



DSO

Developmental Services Ontario

Hamilton-Niagara Region

Housing Resources: Haldimand & Norfolk

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Disclaimer

Contact Hamilton does not assume any responsibility or liability for the information provided nor for any of the services/supports provided by these organizations or individuals. Developmental Services Ontario does not promote nor endorse any of these private services.

Please note this is not intended to serve as an exhaustive list of all services offered in Hamilton, but rather as a resource prepared with information sourced by the DSO Housing Navigators for the Hamilton Niagara Region.



Acknowledgements

This resource guide was created as a housing navigation resource by the Developmental Services Ontario Hamilton Niagara (DSOHNR) Housing Navigators, with invaluable assistance from Alex Shannan—Developmental Services Ontario Toronto Region Housing Navigator.

The Housing Resource Guide is intended to help individuals with navigating housing and homelessness resources in the Haldimand Norfolk Region.

Please send questions, feedback or suggestions to:
housing@dsohnr.ca

DSOHNR Housing Navigation

Are you interested in learning about housing and support services beyond traditional Ministry funded options?
You may wish to connect with your local DSO Housing Navigators:



**Call or email your DSOHNR Housing
Navigator at:**

1-877-376-4674 x255 or housing@dsohnr.ca

Learn how the DSO housing toolkit can help you create your housing vision:

www.dsontario.ca/resources/housing

Sign up here to learn of upcoming DSO events:

<https://bit.ly/2JQjxhg>

Connect with us on Facebook:

www.facebook.com/dsontario/ & <https://www.facebook.com/groups/234444943984554/?fref=mentions>

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MCCSS Funded Supportive Housing Options

Housing supports are provided by agencies and funded by the Ministry of Children, Community and Social Services (MCCSS). Here are some types of housing supports that may be available in your community:

Group homes and group living supports

- You will live with a few unrelated people
- Provide you support for up to 24 hours per day
- Accommodate you based on your needs and abilities

Supported independent living

- You live more independently
- Someone helps you with daily activities
- You receive between 2 to 10 hours of support during the day every week
- You must be able to be alone overnight and do things like shower or brush your teeth without help

Host family home/associate living support

- You live with a family who can provide you with care and supports
- You are encouraged to become an active member of the household
- You are matched with a family that has similar interests, needs and lifestyle

The Housing Continuum



HOMELESS

EMERGENCY
SHELTERS

TRANSITIONAL
HOUSING

SOCIAL
HOUSING

MARKET
RENTAL
HOUSING

RENTAL
HOUSING

AFFORDABLE
HOME
OWNERSHIP

MARKET
HOME
OWNERSHIP

Homeless

There are many different definitions of homeless. In the context of the National Homelessness Initiative, homelessness is considered to be any person, family or household that has no fixed address or security of housing tenure.

Chronic Homelessness - refers to individuals who are currently homeless and have been homeless for six months or more in the past year

Episodic Homelessness - refers to individuals, who are currently homeless and have experienced three or more episodes of homelessness in the past year

Hidden Homelessness - refers to individuals who are homeless, but temporarily housed with friends or family because they cannot afford shelter themselves. Without this help, they would be living on the street or be sheltered by an institution.



Supports for Homelessness

The services listed below are funded or operated within the Region of Haldimand Norfolk
(click the links at the bottom of this page to learn more)

If you are looking for services not found here, call 211.

If you are homeless or at risk of losing your housing please contact Homeless Prevention Services Intake Line at 519-426-6170
or 905-318-6623 Ext. 3134.

In case of emergency call 911



[Shelters](#)

[Drop-ins](#)

[Out of the Cold](#)

[Semi-Independent
Living](#)

[Warming Centres](#)

[Housing Help](#)

Housing and Homeless Prevention Services

Are you applying for rent-geared-to-income housing? Looking for affordable rental housing? Homeless? Or at risk of losing your home? [Housing Services & Homeless Prevention Services of the Health & Social Services Department](#), serving the communities of Haldimand and Norfolk, has programs and services that can help. Explore their website to find out more about the services available.

Housing help services are available in most shelters and many drop-ins as well.



Services may include:

- Help completing applications for social housing
- Help with updating your existing application for social housing
- Help with issues with current housing
- Mediation between renters and landlords
- Assistance if you need to contact the Landlord Tenant Board (LTB)
- Financial assistance if you are behind on your rent or utilities

Emergency Shelters

These facilities are designed to meet the immediate needs of people who are homeless. Such short-term emergency shelters may target specific sub-populations, including women, families, youth or Indigenous persons, for instance.

These shelters typically have minimal eligibility criteria, offer shared sleeping facilities and amenities, and often expect clients to leave in the morning. They may or may not offer food, clothing or other services.



Transitional Housing

Transitional housing can be described as **a temporary step between emergency and permanent housing**. It is longer-term and often offers more support than emergency shelters but differs from supportive housing and many care homes because it is intended to be temporary.



Social Housing

(Also known as: Rent-Geared-to-Income or Subsidized Housing)

[Rent-Geared-to-Income](#) (RGI), or subsidized housing, is made available by the City of Hamilton to make rent affordable for households. In most cases, the rent for a subsidized unit is 30 per cent of a household's total monthly income. If you receive social assistance the rent is based on the rent benefit set by the Ontario government.



Subsidized Housing

Health and Social Services helps with the application process and maintains the central waiting list for subsidized housing for social housing providers in Haldimand and Norfolk.

Subsidized housing is rent-geared-to-income or RGI housing which is based on 30% of a household's gross monthly income or if the household is receiving assistance from Ontario Works or the Ontario Disability Support Program, a social assistance rent scale is applied. Additional charges may apply depending on the building (i.e. parking/ utilities).

- ATH is not a landlord and does not offer housing to applicants.
 - They can not predict or guess when you will be housed.
 - They do not provide emergency shelters or housing.

[List of emergency shelters](#)





Applying for Social Housing



In Haldimand Norfolk, Health and Social Services – Housing division manages the centralized waiting list for social housing.

The application can be completed [online](#). If you have questions about the application process, you can call 519-426-6170 or 905-318-6623 Ext 3234 or 3235.

To apply for Rent-Geared-to-Income housing, you will need to upload the following documents for all household members:

- [Legal status in Canada documentation](#) for all household members
- The Consent and Declaration form for all household members over 16 years of age (provided in the application)
- Income ([Notice of Assessment](#)), including income generated from assets is to be declared in the application
- Information about any money owed to, or re-payment plans with a Social Housing Provider (for those who have accessed social housing in the past)

Applying for Social Housing

To apply for Rent-Geared-to-Income housing, you will need to provide the following documents for all household members:

- Copies of Canadian birth certificates, Canadian passport, landed immigrant, permanent resident card or refugee claimant documents for all members of the household.
 - Custody documentation (i.e. Court/ lawyer/ CAS, ex-partner, etc.).
- Copy of a repayment schedule for anyone in your household who owes money to any social housing provider in Ontario.
 - Copies of household monthly income of you and all persons who will be living with you.
 - Copies of owned assets of all household.
 - If pregnant, provide proof of pregnancy (i.e. doctors note)
- If you are claiming homelessness, abuse, a serious medical condition, a dangerous or life threatening situation, etc., proof is required from someone in a professional position (court/ lawyer/ doctor/ police/ worker).

Applications submitted without the requested documents will not be processed. You will be advised in writing that your application is incomplete. You will not be placed on the waiting list, until all the required documents are received.

Applying for Social Housing

Applicants for social housing have a number of responsibilities:

- You are responsible to notify Health and Social Services of any changes to your information in order to maintain your eligibility status
- You are responsible to confirm your interest in remaining on the waiting list for housing. This confirmation must be done once a year. A reminder letter will be sent to you.
 - Applicants must notify Health and Social Services if:
 - Your address changes
 - Your phone number changes
 - You want to live in locations other than those you chose on your application
 - The number of people in your household changes
 - The contact person on your application changes
 - Your income changes
 - Your Immigration status changes

Notice of any change in any information or documents must be submitted within 30 business days of the change. A longer time as may be allowed by Health and Social Services.

Social Housing

There is one central waiting list for social housing in Haldimand Norfolk, that provides access to [Rent-Geared-to-Income](#), [Housing Allowances](#) and the Canada Ontario Housing Benefit (COHB).



Rent-Geared-to-Income and Rent Supplements	A type of subsidized housing where rent is based on your income. To learn more please visit https://hnhousing.org/application-forms/
Housing Allowance	A non-repayable subsidy to help eligible households pay the rent (usually available to a specified group, e.g., homeless, etc.).
Canada Ontario Housing Benefit (COHB)	This portable housing benefit is a monthly subsidy provided to low-income households to assist with housing costs. It is tied to the household and can be used to help pay rent anywhere in Ontario.

Changes to Social Housing in Haldimand Norfolk

The Province is making changes to Social Housing for applicants and tenants that will impact your housing application.

If you are on the centralized wait list for Social Housing or you already live in social housing and are waiting to transfer into a different unit, the changes below will impact you.

As of January 1, 2021, all applicants on the Access to Housing centralized wait list for Rent-Geared-to-Income (RGI) housing subsidy assistance will only receive one (1) offer of housing.

This change will help people move into housing more quickly.

Changes to Social Housing continued...

If you do not accept this offer, you may lose your place on the wait list and your application may be cancelled. Offers will not be counted if they constitute exceptional circumstances.

Any refusals before January 1, 2021 will not impact your eligibility.

If your application is cancelled, you will have to reapply and wait until your name reaches the top of the wait list again before receiving an offer. Cancellation from the wait list can be reviewed by the Social Housing Review Panel. The process for requesting a Review will be outlined in your cancellation letter.

Update your Information Yearly

Offers of housing are based on the building selections we have on file for you. Make sure you only select buildings you want to live in or would accept if offered. It is a good idea to review your information and building selections each year. If you are satisfied with your current building selections, you do not have to do anything.

To review or update your building selections, contact Health and Social Services:

Call: [519-426-6170](tel:519-426-6170) ext 3235

Email: housing@hnhss.ca

Download: <https://hnhousing.org/housing-services/rgi-application/>

Housing Waitlist

The centralized waiting list is a modified-chronological housing wait list of all applicants eligible for rent-gear-to-income or RGI assistance in Haldimand Norfolk. The list is maintained in compliance with the Housing Services Act, 2011 and approved local rules and standards.

Health and Social Services will process all completed applications for subsidized housing. If you are eligible, Health and Social Services will add you to the centralized waiting list. This waiting list is based on the date that you apply for housing. This means your name will be added to the waiting list for all the locations you noted on the Building Selection Form.

You will be offered housing when you are #1 on the waitlist through the Housing Provider that you selected. The staff at Health and Social Services cannot predict or guess when you will be housed. It will depend on the status your file was given, the date you applied for housing, and your housing selections.

A Non-Profit Landlord will contact you with an offer of accommodation. You will only receive one offer. If you refuse that offer of accommodation your application will be cancelled and you will have to reapply and start again at the beginning. You have the right to request a review of any cancelled application through Health and Social Services.

Canada-Ontario Housing Benefit (COHB)

The Canada-Ontario Housing Benefit (COHB) provides a direct, monthly benefit to eligible households to help pay their rent.

The benefit payments are portable, which means you may receive the benefits even when you move to another address & based on the household's income and local market rent.

The benefits are administered by the province through the Ministry of Finance and eligibility is assessed annually. Annual renewal applications are issued from the Province each May and must be returned by September 1st.

Clients who do not return their annual renewal by the deadline will no longer be eligible to receive assistance through the COHB program. Reinstatement into the program is not permitted

Following the annual review, the COHB amount may increase or decrease because of changes in residence, income and/or household size. The benefit amount is calculated according to the average local market rent of the area.

Canada-Ontario Housing Benefit (COHB) continued...

In Haldimand Norfolk, the application process is not open to the public. Health and Social Services have identified priority groups to receive this service.

COHB applicants must reside permanently in Ontario and be on, or eligible to be on, the Centralized Waiting List for Social Housing.

Program Guidelines

The benefit amount will depend on the household size and income.

The amount is calculated using a formula that includes household income, the number of people in the household and the local market rents.

To receive the COHB, applicants must agree to be removed from the Centralized Waiting List for social housing.

Households cannot receive COHB and Rent-Geared-to-Income (RGI) housing or any other form of housing benefit at the same time.

Co-operative Housing



Co-operative Housing
Federation of Canada

Housing co-operatives provide not-for-profit housing for their members. The members do not own equity in their housing. If they move, their home is returned to the co-op, to be offered to another individual or family who needs an affordable home. Some co-op households pay a reduced monthly rent (housing charge) geared to their income. Government funds cover the difference between this payment and the co-op's full charge. Other households pay the full monthly charge based on cost. Because co-ops charge their members only enough to cover costs, repairs, and reserves, they can offer housing that is much more affordable than average private sector rental costs. Co-op housing also offers security. Co-ops are controlled by their members who have a vote in decisions about their housing. There is no outside landlord. Each housing co-operative is a legal association, incorporated as a co-operative.

For more information about Co-operative Housing and to locate your local co-ops, you can visit the [Co-operative Housing Federation of Canada](https://www.chfc.ca/).

Market Rental Housing

In market rental housing, rent is usually set between 80% - 100% of Average Market Rent AMR (as determined by Canada Mortgage and Housing Corporation (CMHC), based on unit size).

Affordable rental housing can be in privately owned buildings, non-profits or city owned housing.

You can often stay on the Rent-Geared-to-Income waiting list if you accept a unit through the Affordable Rental Housing Program.

<https://hnhousing.org/housing-services/rgi-application/>



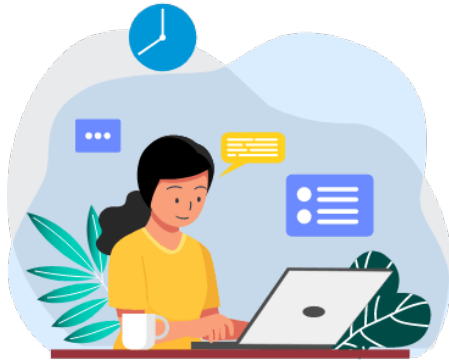
Private Market Rental Housing

Market Rent is residential rent that is not classified as “subsidized rent” or “affordable rent” under any affordable housing program (you pay the amount advertised in the listing or advertisement).

Private market rental is found in many ways including internet searches, newspaper ads, real-estate agents and more.



Searching for Rental Housing



Use filter options on these sites to search for places that fit preferences. Alerts can be set to notify when new ads are posted.

[Kijiji](#)
[AllClassifieds.ca](#)
[RentBoard.ca](#)
[Craigslist.org](#)
[Zumper.com](#)
[Rentcompass.com](#)
[FreeRentAds.com](#)
[REALTOR.ca](#)
[Viewit.ca](#)



Visit [Facebook Marketplace](#) on your Facebook page, click on the Marketplace icon located at the top of the screen. Then click on the rental icon.

Search options such as city, kms (distance) away, price range, bedrooms, etc.

Set alerts to receive notifications on new rentals ads.



[Rentals.ca](#) provides a list of affordable housing options from sources like Kijiji, Rentboard, and Viewit. They compile options from multiple sources together on one listing.



Drive/walk/bike around preferred neighborhoods. Landlords and property managers will often post signs out front where there are units for rent.

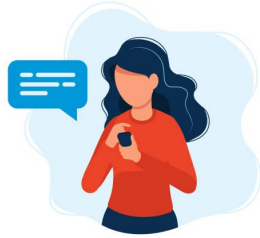
Some landlords post signs in places like grocery stores, libraries and/or community centres too.

Things to Consider Before Renting a Unit



FOLLOW DIRECTIONS IN THE AD

Some landlords/property managers prefer calls, some use email or the messaging system through the ad site (such as Kijiji messaging). Many ads also ask very specific questions to assess applicants.



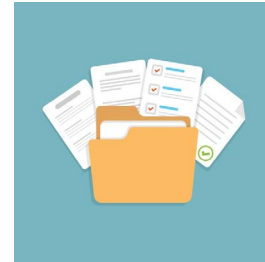
CALLING THE LANDLORD

Prepare your list of questions before you call and keep a pen and paper handy to write down the answers. There are probably others who are interested in the rental, remember to be polite and make a great first impression.



VIEWING THE RENTAL UNIT

Arrive on time and be well-groomed and well prepared. Introduce yourself and try to remain calm and confident. Have your references ready to provide to the landlord/property manager.



PREPARE YOUR DOCUMENTS

To support your rental application, landlords/property manager may ask to see your driver's license or other ID. They may ask where you work, and permission to run a credit check. There are rules about your [privacy](#) that must be respected.



APPLYING FOR THE RENTAL

Make sure you understand the application process, ask questions if something isn't clear. Fill in the application form (paper copy/online). Inquire about the deposit fees and next steps.



SIGNING THE LEASE

A successful applicant will be asked to sign a lease. Upon signing you will usually be required to pay last month's rent. Then first month's rent is due on the 1st day of the month you've rented the apartment for (make sure to get receipts).

For more tips: https://bit.ly/CMHC_IWantToRent

Landlord Responsibilities

According to Canada Mortgage and Housing Corporation (CMHC) Landlords must:

- Maintain the tenant's home in a good state of repair and fit for habitation and at the landlord's expense
- Always ensure a reasonable supply of fuel, electricity, hot and cold water and other utility services (cable, Internet)
- Not seize, without legal process, a tenant's property for rent default or for the breaking of any other obligation of the tenant.
- Not harass, obstruct, coerce, threaten or interfere with the tenant.
- Ensure that their rental units comply with the standards for health, safety, housing & maintenance.
- Before renting a property, it must meet municipal zoning laws, bylaws, fire safety regulations and local building codes.



Tenant Responsibilities

According to Canada Mortgage and Housing Corporation (CMHC) Tenants must:

- Pay rent on time
- Behave well, clean the rental premises, repair damage caused by an accident or deliberate act of the tenant or a person whom the tenant permits on the premises
- Do not harass, obstruct, coerce, threaten or interfere with the landlord
- Contact the landlord as soon as possible when a problem arises involving repairs or services
- Permit entry (with proper notice) for repairs or showing of the home for the next tenant or purchaser
- **Honour your rental agreement or lease:** follow the terms in your rental agreement or lease

For more information, visit:

<https://www.cmhc-schl.gc.ca/en/consumers/renting-a-home/i-am-renting>



Tenant Rights



CLEO produces clear, accurate and practical legal information to help people understand and exercise their legal rights.

Visit their website for more details:

<https://www.cleo.on.ca/en>



Centre for Equality Rights in Accommodation (CERA) provides free services to renters facing eviction and human rights violations in their housing.

Visit their website for more details:

<https://www.equalityrights.org>



Community Legal Clinic

BRANT • HALDIMAND • NORFOLK

The Brant Haldimand and Norfolk Community Legal Clinic is a non-profit organization which advocates for better rights for tenants.

Depending on the case, they can:

- Advise you on your rights and the process for enforcing your rights;
- Help you defend against your landlord's application for eviction;
- Assist you with completing an application to the Landlord Tenant Board to enforce your rights through our "Forms Clinic";
- Assist with revocation of your subsidy; **and/or**
- Represent you at your Landlord Tenant Board hearing.
- They also provide public legal education to tenant groups and service providers.

Visit their website for regular updates and information for tenants.

Website: <https://www.bhnlegalclinic.ca/>

Housing Stabilization Fund



If you receive Ontario Works (OW) or Ontario Disability Support Program (ODSP) benefits, and you are homeless or at risk of losing your housing, the Housing Stabilization Fund may be able to assist with things such as:

- Housing start-up costs (first and last month's rent)
- Rental arrears (money owed due to unpaid rent) to maintain affordable housing
- A benefit for furniture / household furnishings
- Assistance with utilities arrears or start up
- Assistance to those who are transitioning from homelessness or a long-term residence or prison

Visit the Health and Social Services Haldimand and Norfolk website for more information:

<https://hnhousing.org/homeless-prevention-services/ongoing-affordability-assistance/>

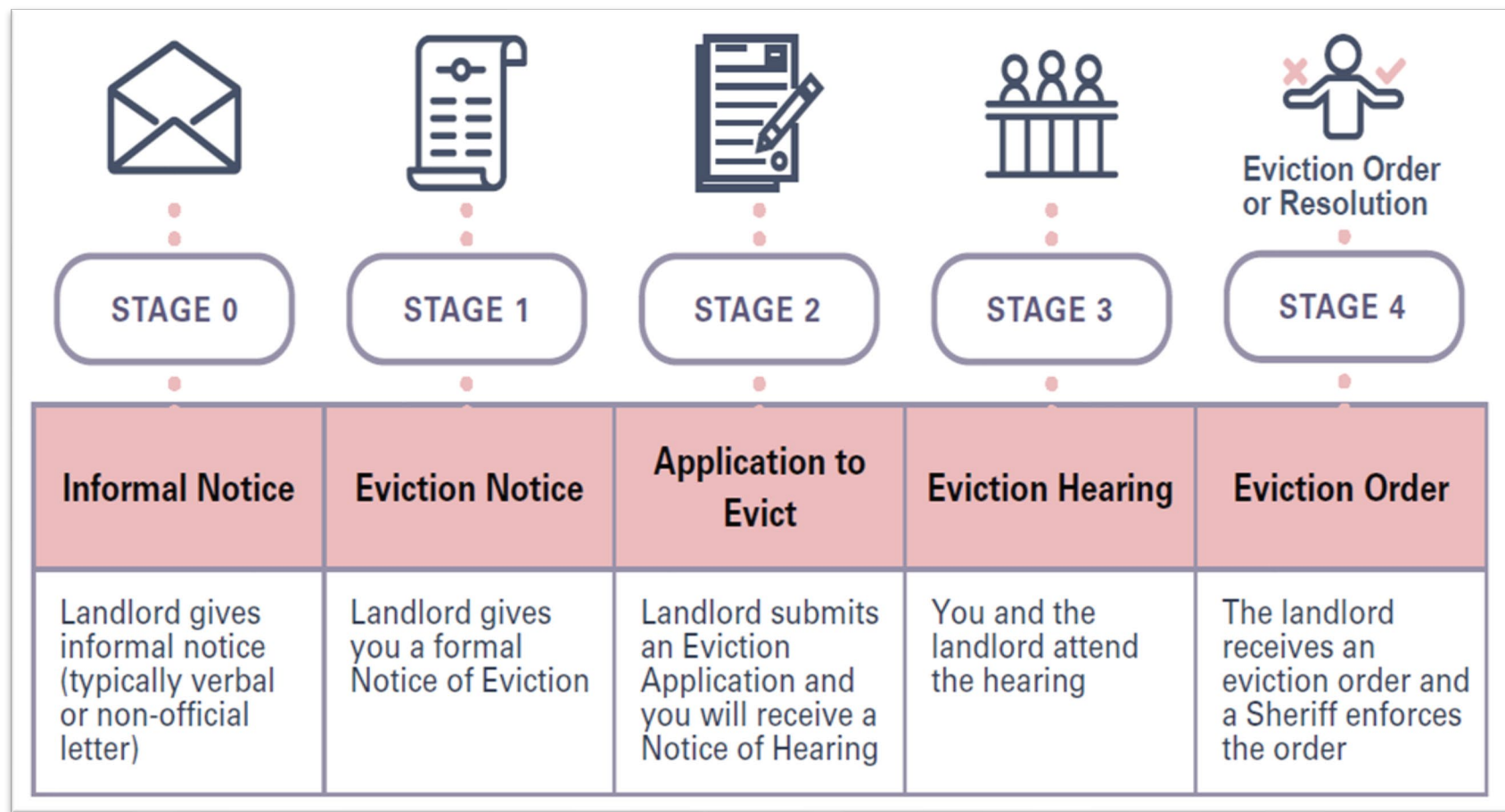
Eviction Process

Landlords are required to give official notices of eviction which starts the eviction process. (see diagram)

If you receive an eviction notice, **you do not have to move out**. Contact the [Community Legal Clinic](#) immediately.

It is best not to sign anything your landlord gives you without receiving legal advice first. Contact legal advice first to make sure you know the legal meaning of the document you are about to sign.

A tenant does not have to do anything until the landlord files an eviction application with the Landlord and Tenant Board (LTB). The LTB will notify a tenant of the application and hearing date if/when this happens.



Facing Eviction – Obtaining Assistance

Housing Provider	Website
Centre for Equality Rights in Accommodation (CERA)	https://www.equalityrights.org/our-services
Housing Resource Centre	https://hnhousing.org/
Legal Aid Ontario	https://www.legalaid.on.ca/legal-clinics/
Understanding & Fighting Evictions	https://www.cleo.on.ca/en/publications/tenantsaccess/eviction
Community Legal Clinic – Legal assistance for low income households	https://www.bhnlegalclinic.ca/

Affordable Home Ownership

Affordable home ownership models use a variety of creative approaches (e.g., down-payment assistance, shared equity mortgages, etc.) to help lower-income people and families, who might not otherwise be able to purchase a home and/or afford the monthly cost of carrying a mortgage.



Affordable Home Ownership

These are some of the organizations and initiatives that provide affordable home ownership options in Haldimand Norfolk

Housing Provider	Website	Phone Number
Aboriginals Purchasers: MIZIWE BIIK Development Corporation	https://www.mbdc.ca/homeownership/	416-640-4688
Home ownership down payment assistance program	https://hnhousing.org/housing-services/homeownership-program/	519-426-6170 or 905-318-6623 Ext. 3234 or 3235
Habitat For Humanity	https://habitatbn.org/own-a-home/	519-759-8600 ext 532
First Time Home Buyer Incentive	https://www.cmhc-schl.gc.ca/en/consumers/home-buying/first-time-home-buyer-incentive	1-877-884-2642
Ontario Aboriginal Housing	https://www.ontarioaboriginalhousing.ca/	1-866-391-1061
Trillium Housing	https://trilliumhousing.ca	416 363-3499

Market Home Ownership

Market Home Ownership is housing that is for sale in the open housing market and the cost of the housing is not subsidized (reduced) in any way.

[Homebuying Step by Step: Your guide to buying a home in Canada](#)



Ontario Renovates Program

The Ontario Renovates program of the IAH Program 2014 Extension provides financial assistance to low-to-moderate income families to repair their home to bring it to acceptable standards while improving energy efficiency. As well as increasing accessibility of their home through modifications and adaptation.

Funding is provided as a forgivable loan on the cost of approved work items. The actual amount of assistance is based on the cost of repairs and the funds available, to a maximum of \$10,000. The period of forgiveness for home repair projects is 10 years. Funding for accessibility repairs, up to a maximum of \$5,000, is in the form of a grant (not a loan) and does not require repayment.

To qualify, applicants must own a home in Norfolk or Haldimand Counties that is their sole and principal residence with an assessed value of \$519,140 or less (maximum house price is updated on a quarterly basis) and needs repairs or modifications in one of the following areas: structural, heating, electrical, fire safety, plumbing or accessibility. Applicants' combined gross household income must be \$91,700 or less (maximum income level is updated annually).

Application intake is open and ongoing, however funding is limited and will be provided on a first-come first-served basis to eligible applicants.

For more information you can visit: <https://hnhousing.org/housing-services/ontario-renovates/>



Accessory Dwelling Units (ADU)

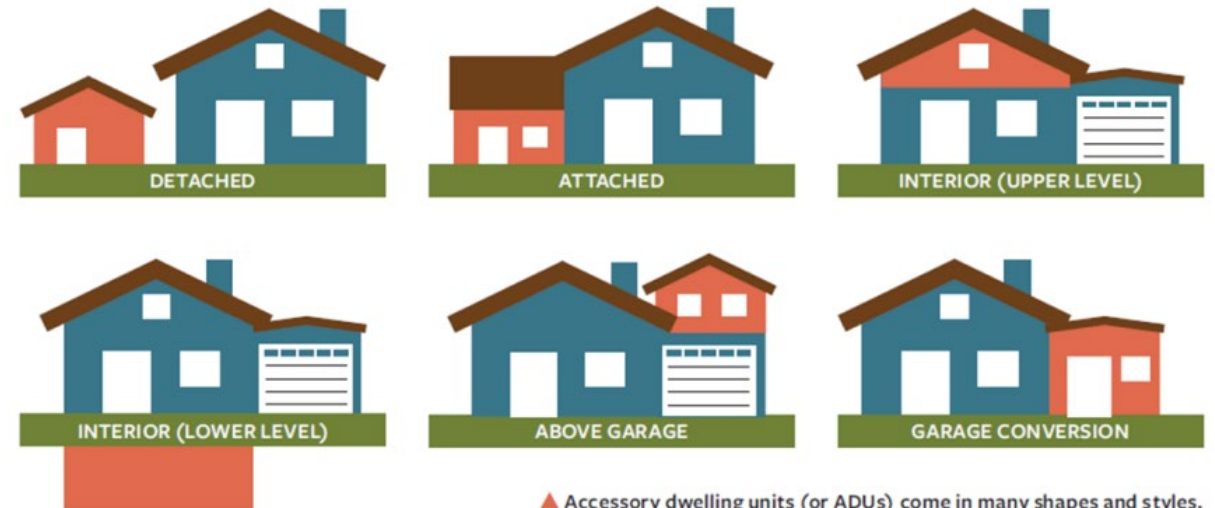
An accessory dwelling unit, or ADU, is an additional living space on your property, most commonly in your backyard. ADUs are popular home additions because they can be optimized to fit your needs. Whether you call it a granny flat, cottage, casita or in-law suite, an ADU comes in many sizes and styles. Their detached nature means you can expand your living space without the hassle of home construction or remodeling.

Each ADU unit must have:

- a private entrance
- a kitchen
- living quarters
- sleeping facilities
- bathroom facilities

More information can be found on [Norfolk County Website](#)

[Accessory Dwelling Unit Brochure](#)



▲ Accessory dwelling units (or ADUs) come in many shapes and styles.

Financial Assistance for Homeowners

Financial Assistance	Details	Website
Low-income Energy Assistance Program (LEAP)	Low-income Hamilton residents may be eligible for emergency financial assistance to apply against their electrical bill through the Low-income Energy Assistance Program (LEAP). LEAP is funded by Alectra Utilities.	https://www.housinghelpcentre.ca/low-income-energy-assistance.html
Property Tax Assistance Program	You may qualify for the Property Tax assistance programs if you are a low-income senior or a low-income person living with disabilities .	https://www.hamilton.ca/home-neighbourhood/property-taxes/property-tax-billing/tax-assistance-programs
Other Financial Help to Pay Utility Bills	High utility bills put low-income homeowners and tenants at risk. The programs listed below may be able to provide financial help. For more details on eligibility and applying contact the program directly.	Ontario Electricity Support Program saveONenergy Home Assistance Program
Money For Energy Conservation Renovations	People on Ontario Works or ODSP may receive a one-time payment of up to \$50 to reimburse the cost of items such as: <ul style="list-style-type: none"> ▪ caulking ▪ sealing or weather-stripping for doors and windows ▪ insulation for hot water pipes and hot water tanks, and flow restrictors for shower heads 	https://bit.ly/OWEnergyWaterConservation https://bit.ly/ODSPEnergyConservation
Money to Buy Smoke Alarms and Carbon Monoxide Detectors	Homeowners receiving Ontario Works Assistance may receive a one-time payment to buy smoke alarms or carbon monoxide detectors. <ul style="list-style-type: none"> ▪ up to \$25 per family for a smoke alarm/smoke detector ▪ up to \$50 per family for a carbon monoxide detector 	https://bit.ly/3xZlEXV

Other Community Resources



HOMELESS

EMERGENCY
SHELTERS

TRANSITIONAL
HOUSING

SOCIAL
HOUSING

MARKET
RENTAL
HOUSING

RENTAL
HOUSING

AFFORDABLE
HOME
OWNERSHIP

MARKET
HOME
OWNERSHIP

Home and Community Support Services

Some examples of home and community care services – not an exhaustive (complete list)

Resource	Website	Contact
Participation Support Services	https://www.pssbrantford.org/	519-756-1430
Home and Community Care Services (formerly the LHIN)	http://healthcareathome.ca/hnhb/en	1-800-810-0000
Home Care Hub	https://www.homecarehub.com	1-888-227-3080
Your Paradise Home Care Services INC	https://yourparadisehomecareservices.ca/	226-931-1554
Grand River Community Health Centre	https://grandriverchc.ca/en/index.aspx	519-754-0777
Health and Social Services Haldimand and Norfolk	https://hnhu.org/	

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Mental Health and Crisis Services

Some examples of mental health and crisis services – not an exhaustive (complete list)

If you are experiencing an emergency, call 911 or go to your closest hospital emergency room

Resource	Website	Contact
C.A.S.T. Crisis Assessment and Support Team	https://www.camhs.ca/programs/crisis-assessment-and-support-team/	1-866-487-2278
Community Addiction and Mental Health Services of Haldimand and Norfolk	https://www.camhs.ca/	(519) 754-0253 x 2133
Mobile Crisis Rapid Response Team	https://www.camhs.ca/programs/mobile-crisis-rapid-response-team/	
Wellness and Recovery Centre A member-driven community program supporting people, age 16 and over, living with a mental illness, mental health challenge and/or addiction. They support wellness, recovery and quality of life through social recreation and educational opportunities, peer support and advocacy.	https://www.camhs.ca/programs/wellness-and-recovery-centre/	1-877-909-4357 x5b 519-587-4658 x5 rcentre@camhs.ca

Hot Meals

Some examples of places to get hot meals – not an exhaustive (complete list)

Resource	Website/more information	Contact
Food in Norfolk: Emergency & Low Cost Support	List of Emergency Food Services in Haldimand Norfolk	https://hnhu.org/health-topic/food-in-norfolk-emergency-low-cost-support/
List of Food Banks		https://www.hnhbhealthline.ca/listservicesdetailed.aspx?id=10572&region=HaldimandNorfolk
Simcoe Food Bank	Providing food assistance once per month for qualifying Norfolk County residents.	https://www.salvationarmysimcoe.ca/foodbanksimcoe.html
Meals on Wheels	Hot meals are delivered by volunteers at noon and are available Monday-Friday. Each meal includes a hot entrée, vegetables, soup or salad, and dessert. Frozen meals can be heated in the microwave or oven. The menu offers a variety of entrées, soups, and desserts to meet everyone's needs. Frozen meals are delivered every two weeks; no minimum order required.	https://www.seniorsupport.ca/meals-on-wheels-4?a=2 519-426-6060

Free and Affordable Essentials

Some examples of places you may find free and affordable furniture, clothing etc. – not an exhaustive list

Resource	Website	Contact
Simcoe Community Church – Emergency Assistance	https://www.salvationarmysimcoe.ca/emergasst.html	1 (519) 426-3640 famserv.simcoe@eastlink.ca
Habitat ReStore	https://habitat4home.ca/restore/restore-locations/	29 Park Rd Simcoe, ON
St. Vincent DePaul Thrift Store	http://www.ssvp.on.ca/en/stores2.php?store=10	905-701-9999
Salvation Army Simcoe	https://www.salvationarmysimcoe.ca/	519-426-7850
Cayuga Foodbank	https://www.facebook.com/CayugaFoodbank/	(289) 370-0320 cayugafoodbank@gmail.com

Employment Support

Some examples of employment support programs – not an exhaustive (complete list)

Resource	Website
<p>Health and Social Services Haldimand and Norfolk – Employment Activities: If you qualify for Ontario Works, you will have access to:</p> <ul style="list-style-type: none"> • Education Programs • Job-Specific Skills Training • Literacy Screening and Training • Employment Placements • Leap (Learning, Earning and Parenting) • Community Placements 	<p>https://www.haldimandcounty.ca/health-social-services/</p>
<p>ODSP: Your local ODSP caseworker may be able to help you connect with employment support opportunities.</p>	<p>https://www.mcsc.gov.on.ca/en/mcsc/programs/social/odsp/employment_support/index.aspx</p>
<p>Community Career and Employment Services (Simcoe)</p>	<p>https://www.fanshawec.ca/student-life/campus-services/employment/community-career-and-employment-services</p>
<p>Worktopia: Services to support employment success for people on the autism spectrum.</p>	<p>https://worktopia.ca</p>
<p>March of Dimes - Employment support for adults who qualify for ODSP, OW, Service Canada, WSIB and/or Veterans Affairs Canada.</p>	<p>https://www.marchofdimes.ca/en-ca/programs/es</p>

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