

Emergency Accommodation for Homeless Persons in the Town of Tillsonburg

Prepared by Tim Welch Consulting Inc. for
Tillsonburg Emergency Accommodation Management (TEAM)

June 2010



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The Tillsonburg Emergency Accommodation Management (TEAM) wishes to extend their sincerest gratitude to the County of Oxford for their continued support in TEAM's goal of creating needed emergency housing in the Town of Tillsonburg. Without the support of the County, this study would not be possible.

We also wish to thank the Helping Hand Food Bank, Upper Deck Youth Centre, Society of St. Vincent de Paul, Donna Acre and Susan DeRoo for their support and co-operation on this report. Thank you to St. Paul's United Church for offering their facilities and supplies for our Open House.

And finally, we wish to thank the Town of Tillsonburg residents and organizations for their invaluable input and comments.

A list of organizations and individuals who contributed to this report can be found in **Appendix 1.**

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INTRODUCTION

The Tillsonburg Emergency Accommodation Management (TEAM) was created by a network of individuals and community organizations in response to developing a collective understanding of the emergency housing needs within the Town of Tillsonburg.

In February 2010, Tim Welch Consulting Inc. was retained to complete a Needs Assessment for Emergency Housing.

Through a thorough process of research and interviews this study examined the issues that contribute to individuals and families finding themselves at risk of losing their housing, those who find themselves without shelter, and the difficulties they, and their community face in re-establishing them in safe affordable accommodation.

As a result of interviews with these individuals, dedicated community stakeholders, agencies and organizations in neighbouring communities, as well as other similar municipalities, a list of recommendations and best practices has been provided for the consideration of TEAM and the Town of Tillsonburg. The content of this report reinforces that “homelessness” and its related issues are not unique to Tillsonburg, are very complex, and continue to require remedies that are centered on the individual’s, families’ and the community’s unique set of circumstances.

This study indicates that solutions for Tillsonburg’s homeless issues will require collaboration of all local stakeholders and the commitment of all four levels of government.

Due to the population and characteristics of Tillsonburg it is expected that several aspects of programs from various areas will need to be “quilted” together and tailor made to address the Tillsonburg community.

The passion of the people and organizations the study team spoke to in the course of this study provides a solid foundation for the Town to enhance its system of services to support this population. The study team thanks all participants for their candour and dedication to this vulnerable population. A list of those interviews is found in **Appendix 2**.

Please resist the temptation to look for one solution to homelessness. The problem is very complex”

Report of the provincial Task Force on Homelessness, October 1998

EXECUTIVE SUMMARY

A number of community groups in the Town of Tillsonburg have recognized there are homeless persons in the Town and have undertaken a study to examine the issue of emergency accommodation for homeless persons.

At this time, an emergency shelter does not exist in the Town of Tillsonburg and the purpose of this report is to explore the possibility of introducing one in Tillsonburg.

The Town of Tillsonburg is located in the County of Oxford and has a population of 14,822. While the Town of Tillsonburg offers a number of support services for homeless persons and those at risk of homeless, many residents have to leave the Town to go to nearby city's of Woodstock and London to access the supports/accommodations they need.

For this report, the definition of homelessness is defined as such:

- an individual, or family who lacks a fixed, regular, and adequate nighttime residence; and
- an individual or family who has a primary nighttime residence that is: supervised publicly or privately operated shelter designed to provide temporary living accommodations,
- an individual or family staying in an institution that provides a temporary residence for individuals, or public or private places not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

Based on the various surveys conducted for this report, there are approximately 40-50 homeless and at-risk youth. A quarter of those are homeless (sleeping outdoors, in stairwells, recurrent homelessness). The remaining three-fourths are experiencing a combination of couch-surfing and living with friends/family.

For homeless adults, this figure may be higher. Based on the Salvation Army's motel statistics alone, (41 residents in 2009) an approximate figure of homeless adults may be more than 40, although these persons would not remain homeless through an entire year.

There is no emergency shelter in Town. At this time, individuals seeking emergency housing contact the Tillsonburg Salvation Army where they are put up at motels for the night. The alternative in the winter is to commute to the Inn Out of the Cold Shelter based out of Woodstock or to commute to permanent shelters in London.

There are very few accommodation options for youth in Oxford County. Due to the age requirement to qualify for the emergency motel, youth are left without emergency housing supports. Instead, youth are resorting to couch surfing with family and friends, sleeping outside or other sheltered locations.

This study included interacting with the community through a public open house and interviews with a number of community organizations which offer support and services to homeless persons or those at risk of homeless, as well as interviewing dozens of low-income residents including some homeless individuals. A public open house also took place on May 13, 2010 with good community participation.

The recommendations in this report recognize the demand for emergency housing and other support services. The suggestions being made reflect the population of the Town, records of Tillsonburg emergency motel use and reasonable costs for services. As such, the recommendations in this report make use of what exists such as renovating existing rental units and extending the length of accommodations at motels. Collaboration with the County of Oxford is needed on a number of proposals such as head leases with existing landlords in Town, housing allowances for at risk individuals and introducing more housing allowances in Town.

Separate from the physical provision of housing and shelter needs, there are also recommendations for a number of soft services which include increasing community awareness of homelessness in Town and creating a go-to staff member who will act as the lead on resources and services in Town.

Recommendation #1

That one agency be designated as the lead for homeless programs in Tillsonburg, and that this agency work closely with other agencies and organizations to develop a system of services that is client centred, coordinated and accessible to those requiring services. It is important to promote and encourage community involvement in this process. The designation of a lead agency could involve a community advisory committee to help it in its work to identify trends and obtain funding in order to ensure the services that are required in the community are available. (NOTE: the lead agency does not have to deliver all programs but would act in a coordinating capacity). A physical presence is recommended as a contact because they will be accessible; computer and phone access are not available to everyone. It is recommended TEAM identify a key community agency as the first contact for homeless persons who will link them to short-term accommodation if needed and/or other related support services. The community agency contact should have information on other support services (i.e. mental health/addictions) and there should be a contact person after regular business hours.

The County of Oxford should reserve a portion (at least \$20,000 annually) of the approximately \$80,000 in funding it currently receives from the Province to fund homelessness initiatives/emergency accommodation support in the Town of Tillsonburg. Community organizations, private sector donations and funding/in-kind contributions from the Town of Tillsonburg should be actively sought as “matching contributions” to the County funds.

Recommendation #2

That an awareness campaign be launched to raise the profile of poverty and homeless issues in the Town. This can be accomplished through events like “Sleep in the Park”, outreach/media events to highlight personal stories, advertisements in hydro bills, public service announcements, the Town proclaiming homeless week in February etc.

Recommendation #3

That some of the best practice emergency accommodation options be explored with the County of Oxford as the funder (emergency hostel per diems). These options include extended stays at motels, with supports, and a head leasing arrangement with non profit or private landlords. Some renovation funding may be available to upgrade substandard accommodation for these purposes through the Residential Rehabilitation Assistance Program (Canada Mortgage and Housing Corp.) such as RRAP rooming house funding. If the County of Oxford is able to agree to this approach to emergency accommodation, TEAM should reach out to both private sector and non-profit landlords by the late summer of 2010 to ask which landlords might be interested in participating with the goal of having perhaps two or three units available before the late fall of 2010.

Recommendation #4

That the County of Oxford be approached to provide shelter allowance “pay directs” to landlords to help homeless persons or people at risk of losing their housing. People receiving social assistance and searching for stable rental housing are more likely to be accepted by private sector landlords with “a direct payment” option.

Recommendation #5

That the Town of Tillsonburg request the County and the Province provide a modest housing allowance to bridge the gap for all low income households to prevent potential homelessness. The Town and TEAM members should also work with the County to ensure the successful delivery of the new County funded housing allowance initiative including having Tillsonburg agencies identify suitable candidates for this allowance. It would also be useful to “pilot” this housing allowance for a few individuals on fixed incomes paying a large portion of their income on rent to see if this extra allowance would result in those persons not having to rely on food banks and other charitable support services in Town.

Both the Town and the County of Oxford and TEAM members should also advocate the Province to raise social assistance shelter allowance rates so that they more accurately reflect the actual average rental rates in different communities across Ontario.

Recommendation #6

That the Town of Tillsonburg recommend the County of Oxford introduce more Rent Geared to Income or affordable Housing through either subsidizing existing rental units or creating new affordable rental units. Given that the two recent recently funded new affordable housing projects have been for seniors, the County should work with potential new affordable housing proponents to ensure the next new affordable project in Tillsonburg is either for families or non-senior singles.

Recommendation #7

TEAM should ask the Province of Ontario and the relevant agencies to begin investigating the feasibility of introducing an addictions facility and that the Addictions Services of Thames Valley extend their services from visiting twice a month to establishing a permanent staff presence in Town.

Recommendation #8

TEAM should work with the County of Oxford and Community Stakeholders to secure funding from the Local Health Integrated Network (LHIN) to increase the number of supportive housing units for residents with addictions or mental health concerns.

Recommendation #9

TEAM should make a presentation to the Local Health Integration Network regarding the urgent need for addictions services in Tillsonburg and exploring ways to address this issue.

Recommendation #10

TEAM should create a subgroup that will work with the Children's Aid Society and Ontario Provincial Police in setting up a system directed to assisting youth.

Recommendation #11

TEAM should Provide counselling, family therapy, mediation, support services and awareness programs for parents and youth.

Recommendation #12

TEAM should work with the Town of Tillsonburg and other organizations to develop community carpool programs for low income persons without access to cars. This recommendation can be extended into other areas of the community such as residents

seeking transportation to government offices and services, doctor's appointments, and other errands.

Please see **Section 11** for more information about the recommendations.

“When poverty, homelessness and mental illness has a name, it is difficult to ignore. People begin to care about that person and recognize that the person is someone’s son, mother, or brother and that you could easily be in that situation yourself. When people know the faces and names of those living in poverty, homelessness or with mental illness, community transformation is possible.”

Jeff Nevan, Director of Operation, Homestead
Christian Care

From 2009-2010, these Tillsonburg residents passed away:

Jeff, fentonal drug overdose
Mary, fentonal drug overdose
Christopher, fentonal drug overdose
Paul, fentonal drug overdose
Scott, fentonal drug overdose
Brandy, fentonal drug overdose
Samantha, fentonal drug overdose
Jeff, fentonal drug overdose
Fernand, fentonal drug overdose

1.0 BACKGROUND

The Town of Tillsonburg has a population of 14,822 persons and is located in southwestern Ontario within the County of Oxford. The County is the Consolidated Municipal Service Manager (CMSM commonly called Service Manager) for the Town of Tillsonburg meaning that it administers and funds or transfers funds for many of the social services and housing supports in Tillsonburg and throughout the County of Oxford. It is worth noting that the Town itself borders two other counties/service manager areas, of Norfolk and Elgin.

As Service Manager, the County of Oxford is responsible for the administration of social services which includes housing. In 1998, as part of the province's Local Services Realignment initiative, certain municipalities that were designated as Consolidated Municipal Service Managers were also "designated as the local service system manager for homelessness." (Report of the provincial Task Force on Homelessness October 1998.) As a result, funding was provided to these Service Managers to address local homeless issues in a coordinated fashion. This funding has increased and changed over the years (now called CHPP Consolidated Homeless Program), and other provincial and federal funding has been added, although not always on a consistent basis.

Service Managers agree that these funding sources have helped them to identify and address homeless issues in their communities in a more collaborative fashion, however all funding falls far short of the resources increasingly required to prevent and eliminate homelessness. Service Managers also agree that a coordinated approach by all levels of governments, their departments and ministries is critical.

Before going too far into this report it is crucial to define what was used as a definition of homeless.

Early in the process TEAM decided that the description "homeless" went beyond the narrow definition of an individual or family who was sleeping outdoors, or "sleeping rough". TEAM wanted a definition to include those who were "one paycheck away" from losing their housing, those who didn't have their own accommodation and relied on a series or family and friends known as "couch surfers," as well as those who "squatted" in buildings and roof tops where habitation wasn't appropriate. The following definition was adapted for the purpose of this study:

In this report, a homeless person will include:

- an individual, or family who lacks a fixed, regular, and adequate nighttime residence; and
- an individual or family who has a primary nighttime residence that is: supervised publicly or privately operated shelter designed to provide temporary living accommodations,
- an individual or family staying in an institution that provides a temporary residence for individuals, or public or private places not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

The purpose of this report is to describe the homeless population in the Town of Tillsonburg, provide an estimate of the extent of homeless persons in the Town and provide recommendations for services and support for homeless persons. It is important to note that the homeless count in this study is not conclusive. The homeless and “at risk” population is very fluid and episodes of homelessness are inconsistent and vary in length and frequency. There are also individuals who may be on the social housing wait list but are relying on the assistance of families or friends until affordable accommodations are found. This accommodation may be overcrowded and or unsafe. The homeless figures obtained in this report are based on discussions and interviews with organizations and individuals who interact with the homeless. The homeless figures in this report are representative of a point in time, winter/spring 2010.

The quality of life for a community is often defined by a number of indicators: education and training, housing, employment, income, health, crime and safety, and transportation. This report will summarise the state of all 7 indicators within the Town of Tillsonburg. (See **Sections 3.2-3.6 below**)

It is the expectation that this report will provide a practical tool for TEAM and the Town of Tillsonburg that illustrates and quantifies the issues, based on research. This report will inform applications, requests and advocacy for initiatives to address the identified issues to levels of government and other funding sources. In addition to generating awareness, this report will present the scale of the issue and provide a tangible document and serve as a tool for Town, County and Provincial governments as well as community representatives and individuals from which they can create policies and initiatives.

The Town of Tillsonburg is a municipality with a population of 14,822¹ and is located within the County of Oxford. The County is located in the heart of Southwestern Ontario. The Town of Tillsonburg is located midway and south of the Cities of Woodstock and London.

¹ Source: Statistics Canada, 2006 Census

In August 2004, an Affordable/Social Housing Needs Assessment and Strategy was completed for the County of Oxford. The Strategy revealed a number of trends taking place in the Town which were important in assisting with this study.

As noted in the Affordable/Social Housing Needs Assessment and Strategy, Tillsonburg is witnessing population growth largely in part due to its appeal as a retirement community. The Town of Tillsonburg is anticipated to experience the largest population increase within Oxford County over the next 10 years. It is also important to note that the Town of Tillsonburg is ranked as second in Oxford County as a municipality with the lowest incomes. This is likely due to the high incidence of senior households who are retired and living on pensions.

Housing prices have grown in the Town of Tillsonburg. These prices affect all dwelling types. There is also limited apartment availability in the Town and as a result of this; many single family dwellings are being rented. And finally, there is a large segment of renters who cannot afford the rental market units and it is suspected that this is the reason behind Tillsonburg's healthy overall vacancy rate of 6.6% as of October 2009. Despite a healthy supply of units, the rents are not affordable to residents dependant on Ontario Works or Ontario Disability Support Program, as well as many minimum wage earners.

As a result of these concerns, the Tillsonburg Emergency Accommodation Management (TEAM) was formed. TEAM is a 12 member board consisting of the Town Mayor and members of Council, the Faith community and service providers and concerned citizens. Please see **Appendix 1** for a list of the working group members. In January 2010, TEAM submitted a Request for Proposals for the completion of a Needs Assessment for Emergency Housing. In February 2010, Tim Welch Consulting Inc. was retained to complete this study.

2.0 STUDY APPROACH AND FORMAT

The Town of Tillsonburg Emergency Housing Needs Study is a collaborative effort involving representation from TEAM and Tim Welch Consulting Inc. (TWC).

TEAM determined that a full analysis needed to be done to determine the extent of homelessness in the Town, the need for emergency accommodation in particular, as well as services required to be delivered in the Town to prevent and reduce homelessness. The study team received a list of service providers and other stakeholders within the Town and surrounding areas. This list was then expanded to include service providers in neighbouring communities who it was believed worked with Town residents for various services i.e. emergency shelter, treatment support services etc. The list was further expanded to include municipalities that had similar characteristics to Tillsonburg i.e. size, urban rural mix, distance from major centres etc. in an attempt to inform TEAM about initiatives in these communities that are addressing homeless issues. Three survey instruments were designed for these various contacts. The survey questions can be found in **Appendix 3** and the results of these surveys can be found in **Appendix 4**. Overall, 82 questionnaires were completed by e-mail, phone or in person. A complete list of participants is provided in **Appendix 2**.

This report begins by providing an overview of the population and household characteristics of the Town of Tillsonburg, including an overview of existing affordable housing and anticipated affordable housing needs. The report then examines existing emergency housing initiatives in Tillsonburg, the County of Oxford and select other municipalities, as well as reporting on the results of interviews with various municipal staff members, community stakeholders and TEAM. Finally, recommendations based on findings are presented.

The majority of the data provided is secondary research. Sources include the Canada Mortgage Housing and Corporation, Statistics Canada, Town of Tillsonburg and County of Oxford websites.

3.0 COMMUNITY OVERVIEW: TOWN OF TILLSONBURG

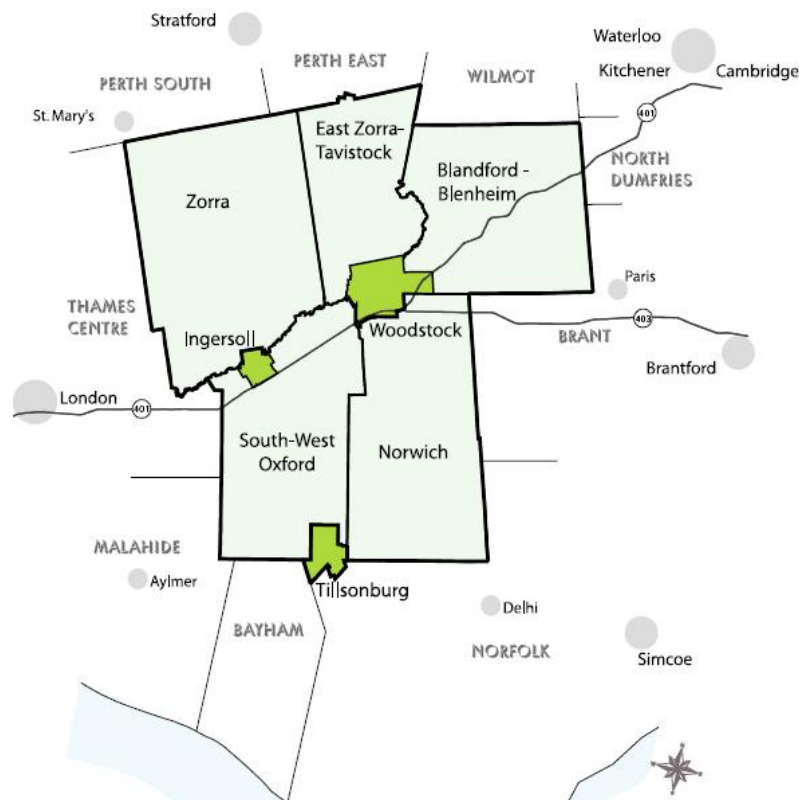
According to the County of Oxford 2008 Social Report, a number of factors will determine the quality of life of an individual. This section will provide an overview of these indicators in the Town of Tillsonburg.

The Town of Tillsonburg is geographically located in the County of Oxford in south-western Ontario. The Town of Tillsonburg is regarded as an urban centre servicing

southern Oxford and portions of Elgin and Norfolk Counties. Please see **Image 1** for a map of the County of Oxford.

The Town is unique in that it is located at the juncture of three counties, Norfolk, Elgin and of course its home county, Oxford. The challenges posed by this arrangement are the overlap of Norfolk, Elgin and Oxford residents seeking services in jurisdictions where they are not registered.

Image 1 – County of Oxford Map

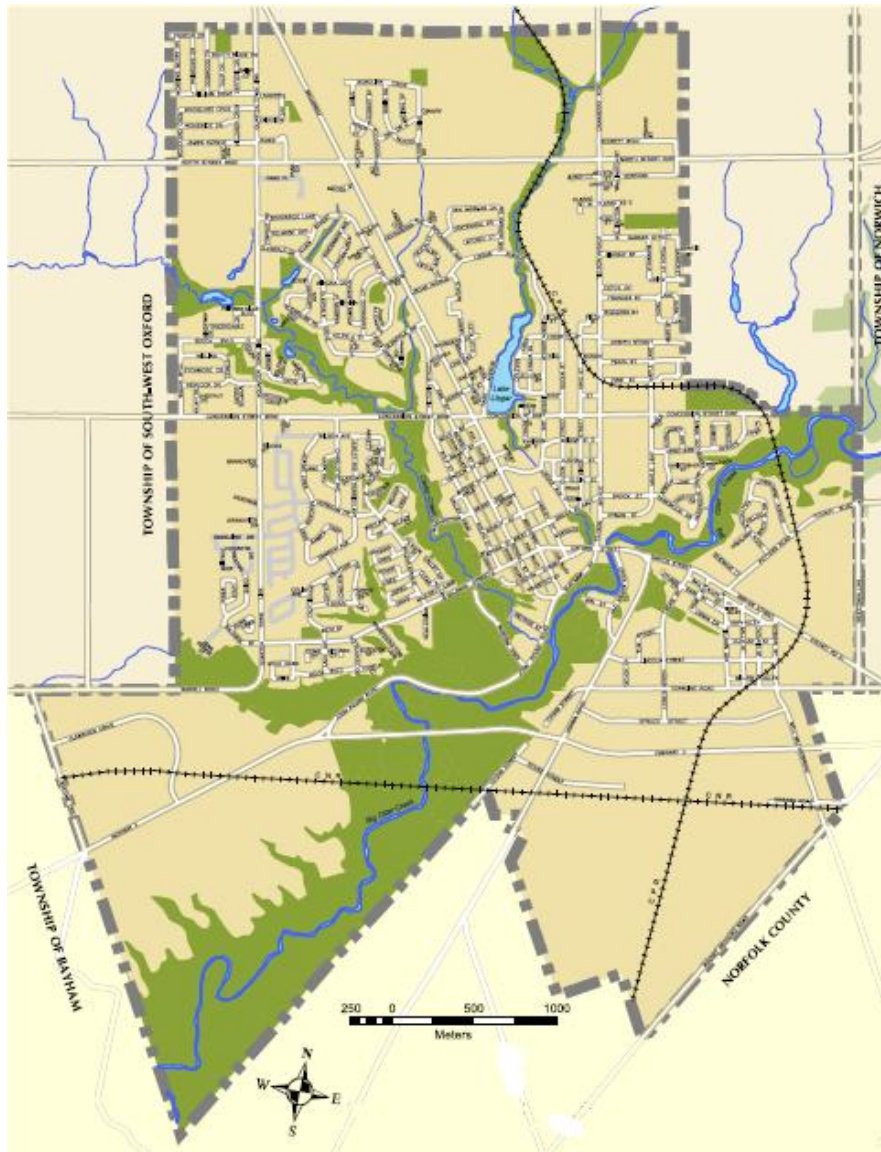


Source: Oxford County Official Plan

The Town of Tillsonburg is located midway and south of the cities of Woodstock (37.6 km) and London (61 km). The County of Oxford includes the Town of Tillsonburg, City of Woodstock, the Town of Ingersoll and multiple townships. The total population of the County is 102,756 and the total population of the Town of Tillsonburg is 14,822² or 14.4% of the total population within the County of Oxford. Please see **Image 2** for a map of the Town of Tillsonburg.

² Source: 2006 Census, Statistics Canada

Image 2 –Town of Tillsonburg



Source: Town of Tillsonburg website. Retrieved February 2010

3.1 Population and Age Distribution

The County of Oxford’s Official Plan anticipates consistent population growth for both the County and the Town into 2026. The Town of Tillsonburg is expected to exceed the County of Oxford’s rate of growth. Please see **Table 1** below.

Table 1 – Population Projection, Oxford and Tillsonburg (2011-2026)

	2011	2016	2021	2026
Oxford	114,000	122,700	131,000	137,900
Tillsonburg	16,500	18,000	19,400	20,600

Source: Oxford County Official Plan

The Town of Tillsonburg has experienced relative moderate population growth. In 2006, Statistics Canada reported a population growth of 5.4% bringing the population to 14,822. By comparison, the province grew 6.6% and the County grew 3.5% between 2001-2006. Please see **Table xx** for more details.

Table 2 – Population Growth, Town of Tillsonburg (1991-2006)

Year	Population	Population Growth
2006	14,822	5.5%
2001	14,052	6.4%
1996	13,211	9.9%
1991	12,019	

Source: Statistics Canada, 1991-2006 Census

3.1.2 Senior Population

The largest demographic age group within the Town is the 45-49 age group. The median age within the Town of Tillsonburg is 43.9 and is older than the provincial median of 39 years. The Statistics Canada Census reports the median age for the Town of Tillsonburg has been increasing steadily since 1996 (41.4 in 2001 and 39.9 in 1996) with 23% of the population consisting of residents 65 years of age and older. Since 1996, the Town of Tillsonburg's median population has exceeded the province's. The Town has a high population of seniors and serves as a strong draw for seniors. Within Town, there are several Adult Lifestyle Communities: Hickory Hills (437 freehold homes)³, Baldwin Place (280 freehold homes)⁴ and Nautical Lands Group (proposed 100 unit senior apartment). The Town of Tillsonburg is positioning itself as an adult lifestyle community.

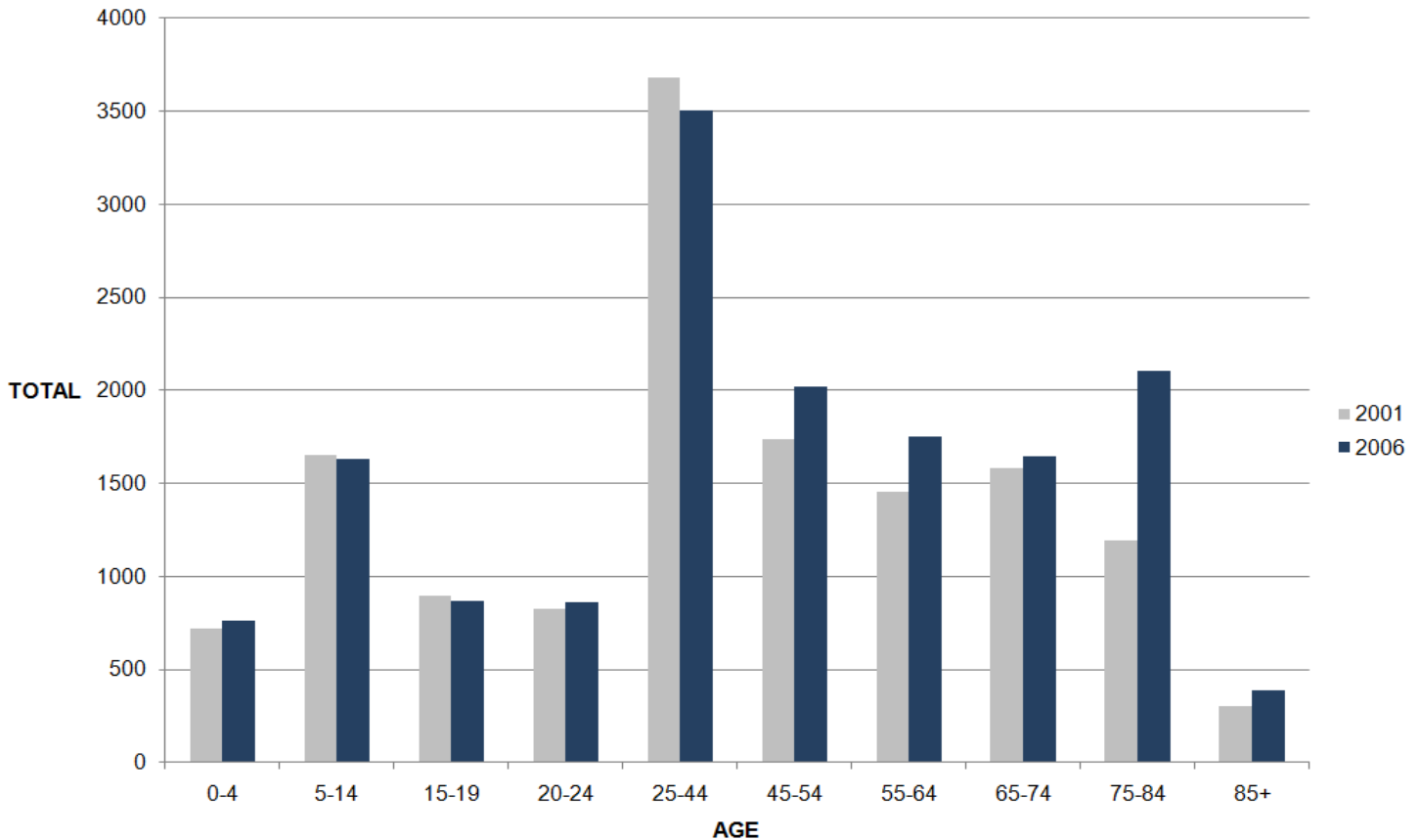
Between 2001-2006, the middle-aged adults and senior age groups (45-85 and over) have experienced the strongest population increases while the youth age groups (5-19) have decreased. Please see **Table 3** for more details on age characteristics.

³ Source: Town of Tillsonburg Municipal Strategy. November 2004

⁴ Source: Adult Lifestyle Communities. Baldwin Place. Retrieved February 2010 from <http://www.adultlifestylecommunities.ca/baldwin/overview.htm>

Table 3 – Age Characteristics, Town of Tillsonburg (2001-2006)

Source: Statistics Canada, 2001-2006 Census



The increase in seniors in the area is also reflected in household sizes. According to Statistics Canada, the number of one-person households grew 8.7% (from 1,665 to 1,810) between 2001-2006, significantly higher than the 5.5% in population growth. The 4-5 person households were the only ones to decrease while the 6-person or more households saw a modest increase. Please see **Table 4** for more details.

Table 4 – Household Size, Town of Tillsonburg (2001-2006)

Household Size	2001	2006	Difference
1-person	1,665	1,810	+145
2-persons	2,295	2,530	+235
3-persons	830	875	+45
4-persons	805	790	-15
5-persons	265	255	-10
6-persons or more	90	110	+20
Avg. Number of Persons in Household	2.3	2.3	-

Source: Statistics Canada, 2001-2006 Census

3.1.3 Youth Population

While the percentage of youth in the Town's population is declining, the communities interest in youth issues is strong. In January 2006, the United Way of Oxford and the Ontario Trillium Foundation released a report identifying issues facing regions in the County. Tillsonburg residents identified youth issues as the most pressing issue of all, ranking higher than transportation and counselling services. Residents expressed a strong desire for recreational youth programs as well as an understanding of issues facing youth (drug culture, safety and the internet).

3.2 Economy and Employment

The Town of Tillsonburg maintains a strong employment base which includes a significant automotive sector. More than a quarter of its manufacturing units are involved in the auto industry and collectively employ over 60% of the Town of Tillsonburg's manufacturing labour force or 19% of the Town's entire labour force⁵. Other industries present in the Town include: feeder industries and services, tool and die, robotic support, trucking, industrial supply, computer support, machine shops, and financial and business consulting. Large employers in Town include Fleetwood Metal Fabrication and Otter Valley Foods⁶. In 2008 and 2010, however, two of the Town's employers closed: TDS and DDM Plastics. The closure of these plants resulted in a combined layoff exceeding 1,300 residents⁷. Please see **Tables 5 and 6** for more details of occupations and industries in the area in 2006.

Table 5 – Occupations, Tillsonburg (2006)

Occupation	Total	%
Management	670	9%
Business, Finance and Administration	1,050	14
Natural and Applied Sciences and Related	180	3%
Health	375	5%
Social Science, Education, Govt. Service,	370	5%
Art, Culture, Recreation and Sport	115	2%
Sales and Service	1,685	23
Trades, Transport and Equipment Operators	1,265	17
Unique to Primary Industry	285	4%
Unique to Processing, Manufacturing, Utilities	1,335	18
Total	7,330	100

Source: Statistics Canada, 2006

Table 6 – Industries, Tillsonburg (2006)

Industry	Total	%
Agriculture, resource-based	255	3%
Construction	425	6%
Manufacturing	2,020	28
Wholesale Trade	235	3%
Retail Trade	890	12
Finance, Real Estate	285	4%
Health Care, Social Services	705	10
Educational	235	3%
Business	1,065	15
Other	1,205	16
Total	7,330	100

Source: Statistics Canada, 2006

⁵ Source: Town of Tillsonburg Municipal Strategy. November 2004

⁶ Source: Tillsonburg Economic Development 2008 Business Survey

⁷ Source: Tillsonburg News. The Situation One Year Later. Retrieved April 2010 from <http://www.tillsonburgnews.com/PrintArticle.aspx?e=2243432>

In the 2006 Census, the employment rate in the Town of Tillsonburg was 57.1% which was lower than the provincial average of 62.8%, likely reflecting the larger number of seniors/retired persons in the Town. The unemployment rate in 2006 was 5.9% and rose in 2009 due to the economic recession. The unemployment rate within South Central Economic Region⁸ as of the fall of 2009 was 8.4% compared to the provincial unemployment rate of 9.3% and the national unemployment rate of 8.6%⁹. The recent economic conditions have affected youth unemployment rates as well, increasing throughout 2009 and exceeding the national average¹⁰.

3.3 Education and Training

A larger portion of the labour force in Tillsonburg have not completed high school compared to provincial averages and there is a relatively low percentage of residents with university degrees. Feedback from the May 13 open house (see **Section 9.0** for more information) revealed that organizations are providing oral tests in place of written tests due to illiteracy. Low levels of education could pose a challenge to businesses that are trying to recruit workers and could reduce potential industrial growth, thereby limiting the diversity and number of jobs. Please see **Table 7** below for more details.

Table 7 – Educational Attainment

Educational Attainment	Tillsonburg	Ontario
No Certificate, Diploma or degree	30.9%	22.2%
High school certificate or equivalent	28.2%	26.7%
Apprenticeship or trades certificate or diploma	9.8%	7.9%
College, CEGEP or other non-university certificate or diploma	19.6%	18.3%
University certificate or diploma below the bachelor level	2.8%	4.1%
University certificate, diploma or degree	8.4%	20.4%
Total	100%	100%

Source: Statistics Canada, 2006 Census

Fanshawe College is located in Town and even though a third of the College's curriculum is devoted to skilled trades and technical training, few of these are available in the Town of Tillsonburg. Students who are interested in completing a program not offered within Town will have to find the resources such as a car and gas money to commute to other Fanshawe College campuses: London (60 km or 52 minutes),

⁸ South Economic Region includes: Dufferin, Huron, Middlesex, Oxford, Perth and Wellington Counties, and Waterloo Regional Municipality

⁹ Source: The Tillsonburg News. The Situation One Year Later. January 2010

¹⁰ Source: Ontario Ministry of Training, Colleges and Universities. Retrieved February 2010 from http://www.edu.gov.on.ca/eng/training/labmark/LMA_Plan2009_10.html

Strathroy (95 km or an hour and 15 minutes), St. Thomas/Elgin (43 km or 39 minutes), Woodstock (38 km or 37 minutes) or Simcoe (40 km or 37 minutes). Because the Greyhound bus does not service the Town of Tillsonburg, students with already limited financial resources have three options: carpool, taxi, or moving away. The last option reduces the youth population in Town.

Fanshawe College offers apprenticeship programs in the construction sector, human and community services, manufacturing and tourism and hospitality. The Tillsonburg campus provides programs in business, computers, health care, manufacturing, horticulture and vocational assessment services. Tillsonburg's local high school, Glendale secondary has also cut back on their technical education.

“Students don’t have financial resources to go to another centre (access to car, money for gas). They are very emotionally paralyzed from the constant struggle for survival and have difficulty making decisions regarding competing priorities.”

Multi Service Centre

3.4 Crime

According to Statistics Canada in 2005, the Town of Tillsonburg's crime rates were below the national average. The Town had 3,575 property crimes per 100,000 people compared to 3,884 crimes per 100,000 people in Canada. On average, the Town of Tillsonburg's crime rates were lower than large urban centres and small urban centres however; it was above the average crime rate of rural areas¹¹.

In 1988, Crime Stoppers Haldimand-Norfolk and Tillsonburg was launched. Since then, the organization has assisted the police with the seizing of illegal narcotics, recovering stolen property and pursuing and laying charges. In 2007, there were a total of 1,110 police responses in the County of Oxford. Of those, 146 were domestic calls, 106 calls were alleged offences and 858 calls were requests for assistance¹².

Concerns regarding the trading of food towards drugs was mentioned at the May 13 Open House (see **Section 9.0** for more information). Volunteers involved in food-focused organizations are advised to only serve enough food to satisfy one serving per individual.

¹¹ Source: Tillsonburg News. (2008) Tillsonburg crime rate is below national level. Retrieved March 2010 from <http://www.tillsonburgnews.ca/ArticleDisplay.aspx?archive=true&e=2077903>

¹² Source: County of Oxford 2008 Social Report

3.5 Transportation

The Town of Tillsonburg is directly connected to the nearby Highway 401 (22 kilometres north of Town) by Plank Line. The Town of Tillsonburg has not been serviced by public transit since the late 1990s when provincial government subsidies were cut for the Town's public transit system. This has made it very difficult for the Town's lowest income residents to get around Town or to obtain and maintain employment opportunities. There are, however, taxis in Town but this can get quite expensive for low income households to use regularly.

There are no full-service Greyhound terminal ticketing facilities in Town and the Greyhound does not provide pick-up services either. The nearest full-service Greyhound terminal facility is located in Ingersoll (25 km from the Town of Tillsonburg). The nearest VIA Rail train station is in Woodstock (37 km from the Town of Tillsonburg).

Discussion from the May 13 open house (see **Section 9.0** for more information) conveyed the challenge of completing daily mandatory errands without access to a personal vehicle or public transit. Important errands such as doctor's appointment, job searching, apartment hunting, seeing family or meeting with a probation officer were all hindered when transportation became unaffordable or unavailable.

According to the 2006 Census, the majority of Town residents relied on their cars for transportation. Residents who commuted by carpool were the second most common and a small minority (9%) walked or biked around Town. See **Table 8** for more information.

Table 8 – Mode of Transportation, Town of Tillsonburg

Mode of Transportation	Total
Car, truck, van as driver	7,335
Car, truck, van as passenger	835
Public Transit	15
Walked	465
Bicycle	90
Motorcycle	10
Taxicab	75
Other Method	35

Source: Statistics Canada, 2006

3.6 Residential

The bulk of residential development in Tillsonburg exists in the form of single detached homes. The number of apartment buildings is relatively modest compared to single

detached homes. There are a number of semi-detached and row homes in Town but more than half of the residential development within the Town of Tillsonburg consists of low-density development. Please see **Table 9** below for more information.

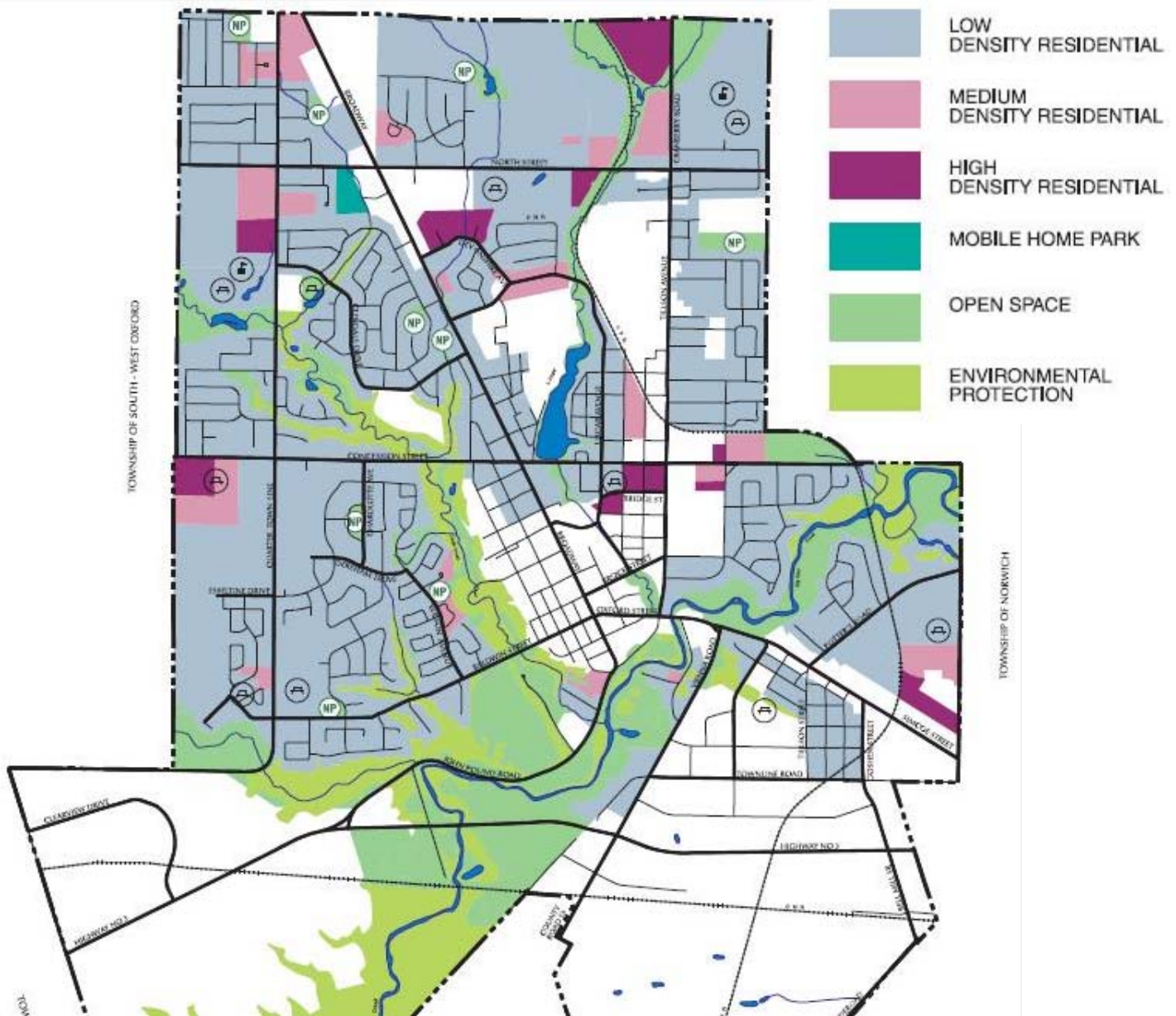
Table 9 – Occupied Private Dwelling Characteristics, Town of Tillsonburg (2006)

Dwelling Type	2006
Single Detached House	67.4%
Apartment, 5 or more storeys	6.0%
Other Dwelling	1.9%
Semi-Detached House	5.2%
Row House	4.8%
Apartment, Duplex	2.0%
Apartment, fewer than 5 storeys	12.6%
Total	6,375

Source: Statistics Canada, 2006 Census

The Residential Density Plan in the County of Oxford's Official Plan reflects the table above in **Image 4** below.

Image 3 – Town of Tillsonburg Residential Density Plan



Source: County of Oxford Official Plan, July 8, 2009

3.7 Government administered Affordable Housing in Tillsonburg and Oxford County

In 1998, the County of Oxford assumed the responsibility for social housing. The County manages or administers over 1,300 units within 10 municipalities within the County of Oxford. In 2000, the County of Oxford was proclaimed as the sole shareholder for the public housing units (previously owned and operated by the Province of Ontario) through the Social Housing Reform Act. The County's responsibilities include processing Rent-Geared-to-Income applications, maintaining a wait list and allocating

funding. Within the Town of Tillsonburg, there are 8 affordable housing sites which vary from semi-detached units to apartment buildings and house a variety of households including families and seniors. These sites consist of 68 units for families, 120 units for seniors and 111 units for singles (less than 65 years of age)

As a consequence of undertaking new housing responsibilities, in August 2004, the County of Oxford released the *Affordable/Social Housing Needs Assessment and Strategy for the County of Oxford*. The purpose of the report was to evaluate current housing, demand and supply, development targets, programs and recommend policies in anticipation of future housing needs. The study noted a number of important trends. Tillsonburg was seen to be witnessing a significant population growth largely in part due to its appeal as a retirement community. The Town of Tillsonburg is anticipated to experience the largest population increase within Oxford County over the next 10 years. The Town ranks as second in Oxford County for most low incomes (this is due in part to the high incidence of senior households who are retired and living on pensions).

Housing prices have increased in the Town of Tillsonburg affecting all dwelling types. There is limited apartment availability in Town and as a result of this, many single family dwellings are being rented. There is a large segment of renters who cannot afford “market” rents and it is suspected that this is part of the reason behind Tillsonburg’s relatively high rental vacancy rate. Despite a healthy supply of units, the rents are not affordable to residents receiving Ontario Works or Ontario Disability Support Program.

At the time of the transfer of social housing to the County, there were 299 affordable housing units in the Town of Tillsonburg. They are owned, managed and operated by either: Oxford County Housing, an independent housing co-operative or the Tillsonburg Non-Profit Housing Corporation. The Tillsonburg Non-Profit Housing Corporation owns their buildings and operates with a board elected from the Town of Tillsonburg but their wait list is managed through the County of Oxford. Please see **Table 10** for a list of existing affordable housing in the Town of Tillsonburg.

Table 10 – Inventory of Affordable Housing, Town of Tillsonburg

Housing	Housing Provider	Bedroom Types	Household Type	Units
Maple Lane Seniors Residence 31 Maple Lane	Tillsonburg Non-Profit Housing Corporation	1,2,3 BR	Seniors, accessible	60
Townview Terrace Seniors Residence 53 Queen Street	Tillsonburg Non-Profit Housing Corporation	1,2 BR	Seniors, accessible	60
47 – 61 Earle Street	Oxford County Housing	2,3,4 BR	Family	8

1A – 16A, 1B-16B Verna Drive	Oxford County Housing	2,3,4 BR	Family	20
174 Lisgar Avenue	Oxford County Housing	1 BR	Non-Senior Singles	43
215 Lisgar Avenue	Oxford County Housing	1 BR	Non-Senior Singles	44
57 Rolph Street	Oxford County Housing	Bachelor, 1 BR	Non-Senior Singles	24
Dereham Forge Housing Co-operative Inc. 390 Quarter Town Line	Co-operative membership	2,3,4 BR	Family, accessible	40
TOTAL				299

Source: Oxford County, Department of Social Services and Housing

Of the 299 units, almost half are dedicated to seniors housing, 22% are dedicated to family units and 37% are dedicated to non-senior singles.

In 2003, the Canadian and Ontario governments committed to funding new affordable housing. Since 2001, affordable housing projects approved under the Affordable Housing Program (AHP) located in the Town of Tillsonburg include:

- 2 Harris Avenue, 15 one-bedroom seniors apartments (owned and operated by McLaughlin Bros., independent of Oxford County)
- 53 Queen Street, 13 one-bedroom apartments (Tillsonburg Non-Profit Housing Corporation)

While the creation of new affordable senior units is helpful, the targeting of funding for primarily seniors housing (the Federal-Provincial housing program of the past two years has specifically targeted seniors and persons with disabilities to the exclusion of other households) limits the potential for non-seniors single housing. The strong momentum behind seniors affordable housing has not been duplicated for non-senior singles housing. As a result, non-senior singles needs are not being addressed and their supply and choice of affordable housing is low.

In the winter of 2009, the provincial and federal governments announced an investment of \$704 million towards the renovation of social housing.

In June 2009, the County of Oxford was allocated \$3,041,737 for 2009-2011 for the repair of 14 buildings or 1,251 units with 120 of those units located in the Town of

Tillsonburg. This infusion of funding was very important to maintain this housing stock, however it did not create much needed new housing.

Recently the County of Oxford has participated in an initiative that funds short term housing allowances of approximately \$150 to \$200 per month for one year for low income rental households. This would support about 80 households for one year. The focus of this funding appears to be targeted towards low income households in transition but who have the potential to increase their incomes over a number of months so that they would hopefully be able to afford market rents when the housing allowance ends.

3.8 Waiting Lists for Assisted Housing

As of January 2010, there were a total 241 active households on the County of Oxford's social housing wait list, a dramatic increase of 50% from 2009's 160 households. This is the highest wait list figure since 2004. Of those listed, non-senior singles account for almost half the list at 110 households, family households account for almost as many at 109 households and seniors account for 22 households. Within that list, there were a total of 38 active households specific to the Town of Tillsonburg. Of those 38, 18 are families, 13 are seniors and 7 are non-senior singles. The small demand for social housing by non-senior single households may be a reflection of the declining younger age groups in the Town of Tillsonburg. It is also important to note that a low wait list may be an indication of discouragement given the long wait time, residents may not bother applying. Young people interested in applying are unable to given the application criteria (eg. Past year's income tax reports).

In terms of wait times, the wait periods reflect the demand: the stronger the demand, the longer the wait. In the County non-senior singles can expect a wait time of over a year, family households can expect to wait a year and seniors wait an average of 6-9 months. The wait times in the Town do not parallel the demand like they do in the County. Seniors wait time average the longest at 10 months, families can expect to wait 8 months and non-senior singles wait time is the shortest at 6 months.

According to County housing staff, residents have expressed frustration with the lengthy wait times. County staff also note that the bulk of the households on the waitlist cannot afford existing affordable housing rents. Please see **Table 11** below for more information.

**Table 11 – Social Housing Wait List and Wait Times
Oxford and Tillsonburg (2009)**

Total Active Households		
	Oxford County	Tillsonburg
Family	109	18
Senior	22	13
Non-Senior Single	110	7
Total	241	38
Wait Times		
Family	1 year	8 months
Senior	6-9 months	10 months
Non-Senior Single	18-20 months	6 months

Source: Oxford County, January 2010

Residents who seek emergency housing cannot wait 6 months for housing as they are without accommodation now. Many of these residents may not know about the housing wait list, or what is required to qualify for affordable or subsidized housing. Some on the wait list do not keep their housing application up to date due to frequent moves, unstable living conditions, or just feeling discouraged that they'll never get housing anyway.

Beyond social housing, there are 2 boarding houses in the Town of Tillsonburg which offer affordable rents for short-term and long-term accommodation. The first house contains 15 rooms and 4 apartments and rent is \$375/month. This home offers a stable, clean housing environment with staff on site. There is often a waiting list and the superintendent screens carefully to maintain the home's reputation. This superintendent states there have been several inquiries from CAMI workers who are moving into Town for work.

The second house contains 12 units and rent is \$400/month including utilities. These units are often rented to tenants with few options, and/or have encountered problems with previous landlords. The landlord of this boarding house commented in an interview on the possibility of implementing "pay direct" where the shelter allowances are paid directly to landlord by social services, similar to the systems in other municipalities.

Proposed permanent solutions include addressing the "lack of affordable housing and the long wait list for subsidized housing. There is also the issue of affordable rents. There have been reports of units with poor living conditions."

Multi-Service Centre

3.9 Income

According to Statistics Canada 2006 Census for the Town of Tillsonburg, the median income for a one-person household was \$25,270 (before tax). This is lower than the provincial average of \$30,025 and national average of \$26,720.

One indicator to consider that leads to housing instability and possibly homelessness is the issue the percentage of household incomes spent on rent. Housing policy professionals advocate that a household spend no more than 30% of their income on rent. Individuals who spend in excess of 30% experience financial burdens often have difficulty accessing basic necessities. Households who pay 50% or more of their income towards rent are seen to be at risk of homelessness.

Almost half of Ontario residents who rent are spending 30% or more of their income on rent. The province also has a high percentage of residents spending 50% or more of their incomes on rent. The Town of Tillsonburg has a somewhat lower percentage (40%) of residents spending above 30% of their income on rent, but it is worth noting that this percentage represents 692 households in Tillsonburg.

Also it should be noted that 16% of renter households in Tillsonburg pay 50% or more of their income on rent and this represents approximately 277 households in Tillsonburg. It is these households that are in particularly vulnerable situations and these residents could easily become homeless. Please see **Table 12** below for more information.

Table 12 – Gross Rent as a Percentage of Household Income

	30% or more of income	50% or more of income
Canada	40%	18%
Ontario	44%	20%
Tillsonburg	40%	16%

Source: Statistics Canada 2006 Census

When looking at the affordability of rental housing for specific groups in the community, it can be observed how different low households can be at risk of homelessness.

For example, a senior receiving a basic Canadian Pension Plan (CPP)/Old Age Security (OAS)/Guaranteed Income System (GAINS) should not expect to pay more than \$375.74 a month on rent. As of October 2009, the average rent for a one bedroom apartment was \$603.00. Therefore the rents in the Town of Tillsonburg are not affordable to seniors receiving a basic pension. Please see **Table 13** for more information about pension payments.

Table 13 – Benefit Programs

Benefit Programs	Single	Couple
OAS – Old Age Security	\$519.96	\$1,033.92
GIS – Guaranteed Income Supplement	\$652.51	\$861.80
GAINS – Guaranteed Annual Income System	\$83.00	\$166.00
TOTAL	\$1,252.47	\$2,061.72

Source: Ontario Ministry of Revenue

For those relying on Ontario Works the maximum shelter allowance for a single person relying on Ontario Works is \$364 a month while a single person relying on the Ontario Disability Support Program (ODSP) is \$464 a month. Neither of these individuals would be able to afford the average rent of \$603 in the Town of Tillsonburg. The maximum monthly shelter allowances for both programs are listed in **Tables 14 and 15**.

Table 14 – Ontario Works Shelter Allowances

Household Type	Maximum Shelter Allowance
Single	\$364
Couple	\$572
Single Parent, 1 Child	\$572
Single Parent, 2 Children	\$620
Couple, 1 Child	\$620

Source: Income Security Advocacy Centre, November/December 2009

Table 15 – Ontario Disability Support Program Shelter Allowances

Household Type	Maximum Shelter Allowance
Single	\$464
Couple	\$729
Single Parent, 1 Child	\$729
Single Parent, 2 Children	\$791
Couple, 1 Child	\$791

Source: Income Security Advocacy Centre, November/December 2009

Within the County of Oxford, non-senior singles are the most common recipients of both Ontario Works and ODSP. Families and individuals who receive Ontario Works and ODSP fall below the Low Income Cut-Off¹³.

Equally vulnerable residents to the risks of homelessness are those who do not qualify for social benefit programs as they are working at minimum wage. According to the

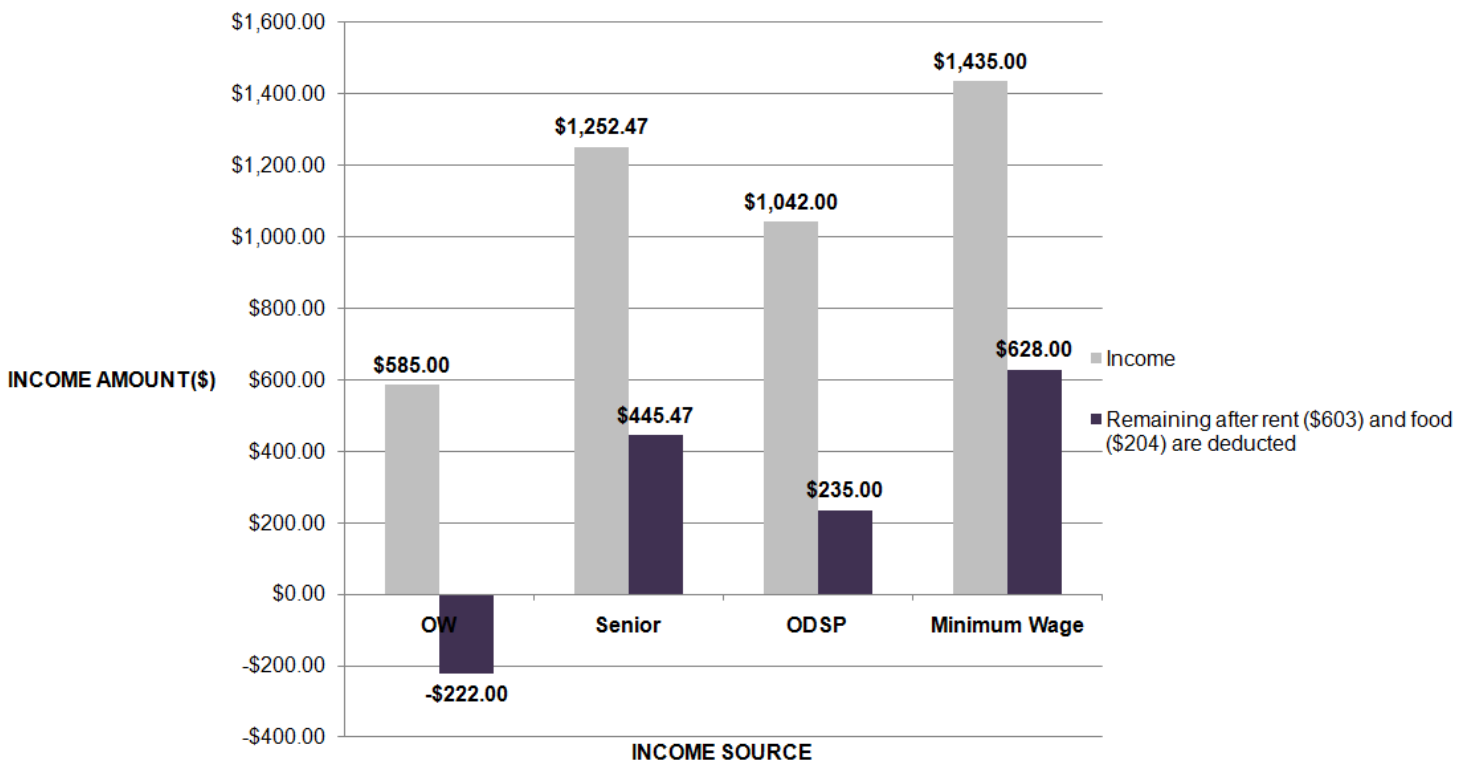
¹³ Source: County of Oxford 2008 Social Report

Low Income Cut Off (LICO) is the income level at which a family spends a greater portion of its income on the basics (food, clothing and shelter) than the average family of similar size.

Employment Standards Act, the general minimum wage as of March 31, 2010 was \$10.25/hour. If you were to assume the individual worked 35 hours a week all year, they can expect an annual income of \$18,655. An individual in this situation can only afford to spend \$430.50 a month on rent (30% of income). This is significantly below the average one bedroom apartment market rent of \$603 per month and illustrates why a significant portion of the renters are paying more than 30% of their income on rent.

Food is another significant cost for low income households. In 2009, an update to the *Nutritious Food Basket Survey* was completed. Within Oxford County, the cost of food for a month for a single male was \$204 in 2009. Considering the average rent in Tillsonburg was \$603 in 2009, this means that for a single Tillsonburg resident to be able to live they should have \$807/month to pay towards shelter and food costs alone. The results from the *Nutritious Food Basket Survey* illustrate that a single adult recipient of Ontario Works cannot afford healthy food and basic shelter requirements at the same time. Please see **Table 16** below for more information. Please note that the rent amount in the table below may not include additional utility costs. The remaining income is expected to support other essentials such as telephone, clothing, hygiene and transportation costs.

Table 16 – Income before and after Rent and Food are Deducted



4.0 EMERGENCY HOUSING AND OTHER SERVICES, TILLSONBURG

The County of Oxford manages numerous social services programs. Namely, the delivery of social service programs such as social assistance, social housing, child care and long-term care.

The County of Oxford also manages emergency, supportive and alternative housing. Under the County's emergency hostel agreements it pays per diem rates and personal needs allowances for up to 42 days. The County also has domiciliary hostel agreements with service providers such as Homestead Christian Care in Woodstock. Domiciliary hostels provide accommodation for a longer term of many years, and there are often support services at these facilities.

There is no emergency hostel in the Town of Tillsonburg for homeless persons or persons needing emergency accommodation. There are, however, a number of organizations which provide homelessness services in the Town of Tillsonburg and in the Cities of Woodstock and London. These organizations and their services include:

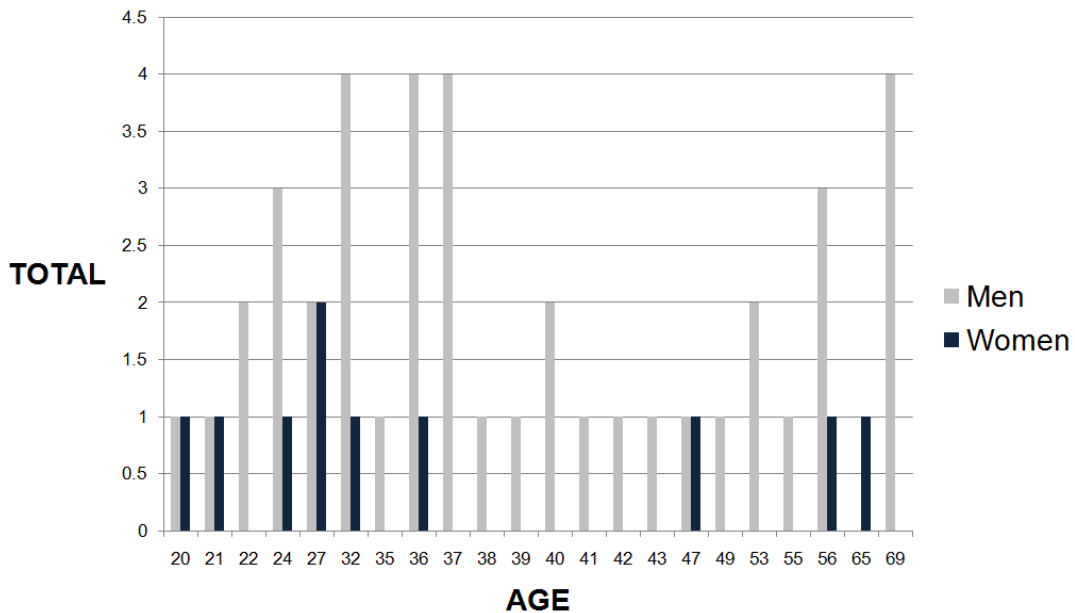
1. **Canadian Mental Health Association (CMHA) of Oxford County** provides homeless services, crisis response and supportive housing services. CMHA is based out of Woodstock but maintains a satellite office in Tillsonburg. They also own and operate a 6-unit house in Tillsonburg to accommodate individuals with serious mental illnesses. They offer 56 individual apartment units throughout Oxford County for the persons requiring mental health support in order to live independently. The Town of Tillsonburg contains 17 of those units.
2. **Salvation Army Emergency Housing & Advocacy Centre** in Woodstock provides emergency housing for families only. Their facility is the only facility in Oxford County providing housing for single fathers with children AND for families with boys over the age of 15. The facility does not accommodate singles. The Centre can accommodate up to 4 families at a time and the maximum stay is 6 weeks. According to staff, the demand for their services varies by time of the year. They do not provide transportation supports within and outside of Woodstock.

There is a Salvation Army office within the Town of Tillsonburg that offers limited emergency housing for those over 16 years of age. If persons in need of emergency accommodation contact the Salvation Army in Tillsonburg, they are either put up at motels (if they are over 16 years of age) for the night or sent to the Inn Out of the Cold based out of Woodstock, although the Inn out of the Cold

Service in Woodstock is only available during the winter months. The Salvation Army puts people up to one week in motels only if the County funds allow this. Please see **Appendix 5** for all the services offered by the Tillsonburg Salvation Army and **Appendix 6** for a sample list of Life Skill workshop topics.

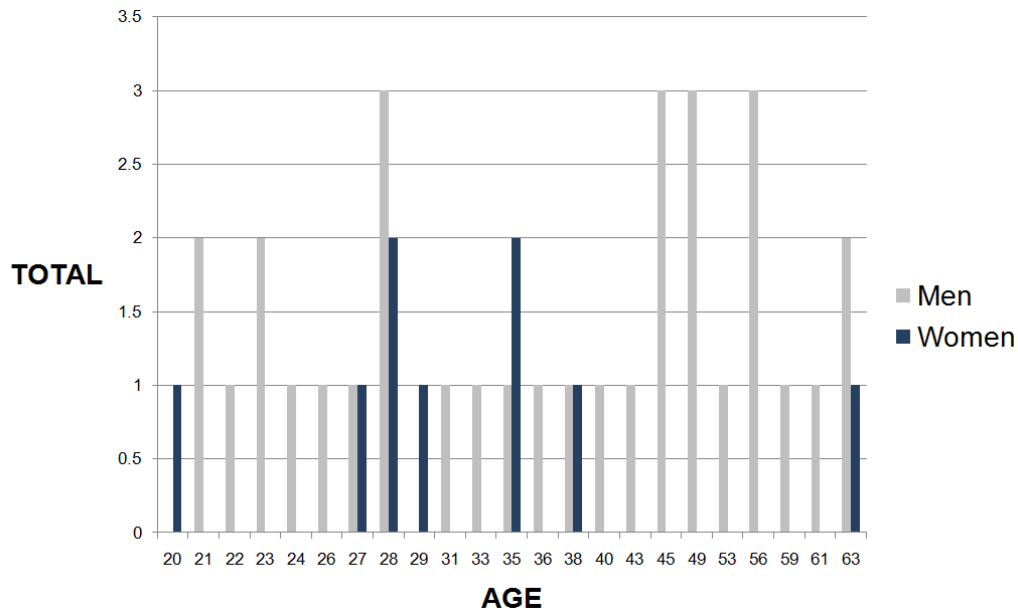
In 2008, the Salvation Army in Tillsonburg provided motel accommodations for a total of 51 individuals (41 men and 10 women). In 2009, the Salvation Army assisted 41 individuals (32 men and 9 women). The majority of the motel assistance in 2008 was provided to men. Of those who sought assistance, there were no males or females below the age of 20 in both years, and none above the age of 69 in 2008 and 63 in 2009. Please see **Tables 17** and **18** below for a breakdown by age and gender.

Table 17 – Tillsonburg Salvation Army Motel Assistance (2008)



Source: Tillsonburg Salvation Army

Table 18 – Tillsonburg Salvation Army Motel Assistance (2009)



Source: Tillsonburg Salvation Army

3. **The Inn Out of the Cold** is run out of the old St. Paul’s Anglican Church in Woodstock. This program provides fresh food and clothing and operates during the winter months from November to March. They also run a Life Skills program with topics that include budgeting, rental rights and responsibilities, and school snacks.

4. **Women’s Emergency Centre** provides short-term residential as well as non-residential supports for women and their children who are victims of domestic violence. Their centre and shelter is located in Woodstock. However, they do offer outreach support and information to women in Tillsonburg through the Livingston Centre. The Women’s Emergency Centre does not accept male children 16 years of age and older. If a female seeks supports and has a male child 16 years of age and older, he will be asked if he has any friends he could stay with until his mother gets housing.

There are very few accommodation options for youth in Oxford County. As an alternative, the youth in Tillsonburg either couch surf with family or friends, sleep outside or other sheltered locations such as apartment stairwells and underground parking lots. Based on the interviews with a number of community agencies in Tillsonburg, youth will continue to live this way until their situation at their family homes improve.

Within the Town of Tillsonburg, there are non-profit organizations and volunteers who donate their time and resources to support vulnerable populations through free meals, clothing donations or temporary accommodations. See below for a list of these organizations and the services they provide.

1. **Comfort Zone.** Run an Alcoholics Anonymous group, Women's and Men's Serenity Group, provide clothing, S.A.F.E (Self Abuse Finally Ends) program and a Celebrate Recovery Group.
2. **Tillsonburg Helping Hand Food Bank.** They receive and distribute food donations. In 2007, they served 211 clients. In 2008, they served 276 clients¹⁴.
3. **The Salvation Army.** Conduct kettle drives, accept and distribute toy donations, and offer a food service where clients can come in once a month for food on Tuesdays and Thursdays from 1-4 PM. Food items include canned and boxed items, milk, margarine, similar to the food bank. The Salvation Army also provides emergency food services Monday through Friday from 8:30-4:30 PM where clients can call those days and request a box of food. The Salvation Army also provides programs such as teaching how to cook and cooking on a budget. The Salvation Army also provides clothing for individuals in anticipation of a job interview.
4. **Society of St. Vincent de Paul.** Provide free meals out of St. Mary's Church every Wednesday evening.

List of organizations providing essential services and programs outside of emergency housing and needs:

1. **Livingston Centre.** The Livingston Centre is the name of the building and not an agency. It houses various health, employment, training and education services, serving as a central location that links and combines services in Town. The five major partners located in the Livingston Centre include: Fanshawe College, Thames Valley District School Board, the Multi-Service Centre, Service Canada and Community Living. The Livingston Centre also provides space for specialized services such as Addiction Services of Thames Valley, Community Options for Justice and Elgin-Oxford Legal Clinic.
2. **Multi-Service Centre.** Located in the Livingston Centre, the Multi-Service Centre offers a variety of programs and services, namely adult basic literacy,

¹⁴ Source: County of Oxford 2008 Social Report

employment services and home support services. Their goal is to make these services more visible and available to residents.

3. **Addiction Services of Thames Valley.** The agency provides addiction counselling, referrals and assessment. They do not have an office in Tillsonburg but an addiction/mental health counsellor is sent to the Livingston Centre twice a month.
4. **Upper Deck Youth Centre.** A youth centre with the vision to nurture the healthy development of youth and at-risk teens through a safe and encouraging environment. Programs and services include: musical programs, recreational games and a safe place to talk.

In terms of addiction and mental health services, there is a strong demand and a limited supply of these services. Currently, there is an Addiction Services of Thames Valley located in Tillsonburg however the Addictions Counsellor is only in Town twice a month.

In 2006, the County of Oxford Drug Task Force was formed. The Task Force consists of more than 50 community-based services committed to protecting their community from substance abuse by strengthening and coordinating prevention, education, awareness, intervention, treatment, harm reduction and enforcement services within the County of Oxford.

As seen on **page 10** substance abuse is having a major impact on the lives and on ending lives in the Town. This concern was echoed on many surveys. Please see **Section 8** for more information about addiction services provided in and outside of Tillsonburg, and the operation of a detox facility from a private residence.

“Set up an organization that has a holistic approach and not only provides physical relief (eg. Shelter, food) but encompasses emotional, skills and move beyond surface solutions and into deeper root causes of homelessness.”

Operation Sharing, Ingersoll

5.0 EMERGENCY HOUSING SERVICES IN OTHER AREAS

Charitable and non-profit homeless services tend to be concentrated in larger urban areas (City of Woodstock and London). The City of London offers over 22 programs

which range from drop-in centres to shelters to street outreach¹⁵. Please see **Table 19** below for a list of programs in the Cities of London and Woodstock.

**Table 19 – Emergency Housing Services
Cities of London, Woodstock and St. Thomas**

Woodstock		
Organization	Services	Population Served
Women’s Emergency Shelter	24-hours, 7-days a week short-term residential supports for victims of domestic violence	Abused women
Ingamo Family Homes	Accommodates on referral from the Women’s Emergency Shelter	Abused women and their children
Inn Out of the Cold	Seasonal homeless shelter (November – March). Operates out of Old St. Paul Anglican Church, partnership with the Salvation Army.	Everyone
Operation Sharing	Extended family project, clothing exchange, woman’s group, food card	Everyone
London		
Organization	Services	Population Served
Mission Services of London	Accommodations, rehabilitation, crisis counselling, food, shower facilities, mobile outreach van, 24-hour emergency shelter	Homeless parents and their children, individuals with mental health illness or addiction issues.
Salvation Army	Emergency Shelter (up to 42 days), short-term housing (transitional), programs to help with paying rent and utilities, nursery, etc.	Everyone
Operation Come Home	Help parents locate their runaway children	Children and Parents
City of London CAREs	Support for substance abuse and community health issues,	Addicts

¹⁵ Source: The Healthline. Shelters, Drop-ins and Outreach. Retrieved March 2010 from <http://info.london.on.ca/cat.asp?cid=63>

	homelessness, street and mobile outreach, safe havens, safe needle collection	
St Joseph's Hospitality Centre	Drop-in centre, meals, referral to shelters and clothing resources	Everyone
At^Lohsa Native Family Healing Services Inc. and Zhaawanong Shelter	Support for victims of native family violence, drop-in centre, crisis telephone line, alcohol awareness program, transitional housing. The shelter is 24-hours and there is a crisis phone line.	Male youth, abused females and their children. The shelter is specific to First Nation women and their children
Unity Project for Relief of Homelessness in London	Emergency shelter and transitional housing, 24-hour support, food, clothing	Singles, couples
Women's Community House	24-hour abused women's helpline, walk-in crisis support, emergency shelters, rent-geared-to-income housing for single mothers, transition program	Women, single mothers
Women's Rural Resource Centre of Strathroy and Area	Counselling, shelter, crisis line, transition program	Women
Youth Action Centre	Food Bank and assists youth in finding housing	Youth
St. Thomas		
Violence Against Women Services	24-hour emergency shelter for women who are or have been directly or indirectly traumatized by violence.	Women 16 years and older with or without children
2 nd Stage – St. Thomas Elgin Second Stage Housing	Transition housing for women and their children who have been subjected to abuse. Often women will move into Second Stage Housing after spending up to 6 weeks in a crisis shelter	Women and their children

Source: The Health Line. Shelters, Drop-ins and Outreach, and Shelternet.ca

During the winter months, Tillsonburg residents seeking emergency shelter are sent to Woodstock's Inn Out of the Cold. The maximum number of beds per day is 20. Between November 2009-February 2010 there were a total of 446 bed days (averaging 4 stays per night) although it should be noted that the 2009-2010 winter was very mild compared to previous winters. In November 2008-March 2009, there were a total of 662 bed days, or an average of 5.5 stays per night. See **Table 20** below for more information.

Table 20 – Bed Days, Inn Out of the Cold (November 2009-February 2010)

Month	Mean Temperature	Bed Days
November 2009	6.3°	38
December 2009	-2.1°	215
January 2010	-4.8°	38
February 2010	-4.5°	155
Total		446

Source: Department of Social Services & Housing, March 2010

Source: National Climate Data and Information Archive

Several years ago a year round shelter for youth was established in Woodstock, a city two and a half times the size of Tillsonburg. It is noteworthy for this report that the shelter closed as there were insufficient numbers using the facility to make it financially viable. Both emergency and domiciliary hostels are funded on a per diem basis. This makes meeting year round operating costs difficult to manage if the shelter is not consistently full or near full.

Since 2008, the Multi-Service Centre has tracked and recorded the number of clients requiring housing support. Please see **Table 21** below. The following information does not provide a full reflection of the emergency housing needs in the Town. The Multi-Service Centre's records illustrate a large proportion of those who are homeless to be young males and young adult males although this reflects that the centres primary client base is young adults within the Youth Employment Services (Note: the Multi-Service Centre also provides adult employment, literacy and home support services, however statistics were not gathered on those clients groups). Most if not all of these individuals have not obtained their high school diplomas.

Table 21 – Homelessness Records by Multi-Service Centre (2008-2010)

		2008*	2009**	2010***
Total		27	20	3
Gender	Male	21	16	2
	Female	6	4	1
Age	20 years and younger	14	12	1
	21-30	10	6	2
	31-40	-	1	-
	41-49	-	-	-
	50+	3	1	-
Education	No certificate, diploma, degree	25	20	3
	High School certificate	0	-	-
	Post-Secondary	1	-	-
	Unknown	1	-	-
Dependants	Yes (child in their care)	4	-	1
	Yes (child not in their care)	5	3	-
	No	8	14	1
	Unknown	10	3	1
Age of Dependants	Less than 1 year	-	1	-
	1-2 years	2	1	-

*April 2008-Dec 2008 **Jan 2009-December 2009 ***Jan 19, 2010 – Feb 11, 2010

Source: Multi-Service Centre

The Multi-Service Centre further offered this definition of the term homeless, adopted from the report of the Ad-Hoc Working group on Persistent Homelessness in Waterloo Region¹⁶ and from the Ontario Municipal Social Services Association (OMSSA)¹⁷

- **Absolute homelessness.** People who sleep indoor or outdoor public places.
- **Lacking permanent housing.** People who live in temporary accommodation not meant for long-term housing
- **At risk of homelessness.** Households whose current housing is unaffordable, unsafe, overcrowded, insecure, inappropriate or inadequately maintained.

Please see **Table 22** below for the Multi-Service Centre's tally of individuals who meet the above categories for the years 2008-2010. Please note that it is possible for an individual to be classified in multiple definitions. Please note that the 2010 tally only spans 2 months whereas the 2008 and 2009 data span the full 12 months. It appears

¹⁶ Source: Region of Waterloo Social Services, September 2007

¹⁷ Source: Ontario Municipal Social Services Association. A Strategy to End Homelessness, April 2008

the needs decreased drastically in 2009 compared to 2008. The number of individuals listed as absolute homeless and lacking permanent housing dropped while individuals listed as at risk of homelessness increased. The number of individuals lacking permanent housing decreased by half in 2009 from 2008.

Table 22 – Individuals by Definition of Homelessness, Tillsonburg Salvation Army

	2008	2009	2010*
Absolute Homelessness	9	4	-
Lacking Permanent Housing	21	11	3
At Risk of Homelessness	5	7	-

**For the 2 month period of January – February 2010*

Source: Multi-Service Centre

In addition to their adopted definition of homelessness, the Multi-Service Centre categorizes homelessness by degrees. The degrees of homelessness according to the Multi-Service Centre are:

- **One-time homeless.** Usually the result of an unexpected event.
- **Episodic homelessness.** Periods of housing stability interspersed with periods of housing instability and homelessness.
- **Persistent homelessness.** Can include a variety of possible characteristics: a) periodic homelessness with a pattern of cycling in and out of hospitals or correctional facilities; or homelessness has become the new “normal”

Please see **Table 23** below for the Multi-Service Centres' tally of individuals by degree of homelessness for the years 2008-2010. It is possible for an individual to be classified in multiple categories at one time.

Table 23 – Degrees of Homelessness, Tillsonburg Salvation Army

	2008	2009	2010*
One-time Homelessness	-	9	2
Episodic Homelessness	17	5	1
Persistent Homelessness	1	1	-

**For the 2 month period of January – February 2010*

Source: Multi-Service Centre

6.0 ADDICTION SERVICES

Often, homelessness is linked to addictions and substance abuse. Experts agree that homeless people have higher rates of substance abuse than the general population. Research suggests that approximately two-thirds of homeless people cite alcohol and/or

drugs as the reason for becoming homeless¹⁸. In 2009 and 2010, nine Tillsonburg residents passed away from drug overdoses.

Therefore, it is important to pay close attention to the provision and quality of addiction services in order to limit addiction substance abuse as a cause of homelessness. Please see **Table 24** below for a list of addictions programs and services in the Town of Tillsonburg.

Table 24 – Addictions Programs and Services, Town of Tillsonburg

Program	Services
Addiction Services of Thames Valley	Satellite office located in Tillsonburg
Al-Anon	Group meetings are held every Sunday at 7:30 PM at the Avondale Zion United Church
Narcotics Anonymous	Meetings are held Mondays at 7:30 PM at the Avondale Zion Church

Please see **Table 25** below for a list of addictions services and programs located outside of the Town of Tillsonburg but can be accessed by Tillsonburg residents.

Table 25 – Addiction Services and Programs, Outside Tillsonburg

Program	Service
Methadone Clinic	Will accept Tillsonburg residents (Woodstock)
Centre of Hope Withdrawal Management Centre	285-bed facility (London)
Gamblers Anonymous	Hold meetings at the Bishop Cronyn Memorial Church (London)

At this time, the Town of Tillsonburg does not have a detox centre. In the nearby village of Straffordville there is a private resident who takes homeless men into her home. They are usually over 20 years of age and she and her husband provide a supportive family atmosphere as well as her own detoxification services on a volunteer basis. She has been accepting clients and has run the operation independently without government funding for 30 years. In addition, she often follows up with these men who become like “family”.

“Mental Health and Addiction services are limited. Access is difficult.”

The Salvation Army Centre of Hope

adapting to street life? (Here to Help). Retrieved May 2010 from <http://www.heretohelp.bc.ca/publications/visions/housing-homelessness/bck/6>

7.0 CURRENT AND EMERGING HOUSING AND HOMELESS INITIATIVES

7.1 Accessing Services

Part of the challenge in assisting persons who are homeless or facing homelessness is connecting them with information or organizations which could offer help right when they need it. This challenge can exist for both the homeless individuals and for organizations who are working with homeless persons but need to connect with other support organizations.

Ontario 211 is a free telephone service connecting people to non-emergency social, health and government services. United Way Oxford has been spearheading this initiative and it has announced that the service will go live on September 22, 2010. Calls to 211 will be answered by trained Information and Referral specialists who will assess the needs of each caller and connect them to the appropriate services. Ontario 211 will be available 24 hours a day, seven days a week, and 365 days a year and services available in 150 languages. This service will be available by phoning 211 or visiting www.211ontario.ca

7.2 Current Funding Programs and Services

Consolidated Homelessness Prevention Program (CHPP). The purpose of CHPP is to address three priorities: 1) move homeless people off the streets and into hostels; 2) move people from hostels into permanent housing; and 3) prevent homelessness. Applications for funding are submitted by community organizations and demonstrate meeting the above criteria. CHPP is provincially funded and funds are allocated by the municipal service manager. The CHPP is administered by the County of Oxford. Community organizations in Oxford County need to apply to Oxford Social Services to access this limited funding.

Emergency Hostel per diem funding through the Ministry of Community and Social Services. This Ontario Works funded program provides short-term emergency lodging and supports for people who are homeless according to a formal agreement between the Service Provider and the County. The length is usually up to six weeks stay (municipalities and the ministry share the per diem costs). The emergency hostel program is administered by the County of Oxford and there are no emergency hostels currently operating in the County.

Domiciliary Hostel per diem funding through the Ministry of Community and Social Services. This Ontario Works funded program provides accommodation and supports for people who require a supported group living environment such as those with mental

health or addiction issues, development disabilities or those who are elderly. The domiciliary hostel program is administered by the County of Oxford and an example of this is the domiciliary hostel operated by Homestead Christian care in Woodstock for persons in need of mental health support.

Other funding sources might be pursued by service providers, TEAM, the Town, the County or community, private sector or charitable donations. Funds for homeless initiatives were offered through United Way this past winter, as well as funds from private sources and foundations. Imagine Canada has a databank of funding sources. A list of some of these resources can be found in **Appendix 7**.

8.0 INTERVIEWS

The interviews conducted for this report were split into 3 categories: community stakeholders, other municipalities, and homeless or at-risk individuals. A separate survey was created for each category. A total of 82 interviews and surveys were completed. Interviews were conducted through a number of mediums: online via Survey Monkey, e-mail, by phone or in person. Following is a question by question summary of responses received. It should be noted that the responses to the questions below include community stakeholders inside and outside of the Town of Tillsonburg.

8.1 Community Stakeholders Survey

An inclusive list of community stakeholders consisting of non-profit, provincial and charitable organizations was developed by TEAM. This list was further divided by geographic location and extent of services (organizations located in and servicing Tillsonburg, Oxford County organizations and organizations outside of Oxford County). Please see **Appendix 2** for a complete list of participants.

8.1.1 What is the purpose of your organization?

In reviewing the responses it was obvious that groups in Tillsonburg worked together and stretched their modest resources to meet the gaps in services that they and their clients experience everyday.

The diversity and range of organizations was made obvious by each individual group's purpose. Group services ranged from providing alternatives for persons in conflict with the law to assisting with more immediate concerns such as hot meals and clothing. Here is a list of each group's purpose classified by topic and how frequently they were mentioned:

Food	✓✓✓✓✓✓	Education	✓✓
Addiction Counselling	✓✓✓	Law, Enforcement	✓✓
Youth Services	✓✓✓	Basic Life Skills	✓✓
Shelter	✓✓✓	Rent, utility arrears	✓✓
Faith-based	✓✓✓	Transportation	✓✓
Mentoring	✓✓	Clothing	✓✓
Referrals	✓✓	Employment	✓✓

8.1.2 How many individuals do you see on a monthly basis?

The totals from this question are represented in **Table 26** below. Please keep in mind that individuals may be accounted for more than once as they visit various organizations to meet their various needs. Some organizations were not exclusive to the Tillsonburg area, and there is the possibility that residents who are not from Tillsonburg will be accounted for below. Some organizations were unable to provide this data either because their clients do not identify as homeless, even though they may meet the definition, falling into the “at risk” category, or the service did not maintain such records. London’s Centre of Hope’s response is included in the table below and their reporting of single homeless men (210) and single homeless women (57) should be noted. The totals in the table below are a combination of individual data. The submitted percentages of clients with mental health and/or substance abuse issues were estimates. Not all clients have been diagnosed and this result reflects the organization’s perception. The results from this question show a large at risk population, many of them are women. More than half of the homeless have mental health and/or substance abuse issues.

Many agencies were unable to quantify this question so it should be noted that these statistics represent only a portion of the number of individuals and families that are suspected to be homeless or at risk.

Table 26 – Types and Numbers of Individuals, Monthly Basis

Type	# homeless	# at risk
Women	4	56
Women and children (under 16) indicate size of families	1.67	10
Two parent families with children under 16	-	11
Single women	59	12
Single men	212	14
Child free couples	-	9
Youth 15- 24	2	20
% of above with mental health or substance abuse issues	Avg. 66%	Avg. 31%

Not included in the table above are two Tillsonburg organizations who distribute food. Their submissions were not specific to gender, mental health or age and therefore could not be included in the table above. For the month of January, the food bank serviced 32 lone-parent families, 31 couple families, 30 couples, 69 singles and 150 children. The Society of St. Vincent de Paul served 1,430 meals between October 2009-March 2010. Also not included above is the Youth for Christ organization. They served 546 youth (aged 15-24) over a month at their Tillsonburg location. Many of those youth are repeat attendees and some of the recorded youth may have attended numerous programs in that month and will be repeats.

8.1.3 What services do you offer individuals or families that are homeless or at risk?

Here is a list of each group’s response classified by topic and how frequently they were mentioned:

Referrals	✓✓✓✓✓✓	Financial Assistance	✓✓
Food	✓✓✓✓✓✓	Faith related	✓
Women focused	✓✓✓✓	Clothing	✓
Shelter	✓✓✓	Withdrawal, detox	✓
Drop-in Centre	✓✓✓	Affordable housing	✓
Counselling	✓✓✓	Advocacy	✓
Basic Life Skills Programs	✓✓✓	Employment Support	✓

You will note that three organizations listed shelter as a service. Shelter can be defined as assisting an individual to find resources such as shelter or the shelter (maternity support, homeless shelter) is offered outside of the Town of Tillsonburg. The Town of Tillsonburg does not provide emergency shelter beyond 1 night motel stays.

8.1.4 What are your organization’s sources of funding?

Through the survey results, it was found that organizations had to be resourceful, had to seek out partnerships with other businesses or groups in Town and relied on the generosity of donations. The funding sources which were the most popular were government funding and donations. The least likely funder was sponsorship. Further sources are likely to include some government support combined with community organization volunteers and donations. This combination of funding (government, volunteers and donations) has seemed to provide the most important and successful solutions such as the foodbank. The sources of funding were cited as follows:

- Donations
- Not funded
- Service Groups
- Grants such as Trillium
- Ministry of Health
- Sponsorship
- Fundraising
- Individuals
- Volunteers
- Churches
- Public donations at grocery store tills
- Ingersoll Community Foundation Grant
- Special Events
- Federal, Provincial and Municipal governments
- Local businesses
- Revenue from sales

8.1.5 Do these numbers vary in different months or different parts of the month?

When asked about the frequency of clients requesting their services, the response was the “flow of clients was never consistent.” Visits could be forecasted by the cycle of OW and ODSP cheques, which means services were sought more regularly near the end of the month. The demand for services was also reliant upon weather with demands decreasing in the summer months. One respondent noted “no one freezes in July”. It was noted that there has been an increase in clients in the last year given the closing of the factory, loss of jobs and increased drug abuse. It was also noted that Christmas was a difficult time for students. Students or youth may not be eligible for EI (Employment Insurance), are typically employed seasonally and may experience difficulties when their EI benefits run out. The decrease in agricultural-based employment has affected area students, meaning fewer jobs, and also impacts their eligibility for EI benefits.

8.1.6 Have you noticed an increase in homelessness over the years?

The answers were either yes, there has been an increase of families living with other families, an increase in couch surfing, an increase in transient individuals, or clients were increasingly experiencing poor living conditions. This may be a result of the increase in job losses. The other answer was they were unsure or unable to speak to this. Of those who did not maintain records, they were under the impression that homelessness was increasing.

8.1.7 Where do you refer people to for the services that aren’t available?

The survey asked for the names of organizations and groups referred to by themselves when services being sought by Tillsonburg residents are not available locally. It should be noted that the Salvation Army Centre of Hope in London reported serving Tillsonburg residents. In urgent cases, clients have been driven to the shelters in London. Please see below for a list of services that agencies refer to:

- Salvation Army (Woodstock, Tillsonburg)
- Inter Church Relief Fund (Woodstock)
- Inn Out of the Cold (Woodstock)
- Wrap Around
- Social services (Woodstock)
- Shelters in Kitchener-Waterloo
- Women's emergency centre (Woodstock)
- Foodbank

8.1.8 What are the gaps in service for the homeless population you serve?

The survey collected opinions, comments and suggestions for areas of improvement. Are the services available sufficient? How can the gaps be bridged? There were many suggestions and recommendations. Please see below for a list of gaps identified by community stakeholders.

- Need for a shelter. One specific to youth – particularly males, one for adults, one for teen mothers.
- Lack of transportation services to shelters in London, 24 hour transportation preferred to locations in Woodstock, London, Kitchener, Waterloo.
- Mental Health and Addiction services are limited. Access is difficult.
- More youth support needed.
- We have pieced together 'band-aid' solutions, we need long-term solutions.
- Missing Emergency Housing for long time periods.
- Strong trend of couch surfing with the youth.
- Lack of awareness among homeless regarding processes for emergency stays and other related processes.
- Lack of ideal location for facility – must be easily accessible to all homeless people.
- Funding – stable and long-term funding is needed to follow through with shelter and other related processes.
- Lack of community awareness – stigma of homelessness is a big issue. Discriminatory attitudes towards homeless people.
- Long wait list for subsidized housing and almost every program available.
- Better communication and a detailed list of services that can be accessed and have after hours phone numbers.
- Lacking counselling services and substance abuse programs.
- Problem of providing a fixed address. Necessary for food bank and social benefits.

8.1.9 How can the Tillsonburg community address these gaps?

Upon listing the gaps in services, the survey then asked stakeholders to list solutions to deal with these gaps in service. Please see below for a list of solutions suggested by community stakeholders:

Lead agency for homeless issues—Service System coordination

- Creation of organization with a purpose beyond physical relief (shelter, food). The organization must encompass emotional, skills and move beyond surface solutions and address the deeper causes of homelessness.
- Hostel providing counselling, referrals and accommodations
- Coordinated Service Network for those at risk.
- Provide supports for those moving into a new home.
- Further follow-up/support to help residents with their goals (education, employment, life skills).
- Coordinated service network with streamlined process for individuals needing or wanting access to services such as: disability supports, mental health, personal counselling, addictions, legal assistance.
- Case managers to provide support to high needs individuals to ensure those individuals don't fall through the cracks, get lost in the system or become frustrated and give up.
- Advocacy and help in navigating the system.

Awareness

- Public education such as public information meetings on homelessness in Tillsonburg.

Advocacy and Funding

- Town project to raise funds.
- Funding from 3 levels of government towards local experts in various fields.
- Community involvement and public education.
- For youth, talk with local youth advisory committees and get municipality on board.

Emergency accommodation and supports

- Shelter (suggestions include: government funded, must be clean, male-youth specific, case managers/staff will provide ongoing support/referrals).
- 24-hour transportation to shelters in nearby London, Kitchener, Waterloo, Woodstock.
- Activities and resources for youth.
- Funding for emergency housing needs (1-3 nights stay) and ongoing transitional housing (3-14 nights).

- Provide residence until Ontario Works is accessed.
- Hostel providing counselling, referrals and accommodations.
- Build an addition to the Upper Deck Youth Centre.

Housing

- New affordable housing.
- Support for first time home buyers, down payment assistance or reduced interest rates.

8.2 Other Municipalities Best Practices

Municipalities with similar demographic characteristics were selected to be surveyed as part of this study. TWC spoke to these service managers with the objective of discussing their approaches to homeless issues. Here are their responses and best practices. Please see **Appendix 2** for a complete list of participants.

8.2.1 Dunnville (Norfolk)

The Social Services department of Haldimand and Norfolk receives provincial funding for homeless initiatives in both Counties. Like Oxford and Tillsonburg, Haldimand and Norfolk constantly have to deal with connecting people to services with no public transportation available in a very large geographic area. The Service Manager directs all funding for homeless programs to the Salvation Army in Dunnville who manage all programs throughout the two county area. The Salvation Army is able to deliver these programs in a much more cost effective manner than the Service Manager is able to.

The programs include:

Annual "Sleep in the Park." An awareness and fundraising event to raise the profile of homelessness as an issue in smaller rural municipalities - the Salvation Army partners with the Real Estate Association for this event.

30 Day Motel Extension. Using emergency hostel per diem funding the Salvation Army bills the Service Manager for motel stays of up to 30 days. This time period is used for a Housing Resource worker to work with the individuals or family to re-establish them in safe affordable housing. This is an alternative to an emergency hostel that may not be cost effective in a smaller municipality. The Salvation Army enters into contracts with the motels.

Rent & Utility Bank. This funding assist tenants to avoid eviction and maintain their housing if is not is sustainable (Funds flowed through the Service Manager from

Ministry of Municipal Affairs and Housing, and CHPP funding through the Ministry of Community and Social Services).

Housing Advocacy. Listings of rental housing are posted with staff available to assist with housing search tips and techniques. This listing is on the internet and can be viewed by visiting www.housingconnect.ca

Outreach Van. Offers free coffee and snacks on the weekends and partners with Tim Hortons Cayuga.

Trusteeship programs allow tenants to have the portion of their OW or OSDP cheques paid directly to the landlord to help them budget and maintain their housing.

Referrals to other agencies and support services for longer term support.

Funds from the Canadian Tire Foundation have also been accessed to assist with programs and research.

8.2.2 Port Colborne

Port Colborne's demographics are similar to the Town of Tillsonburg. Their population is 18,599 and their age characteristics are similar. There is no permanent hostel in Port Colborne. The Region of Niagara, as the Service Manager, provides funding for a community agency to enter into rent supplement arrangements with private landlords to house people in need of short term accommodation. The community agency is also funded to have a staff person to provide ongoing support to the persons once housed in these apartments to ensure they connect with specific support services/other agencies maintain their housing. One of the units in this rent supplement program was a former public housing four bedroom townhouse.

The funding for these activities are provided through the Regions allocation of Provincial CHPP funds.

8.2.3 Grimsby

The Town of Grimsby in the western portion of the Region of Niagara has a population of about 24,000. There is no emergency hostel in Grimsby but a faith based community agency enters into a head lease¹⁹ arrangement with private sector landlords to provide

¹⁹ Definition of Head Lease: Entails an agency entering into a leasing agreement with a landlord. The agency assumes all the responsibilities as the tenant. The agency then rents or sub lets the unit to people who participate in a program or support services operated and under the direction of the agency.

short term accommodation for persons without housing. There are about 90 units in the head lease arrangements. Two staff persons provide life skills support and other supports for the persons living in this accommodation. The Region provides approximately \$90,000 in annual funding (using the CHPP funds from the province) for this service but some of the additional operating costs are covered through donations from the faith community as well as from the local Real Estate Board.

8.2.4 Elgin –St Thomas

A group of organizations concerned about services for the homeless organized themselves to discuss ways of closing the gaps in services they dealt with daily. As a result of their deliberation the YWCA entered into a head lease with a private non- profit housing group for a four bedroom centrally located townhouse. Three of the bedrooms are rented out to young women who require some supports and are planning to transition from homelessness to independent living. A “house mother” lives in the basement and works outside of the home during the day. The young women receive Ontario Works or wages, are expected to pay rent and buy groceries, as well as follow through on their plans i.e. going to school, looking for work etc. The supports that are available to them are the house mother who facilitates the house routines, a residential counsellor who visits weekly to help sort out house rules etc and present workshops on topics such as life skills, nutrition, sexual health, budget planning etc. The coordinator for “Harmony House” reports that this is a way to provide supportive transitional housing to a small group of people with low financial overhead and risk

Fostering. The Service Manager also spoke about the faith community assisting with “fostering” homeless individuals by taking them into their homes. She emphasized that for this to be successful certain criteria needed to be established such as police checks for the “foster’ families, and training. These homeless adults need their freedom along with a stable and supportive place to live while they plan for their future.

8.2.5 Brantford

The Social Services department offers an integrated approach to housing and homeless service through the Housing Resource Centre. Dedicated staff offer trusteeships, and pay rent directly to landlords, and offer rent and utility banks which include negotiating with landlords to maintain sustainable accommodation.

A “one call” system is in place so that any person experiencing homelessness can call the Ontario Works number and either receives service directly or after hours where they are directed to Victims Services. A Housing Resource Worker then follows up the next

business day. Motel stays are limited to 5 days and are paid for through the Emergency Hostel per diem program. Shelter is also accessed whenever available.

A protocol has also been established with the Public Works Department and with the Police when it is reported that someone is sleeping in a park, or on private property. A Housing Resource Worker is dispatched with the police to speak with the squatter(s) and offer services and supports before they are removed. Sometimes limited time is allowed for the transition.

The City of Brantford has a number of domiciliary hostel agreements. It also has two emergency hostel agreements, one specific to youth and one for those with mental health issues. Please see **Appendix 8** for Brantford's Emergency Homeless System brochure.

8.2.6 City of Windsor/Essex County

The City of Windsor is much larger than Tillsonburg however they are the Service Manager for Essex County. Staff commented that there are very limited resources related to specific municipalities such as Leamington within the County. There is a large discrepancy between the urban and rural populations and issues of homelessness. Currently there are no emergency shelters located in the rural areas. In the rural areas there is an increased population of hidden homeless (individuals living with family, friends at no fixed address, "couch surfing").

Two transitional housing units have been established in Leamington. Similar to Tillsonburg, motels are used in place of emergency shelter at this time. The City of Windsor has also created tools and resources for advising the youth in Windsor-Essex County about homelessness & services available.

Under the Homelessness Partnering Strategy, the City of Windsor has established 2 case management programs for individuals experiencing homelessness in order to provide supports for long-term housing (one in the city and one in the county), and conducted a study on hidden homeless in Windsor-Essex County.

Under the Consolidated Homelessness Prevention Program, the City of Windsor has established a case management program for men that are experiencing homelessness in order to provide the supports required to maintain housing, established comprehensive support program in the County to assist individuals in securing and maintaining affordable housing, established a trusteeship program for individuals that require assistance in managing their funds in order to maintain long-term housing, and

established a support program at the women's shelter to assist the women in securing long-term housing.

8.3 Homeless Individuals

TEAM requested that this study include people in the Town that were actually homeless, at risk or had first hand knowledge of these individuals and families. Interviews were held with Town residents who were experiencing homelessness or were at risk of homelessness. These individuals were contacted via 3 separate locations. The Upper Deck Youth Centre, the Helping Hand Food Bank and St. Mary's Society of St. Vincent de Paul for the adult populations. The rooming houses, community meal and youth drop in were visited for face to face interviews. These initiatives were met with some success as indicated below.

8.3.1 Upper Deck Youth Centre

The Upper Deck is a drop-in centre for youth. On Friday March 26th a representative from TWC was sent to conduct informal interviews with the youth at their weekly dinner. Over the course of the evening informal chats with various youth revealed that in Tillsonburg there were often family or friends who helped out with a place to stay when youth had a falling out at home. However there were two couples who had experienced being homeless themselves and in total 6 surveys were completed. The results from the surveys have been summarised in **Appendix 4**.

8.3.2 Helping Hand Food Bank

The Helping Hand Food Bank distributes food on Wednesday's from 12:30 – 3:30 PM. They distribute food that is expected to last 3 days, once a month. They rely on volunteers, donations and discounted produce from sellers. On Wednesday April 21st two representatives from TWC were sent to conduct informal interviews with clients. A total of 27 surveys were collected. Of the surveys collected, there were no homeless individuals, the majority of respondents were aged 26-49 and 50-65, there was a significant portion of respondents who identified as with disability and as a result there was also a large proportion of respondents dependant on the Ontario Disability Support Program. A small portion of responses identified as having sought services outside of the Town of Tillsonburg and the majority identified as not listed on the County wait list for affordable housing. The average rent paid by respondents was \$627. We also asked respondents to provide their ideal rent, ideal being the most affordable for them. The average affordable rent by respondents was \$426. Finally, we presented a list of items and asked respondents to identify which ones would assist them with housing. Almost

all responses identified “more money” and “help finding affordable place.” The results from the surveys have been summarised in **Appendix 4**.

8.3.3 Society of St. Vincent de Paul

The Society of St. Vincent de Paul serves meals every Wednesday from 4:30 – 6:30 PM. On Wednesday April 21st three representatives from TWC were sent to conduct informal interviews with clients. A total of 14 surveys were collected. The ages of the survey respondents were evenly distributed, most were living either with family or alone. The majority of respondents were not on disability and there was one individual who was homeless. When asked to estimate the number of homeless in Town, the average was 24. Of those who responded, they estimated the homeless to be youth or young adults. When asked if they would use a shelter should one be made available in Town, all responses responded with “yes.” The income of respondents were evenly distributed between OW, ODSP, CPP, and employed. The average rent paid by respondents was \$531. We asked respondents to provide their ideal rent and the average affordable rent by respondents was \$343. Finally, we presented a list of items and asked respondents to identify which ones would assist them with housing. Almost all responses identified “more money,” “help finding affordable place” and “help with applying for housing.” The results from the surveys have been summarised in **Appendix 4**.

8.4.4 Survey Monkey

An online version of this survey was posted through Survey Monkey. The purpose of the online version was to provide a confidential destination for residents to complete the survey and an additional outlet to reach individuals that might have been missed through the above interviews, and especially youth who preferred this media. There were 5 survey monkey responses. The average age of respondents was 38 and the majority were female. Half identified as with disability, and one identified as homeless. Of those who had experienced homelessness in the past, they sought shelter from friends, in their cars or went to London. Some identified as having used shelters outside of Tillsonburg in the past. None of the respondents identified as listed on the County’s wait list for social housing. Finally, we presented a list of items and asked respondents to identify which ones would assist them with housing. Almost all responses identified “more money,” “help finding affordable place” and “help with applying for housing.” The results from the surveys have been summarised in **Appendix 4**. We also received a very long letter from a survey participant. Please see **Appendix 9** for this letter.

9.0 OPEN HOUSE

The open house was held on Thursday May 13, 2010 at St. Paul's United Church from 7-9 PM. The open house was advertised through the local newspaper The Tillsonburg News, e-mails to groups and individuals, and the Town website.

The purpose of this Open House was to receive additional input from people in Town who were not reached through our initial efforts. Approximately 20 participants attended. The format of the evening began with a summary of the report and its purpose. A card exercise followed which asked participants to summarise homeless issues in Town and how these could be remediated. Then a presentation of findings so far and possible recommendations capped off the evening.

The discussion from the open house zoned in on the key topics affecting and contributing towards homelessness: addictions, stereotyping, family, legal, and food and housing. Strong statements and observations were made by individuals who have dealt directly with the consequences of homelessness. Suggestions and recommendations were made in response to areas that required improvement. Please see **Appendix 10** for this discussion.

10.0 SURVEY CONCLUSIONS

Despite the efforts of community organizations, individuals and TWC representatives, very few surveys were received from homeless individuals themselves. It is difficult to measure this hidden group. In a Town the size of Tillsonburg being homeless is not obvious as in big cities. This is in fact very much a hidden problem.

In order to satisfy the request to quantify the number of homeless individuals in the Town an approximate range of homeless individuals in Tillsonburg was compiled based on the records obtained from the Multi-Service Centre and the Salvation Army and from the following formula: the number of homeless youth in most Towns in Ontario can be calculated by multiplying 3 per 1,000 of the population. Which means the Town of Tillsonburg could have 44 homeless youth²⁰.

In 2008, the Multi-Service Centre recorded 19 individuals who experienced homelessness or were at risk. It is important to note that these individuals were tracked by a youth employment team who were involved in programming at the Centre and most of these individuals were young adults or youth. In 2009, this figure dropped to 14. Based on the above information, approximately 40-50 homeless and at-risk youth. A quarter of those are homeless (sleeping outdoors, in stairwells, recurrent

²⁰ Source: Brown, A. Focal Point: Rural Homelessness. March 2006. Retrieved May 2010 from <http://typs.com/Research/FOCAL%20POINT-AndreBrown.pdf>

homelessness). The remaining three-fourths are experiencing a combination of couch-surfing and living with friends/family.

For homeless adults, this figure may be higher. Based on the Salvation Army's motel statistics alone, (41 residents in 2009) an approximate figure of homeless adults may be more than 40, although these persons would not remain homeless through an entire year.

A total of 54 resident surveys were collected: 27 from the food bank, 14 from Society of St. Vincent de Paul, 6 from Upper Deck and 7 from Survey Monkey and phone calls.

Of the 82 surveys, two were completed by homeless youth. Within those two surveys, there were some consistencies. Both estimated the homeless population to be approximately 10, one of them used a shelter at one point, and both are relying now in school and living with their boyfriend's families.

Among the food bank and St. Vincent De Paul's dinner client surveys, most were aged 26-49 and 50-65 years of age. The Upper Deck surveys were completed by individuals ranging in age from 16-19 years of age. Living situations varied from living alone to living with family. Many reported having a disability. There was a strong representation of renters and residents reliant on social assistance, with ODSP being the most frequent program. The survey asked what they considered to be affordable rent, the majority of respondents cited rents much lower than what they pay at present. The average affordable rent was \$401 and the average paying rent was \$590. When asked what could be done to help them obtain affordable housing, the following were requested most often: more money, help finding affordable place and help with applying for housing.

The majority of survey participants had never stayed in a shelter before but would consider staying in a shelter in Tillsonburg should the need arise. Residents were uncertain about the number of homeless in Town. Answers varied from none to 50. Many agreed that the visible homeless are typically youth. They have been spotted in parks, stairwells, underground parking lot of the Town Centre, and apartment buildings. Survey respondents believed that a combination of a lack of jobs, layoffs and abuse contribute to homelessness. Couch surfing youth was a concern among survey participants. Our interviews and survey comments revealed these youth were in high school or of high school age.

Survey participants echoed concerns for transportation, the need for addictions counselling and treatment, need for public education and awareness regarding local homelessness, and an improved linking of accessible services.

11.0 RECOMMENDATIONS

There is already a great deal of collaborative efforts from many community organizations – both by professional staff and by a large number of volunteers – to help provide support for persons who are homeless and for persons at risk of homelessness in Tillsonburg. Below is a list of recommendations which can further the efforts of TEAM and the Town of Tillsonburg to address its issues with respect to homelessness. The recommendations have been grouped according to the gaps in service identified through the interviews and the Open House.

LEAD AGENCY—SERVICE SYSTEM COORDINATION

Individuals and agencies believe there is a need to have more clear information about what services are available and how to access those services. There is a need for outreach and housing help staff. To assist homeless and at risk individuals with the support they require to re-establish themselves. Additional funding will be required to meet these needs.

Recommendation #1

That one agency be designated as the lead for homeless programs in Tillsonburg, and that this agency work closely with other agencies and organizations to develop a system of services that is client centred, coordinated and accessible to those requiring services. It is important to promote and encourage community involvement in this process. The designation of a lead agency could involve a community advisory committee to help it in its work to identify trends and obtain funding in order to ensure the services that are required in the community are available. (NOTE: the lead agency does not have to deliver all programs but would act in a coordinating capacity). A physical presence is recommended as a contact because they will be accessible; computer and phone access are not available to everyone. It is recommended TEAM identify a key community agency as the first contact for homeless persons who will link them to short-term accommodation if needed and/or other related support services. The community agency contact should have information on other support services (i.e. mental health/addictions) and there should be a contact person after regular business hours.

The County of Oxford should reserve a portion (at least \$20,000 annually) of the approximately \$80,000 in funding it currently receives from the Province to fund homelessness initiatives/emergency accommodation support in the Town of Tillsonburg. Community organizations, private sector donations and funding/in-kind contributions

from the Town of Tillsonburg should be actively sought as “matching contributions” to the County funds.

Best Practices: Dunnville Salvation Army and Brantford Housing Resource Centre

AWARENESS

This category has a couple of dynamics, that people who need the services are aware of the services they need and can find them (this goes for service providers too) and that the residents in the Town of Tillsonburg are aware that homelessness is an issue in their Town, and are prepared to address these issues problems encountered as a homeless resident and eliminating stereotypes in the hopes of fostering a more supportive environment. This can be achieved through events such as “Sleep in the Park,” involvement of students at local schools, Town-wide fundraising events, presentations and speakers, walks, and screening of movies which are relevant to homelessness.

Remedies available

211 will be available to Oxford County residents as of September 22, 2010. Members of TEAM are working on a resource book to assist people to find the help they need. The members of the resource group could be assisted by modifying the information ‘booklet’ currently posted on the County of Oxford website.

Recommendation #2

That an awareness campaign be launched to raise the profile of poverty and homeless issues in the Town. This can be accomplished through events like “Sleep in the Park”, outreach/media events to highlight personal stories, advertisements in hydro bills, public service announcements, the Town proclaiming homeless week in February etc.

Best Practices: Dunnville Salvation Army “Sleep in the Park.” The Region of Waterloo has created a series of pamphlets listing all their housing stability programs by theme. These themes include: Emergency Accommodation, Transitional/Time-Limited Housing, and Longer Term Housing. Please see **Appendix 11** for a sample brochure or visit the Region of Waterloo’s website for more similar examples:

<http://www.region.waterloo.on.ca/web/social.nsf/0/8A471D6B587030678525700C004DF718?OpenDocument>

EMERGENCY ACCOMMODATION AND SUPPORTS

Although the Town of Tillsonburg has a diverse range of services and facilities catering to its low-income residents, there is a need for short –term accommodation. Given the costs of operating a new shelter, the anticipated attendance, based on the Woodstock experience and the availability of per diem funding only, it does not appear to be cost effective to develop a new facility. In mid-size cities, shelters can cost up to \$200,000 annually in operating costs (plus the capital costs of building/renovating the actual shelter building) for 10-20 shelter beds and the financial viability of these shelters is dependent on having close to full occupancy 12 months of the year. Tillsonburg does not appear to have a large enough volume of persons needing a shelter year round to financially support such a permanent shelter.

Also, there are several groups of people who require emergency accommodation, and these groups may not be compatibly housed in one emergency hostel. There is also a large number of the regular clients at the food bank who pay a high percentage of their modest incomes on rent, they are at risk of homelessness.

Best practices: Dunnville Salvation Army, City of Brantford, Harmony House St Thomas

Recommendation #3

That some of the best practice emergency accommodation options be explored with the County of Oxford as the funder (emergency hostel per diems). These options include extended stays at motels, with supports, and a head leasing arrangement with non profit or private landlords. Some renovation funding may be available to upgrade substandard accommodation for these purposes through the Residential Rehabilitation Assistance Program (Canada Mortgage and Housing Corp.) such as RRAP rooming house funding. If the County of Oxford is able to agree to this approach to emergency accommodation, TEAM should reach out to both private sector and non-profit landlords by the late summer of 2010 to ask which landlords might be interested in participating with the goal of having perhaps two or three units available before the late fall of 2010.

Recommendation #4

That the County of Oxford be approached to provide shelter allowance “pay directs” to landlords to help homeless persons or people at risk of losing their housing. People receiving social assistance and searching for stable rental housing are more likely to be accepted by private sector landlords with “a direct payment” option.

HOUSING ADVOCACY AND FUNDING

As a large number of the regular clients at the food bank pay a high percentage of their modest incomes on rent, they are at risk of homelessness. And in general in the Town

of Tillsonburg, there is a large number of residents who rely on social assistance, basic pensions and minimum wage jobs. Many of these residents are spending more than 30-50% of their supports on rent; this is in excess of what is deemed affordable

Remedies available: Subsidized housing, existing housing allowance need to be expanded.

Recommendation #5

That the Town of Tillsonburg request the County and the Province provide a modest housing allowance to bridge the gap for all low income households to prevent potential homelessness. The Town and TEAM members should also work with the County to ensure the successful delivery of the new County funded housing allowance initiative including having Tillsonburg agencies identify suitable candidates for this allowance. It would also be useful to “pilot” this housing allowance for a few individuals on fixed incomes paying a large portion of their income on rent to see if this extra allowance would result in those persons not having to rely on food banks and other charitable support services in Town.

Both the Town and the County of Oxford and TEAM members should also advocate the Province to raise social assistance shelter allowance rates so that they more accurately reflect the actual average rental rates in different communities across Ontario.

Recommendation #6

That the Town of Tillsonburg recommend the County of Oxford introduce more Rent Geared to Income or affordable Housing through either subsidizing exiting rental units or creating new affordable rental units. Given that the two recent recently funded new affordable housing projects have been for seniors, the County should work with potential new affordable housing proponents to ensure the next new affordable project in Tillsonburg is either for families or non-senior singles.

ADDICTIONS

Residents and community groups have made frequent comments regarding the lack of services for addictions. The Town does not have addictions or detox facility at this time. Between 2009-2010, nine Tillsonburg residents passed away from overdoses. For nine deaths to ensue by the same method within a year is both tragic and significant.

A resident has also been operating a detox facility out of her home without government funding for over 20 years in response to the lack of addictions services in the area. The combination of these events is a sign of an urgent need. Feedback from the May 13

open house expressed a need for more counsellors and a place where addicts can seek help when they need it without suffering through a long wait list. It is also understood that a number of Tillsonburg residents are currently seeking treatment from the Methedone clinic in Woodstock, where monitored treatments take place 2 hours a day, 5 days a week.

Recommendation #7

TEAM should ask the Province of Ontario and the relevant agencies to begin investigating the feasibility of introducing an addictions facility and that the Addictions Services of Thames Valley extend their services from visiting twice a month to establishing a permanent staff presence in Town.

Recommendation #8

TEAM should work with the County of Oxford and Community Stakeholders to secure funding from the Local Health Integrated Network (LHIN) to increase the number of supportive housing units for residents with addictions or mental health concerns.

Recommendation #9

TEAM should make a presentation to the Local Health Integration Network regarding the urgent need for addictions services in Tillsonburg and exploring ways to address this issue.

YOUTH

The emergency housing needs of youth are not being met. There was lots of discussion surrounding couch surfing youth. These youth can range in age from secondary school students to young adults. For many of them, they do not meet the minimum criteria to access emergency housing (minimum age, previous income tax report) and they do not consider themselves as homeless. For many, they have left their homes for domestic reasons that might be preventable if they were able to access counselling. Feedback from the May 13 open house informed that there is a wait list for family counselling at the Livingstone Centre due to a shortage of counsellors.

Recommendation #10

TEAM should create a subgroup that will work with the Children's Aid Society and Ontario Provincial Police in setting up a system directed to assisting youth.

Recommendation #11

TEAM should Provide counselling, family therapy, mediation, support services and awareness programs for parents and youth.

Recommendation #12

TEAM should work with the Town of Tillsonburg and other organizations to develop community carpool programs for low income persons without access to cars. This recommendation can be extended into other areas of the community such as residents seeking transportation to government offices and services, doctor's appointments, and other errands.

12.0 CONCLUSION

The purpose of this report was to attempt to quantify the homeless population in the Town of Tillsonburg. Those numbers would reveal if a homeless shelter could be supported. The information provided in this report also presents a snapshot of the circumstances and challenges experienced by these residents. After reviewing our survey results and other data sources, it appears that operating a year round shelter is not a cost-effective option. Instead, we compiled a list of recommendations which aim to satisfy emergency housing needs through other means that are not as financially straining as the permanent shelter approach.

Homeless persons and the sometimes hidden "at risk of homelessness" population are an ongoing part of the community of Tillsonburg. It is hoped that this report will provide the basis for advocacy and action by the community and all levels of government to help meet the needs of these residents of Tillsonburg.

Appendix 1

Tillsonburg Emergency Accommodation Management (TEAM) Board

Name	Organization
Dave Morris	Retired. Previously CAO of the Town of Tillsonburg
Susan DeRoo	Multi-Service Centre
Kerry Haggith	Community Living Tillsonburg
Patricia G. O'Hallaran	Society of St. Vincent de Paul
Stephen Molnar	Town of Tillsonburg
Chris Rosehart	Town of Tillsonburg
David Kelly	Comfort Zone Ministries
Donna Acre	Salvation Army
Doug Dawson	Tillsonburg and District Christian Ministerial Association
Iris Harvey	Retired. Previous owner of former rooming house
Ian Harvey	Retired. Previous owner of former rooming house
Sheila McKibbin	St. Paul's United Church

Appendix 2
List of Survey Participants

A. COMMUNITY ORGANIZATIONS

- Society of St. Vincent de Paul
- Community Options for Justice
- Operation Sharing Ingersoll
- Addiction Services of Thames Valley
- Big Brothers Big Sisters of Ingersoll and Tillsonburg & Area Inc.
- Multi-Service Centre
- Youth for Christ
- The Salvation Army Centre of Hope
- The Tillsonburg Salvation Army
- Comfort Zone
- Upper Deck
- United Way
- Oxford Self-Help
- Helping Hand Food Bank
- Norfolk Community Help Centre
- Centre of Hope
- Fresh Start Maternity Supports
- Ontario Provincial Police

B. OTHER MUNICIPALITIES

- County of Oxford
- Town of Cobourg
- Brantford
- Leamington
- Grimsby
- Port Colborne
- Dunnville
- City of Windsor
- St. Thomas
- Woodstock
- Haldimand Norfolk

C. INDIVIDUALS

- Responses obtained through online survey and other means 8
- Responses obtained through Upper Deck 6
- Responses obtained through St. Vincent de Paul 14
- Responses obtained through Food Bank 27

Appendix 3
Survey Questions
Community Stakeholder Version

1. *Could you provide a very brief description of the purpose of your organization and how long you have been providing these services?*

2. *Help us to quantify the types and numbers of individuals you see on a monthly basis:*

Type	# homeless	# at risk
Women		
Women and children (under 16) indicate size of families		
Two parent families with children under 16 Indicate size of families		
Single women		
Single men		
Child free couples		
Youth 15- 24		
% of above with mental health of substance abuse issues		

3. *What services do you offer individuals and families that are homeless or at risk of becoming homeless?*

4. *What are your organization’s sources of funding for its services and what is the approximate budget for the services you provide to homeless persons?*

5. *Do these monthly numbers vary in different months or different parts of the month? Have these numbers increased, decreased or remained steady over the past five years? Describe.*

6. *Have you noticed an increase in homelessness over the years?*

7. *Where do you refer people to for the services that aren’t available? Are the homeless serviced by your organizations from the Town of Tillsonburg? If not, where do they come from?*

8. *What are the gaps in service for the homeless population you serve? Could these services be provided by another agency/organization in Tillsonburg? Please elaborate.*

9. *How can the Tillsonburg community address these gaps (what services are needed, who should provide them?) Zero in on shelter needs? Is there any capacity in the community to provide shelter i.e. motel etc. What ideas does the service provider have?*

10. *If there was one action that either community groups and or governments could undertake in Tillsonburg to serve the homeless, what would that action be?*

11. *Other comments – please refer to the Project TEAM organizations for specific questions to explore with a specific organization. (i.e. discharge planning for hospitals)*

Appendix 3
Survey Questions
Homeless Individual Version

1. *How old are you?* ___ yrs

 If no, estimate 25 or younger
 26-49
 50-65
 senior

2. *Gender* male
 female
 transgender/transsexual

3. *Are you living alone or with family members or friends or couch surfing? If this is a couple or family indicate ages and genders.*

4. *Do you identify as Aboriginal?* Yes No

5. *Do you have a specific disability* Yes No

6. *Do you identify as another cultural group or nationality* Yes No

7. *Are you currently homeless (without regular stable nighttime residence)?* Yes No
If yes, please describe the experience (where sleeping etc)

8. *How long have you been homeless?* _____ (weeks)

9. *Where were you living before you became homeless? (Town and type of housing)*

10. *Have you slept outside for one or more nights in the last 6 months?*
Number of nights and situation:

11. *Have you used shelters?* Yes No
How often and where?

12. *What is your source of income and about how much money per month do you receive?*

13. *Have you had contact with any of the following in the last 6 months?*
 Police yes no
 Ambulance yes no
 Hospital yes no
 Probation /parole yes no
 Jail yes no

14. *What agencies or services have you used to help you get and keep housing? (list service provider and service—outcome if possible)*

<i>Service Provider</i>	<i>Program or service</i>	<i>How often</i>	<i>Outcome</i>
_____	_____	_____	_____
_____	_____	_____	_____

15. *Have you used supports or services located outside of Tillsonburg? If so what services and where are they located?*

16. *Are you on a waiting list for affordable or social housing?* Yes
 No
 Don't know

17. *If so, How long have you been on the waiting list?*

18. *If on the list, when was the last time you updated your application?*

19. *What type of housing (number of bedrooms? Apartment or townhouse?) would you like?*

20. *How much rent per month can you afford to pay in rent?*

21. *Would you have a guess about how many homeless persons there are in Tillsonburg? And if yes how many, what types of households, youth, families with Children, etc.) and where are they staying?*

22. *If there was an emergency shelter created in Tillsonburg, would you use it?* Yes No
Why or why not?

23. *In your view, what factors have caused you to become homeless?*

24. *If you have one piece of advice for the group who are conducting this study of the needs of homeless people in the Tillsonburg area, what would it be?*

25. *Which of the following would help you find housing?*

<i>More money</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Help getting I.D. i.e. health card or birth cert</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Help finding a place I can afford</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Help with applying for housing</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Help with immigration issues</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Help with my health needs</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Help getting detox services</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Help getting drug or alcohol treatment</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Mental health supports</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Harm reduction supports like methadone, safer crack kit, needle</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Transportation to see apartments</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Cultural Supports</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Services in a language other than English</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Something else? Specify:</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Appendix 3

Survey Questions

Other Municipalities Version

1. *Has your municipality undertaken any count or study to give you an estimate of the number of homeless persons in your municipality? If yes what was the estimate by community, and could you forward any report about the study to us electronically?*
2. *What services for homeless persons (such as provision of meals, shelters) exist? How long have they existed?*
3. *What is the municipality's per diem for emergency and domiciliary? Does the municipality pay in excess of the provincial per diem and if so, by how much?*
4. *Is there a large discrepancy between the urban and rural populations and how do your CMSM deal with homeless in a rural setting?*
5. *Has your municipality, either directly or in co-operation with other community organizations, undertaken any specific actions in the past few years to improve the support or services for individuals or families who are homeless? If yes, could you highlight key improvements? (and forward any evaluations or reports documenting those improvements)? Sample supports could include provincial/federal level (CHF, HPS, etc.), private public partnerships, etc.*
6. *How are these services for homeless persons funded? What is the level of funding?*
7. *If there was one action that either community groups and or governments could undertake in your community to serve the homeless, what would that action be? Do you know of other municipalities that have had success in providing emergency accommodation and homeless services to a small town in a rural setting? Could you provide a contact name for that municipality?*
8. *Are you aware of other municipalities which have effective programs or supports for their homeless persons in their communities?*
9. *Any other comments you would like to make which might be of help to the TEAM organization in Tillsonburg as it looks to improve support/services for homeless persons?*

Appendix 4 Survey Results

Society of Saint Vincent de Paul, Upper Deck Youth Centre, Food Bank, Phone

Demographic Information

Age		# of Replies:	49
25 or younger	13		
26-49	17		
50-65	16		
senior	2		
Gender		# of Replies:	49
Male	23		
Female	26		
Current Living Situation		# of Replies:	44
Alone	9		
With Family	17		
Friends	6		
Couch Surfing	2		
With Others - relation not specified	6		
Not Specified	4		
Aboriginal		# of Replies:	19
Yes	2		
No	23		
Disability		# of Replies:	34
Yes	15		
No	21		
Other Cultural Group or Nationality		# of Replies:	22
Yes	-		
No	22		

Homeless

Currently homeless		# of Replies:	32
Yes	3		
No	29		
Homeless Experience		# of Replies:	5
Couch surfing	2		
Y in Brantford, out of province	3		
Length of time homeless		# of Replies:	3
Year	1		
In Weeks	1		
Residence prior to homelessness		# of Replies:	2

Family	2	
Slept outside in past 6 months		# of Replies: 4
Yes	3	
No	1	
Used Shelter in past		# of Replies: 30
Yes	6	
No	24	
Estimate homeless in Tillsonburg		# of Replies: 27
None	2	
1-10	4	
11-20	4	
21-30	1	
31-40	1	
40+	3	
Few	3	
Uncertain	6	
Lots	3	
Estimate Age of Homeless		# of Replies: 7
Mid 20's	2	
youth	5	
Would you use Emergency Shelter		# of Replies: 27
Yes	24	
No	4	
Reason would use local shelter		# of Replies: 13
Weather	2	
Shower	1	
Get a break, unable to pay rent	3	
Safety, for children	4	
Assist with services	2	
No family/friend support	2	
Close to Tillsonburg	1	
Address for Welfare Cheques	1	
Factors leading to Homelessness		# of Replies: 9
Domestic abuse	2	
Layoff, lack of jobs	4	
Drug Abuse	1	
Family problems	3	

Income

	Source of Income	# of Replies: 39
Ontario Works	4	
Ontario Disability Support Prog.	14	

Pension	3	
None	4	
Welfare (did not specify which one)	4	
Death Benefits	1	
Employment Insurance	4	
Work	7	
	Income/month	# of Replies: 17
<\$500	2	
\$501-\$1000	8	
>\$1001	7	

Other Services

	Contact with	# of Replies: 6
Police	6	
Ambulance	1	
Hospital	10	
Probation/Parole	2	
Jail	3	
	Other agencies/services	# of Replies: 26
St. Vincent (meal)	7	
Food Bank	13	
St. Paul	2	
Oxford County	11	
Crisis Line	1	
BBBS	1	
Salvation Army	9	
	Frequency of Service Use	
St. Vincent	Regular	
Food Bank	1/3 months, 1/month, 1 st 2 nd time, couple times/year	
St. Paul	once/week	
Oxford County	Monthly	
Crisis Line	Frequently	
	Services outside Tillsonburg	# of Replies: 22
Yes	8	
No	14	
	Types of Services Outside of Tillsonburg	
Oncologist, Toronto	Elgin Ontario Works	
Salvation Army Shelter, Brantford	Town of Simcoe	
Womens Shelter, Woodstock	Family and Friends	
Food bank outside Tillsonburg	Community Living	
Woodstock Salvation Army	Woodstock Welfare Office	

Affordable Housing

On Wait list for AH		# of Replies: 39
Yes	3	
No or already on it	33	
Don't know	2	
How long on Wait list?		# of Replies: 3
Less than 1 year	3	
More than 1 year	-	
Last time application updated?		# of Replies: 1
Less than a month	1	
More than a month	-	
Type of housing you would like?		# of Replies: 13
Apartment	9	
Townhouse	4	
SFD	4	
Current rent per month		# of Replies: 22
<\$500	4	Average: \$605
\$501-\$750	7	
\$751-\$1000	3	
>\$1001	-	
Ideal affordable rent per month		# of Replies: 19
\$100-\$250	5	Average: \$401
\$251-\$500	9	
\$501-\$750	5	
Not working	2	
Which would help with housing		# of Replies: 16
More money	16	
Help getting ID	1	
Helping finding affordable place	14	
Help with applying for housing	7	
Help with immigration issues	-	
Help with health needs	3	
Help getting detox services	-	
Help getting drug/alcohol treatment	-	
Mental health supports	1	
Harm reduction supports	-	
Transportation to see apartments	2	
Cultural Supports	2	
Services in other languages	-	

Advice obtained through survey responses

Reduce Wait list for AH

Get people out of outdoors in winter

Government supports
Get people off street
Find out what problem is: mental health, alcohol, drugs then hook up with agencies
Emergency shelter is needed
Need help to reconnect with families if people are alone
Help people find jobs, better their education, let local people fill local tobacco job and not people from other counties
Need a hostel
Winter shelter, employment assistance, clothing/food, people need a place to go to be safe
Help people get back on feet after crisis, need some place to go
Help people when they need it
Help them out as much as possible with immediate needs, food
Drug abuse, income goes towards drugs. Thinks they can afford rent if abuse was not in picture
We need more studies, keep the momentum going
Finds taxes very high, can't get help you need, drug problem on rise
Go around town, find out their basic needs
Used to run a boarding house, lay-off in tough times, need more full-time work for people to pay bills
Shelter is a good idea in the winter
Treat with respect, talk directly to homeless
Younger people need to want to work
Medication, clothes, food needed for homeless
Keep up with any important bills
While I most likely wouldn't use one, I did while growing up and when needed, they are a godsend
Take in consideration disabilities
People don't know where to go
Government causing collapse of local economy
Don't judge, listen respect and help whenever and wherever you can. All they need is someone to listen to and to help. Don't feed their fishes (don't feed their negative and bad thoughts) being negative
with them will just make things worse and that would be the last thing they need. Don't feed the fish!
More money and help applying to housing

Advice about homelessness

Town centre, underground parking lot sometimes huddle in dark
Culverts, park
Hang out at Tim Horton's
Sleep on roofs, stairways, apartment buildings
Feels homeless more common than you'd think
People are living in parks
Several had no idea of any homeless, these tended to be younger youth, some thought that most kids would go to a family member or friend
two young women had gone to live with their boyfriend's families, they thought a youth shelter was a good idea
Some youth thought that there were lots of homeless but couldn't elaborate
Thought the Upper Deck was great, used to be lots more kids
Go to families or London if not committed relationship. Some families don't want to get involved, if there was a hostel kids would use it
There are tons who don't have a place to go. If there was a place to go and I got kicked out, I would go.

Appendix 4 Survey Results

Survey Monkey

Q1. How old are you?

46, 18, 24, 57, 45 (Average: 38)

Q2. What is your gender?

Male	1
Female	4
Trangender/Transsexual	0

3. Do you have children?

Answer Options

Yes	1
No	4
Comments	1

2, please go to question 24

Q4. Please check the living situations which apply to you

Living alone	1
Living with family members	2
Living with friends	1
Couch surfing	0

Q5. Do you identify as Aboriginal?

Yes	0
No	4

Q6. Do you have a specific disability?

Yes	2
No	2

Comments

Mental health, hearing

Q7. Do you identify as another cultural group or nationality?

Yes	0
No	4

Q8. Are you currently homeless (without regular stable nighttime residence)?

Yes	1
No	4

Comments 1

I was living in my truck, living with a friend now. Struggling with money everyday.

Q9. How long have you been homeless?

Like 6 years ago I was but not now

Couple months

I was living in my truck for 3 months last winter, and getting evicted a variety of times before staying with this friend

Q10. Where were you living before you became homeless? (Please include Town, type of housing)

A co-op with my parents in Tillsonburg but after they had told me to leave I started live with friends in London because there was no place for me to go out here.

I was homeless at one point in time - not at this time however. Coming back to the Tillsonburg area from College, I had no place to stay

In my truck, I as then in rented places in Tillsonburg, Ingersoll, Beachville

Q11. Have you slept outside for one or more nights in the last 6 months?

Yes 2

No 2

Comments 2

2 nights, I was not allowed to go home because I was in a fight with my parents

3 months in my truck

Q12. Have you used shelters?

Yes 3

No 1

Comments

Once in London, out of town, Haiti

Q13. What is your source of income and about how much money do you receive per month?

I get money from Canada Disability through my father and get \$214/month

At the time, none

OW - Basic

\$45,000 per year

Q14. Have you had contact with any of the following in the last 6 months?

	Yes	No
Police	1	3
Ambulance	1	3
Hospital	1	3
Probation/Parole	0	4
Jail	0	4

Comments

Trying to connect with mental health help

Q15. what agencies or services have you used to help you get and keep housing? Please list service provider and the outcome if possible

Service Provider: 0

Program or Service: 0

How Often: 0

Outcome: 0

Q16. Have you used supports or services located outside of Tillsonburg? If so what services and where are they located?

Yes my school has a person you go to to get student welfare but I got denied and thats in London as well

London, Sarnia and Woodstock
Other foods banks when I was in those areas

Q17. Are you on a waiting list for affordable or social housing?

Yes	0
No	4
Don't know	0

Comments

Don't have my income tax done

Q18. If you are on the social housing wait list, when was the last time you updated your application?

No Responses.

Q19. What type of housing (number of bedrooms? Apartment or townhouse?) would you like?

1 Bedroom

Q20. How much rent per month can you afford to pay in rent?

My OW doesn't cover it now

Q21. What is your estimate for the number of homeless persons in Tillsonburg? What types of households (youth, families with Children, etc.) and where are they staying?

*People normally couch surf with family or friends and sleep outside or on top of buildings (ex. Heaths)
130. They are couch hopping*

Q22. If there was an emergency shelter created in Tillsonburg, would you use it?

Yes	1
No	1

Comments

*If I ever needed it again, yes
Because I own my home but would recommend to others*

Q23. In your view, what factors have caused you to become homeless?

*Lack of knowledge (social assistance, agencies, programs, etc). Pride, social stigma
Family sold property, I'm getting older to find work*

Q24. If you have one piece of advice for the group who are conducting this study of the needs of homeless people in the Tillsonburg area, what would it be?

*Long Letter (see survey)
My estimate is at least 16 to 20% of teenagers are homeless at one point
Its hard to do a survey without a computer
Stay away from government funding*

Q25. Which of the following would help you find housing?

Answer Options	Yes	No
More Money	3	0
Help getting ID (health card, birth certificate, etc)	2	0
Help finding a place I can afford	3	0
Help with applying for housing	3	0
Help with immigration issues	0	2

Help with my health needs	2	1
Help getting detox services	0	2
Help getting drug or alcohol treatment	1	1
Mental health supports	2	1
Harm reduction supports like methadone, safer crack kit, needle exchange	1	2
Transportation to see apartments	2	0
Cultural supports	0	1
Services in a language other than English	0	1

Appendix 5

Family Service Services and Programs at the Salvation Army in Tillsonburg

1. Emergency Food
2. Emergency Meals
3. Help with Last Month's Rent
4. Help with Utility Bills
5. Rental listings
6. Emergency Housing
7. Referral to longer term housing
8. Referral to rehabilitation centers
9. Clothing for job interviews
10. Clothing for jobs
11. Clothing for funerals
12. Emergency help with prescriptions—only extreme emergency
13. Help with furniture, household goods and clothing
14. Advocacy Program
15. Birthday Club—help with toys for their children for those in need
16. Life Skills/Cooking Class
17. Client Resource Package for the newly unemployed
18. Christmas Hampers
19. Christmas Toys
20. Adopt A Family
21. Feast of Friends –a dinner and get together on Christmas Day
22. Pastoral Care
23. Budgeting

Appendix 6
Life Skills Program Schedule, Salvation Army, Tillsonburg

Week	Date and Topic	Details
1	Oct 1- Introduction Week	<ul style="list-style-type: none"> ✓ Explanation of Classes ✓ Activities to promote rapport with group ✓ Confidentiality and the duty to report
2	Oct 8 - Basic Kitchen tools and cooking terminology	<ul style="list-style-type: none"> ✓ What are those used for? ✓ Ounces verses ml ✓ Weight verses volume
3	Oct 15 - Budgeting	<ul style="list-style-type: none"> ✓ Creating your own budget ✓ How to pay bills and eat
5	Oct 29 - Rental Rights and Obligation	<ul style="list-style-type: none"> ✓ Details on tenant act ✓ What are your obligations when renting
6	Nov 5 - School Snacks	<ul style="list-style-type: none"> ✓ Making your own granola bars ✓ Making your own fruit leather ✓ Cooking with your child
7	Nov 12 - Self esteem-relaxation emotional care	<ul style="list-style-type: none"> ✓ Time out for kids means time outs for you ✓ Basic relaxation / meditation techniques ✓ Stinking thinking –Positive thinking
Week	Date and Topic	Details
8	Jan 7 - Name Brand verses No Name	<ul style="list-style-type: none"> ✓ The quality of No Name ✓ Is there a difference? ✓ Is No Name always cheaper?
9	Jan 14 - Abuse	<ul style="list-style-type: none"> ✓ How many types of abuse are there? ✓ Am I being abused? ✓ Date rape
10	Jan 21 - Nutrition	<ul style="list-style-type: none"> ✓ Canada's Food Guide ✓ Dieting – is it good or bad? ✓ How to eat healthy on a limited income
11	Jan 28 - Substance Abuse	<ul style="list-style-type: none"> ✓ Types of substance abuse ✓ Prescription drugs ✓ Beer verses hard liquors

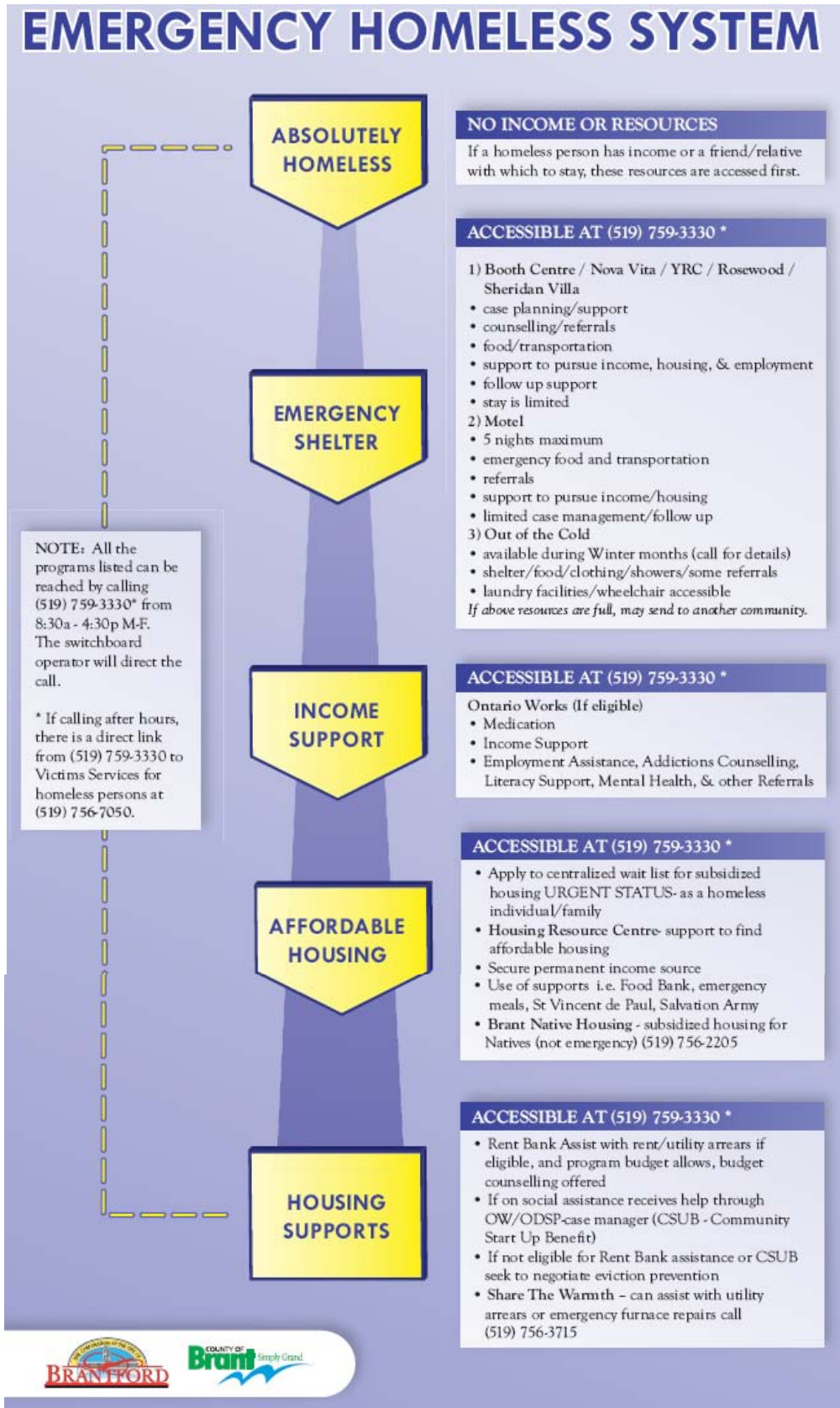
12	Feb 4 - Menu Making	<ul style="list-style-type: none"> ✓ How to make a menu ✓ How to make a grocery list ✓ Are specials worth going for?
13	Feb 11 - Peer Pressure	<ul style="list-style-type: none"> ✓ How to say no to friends ✓ Activities to promote self worth ✓ Importance of making the best decisions for you and you and kids
14	Feb 18 - Noodles, rice and potatoes	<ul style="list-style-type: none"> ✓ How to cook rice and potatoes to perfection ✓ The versatility of potatoes ✓ Other starches – couscous, bulgur, barley and lentils
15	Feb 25 - Parenting Skills	<ul style="list-style-type: none"> ✓ How do you make kids listen? ✓ What do you do when it becomes too much? ✓ When ask for help ✓ Who can help ✓ When to start making them ✓ Have rules
Week	Date and Topic	Details
16	Mar 4 - Salads and Vegetables	<ul style="list-style-type: none"> ✓ Easy simple salads ✓ Making your own salad dressing
17	Mar 11 - Cleaning Green	<ul style="list-style-type: none"> ✓ Fun with “How clean is your House” ✓ How to save money on cleaning supplies ✓ Green cleaning verses store cleaners ✓ Making a cleaning schedule
18	Mar 18 - Reading Labels	<ul style="list-style-type: none"> ✓ How to read a label on food ✓ How to understand the unit pricing in the stores
19	Mar 25 - E.Q. Verses I. Q.	<ul style="list-style-type: none"> ✓ Emotional Quotient ✓ Intelligence Quotient ✓ What do employers look at? ✓ Passive- Assertive- Aggressive
20	Apr 1 - Soup and Sauces	<ul style="list-style-type: none"> ✓ Turning one sauce into four sauces ✓ Making your own gray ✓ Quick and easy homemade soup

21	Apr 8 - What is your dream crusher?	<ul style="list-style-type: none"> ✓ What or who stopped you from you future dreams? ✓ How to overcome the Dream Crusher ✓ How to build you confidence ✓ Dream your dreams
22	Apr 15 - Cheap meats and Food Safety	<ul style="list-style-type: none"> ✓ What are the cheaper cuts of meat ✓ How to cook the cheaper cuts of meat ✓ Meat alternatives ✓ Washing hands ✓ Washing dishes ✓ Food storage
Week	Date and Topics	Details
23	Apr 22 - Voting	<ul style="list-style-type: none"> ✓ Why vote ✓ Does it matter ✓ What are your issues
24	Apr 29 - Desserts and Fruits	<ul style="list-style-type: none"> ✓ Fun with your kids ✓ Easy cheap desserts ✓ Fruit verses chocolate
25	May 6 - Getting Involved	<ul style="list-style-type: none"> ✓ You are important to your community ✓ Joining community groups ✓ Stand up for your self
26	May 13 - Graduation	<ul style="list-style-type: none"> ✓ Dinner for your friends and family

Appendix 7 Funding Options

- Imagine Canada, United Way
 - **The Catherine Donnelly Foundation.** Will consider applications for supportive programs or initiatives intended to assist low-income persons/families within affordable transitional housing settings. The Catherine Donnelly Foundation wishes to support transitional housing initiatives that provide services to residents - whether individuals or families - that may enable them to move successfully to more stable housing. **Deadline:** February 4, 2010 and August 31, 2010. Applications are received twice a year. **Website:** www.catherinedonnellyfoundation.org
 - **The Steele Family Foundation.** Their purpose is to assist individuals in need, particularly those suffering from poverty and homelessness. The focus is on community assistance on a local level and providing to them the basic essentials in life: food, shelter, spiritual healing, clothing, friendship and support. **Deadline:** November. **Website:** <http://www.thesteelfamilyfoundation.com/>
 - **Realtors Care Foundation.** Support shelter-related charities in Ontario. A grant request will be looked upon more favourably if the local Real Estate Board and/or its members are involved with the charity. Your application must have a letter from the local Real Estate Board President stating that they endorse your charitable work in their community. **Website:** <http://www.realtorscareontario.ca/page/home>
 - **The Pepsi Refresh Project.** Pepsi is giving away over a million dollars in grants to fund great ideas. Pepsi is looking for individuals, businesses, and non-profit organizations with ideas that will have a positive impact on communities. They are accepting 300 ideas every month. Accepted submissions will be voted on the public. **Website:** <http://www.refresheverything.ca/index>

**Appendix 8
Brantford Emergency Homeless System**



Appendix 9

Open House Comments

DRUG ABUSE/ADDICTS

- Need medication to take the edge off, to confront the pain.
- Independence, low self-esteem
- Support for family
- Holmes house not long enough program. 21 days to get over the problem and no follow-up. Same thing with Teen Challenge, there is a wait list. Need a place where people can go when they can get help when they need it right away
- Celebrate recovery, do good in helping with self-esteem
- Counseling – various personalities. Need more counsellors. What you say can end up against you.
- Safe Environment – meet where they are at. Services need to be flexible, available when they need it, no wait list. Like a home. Need a place that can take people in right away.
- Education for volunteers. Only give enough food that will satisfy people right now – can't sell extras for drugs.
- Transportation to get to doctor's, job hunt, apartment hunt, see family, probation officer
- Methedone clinic. There is one in Woodstock right now.
- Central resource person – the go-to person, someone who knows all the services in Town and can direct people as necessary
- Advocates for you when you're feeling low
- Need for hygiene place and staff, someplace to shower somewhere
- Operation sharing – partner, vouchers rather than food card
- No ID because of cost – healthcards need to run to London
- Halfway house – not spiritually focused. Don't want to hear about God/religion right now
- Trust
- Move away for fresh start
- Access to good health care – may not have ID and can't go to the hospital

MISCONCEPTIONS

- Not all homelessness are dealing with addictions. A lot of us are a paycheque aware from being homeless
- Some don't consider themselves homeless. Redefine homeless
- Government understanding of issues. Existing OW and ODSP payments are not sufficient

- Awareness (non-judgemental, better understanding) on both sides. Better understanding of homeless and non-homeless. We are labelled as do-gooders. We don't know what they're going through. Judgement on both sides. Blaming the victim.
- Education (change). Educate public about what's happening
- Sleep in the Park event
- Welfare clients sold everything before they will seek help. Show up when desperate
- Inclusion of all in all – mixed use zoning. Do not segregate the homeless and low-income in a neighbourhood

CHILDREN/FAMILY

- Children's Aid Society
- Women's Shelter (Woodstock)
- Necessities of life
- Addressing the needs of teens
- Youth emergency shelter
- Family counselling
- Keep the family as a unit
- Family counselling is available at the Livingston Centre there is a wait list due to a shortage of counsellors
- Provide reference material for assistance/transportation and where to go for help
- More assisted family housing so families can stay as a unit
- Men's shelter needed as well. Not just women with children

LEGAL SERVICES

- System not user-friendly, lack of access to human interface, need someone who can tell you how to navigate the system. Computer literacy, no ability to use services
- Lack of access to human assistance
- Computer-driven, but don't have computer literacy
- No public transportation, get to industrial part costs \$12 both ways
- Lack of knowledge of available services – poor advertising
- Not treated as equals, prejudice
- Fighting and abuse safe spot, nothing like that in Tillsonburg
- No "drop in" abuse safe house
- No roadmap to how system works
- Fear/pride prevents coming forward
- Literacy issues, some tests can only be done orally because they cannot read/write
- Phone system, telephone tag, no operator option
- Family support program
- Need for compassion

FOOD/HOUSING


- Rotating soup kitchen (held in the same church different churches in charge of making the meals)
- Nutrition courses (salvation army offers these already)
- Awareness of programs, advertise more (posters, flyers)
- Need a manual connecting services in Town
- Peer-to-peer support, speaking to someone who has experienced the same and see there is a better way
- More affordable housing needed
- Upper-deck for adults
- Inn Out of the cold shelter

OTHER COMMENTS


- No daily soup kitchen, only St. Vincent de Paul makes meals once a week.
- 211 – all of Ontario in 12 months
- Keep talking, follow up until they find services, what about a lack of a phone?
- Transportation, in past 50% was funded by government. Tillsonburg withdrew bus service after funding by government was withdrawn
- Consideration and interest to start soup kitchen, sat morning with families, get involvement of more churches (Dave on St. Paul's) especially in winter months
- 120 AH units are strictly for seniors housing, lack of family and singles housing

Appendix 10

Sample brochure (Region of Waterloo, Emergency Accommodation)



Brochure provided by




Region of Waterloo
SOCIAL SERVICES

in cooperation with
emergency accommodation
providers
of Waterloo Region.

Website:
www.region.waterloo.on.ca
under
social services /
social planning / homelessness

TTY:
519-883-2428
UPDATED: OCTOBER/16



Region of Waterloo
SOCIAL SERVICES

Emergency Accommodation in Waterloo Region

Emergency Accommodation

Emergency shelters have been defined in Provincial legislation as the provision of board, lodging, and services to meet the personal needs of people experiencing homelessness on a short-term, infrequent basis. While it has been suggested that emergency shelters should also serve additional roles, such as acting as a key access point to a range of services, providing access to case management, or preparing people for permanent housing, it is well understood that emergency shelters should not serve as permanent housing.

A number of different types of emergency shelter services exist within Waterloo Region. There are those considered formal emergency shelters, which are funded under a purchase of service agreement with the Region and follow the Region's Emergency Shelter Guidelines. There are also informal emergency shelter sites in the community, operated through volunteers, collectively called the Kitchener-Waterloo Out of the Cold program that offers people another shelter option during the winter months. Finally, there are two other recognized emergency shelters, Women's Crisis Services and Safe Haven, which are funded through other sources.

Information about each of these programs is included in this brochure.

Emergency Accommodation in Waterloo Region

Women Abuse

Women's Crisis Services of Waterloo Region
Anselma House
 Kitchener: 519-742-5894
 (business calls 519-741-9184)
Haven House
 Cambridge: 519-653-2422
 (business calls 519-653-2289)
 www.wcsw.org
Eligibility: Emergency shelter for women fleeing abuse ages 16 years and older and their children (male children ages 18 years or younger).

Women

YWCA of Kitchener-Waterloo
YWCA - Mary's Place
 84 Frederick Street, Kitchener
 Phone: 519-744-0120
 www.ywcakw.on.ca
Eligibility: Emergency shelter for women ages 16 years and older.

Men

House of Friendship
Charles Street Men's Hostel
 63 Charles Street E., Kitchener
 Phone: 519-742-8327
 www.houseoffriendship.org
Eligibility: Emergency shelter for men ages 16 years and older.

Families

YWCA of Kitchener-Waterloo
YWCA - Mary's Place
 84 Frederick Street, Kitchener
 Phone: 519-744-0120
 www.ywcakw.on.ca
Eligibility: Emergency shelter for families.

Cambridge Shelter Corporation
The Cambridge Shelter
 26 Simcoe Street, Cambridge
 Phone: 519-624-9305
 www.cambridgesheltercorp.ca
Eligibility: Emergency shelter for families.

Youth

Lutherwood
Safe Haven Youth Shelter
 41 Weber Street W., Kitchener
 Phone: 519-749-1450 ext. 240
 www.lutherwood.ca
Eligibility: Emergency shelter and respite services for youth ages 12-16 years without dependents.

Argus Residence for Young People
Cambridge
 Female residence: 519-650-0452
 Male residence: 519-623-7991
Eligibility: Emergency shelter for youth ages 16-24 years without dependents.

Mixed Gender

Cambridge Shelter Corporation
The Cambridge Shelter
 26 Simcoe Street, Cambridge
 Phone: 519-624-9305
 www.cambridgesheltercorp.ca
Eligibility: Emergency shelter for men and women ages 16 years and older.

K-W Out of the Cold
 Various locations in Kitchener and Waterloo. 7 nights a week from November 1 to March 31.
Eligibility: Providing an evening meal and overnight shelter for men and women.
 Volunteer run program.
 See additional information below.

Kitchener-Waterloo Out of the Cold Program

November 1st to March 31st (some sites operate the program to the end of April)
Dinner Served: 6 - 7 p.m. (No dinner at St. Andrew's on Mon; Saturday dinner begins at 7 p.m.)
Overnight Accommodation: 7 nights a week 6 p.m.-7 a.m.
Grand River Transit schedules: 519-585-7555 (7:30 a.m.-3:30 p.m.)
 TTY: 519-585-7796

DAY	LOCATION	BUS ROUTE
Monday	Trinity United Church - 74 Frederick St., Kitchener 519-742-3578	1, 8 or 23
Monday (secondary)	St. Andrew's Presbyterian Church - 54 Queen St. N., Kitchener 519-578-4430	8, 15 or 18
Tuesday	Benton Street Baptist - 90 Benton St., Kitchener 519-745-3792 x 228	1.5 blocks from terminal
Wednesday	St. Matthew's Lutheran - 54 Benton St., Kitchener 519-742-0462 x 24	1.5 blocks from terminal
Wednesday (secondary)	St. Anne's Catholic Church - 268 East Ave., Kitchener 519-745-5302 x 208	1
Thursday	St. John's Lutheran - 22 Willow St., Waterloo 519-886-1880 or 519-886-3664	5 or 35
Friday	First United Church - 16 William St. W., Waterloo 519-745-8487	iXpress or 7
Saturday	Bethany Evangelical Mission - 160 Lancaster St. W., Kitchener (open at 6:00pm, dinner at 7:00pm) 519-745-0151	1 or 23
Sunday	St. Louis Church - 53 Allen St. E., Waterloo 519-745-2061	4 or 7