience violence and abuse</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Offers counselling, job and life-skills programming</td>
</tr>
<tr>
<td>Service Manager and Municipality</td>
<td>Provider and Housing Name</td>
<td>Description</td>
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<tr>
<td>----------------------------------</td>
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<td>-------------</td>
</tr>
<tr>
<td></td>
<td>Housing Program</td>
<td>• Length of stay is up to 24 months</td>
</tr>
</tbody>
</table>
| Regional Municipality of Durham, Oshawa | YWCA Durham, Interim Housing | • Serves women who are homeless or at risk  
• Offers counselling, supports to secure permanent housing; continued support once participants move into permanent housing  
• 6 beds located within a 40-unit apartment building |
| Regional Municipality of Durham, Whitby | The John Howard Society of Ontario, Whitby Residence | • Serves male youth ages 15-18  
• Offers 24-hour staffing, life skills, support counselling and follow-up supports |
| Regional Municipality of Halton, Burlington | Reach Out Centre for Kids (ROCK), My Place | • Serves youth ages 16-21  
• Offers life skills development, counselling, referrals, and educational and employment assistance |
| Regional Municipality of Halton, Burlington | Shifra Homes | • Serves pregnant women, ages 16-21, at risk of homelessness and their children  
• Offers life and parenting skills development, counselling, and employment assistance  
• 4 beds |
| Regional Municipality of Halton; Burlington, Oakville, Milton, Georgetown and Acton | Summit Housing & Outreach Programs (SHOP) | • Serves individuals with diagnosed mental illnesses who are homeless or at risk of becoming homeless  
• Offers clinical treatment, counselling, case management, and life skills development  
• Burlington: one transitional home (maximum two year stay) provides medium staff support to five people |
| Regional Municipality of Halton, Burlington | Transitional Housing for Newcomers to Halton | • Serves newcomer families who are homeless or at risk of homelessness  
• Offers counselling, employment supports and language training  
• Length of stay is up to 3 months with a possibility of extension (rental agreement is signed every 3 months with possibility of extension up to one year) |
| Regional Municipality of Halton, Halton | Bridge House | • Serves youth ages 16-24  
• Offers case management and supportive counselling  
• Length of stay is up to 24 months  
• 3 beds |
| Regional Municipality of Halton; Halton Hills, Acton, and | Links2Care | • Serves homeless families  
• Offers general support services  
• Length of stay is up to 12 months  
• 3 units |
<table>
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<tr>
<th>Service Manager and Municipality</th>
<th>Provider and Housing Name</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Georgetown</td>
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</tbody>
</table>
| Regional Municipality of Halton, Milton | Milton Transitional Housing Corporation | • Serves at-risk individuals or families  
• Offers life skills development and supportive counselling  
• Length of stay is up to 24 months  
• 3 units |
| Regional Municipality of Halton, Oakville | Community Youth Programs | • Serves male youth 16 years and older  
• Offers case management, 24-hour staffing, and employment and education skills development  
• 8 beds |
| Regional Municipality of Halton, Oakville | Home Suite Hope Shared Living, Homeward Bound Halton | • Serves homeless or inadequately housed mother-led families  
• Offers structured, goal oriented case management support, two-year college education in a marketable skill, life skills, free child care, mental health and recreational services for children  
• Length of stay is up to 4 years |
| Regional Municipality of Halton, Oakville | Home Suite Hope Shared Living, ReStart Halton | • Serves single parent families living in poverty and experiencing or at risk of homelessness  
• Offers counselling, case management, workshops, goal oriented support, life skills development, discharge/graduation process upon successful completion and potential for one year aftercare support  
• Up to 24 months |
| Regional Municipality of Halton, Oakville | Support and Housing Halton, Grace House | • Serves adults ages 18-65 with various disabilities of a psychological, psychiatric, emotional, social or limited physical nature  
• Length of stay is up to 12 months  
• 10 beds |
| City of Hamilton, Hamilton | Good Shepherd Centres, Angela’s Place | • Serves mothers up to 21 years of age  
• Offers life skills development, goal setting, child development training, infant bonding, educational programs, mental health and addiction support  
• Length of stay is up to 24 months  
• 15 units |
| City of Hamilton, Hamilton | Good Shepherd Centres, Brennan House | • Serves youth ages 16-20 with social, emotional, behavioural, mental health and addiction issues  
• Offers life and social skills training, after-care support, treatment plans with 24 hour support for the management of medication schedule  
• 15 beds |
<table>
<thead>
<tr>
<th>Service Manager and Municipality</th>
<th>Provider and Housing Name</th>
<th>Description</th>
</tr>
</thead>
</table>
| City of Hamilton, Hamilton       | Good Shepherd Centres, Brennan House, Aftercare Transitional Support (A.C.T.S) | - Serves youth ages 16 to 21 who require continued support after living at Brennan House  
- Offers on call support, weekly resident meetings  
- Length of stay is up to 24 months  
- 6 units |
| City of Hamilton, Hamilton       | Good Shepherd Centres, Women's Second Stage Services | - Serves women with or without children who have experienced abuse and/or violence  
- Offers a range of programs and supports geared to creating greater physical, emotional and financial stability  
- Length of stay is up to 12 months |
| City of Hamilton, Hamilton       | Hamilton Wentworth Chapter of Native Women's Centre | - Serves Indigenous women and children who have been victims of violence  
- Offers life skills development and supportive counselling  
- Length of stay is 12 months  
- 45 beds |
| City of Hamilton, Hamilton       | Phoenix Place Stage Two Housing | - Serves women and their children who have experienced domestic violence  
- Offers 24-hour staffing, life planning, supportive counselling and network development  
- Length of stay is 12 months  
- 5 units, 7 beds |
| City of Hamilton, Hamilton       | St. Matthew's House | - Serves male seniors who are 55 years of age and older and currently homeless or at risk  
- Offers case management, goal setting and assistance with finding long-term housing  
- Length of stay is up to 3 months  
- 7 beds |
| City of Hamilton, Hamilton       | Wesley Urban Ministries, Harold E Ballard Special Care Unit | - Serves homeless individuals with substance abuse issues  
- Offers 24-hour staffing, substance abuse treatment, harm reduction, nursing services, counselling, and physician care  
- 22 beds |
| City of Hamilton, Hamilton       | Wesley Urban Ministries, Wesley Youth Housing | - Serves youth ages 16-21 at risk of homelessness  
- Offers 24-hour staffing, life skills development, mentorship, and supportive counselling  
- Program is in two stages; total length of stay unclear  
- 19 units |
<p>| City of Hamilton, Hamilton       | YWCA, Women's Transitional Living | - Serves at-risk women struggling with homelessness, poverty, mental health/addictions |</p>
<table>
<thead>
<tr>
<th>Service Manager and Municipality</th>
<th>Provider and Housing Name</th>
<th>Description</th>
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<tbody>
<tr>
<td>Program (MacNab St.)</td>
<td></td>
<td>issues and violence</td>
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<tr>
<td></td>
<td></td>
<td>• Offers 24-hour staffing, case management, counselling, mental health support, goal setting, skill building and mentorship</td>
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<td></td>
<td></td>
<td>• Length of stay is up to 11 months</td>
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<tr>
<td></td>
<td></td>
<td>• 65 beds</td>
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<tr>
<td>District Municipality of Muskoka, Huntsville</td>
<td>Muskoka Women’s Advocacy Group, Chrysalis</td>
<td>Serves vulnerable women and children</td>
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<tr>
<td></td>
<td></td>
<td>• Offers counselling, legal aid, life planning, and group programs</td>
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<tr>
<td></td>
<td></td>
<td>• 10 units</td>
</tr>
<tr>
<td>Regional Municipality of Niagara, Beamsville</td>
<td>West Niagara Second Stage Housing and Counselling, Transitional Housing</td>
<td>Serves women survivors of domestic violence and their children</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Offers supportive counselling and legal assistance</td>
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<tr>
<td></td>
<td></td>
<td>• Length of stay is 12 months</td>
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<tr>
<td></td>
<td></td>
<td>• 4 units</td>
</tr>
<tr>
<td>Regional Municipality of Niagara, Fort Erie</td>
<td>Casa El Norte</td>
<td>Serves at-risk refugees</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Offers counselling, legal and immigration assistance, assistance finding permanent housing, transportation and translation</td>
</tr>
<tr>
<td>Regional Municipality of Niagara, Grimsby</td>
<td>YWCA Niagara Region, Transitional Housing (Grimsby Affordable Housing Partnership)</td>
<td>Serves men, women, single parents and full families</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Offers ongoing support, skill development programs, goal setting, and referrals</td>
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<td></td>
<td></td>
<td>• Length of stay is up to 3 years</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 21 units serving 66 people</td>
</tr>
<tr>
<td>Regional Municipality of Niagara, Niagara Falls</td>
<td>Nightlight Youth Services Transitional Housing</td>
<td>Serves male youth ages 16-30</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Offers aftercare transitional support services and mentorship</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 8 beds</td>
</tr>
<tr>
<td>Regional Municipality of Niagara, St Catharines</td>
<td>Abbey House</td>
<td>Serves Indigenous women, with or without children, who are homeless, at-risk of homelessness and/or recovering from violence. Non-Indigenous women may also apply</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Crisis intervention, peer and addictions counselling, one-on-one support, life and employment skills, cultural programming, mental health referrals and referrals to programs available at the Niagara Regional Native Centre</td>
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<tr>
<td></td>
<td></td>
<td>• Length of stay is up to 3 years</td>
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<tr>
<td></td>
<td></td>
<td>• 5 units, serving up to 10 individuals</td>
</tr>
<tr>
<td>Service Manager and Municipality</td>
<td>Provider and Housing Name</td>
<td>Description</td>
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</tbody>
</table>
| Regional Municipality of Niagara, St. Catharines | Bethlehem Housing and Support Services, Bethlehem Place | • Serves individuals and families who have experienced abuse, homelessness or family breakdown  
• Offers counselling, support groups, and life skills workshop  
• Length of stay is up to 12 months  
• 65 beds, 27 units |
| Regional Municipality of Niagara, St. Catharines | CMHA Niagara, Transitional Housing Support Program | • Serves homeless men and women with mental health issues and addictions  
• Offers life skills development, coping strategies, therapeutic support in the form of one-on-one counselling, peer support and self-help groups, and assistance finding permanent housing near the end of the program  
• Length of stay is up to 12 months  
• 86 units |
| Regional Municipality of Niagara, St. Catharines | Salvation Army Booth Centre | • Serves homeless and at-risk men 18 years and older  
• Offers counselling, planning, case management and life-skills services  
• Length of stay is up to 3 months  
• 3 units |
| Regional Municipality of Niagara, St. Catharines | Wayside Transitional Home | • Serves males 18 years and older  
• Offers access to rehab programs, drug/alcohol counselling, and employment services |
| Regional Municipality of Niagara, St. Catharines | YWCA Niagara Region, On-Site Supported Transitional Housing | • Serves women facing homelessness or addictions, and their children  
• Offers 24/7 support from staff and women’s advocates, life skills development and employment training, goal setting, advocacy, and referrals  
• 18 beds, 13 units |
| Regional Municipality of Niagara, Welland | YWCA Niagara Region, Transitional Housing (Court St. Epworth Terrace Women’s Residence) | • Serves homeless women over the age of 16  
• Offers 9-5 staff, life skills development and employment training, goal setting, advocacy, and referrals  
• Length of stay is up to 12 months  
• 17 units |
| Regional Municipality of Niagara, Sites available in | YWCA Niagara Region, Off-Site Supported Transitional | • Serves homeless women over the age of 16 (and any children)  
• Offers skill development programs, goal setting, referrals, and follow-up supports |
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<tr>
<th>Service Manager and Municipality</th>
<th>Provider and Housing Name</th>
<th>Description</th>
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</table>
| various municipalities in the Region | Housing | • Length of stay is up to 12 months (the woman takes on the lease at the end of the year and continues to live independently)  
• 45 units throughout the region in partnership with the Regional Municipality of Niagara and local landlords |
| Regional Municipality of Peel, Mississauga | Armagh House | • Serves women with our without children who are survivors of domestic violence  
• Offers legal aid and supportive counselling  
• Length of stay is up to 12 months  
• 9 beds |
| Regional Municipality of Peel, Mississauga | Peel Youth Village | • Serves youth ages 16-30 at risk of homelessness  
• Offers life skills programs and goal setting  
• 48 units |
| Regional Municipality of Peel, Mississauga | The Salvation Army, Angela’s Place Family Transitional Program (in partnership with Region of Peel) | • Serves homeless or at-risk families  
• Offers case management, life and employment skills development, supportive counselling, educational training, parenting classes, anger management, and follow up supports  
• Length of stay is up to 12 months  
• 20 units |
| County of Simcoe, Barrie | Canadian Mental Health Association | • Serves at-risk individuals with mental illness and addictions  
• Offers case management  
• Length of stay is up to 12 months  
• 3 beds |
| County of Simcoe, Barrie | Redwood Park Communities, United House | • Serves women and their children (if applicable) who are recovering from abusive relationships leaving the Barrie Women and Children’s Shelter  
• 5 units |
| County of Simcoe, Barrie | Samaritan House Community Ministries | • Serves women and children recovering from domestic violence  
• Offers educational programming, life skills and parenting skills development, and budgeting and job search training  
• Length of stay is up to 12 months  
• 3 units |
| County of Simcoe, Barrie | Youth Haven, Transitional Housing | • Serves homeless youth ages 16-24  
• Offers case management and life skills development  
• Length of stay is up to 12 months  
• 7 beds |
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</table>
| County of Simcoe, Collingwood    | Home Horizon              | • Serves homeless and vulnerable individuals and families  
• Offers supportive counselling, life skills development, employment and training assistance  
• Length of stay is up to 12 months  
• 5 units |
| County of Simcoe, Midland        | Shelter Now, Hartog House | • Serves homeless adults 18 years and older  
• Offers case management and life skills development  
• Length of stay is up to 12 months  
• 20 units |
| County of Simcoe, Orillia        | Couchiching Jubilee House | • Serves women and their children  
• Offers needs-based programming  
• Length of stay is up to 12 months  
• 4 units |
| Regional Municipality of York, Markham | 360 Kids, Extended Transitional Housing for Youth (Transitions) | • Serves at-risk youth ages 17-26 in need of minimal support(s) to live independently  
• Offers on-site mentorship, referrals, and employment programs  
• Length of stay is up to 3 years |
| Regional Municipality of York, Markham | 360 Kids, STAY (Supportive Transitional Apartments for Youth) Program | • Serves at-risk, vulnerable youth ages 16-26  
• Offers on-site mentorship, referrals, and employment programs  
• Length of stay is up to 12 months  
• 6 beds |
| Regional Municipality of York, Stouffville | LOFT Crosslinks Housing and Support Services, Transitional Housing Program | • Serves individuals aged 16 and older with mental health and addictions issues at risk of homelessness (referred primarily from hospital)  
• Offers 24 hour straffing, psychosocial rehabilitation, housing assistance, life skills development, and case management  
• 10 units |
| Regional Municipality of York, Newmarket | The Salvation Army, Belinda’s Place | • Serves women at risk of homelessness  
• Offers employment, health and life skills supports, transportation assistance, referrals, assistance finding housing and household start up support  
• Length of stay is up to 12 months  
• 9 units |
| Regional Municipality of York, Richmond Hill | Yellow Brick House, Reta’s Place | • Serves women and their children experiencing abuse  
• Offers supportive counselling, advocacy, parenting support, and legal assistance |
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</table>
| Regional Municipality of York, Sutton | The Salvation Army, Sutton Youth Shelter Transitional Housing Program | • Serves youth ages 16-26 at risk of homelessness  
• Offers counselling, meals, life skills development, case management, and employment and housing assistance  
• Length of stay is up to 12 months  
• 10 beds |

**Toronto Region**

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<tr>
<th>Service Manager and Municipality</th>
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</table>
| City of Toronto, Toronto | Anduhyaun Inc., Nekenaan Second Stage Housing | • Serves Indigenous women with or without children who have experienced violence and/or abuse  
• Offers culturally appropriate services/supports including goal and safety planning, counselling, group programs, referrals and assistance in obtaining permanent, affordable housing  
• Length of stay is up to 12 months  
• 24 units, 38 beds |
| City of Toronto, Toronto | Christie Ossington Neighbourhood Centre, Transitional Housing Program | • Serves individuals struggling to overcome mental illness, addictions, poverty as well as newcomers and refugees  
• Offers life skills and education development workshops, goal setting and transitional supports  
• 20 units |
| City of Toronto, Toronto | Covenant House, Right of Passage (ROP) | • Serves homeless and at-risk youth  
• Offers counselling, life skills programming and a savings program  
• Length of stay is up to 18 months  
• 28 units |
| City of Toronto, Toronto | Fife House | • Serves people living with HIV/AIDS who require support to transition to permanent housing  
• Offers 24-hour support services, intensive case management addressing life skills, employment, finances, health care, social recreation and transportation  
• Length of stay is 9 months  
• 11 units |
<p>| City of Toronto, Toronto | Fred Victor Transitional | • Serves people who are homeless and suffering from addictions |</p>
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<tr>
<th>Service Manager and Municipality</th>
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</table>
|                                 | Housing, 145 Queen St. E  | • Offers intensive support for daily living, case management, counselling, education and employment services, life skills and health support services, and follow-up support for up to one year  
• Length of stay is up to 12 months  
• 20 units |
| City of Toronto, Toronto        | Fred Victor Transitional Housing, Women’s Transition to Housing | • Serves women who have been homeless for less than one year  
• Offers mental health supports, life and employment skills development  
• Length of stay is up to 12 months  
• 37 beds |
| City of Toronto, Toronto        | Homes First, Hospitals to Homes Pilot Place Program (partnership with CAMH) | • Serves individuals living with mental health issues  
• Offers individualized care and support, full mental health supports, life skills development, and goal setting  
• 18 beds |
| City of Toronto, Toronto        | Horizons For Youth        | • Serves homeless and at-risk youth ages 16 to 24  
• Offers supportive counselling, case management, mental health and addiction support, goal setting, educational programs and workshops, and a pre-employment program  
• Length of stay depends on each client’s transition plan  
• 35 beds |
| City of Toronto, Toronto        | Humewood House            | • Serves pregnant and parenting young women  
• Offers counselling, daycare, education programs, and life and parenting skills training  
• Length of stay is up to 4 years  
• 27 units |
| City of Toronto, Toronto        | Interval House, Her Home Housing Project | • Serves women and children fleeing violence  
• Offers employment program, housing workshops, counselling and home visits  
• Length of stay is up to 12 months  
• 15 beds/units (units are offered by private sector landlords) |
| City of Toronto, Toronto        | Arrabon House, Lanthier Place | • Serves young women ages 16-24 in need of safe shelter, positive life skills and emotional support  
• Offers on-site mentoring and aftercare programming  
• Length of stay is up to 12 months  
• 9 beds |
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<tr>
<th>Service Manager and Municipality</th>
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</table>
| City of Toronto, Toronto | Loft Community Services, Sherbourne High Support Site | • Serves men and women who have been hospitalized for an extended period  
• Offers 24-hour staffing, case management, intensive one-on-one support services to help them acquire or re-acquire life skills  
• Length of stay is up to 5 years  
• 3 units |
| City of Toronto, Toronto | Loft Community Services, Transitional Age Youth Program - Beverley Lodge and Co-op/Peer Support Housing Program | • Serves at-risk young men  
• Offers 24-hour staffing, case management, counselling, life skills, supports needed develop skills necessary for independent living  
• Beverley Lodge: capacity of 9 residents  
• Co-op: capacity of 15 residents in three houses |
| City of Toronto, Toronto | Loft Community Services, Transitional Age Youth Program – Ingles House (high support and medium support housing option) | • Serves young women ages 16-26 who are in recovery from serious substance abuse  
• Ingles House (high-support)  
• Offers 24-hour staffing, case management, life and household management skills, system navigation, and referrals to needed resources and supports  
• 9 beds  
• Medium Support Housing Option  
• Offers supports similar to Ingles House without 24-hour staffing (staff visit the house at regular intervals to facilitate house meetings, support recovery and assist in conflict resolution) |
| City of Toronto, Toronto | Margaret's Housing and Community Support Services | • Serves at-risk women aged 18-65 with mental health issues  
• Offers 24/7 staffing, life skills development  
• Length of stay is up to 24 months |
| City of Toronto, Toronto | Na-Me-Res, Transitional Housing - Sagatay | • Serves at-risk Indigenous men aged 18 years or older  
• Offers educational programs, cultural programming, case management and life skills support and workshops including a 3-to-6 month life skills program called Apaenmowineen (Having Confidence in myself)  
• Length of stay is up to 12 months  
• 25 beds |
| City of Toronto, Toronto | Native Child and Family Services of Toronto, Native | • Serves homeless Indigenous males ages 16-24  
• Offers counselling, case coordination, discharge planning, healing activities, culture-based |
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<tr>
<th>Service Manager and Municipality</th>
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<th>Description</th>
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<tbody>
<tr>
<td></td>
<td>Men’s Transitional House</td>
<td>programming and follow-up support</td>
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<tr>
<td></td>
<td></td>
<td>• Length of stay is up to 18 months</td>
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<tr>
<td></td>
<td></td>
<td>• 12 beds</td>
</tr>
<tr>
<td>City of Toronto, Toronto</td>
<td>Native Child and Family Services of Toronto, Native Women’s Transitional House</td>
<td>Serves single women (ages 16-24) and children (newborn to six years), special consideration for Indigenous population</td>
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<tr>
<td></td>
<td></td>
<td>• Offers counselling, self-directed goal setting, education, job training, life skills and parenting skills development, cultural programming</td>
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<tr>
<td></td>
<td></td>
<td>• Length of stay is up to 18 months</td>
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<tr>
<td></td>
<td></td>
<td>• 18 beds in two houses</td>
</tr>
<tr>
<td>City of Toronto, Toronto</td>
<td>Nazareth House (also known as the Jean Tweed Centre - Palmerston House)</td>
<td>Serves at-risk women and mothers with infants aged 18-50 suffering with substance abuse and mental health issues</td>
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<tr>
<td></td>
<td></td>
<td>• Offers counselling, referrals</td>
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<td></td>
<td>• 11 beds</td>
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<tr>
<td>City of Toronto, Toronto</td>
<td>Romero House</td>
<td>Serves refugees</td>
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<td>• Offers settlement assistance, assistance with claimant papers, finding lawyers, obtaining work permits and accessing social services, educational programs and daycare</td>
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<td>• Length of stay averages 8-12 months but limited to 12 months</td>
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<td>• 10 units for families in four houses</td>
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<tr>
<td>City of Toronto, Toronto</td>
<td>Sancta Maria House and Quinn House</td>
<td>Serves young women ages 15-19 (Sancta Maria House) and low-income women ages 18-22 (Quinn House)</td>
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<tr>
<td></td>
<td></td>
<td>• Offers psychiatric care, counselling, education, life skills training, and aftercare</td>
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<td>• Length of stay is 12 months</td>
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<td></td>
<td>• 11 beds/units</td>
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<tr>
<td>City of Toronto, Toronto</td>
<td>Society of Saint Vincent de Paul, Amelie House</td>
<td>Serves women 18 years of age and older at risk of homelessness, survivors of domestic violence, addiction or mental health issues</td>
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<tr>
<td></td>
<td></td>
<td>• Offers 24 hour staffing, informal counselling, goal setting, crisis intervention, referrals, life skills development and advocacy</td>
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<td></td>
<td>• 20 beds</td>
</tr>
<tr>
<td>City of Toronto, Toronto</td>
<td>Sojourn House</td>
<td>Serves refugees who have had difficulties with their transition and require longer-term support</td>
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<td>• Offers counseling, assistance in securing housing and accessing educational programs, support with</td>
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<td>Service Manager and Municipality</td>
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<td>refugee determination process, referrals, and recreational programming</td>
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<td>• Length of stay is up to 24 months</td>
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<td>• 52 units (housing an average of 100 refugees)</td>
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<tr>
<td>City of Toronto, Toronto</td>
<td>St. Clare Inn</td>
<td>Serves homeless women ages 30-60 struggling with a diagnosed mental health issue</td>
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<td></td>
<td>• Offers case management, goal-setting, counselling, life skills development and assistance in finding housing</td>
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<td></td>
<td></td>
<td>• Length of stay is up to 12 months</td>
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<tr>
<td></td>
<td></td>
<td>• 5 beds</td>
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<tr>
<td>City of Toronto, Toronto</td>
<td>St. Clare’s Multifaith Housing Society</td>
<td>Serves at-risk or homeless individuals</td>
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<tr>
<td></td>
<td></td>
<td>• Length of stay is up to 12 months</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 51 units</td>
</tr>
<tr>
<td>City of Toronto, Toronto</td>
<td>St. Felix Centre</td>
<td>Serves women recovering from addictions, trauma or abuse, who have disabilities, or are refugees</td>
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<td>• Offers social support workers who help participants develop and manage a personal transition plan to work towards independent living</td>
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<td></td>
<td></td>
<td>• Length of stay is up to 11 months</td>
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<td></td>
<td>• 14 units</td>
</tr>
<tr>
<td>City of Toronto, Toronto</td>
<td>St. Michael’s Homes, Matt Talbot Housing</td>
<td>Serves men 19 years of age and older with substance abuse issues</td>
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<td></td>
<td></td>
<td>• Offers rehabilitative programs and supportive counselling</td>
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<td>• Length of stay is up to 11 months</td>
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<tr>
<td>City of Toronto, Toronto</td>
<td>Street Haven at the Crossroads (Joubert house, and 27 self-contained apartments)</td>
<td>Serves women recovering from massive trauma, mental health issues, substance abuse issues and/or concurrent disorders who have experienced homelessness</td>
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<td>• Offers individualized treatment and counselling, goal-setting, educational groups, meditation, self-esteem building, medical and family support, and aftercare for post-graduation</td>
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<td>• Length of stay is 6 months</td>
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<td>• 33 units</td>
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<tr>
<td>City of Toronto, Toronto</td>
<td>The Salvation Army, Toronto Harbour Light Ministries</td>
<td>Serves homeless men and women</td>
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<tr>
<td></td>
<td></td>
<td>• Offers addiction and substance abuse treatment, mental health supports, case management, supportive counselling, life skills, education and employment/training assistance</td>
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<td></td>
<td></td>
<td>• Length of stay is up to 11 months</td>
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<tr>
<td></td>
<td></td>
<td>• 98 units</td>
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<tr>
<td>Service Manager and Municipality</td>
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<td>Description</td>
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| City of Toronto, Toronto         | Turning Point Youth Services, Redwood House | • Serves men ages 16-24 who need housing support prior to being able to live independently  
• Offers relevant supports, programming and counselling  
• 8 beds |
| City of Toronto, Toronto         | Woodgreen Community Services, First Step to Home Housing | • Serves men 55 years of age and older who are street involved, homeless, and/or have a history of unstable housing  
• Offers 24-hour staffing, case management, supportive counselling, mental health supports, harm reduction and addiction services, nursing and primary health care, social, recreational and life skills support, community leadership and peer programs, volunteer opportunities, support transitioning to permanent housing and follow-up support  
• Length of stay is up to four years (program is divided into four one-year stages, each representing a step in the transition from homelessness)  
• 28 units |
| City of Toronto, Toronto         | Woodgreen Community Services, Homeward Bound | • Serves homeless and at-risk mothers and their children  
• Offers case management, child care, psychotherapy, counselling, parenting support, life skills, free 2 year college education, 14 week unpaid internships and access to sustainable employment opportunities  
• Length of stay is up to four years  
• 76 units |
| City of Toronto, Toronto         | YMCA, Walmer Rd. Sprott YMCA Centre | • Serves homeless and at-risk youth ages 16-24 (designed specifically to meet the needs of Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, and Two-Spirit youth and allies)  
• Length of stay is up to 12 months  
• 25 spaces |
| City of Toronto, Toronto         | Yonge Street Mission, Genesis Place Homes Alternative Housing | • Serves individuals who have experienced or are at risk of homelessness, hard-to-house  
• Offers life skills development, referrals, and parenting and employment assistance  
• 26 units |
| City of Toronto, Toronto         | Youthlink, Transitional Co-op | • Serves youth ages 16 to 21  
• Offers life skills development, goal setting, |
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|                                 | Housing (four locations)  | assistance with assessing financial and housing supports and completing housing applications, referrals to community resources and supports  
• Length of stay up to 12 months with longer time periods possible upon application  
• 16 beds in four houses |
| City of Toronto, Toronto        | Youth Without Shelter – Stay in School Program |  
• Serves homeless youth ages 16-19  
• Offers counselling, assistance in developing a plan of care, educational goal-setting, and tutoring  
• 20 beds |