



**DSO**

**Developmental Services Ontario**

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**Hamilton-Niagara Region**

# Housing Resources: Niagara Region

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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 Hamilton Region.

Please send questions, feedback or suggestions to:  
[housing@dsohnr.ca](mailto: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](mailto:housing@dsohnr.ca)

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

[www.dsontario.ca/resources/housing](http://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/](http://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 City of Hamilton  
(click the links below to learn more)

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

**In case of emergency call 911**



[Registered Care Facilities](#)

[Shelters](#)

[Housing Help](#)

[Drop-in](#)

[Warming Centres](#)

[Cold Weather Relief](#)

# Housing Help Centre

Housing Help Centres are usually non-profit agencies that provide information, resources and assistance, to help people find and keep housing, and avoid eviction. The services offered may vary by location, contact your local [Housing Help Centre](#) to learn more.

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 Niagara Region 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

**Niagara Regional Housing or NRH helps with the application process and maintains the central waiting list for subsidized housing for social housing providers in Niagara.**

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).

- NRH 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](#)





# Social Housing Niagara Region



There is one central waiting list for social housing in Niagara, 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 <a href="https://nrh.ca/applicants/applicant-information-guide.shtml">https://nrh.ca/applicants/applicant-information-guide.shtml</a>
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.

# Niagara Regional Housing Service Map



These are locations that you might be interested in selecting as a place to live.

Although these units are **not available** at this time you will be placed on the Affordable Housing Waiting List and will be contacted when you have reached the top of the list.

Click the link below to explore options in these communities, as well as view their estimated wait times:

<https://www.nrh.ca/scripts/find-a-unit.pl>

# 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 NRH of any changes to your information in order to maintain your eligibility status

Applicants must notify NRH 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 NRH.**

# Changes to Social Housing

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

If you are on the NRH 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 in Ontario continued...

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.

### **Update your Information Yearly**

Every two years you will receive an Eligibility Review form. This form helps make sure that you are still eligible for housing. You must fill out this form and return it to NRH within 30 days or your application may be cancelled and you will need to reapply.

**To update any information about your housing application, please call 905-682-9201 or report changes online [www.nrh.ca](http://www.nrh.ca)**

# Housing Waitlist

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

Niagara Regional Housing or NRH will process all completed applications for subsidized housing. If you are eligible, NRH 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 NRH 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.

You are allowed ONE housing offer. If you refuse the offer, your name will be taken off the waiting list. Once your name is off the waiting list, you will have to reapply and start over, which means you will go to the bottom of the list. This is why you should only choose locations that you are sure about.

# 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 lived in.



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

**In the Niagara Region, the application process is not open to the public.**

COHB applicants must reside permanently in Ontario and be on, or eligible to be on, the Access to Housing 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  
Federation of Canada

# Co-operative Housing



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, locating your local co-ops, and learning about the application process, you can visit [Co-operative Housing Federation of Canada](#) or [Golden Horseshoe Co-operative Housing Federation](#).

# 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://www.nrh.ca/developers/affordable-housing.shtml>



# 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).

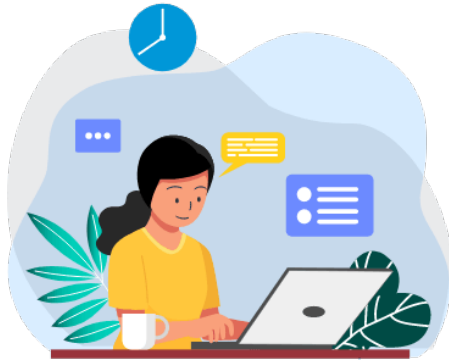
\*Average asking rates as of April 24, 2023 Information obtained from Zumper: <https://www.zumper.com/rent-research/niagara-falls-on>

April 2023 Niagara Region Average Asking Rent

Unit Size	2022 Average Asking Rent in Niagara	Increase from April 2022
1 Bedroom	\$1,625	12% increase (\$150)
2 Bedroom	\$1,995	11% increase (\$198)
3 Bedroom	\$2,295	0% increase
4 Bedroom	\$2,850	6% increase (\$150)



# 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.

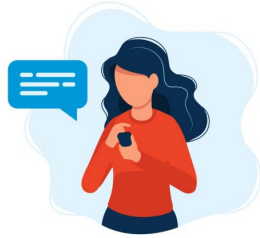
Some landlords post signs in places like grocery stores, libraries and/or community centres too.

# Things to Consider Before Renting a Unit



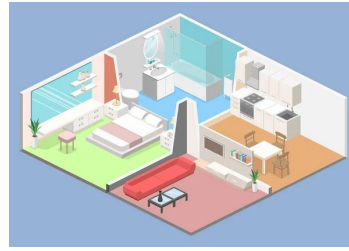
## FOLLOW DIRECTIONS IN THE AD

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.



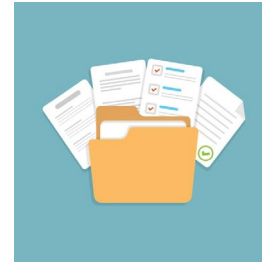
## CALLING THE LANDLORD

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 1<sup>st</sup> day of the month you've rented the apartment for (make sure to get receipts).

For more tips: [https://bit.ly/CMHC\\_IWantToRent](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>

# Tenant Rights

The Niagara 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.

Visit their website for regular updates and information for tenants.

**Website:** <https://www.niagaracommunitylegalclinic.com/legal-topic/housing-law/>

**Tenant Hotline: 905 682 6635**

# 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

<https://www.niagararegion.ca/social-services/ontario-works/discretionary-benefits.aspx>

Ontario Works & Ontario Disability Support Recipients: Contact your case Manager  
Others: Contact Rent Bank – Credit Counselling of Regional Niagara 905-684-9401 x23

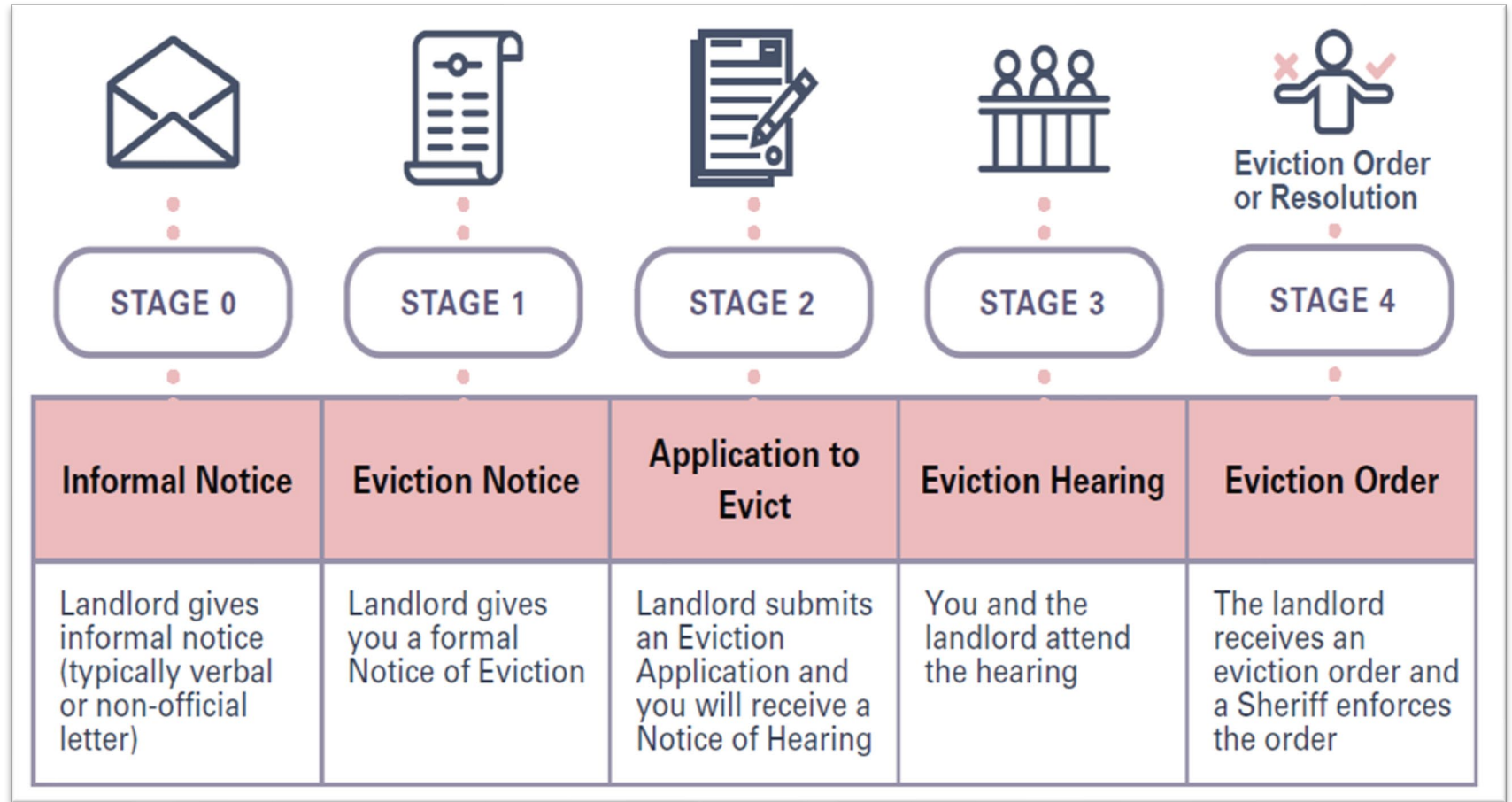
# Eviction Process

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 [Niagara 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)	<a href="https://www.equalityrights.org/our-services">https://www.equalityrights.org/our-services</a>
Housing Help Centres	<a href="https://communitycaresca.ca/services/housing-help/">https://communitycaresca.ca/services/housing-help/</a>
Legal Aid Ontario	<a href="https://www.legalaid.on.ca/legal-clinics/">https://www.legalaid.on.ca/legal-clinics/</a>
Understanding & Fighting Evictions	<a href="https://www.cleo.on.ca/en/publications/fightev">https://www.cleo.on.ca/en/publications/fightev</a>

# 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 Niagara

Housing Provider	Website	Phone Number
Aboriginals Purchasers: MIZIWE BIIK Development Corporation	<a href="https://www.mbdc.ca/homeownership/">https://www.mbdc.ca/homeownership/</a>	416-640-4688
Welcome Home Niagara Homeownership Program	<a href="https://www.nrh.ca/applicants/fact-sheets/welcome-home.shtml">https://www.nrh.ca/applicants/fact-sheets/welcome-home.shtml</a>	<a href="mailto:kristin.kot@niagararegion.ca">kristin.kot@niagararegion.ca</a>
Habitat For Humanity	<a href="https://www.habitatniagara.ca/homeownership-program">https://www.habitatniagara.ca/homeownership-program</a>	905-685-7395
First Time Home Buyer Incentive	<a href="https://www.cmhc-schl.gc.ca/en/consumers/home-buying/first-time-home-buyer-incentive">https://www.cmhc-schl.gc.ca/en/consumers/home-buying/first-time-home-buyer-incentive</a>	1-877-884-2642
Ontario Aboriginal Housing	<a href="https://www.ontarioaboriginalhousing.ca/">https://www.ontarioaboriginalhousing.ca/</a>	1-866-391-1061
Trillium Housing	<a href="https://trilliumhousing.ca">https://trilliumhousing.ca</a>	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](#)





# Niagara Renovates Program

The **Homeowner – Repairs & Accessibility Modifications Program** is a program for low-and modest-income households in Niagara that funds:

- Affordable housing repairs
- Housing modifications for persons with disabilities
- To qualify, existing homes must need repairs to bring them up to a minimum level of health and safety, and/or permanent modifications to increase accessibility for the occupant's disability. All repair work must include energy-saving products where possible.

Households are allowed one application under the Niagara Renovates Program. Funding is provided as a fully forgivable loan, which is written off at an equal rate over a 10 year period. The loan is not repaid if the homeowners remain as owners and live in the home during the 10 year forgivable period.

The maximum loan amount includes a portion for accessibility repairs, if required, of up to \$5,000 that does not need to be repaid.

<https://www.nrh.ca/homeowners/nrp-fact-sheet.shtml>

# Financial Assistance for Homeowners

Financial Assistance	Details	Website
Low-income Energy Assistance Program (LEAP)	LEAP is a comprehensive and year-round emergency financial assistance program offered by the Ontario Energy Board (OEB) in order to assist low-income energy customers better manage their bill payments and energy costs.	<a href="#">LEAP Niagara Region</a>
Property Tax Assistance Program	You may qualify for the Property Tax assistance programs if you are a low-income senior or a <b>low-income person living with disabilities</b> .	<a href="https://www.niagararegion.ca/government/budget-taxes/Property-Tax-Relief.aspx">https://www.niagararegion.ca/government/budget-taxes/Property-Tax-Relief.aspx</a>
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.	<a href="#">Financial Assistance with Electricity Costs</a> <a href="#">Ontario Electricity Support Program</a> <a href="#">saveONenergy Home Assistance Program</a>
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"> <li>▪ caulking</li> <li>▪ sealing or weather-stripping for doors and windows</li> <li>▪ insulation for hot water pipes and hot water tanks, and flow restrictors for shower heads</li> </ul>	<a href="https://bit.ly/OWEnergyWaterConservation">https://bit.ly/OWEnergyWaterConservation</a> <a href="https://bit.ly/ODSPEnergyConservation">https://bit.ly/ODSPEnergyConservation</a>
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"> <li>▪ up to \$25 per family for a smoke alarm/smoke detector</li> <li>▪ up to \$50 per family for a carbon monoxide detector</li> </ul>	<a href="https://bit.ly/3xZIEV">https://bit.ly/3xZIEV</a>

# 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
Bartimaeus	<a href="http://www.bartimaeus.com/family-support/">http://www.bartimaeus.com/family-support/</a>	1-866-226-2565
Bethesda	<a href="https://bethesdaservices.com/pages/index/Day%20Services%20C%20Recreation%20and%20Leisure">https://bethesdaservices.com/pages/index/Day%20Services%20C%20Recreation%20and%20Leisure</a>	905-684-6918
Home and Community Care Services (formerly the LHIN)	<a href="http://healthcareathome.ca/hnhb/en">http://healthcareathome.ca/hnhb/en</a>	1-800-810-0000
Home Care Hub	<a href="https://www.homecarehub.com">https://www.homecarehub.com</a>	1-888-227-3080
Invisible Care	<a href="https://invisiblecare.ca/">https://invisiblecare.ca/</a>	289-335-1713
Niagara Falls Community Health Centre	<a href="https://www.nfchc.ca/">https://www.nfchc.ca/</a>	905-356-4222
WM+A	<a href="https://wmanda.com/specialized-behavioural-services/#family-services-youth-and-adults">https://wmanda.com/specialized-behavioural-services/#family-services-youth-and-adults</a>	416-367-5968

Developmental Services Ontario does not promote nor endorse any of these private services. Contact Hamilton does not assume any responsibility or liability for this information nor for any of the services/supports provided by these organizations or individuals. Please note this is not intended to serve as an exhaustive list of all services offered in Niagara, but rather as a resource prepared with information sourced by the DSO Housing Navigators for the Hamilton Niagara Region.

# 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.O.A.S.T. Crisis Outreach and Support Team	<a href="https://www.niagararegion.ca/living/health_wellness/mentalhealth/default.aspx">https://www.niagararegion.ca/living/health_wellness/mentalhealth/default.aspx</a>	1-866-550-5205 ext 1
Niagara Region Adult Mental Health Services	<a href="https://www.niagararegion.ca/living/health_wellness/mentalhealth/services.aspx">https://www.niagararegion.ca/living/health_wellness/mentalhealth/services.aspx</a>	1-866-550-5205
Distress Centre Niagara	<a href="https://distresscentreniagara.com/">https://distresscentreniagara.com/</a>	<ul style="list-style-type: none"><li>• St. Catharines, Niagara Falls And Area – <a href="tel:9056883711">905-688-3711</a></li><li>• Port Colborne, Wainfleet and Area – <a href="tel:9057341212">905-734-1212</a></li><li>• Fort Erie and Area – <a href="tel:9053820689">905-382-0689</a></li><li>• Grimsby, West Lincoln – <a href="tel:9055636674">905-563-6674</a></li></ul>
CMHA Niagara – Canadian Mental Health Association	<a href="https://niagara.cmha.ca/">https://niagara.cmha.ca/</a>	(905) 641-5222

# Drop-ins



**Niagara  
Region**

Drop-ins provide spaces where people who may be homeless or need housing can feel safer and can meet their physical, social, personal, and mental health needs. By building relationships and offering opportunities for participation in the community, drop-ins play a key role in breaking down isolation, and supporting development of critically important social connections.

For more information click on the link below:

<https://www.startmeupniagara.ca/site/outreach-drop-in-centre>

# Hot Meals

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

Resource	Website/more information	Contact
Heart to Home Meals	<p>Delivered to your home one to two days per week for free</p> <ul style="list-style-type: none"> <li>• Delivery days and times vary with postal code</li> <li>• Three meal sizes – mini, regular and hearty</li> <li>• Special diets available such as gluten free, lactose free, low sodium, or controlled potassium</li> <li>• Special textures available (pureed, minced, or thickened soups)</li> </ul> <p>Call to request a menu catalogue for further information</p> <p>Cost per meal: Mini size \$5   Regular size \$6-9   Hearty size \$8-10</p>	<p>905-714-0333 1-844-714-0333</p> <p>www.niagara@hearttohome meals.ca</p>
Meals On Wheels	<p><a href="https://mealsonwheelsniagara.ca/">https://mealsonwheelsniagara.ca/</a></p>	<p>1-877-665-6325</p>
FROZEN MEAL PICK-UP – INA GRAFTON GAGE FROZEN MEALS	<p>Frozen, home-cooked meals can be picked up at Ina Grafton Gage Village after 10:30am on the Monday following order placement</p> <ul style="list-style-type: none"> <li>• No special diets or textures, but meals are described as “healthy”</li> <li>• Meals include meat, potato/pasta/rice and vegetables</li> <li>• Pick up at Ina Grafton Gage Village - 12pm.</li> </ul>	<p>(905) 935-6822 (905) 935-6080 ext. 228</p>

# Hot Meals / Food

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

Resource	Website/more information	Contact
InCommunities – Food Resources Niagara	The <a href="#">Niagara Food Asset Map</a> was created as an outcome of the Niagara Food Security Network (NFSN). NFSN is made up of over 100 individuals and community organizations and was created with the goal to strengthen food security for all residents in Niagara.	<a href="https://www.incommunities.ca/en/food-resources-in-niagara/">https://www.incommunities.ca/en/food-resources-in-niagara/</a>
Feed Niagara	<a href="https://feedniagara.ca/">https://feedniagara.ca/</a>	
Community Cares – Community Garden	<a href="https://communitycaresca.ca/services/food-security/community-gardens/">https://communitycaresca.ca/services/food-security/community-gardens/</a>	Online resource listing various food programs within Niagara



# Free and Affordable Essentials

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

Resource	Website	Contact
Habitat ReStore	<a href="https://www.habitatniagara.ca/our-restores">https://www.habitatniagara.ca/our-restores</a>	905-685-7395
Value Village (Multiple Locations in the Niagara Region)	<a href="https://stores.savers.com/on/niagara-falls/valuevillage-thrift-store-2077.html">https://stores.savers.com/on/niagara-falls/valuevillage-thrift-store-2077.html</a>	
Goodwill Niagara (Multiple Locations in the Niagara Region)	<a href="https://www.goodwillniagara.com/">https://www.goodwillniagara.com/</a>	905-685-8777
Evergreen Thrift Store	<a href="https://www.evergreenthrift.com/">https://www.evergreenthrift.com/</a>	289-501-4539

# Employment Support

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

Resource	Website
<b>Start Me Up Niagara Employment Team</b> - The Start Me Up Niagara employment team provides supports and services to individuals looking to find and retain employment. They offer support for employers, as well as traditional and self-employment pathways at the Work Action Centre	<a href="https://www.startmeupniagara.ca/site/employment-support">https://www.startmeupniagara.ca/site/employment-support</a>
<b>YMCA Employment Services</b> - Whether you're looking for entry-level work or for a more senior role, finding a job isn't always easy. That's why they offer employment programs to support you through this process. Staff will work with you—not just your resumé—to help you build skills, find work, and connect with your community.	<a href="https://ymcaofniagara.org/programs/employment-services/">https://ymcaofniagara.org/programs/employment-services/</a>
<b>March of Dimes</b> - Employment support for adults who qualify for ODSP, OW, Service Canada, WSIB and/or Veterans Affairs Canada.	<a href="https://www.marchofdimes.ca/en-ca/programs/es">https://www.marchofdimes.ca/en-ca/programs/es</a>
<b>ODSP:</b> Your local ODSP caseworker may be able to help you connect with employment support opportunities.	<a href="https://www.mcass.gov.on.ca/en/mcass/programs/social/odsp/employment_support/index.aspx">https://www.mcass.gov.on.ca/en/mcass/programs/social/odsp/employment_support/index.aspx</a>
<b>HNHB Health line</b> – comprehensive list	<a href="https://www.hnhbhealthline.ca/">https://www.hnhbhealthline.ca/</a>
<b>Worktopia:</b> Services to support employment success for people on the autism spectrum.	<a href="https://worktopia.ca">https://worktopia.ca</a>

# Disclaimer

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