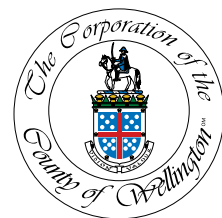




Wellington-Guelph
Health and Housing
Symposium

January 30-31, 2024

Delta Hotels Guelph Conference Centre



Alternate formats available upon request.

^{OM}Official Mark of the Corporation of the County of Wellington.

Welcome

The Wellington-Guelph Health and Housing Symposium will offer facilitated discussions to better understand and address the complex and interrelated health and housing challenges in the County of Wellington and City of Guelph.

This Symposium, hosted by the Social Services department, County of Wellington, brings together local decision makers, key service providers, and people with lived experience to learn from each other, develop a shared vision, and establish the framework and key objectives for a new community action plan. The community action plan will address the needs of those in our communities who are experiencing homelessness and whose health and housing are most precarious.

Who's at the table

The Wellington-Guelph Health and Housing Symposium has invited elected officials, local decision makers, people with lived/living experience, service providers, and Indigenous community members to attend the event.

SERVICE PROVIDERS

Anishnabeg Outreach
www.aocan.org

ARCH Guelph
www.archguelph.ca

Canadian Mental Health Association (CMHA) Waterloo Wellington
www.cmhaww.ca

Community Living Guelph Wellington
www.clgw.ca

Community Resource Centre of North and Centre Wellington (CRC)
www.communityresourcecentre.org

East Wellington Community Services
eastwellingtoncommunityservices.com

East Wellington Family Health Team
www.ewfht.ca

Family and Children's Services of Guelph and Wellington County
www.fcsgw.org

Guelph and Wellington Task Force for Poverty Elimination (PTF)
www.gwpoverity.ca

Guelph Community

Health Centre (GCHC)
www.guelphchc.ca

Guelph Family Health Team
www.guelphfht.com

Guelph General Hospital
www.gghorg.ca

Guelph Police Service
www.guelphpolice.ca

Guelph-Wellington Ontario Health Team (OHT)
www.guelphwellingtonoht.com

Guelph-Wellington Paramedic Services
www.guelph.ca/living/emergency-services/ambulance-service

Guelph-Wellington Women in Crisis
www.gwwomenincrisis.org

Habitat for Humanity Guelph Wellington
www.habitatgw.ca

Homewood Health
www.homewoodhealth.com

Hope House Guelph
www.hopehouseguelph.ca

Housing Services
www.wellington.ca/housing

Kindle Communities
www.kindlecommunities.com

Legal Clinic of Guelph and Wellington County
www.gwlegalclinic.ca

Minto-Mapleton Family Health Team
www.mmfht.ca

Mount Forest Family Health Team
www.mountforestfht.com

Ontario Works
www.wellington.ca/housing

Ontario Provincial Police (OPP)
www.opp.ca

Royal City Mission
www.royalcitymission.ca

Sanguen Health Centre
www.sanguen.com

Southwest Ontario Aboriginal Health Access Centre (SOAHAC)
www.soahac.on.ca

Stepping Stone
www.steppingstonegw.com

Stonehenge Therapeutic Community
www.stonehengetc.com

Thresholds
www.thresholdssupports.ca

Traverse Independence
www.traverseindependence.ca

Upper Grand Family Health Team
www.uppergrandfht.org

Wellington Dufferin Guelph Public Health
www.wdgpulichealth.ca

Wellington Guelph Drug Strategy
www.wgdrugstrategy.ca

Wellington Health Care Alliance
www.nwhealthcare.ca

Wyndham House
www.wyndhamhouse.org



To help you understand more about these Service Providers, we asked them a series of questions and have compiled their responses on the pages to follow.

We would like to express our gratitude to everyone who has attended this inaugural event, and we eagerly anticipate future opportunities for collaboration.

DAY ONE

Tuesday, January 30, 2024

8:30 - 9:00 am	Registration, Coffee and Conversation
9:00 - 9:45 am	Welcome and Overview
9:45 - 10:45 am	Understanding Health and Housing Complexities
10:45 - 11:05 am	Break
11:05 am - 12:30 pm	Current Health and Housing Situation in Wellington-Guelph
12:30 - 1:15 pm	Lunch
1:15 - 2:00 pm	Intersections of Health and Housing Panel Discussion: Dr. Andrew Boozary and Dr. Erin Dej
2:00 - 3:00 pm	Part 1: Re-imagining Health and Housing in Wellington-Guelph
3:00 - 3:15 pm	Quick break
3:15 - 3:50 pm	Part 2: Re-imagining Health and Housing in Wellington-Guelph
3:50 - 4:00 pm	Wrap-up and Prep for Tomorrow
4:00 - 4:30 pm	Stay and Chat

DAY TWO

Wednesday, January 31, 2024

8:30 - 9:00 am	Registration, Coffee and Conversation
9:00 - 9:10 am	Welcome and Overview
9:10 - 9:55 am	Indigenous Experiences/ Culturally Appropriate Services Panel Discussion: Atlohosa Family Healing and Crow Shield Lodge
9:55 - 10:40 pm	From Re-imagining to Action: What Do We Need?
10:40 - 11:00 am	Break
11:00 am - 12:00 pm	Priority Setting
12:00 - 12:45 pm	Lunch
12:45 - 2:45 pm	Taking Action Together
2:45 - 3:00 pm	Quick break
3:00 - 3:45 pm	Commitments
3:45 - 4:00 pm	Thank you and Closing Remarks
4:00 - 4:30 pm	Stay and Chat

Facilitator



Dr. Rebecca Sutherns

Founder and CEO

Sage Solutions

Dr. Rebecca Sutherns is an insightful and high energy collaborative strategist and world class facilitator who has served as a trusted advisor to hundreds of mission-driven organizations for over 25 years. Rebecca is the Founder and CEO of **Sage Solutions**, a Guelph-based consulting firm that has extensive experience working with local non-profits, municipalities, universities, and coalitions and brings strong familiarity with both housing and health issues. Rebecca holds a PhD in Sustainable Rural Communities, is a Certified Professional Facilitator, frequent keynote speaker, and a skilled communicator, with a particular gift for helping leaders and organizations reimagine their next chapter

Speaker Bios



Andrew Boozary

Executive Director, **University Health Network**

Dr. Andrew Boozary is a primary care physician, policy practitioner, researcher, and founding executive director of the **Gattuso Centre for Social Medicine** at the **University Health Network**. He completed his medical training at the **University of Toronto** and health policy training at **Princeton University** and **Harvard University**. His work at the intersection of health policy, social justice and equitable health care delivery aims to improve health outcomes for marginalized populations.

During the pandemic, Dr. Boozary served as co-lead of the Ontario Health Toronto Region COVID-19 Homelessness Response and holds the **Dalla Lana Professorship** in Policy Innovation at the **University of Toronto**. He is also the founding Editor-in-Chief of the **Harvard Public Health Review** and served in senior advisory roles for policymakers at various levels of government both nationally and abroad on public policy issues ranging from primary care reform to the implementation of pharmacare.

Dr. Boozary has published in high-impact academic journals, and his writing and analysis appear in print and broadcast media. He has been the recipient of a number of national and international awards and is the youngest physician recipient of the **Louise Lemieux-Charles Health System Leadership Award** and the youngest Convocation speaker for the Temerty Faculty of Medicine at the **University of Toronto**, Faculty of Medicine.



Clarence Cachagee

Visionary and Founder, **Crow Shield Lodge**

Clarence Cachagee originates from Chapleau Cree First Nation and calls the Waterloo Region his home. He has an undeniable spirit for change. With a primary focus on working with the Spirit within, he is a helper, visionary and author who is known for investing his whole self into his community. Clarence has worked for a variety of social service organizations in the field of homelessness, supportive housing, and education, with a focus on supporting Indigenous communities.

Most recently, Clarence released his biography, **North Wind Man**, in which he courageously shares his challenging and inspiring path to becoming a helper and leader in his community – a multi-generational healing journey that reveals cycles of trauma and oppression, beauty and resilience. He is also the visionary and founder of **Crow Shield Lodge** (www.crowshieldlodge.com), a non-profit Indigenous organization where he leads land-based healing and teaching for all nations.



Kristen Cairney

Executive Director, **Wyndham House**

Kristen Cairney is the Executive Director at **Wyndham House**, an organization that works to end youth homelessness in Guelph-Wellington. Kristen holds a Master of Science in Family Relations and Human Development and a Master of Social Work and has focused her career on critical self-reflection and service learning in the helping professions. She has worked in homelessness for 12 years and is passionate about driving reductions and prevention-based solutions to youth homelessness. Her contributions to this work locally have included the development of unique diversion tools for youth homelessness in Guelph, and an innovative concurrent-specialized youth hub to provide wrap-around support for youth experiencing homelessness.



Dr. Erin Dej

Associate Professor, **Wilfred Laurier University**

Erin Dej is an Associate Professor in the Department of Criminology at **Wilfrid Laurier University**. She brings fifteen years of research and advocacy experience on homelessness, having been led by the lived experts she works with. Her focus is on the social exclusion of unhoused people, including the criminalization of homelessness, and she promotes homelessness prevention and meaningful social inclusion. In 2020 she published her book **A Complex Exile: Homelessness and Social Exclusion in Canada**, through UBC Press.



Maggie Phelan

Community Voices Co-Chair,
**Guelph and Wellington Task Force
for Poverty Elimination**

Maggie Phelan, a powerful advocate, draws on her experiences with poverty, homelessness and substance use to drive positive change. As Community Voices Co-Chair with the **Poverty Task Force**, she advocates for root cause solutions by amplifying poverty experiences. Maggie, now the Food Programs Coordinator with the **Guelph Neighbourhood Support Coalition**, fosters dignified space and involvement opportunities in her building through establishing a food pantry. Maggie is also involved with the **Guelph Community Health Centre's** Client Advisory Group and actively supports people facing addiction. A compelling speaker and writer, she inspires collective action against poverty, contributing to her unwavering pursuit of a more just and compassionate society.



Andrea Jibbs

Director of Housing and Healing Services,
Atlohsa Family Healing

Terry King

Program Manager,
Atlohsa Family Healing

Atlohsa Family Healing Services is a non-profit, charitable organization in southwestern Ontario, dedicated to providing women, men and children and youth the tools, teachings and resources supporting the journey to wellness. Atlohsa is dedicated to strengthening community through Indigenous-led programs and services that offer holistic healing and wellness. Atlohsa provides a range of programs and services including holistic wellness, women's and men's support, youth programming, restorative justice, education and advocacy as well as housing. Atlohsa services also includes diverse housing programmes including the Wiigiwaaminaan Indigenous-focused Hub which grew out of their Winter Response Program, a partnership between Atlohsa Family Healing Services, St. Joseph's Health Care London, and the City of London, which began in 2021.



Melissa Joseph

Cultural Resources Coordinator
and Cultural Consultant,
Crow Shield Lodge

Boozhoo, Aniigaaniidkwe Mahjigonewa n'dizhnikaaz, Aamjiwnaang nda n'doonjiba, ginew n'doodem, Chippewa kwe n'daaw.

Hello, my name is Melissa, I am from Aamjiwnaag First Nation which means "at the spawning stream", I am golden eagle clan, and I am a Chippewa woman.

From a very young age my heard yearend to learn the Ojibwe language. I studied Ojibwe throughout elementary and secondary school. In 2010 the desire to learn the language was rekindled and I embarked on a 4 year journey immersing myself in Anishnaabemowin through a program facilitated on the Bkejwenong Territory, learning about our culture, our history, and most importantly or language from fluent elders from Bkejwenong and Wikwemikong. My passions is Maatookiidaa Anishnaabewin, to continue learning and sharing our language and out way of life with the next generation.

I currently work as a Cultural Resources Coordinator and Cultural Consultant developing culturally relevant lessons and sharing our language, culture and traditions through non profit organizations and the education system in the KW region.

Service Provider Information*

*All responses are direct quotes from the Service Providers.

Anishnabeg Outreach Employment and Training Inc.

www.aocan.org

What is the mission or mandate of your organization?

Help Indigenous people (urban and reserve) achieve reconciliation (i.e., prosperity, healing, language, culture, and economic reconciliation).

What population(s) does your agency/ organization serve?

Indigenous people, people experiencing homelessness, people who use substances, shelter/agency partnerships, people in need of mental health supports.

Where do you offer your services?

City of Guelph, Centre Wellington, Guelph-Eramosa, Puslinch and Wellington North.

How do the populations you serve access your services?

We have traditional services/ programs to support reconciliation. These are both in person and virtual. For Indigenous specific programs, we require self-identification. All indigenous people needing our support are welcome.

We have two centres of healing with the new second centre being located in Guelph.

We also have a farm to grow food and provide farm and garden experiences.

We built our own LMS and have developed content which delivers mental health solutions without needing a therapist. Participants are taught how to solve their own mental health challenges. Indigenous people will have access, others will be invited, and others can request access to this life changing portal.

We are building partnerships with many agencies in Guelph to provide our free accessible mental health solution to agency populations.

We are on a leadership team that is building processes and tools to end homelessness in Guelph using our processes and systems.

How are services delivered?

In-person, Virtual.

CMHA Waterloo Wellington

www.cmhaww.ca

What is the mission or mandate of your organization?

The Canadian Mental Health Association Waterloo Wellington (CMHA WW) provides a full care system for those with addictions, mental health, or developmental needs. We serve everyone from children to adults to seniors, all under one roof, and particularly focus our support and treatment services with those individuals with high acuity and complexity, best served by Team Based Care. CMHA WW programs and services help individuals and families to lead lives filled with meaning and promise. We have 450 staff at offices in Cambridge, Waterloo, Kitchener, Guelph, Fergus, and Mount Forest.

What population(s) does your agency/ organization serve?

We serve the lifespan - all ages.

Where do you offer your services?

City of Guelph, Centre Wellington, Erin, Guelph-Eramosa, Puslinch, Mapleton, Minto, Wellington North, Outside Guelph-Wellington

How do the populations you serve access your services?

There are several ways to access our services. The most utilized door is through our coordinated access mechanism Here 24/7. Our community can receive information, assessment, crisis support, and referrals to all 10 funded mental health and addictions providers serving Guelph, Wellington County, and all of Waterloo Region by calling our Here 24/7 service. www.here247.ca

Anyone seeking service at CMHA Waterloo Wellington can simply walk into any of our offices, anytime during business hours. We also offer a Walk-In service specific for children, youth, and their families (ages 6 to 18) every Tuesday from 10 am to 4 pm at our Children's Building at 737 Woolwich Street in Guelph.

How are services delivered?

In-person, Virtual.

Community Living Guelph Wellington

www.clgw.ca

What is the mission or mandate of your organization?

We support people with developmental disabilities to live their lives to the fullest. We do that by providing day services, community connections support, employment readiness and housing. We have 36 properties throughout Guelph Wellington. They operate 24/7 and support 150 people.

What population(s) does your agency/ organization serve?

People with developmental disabilities.

Where do you offer your services?

City of Guelph, Centre Wellington, Erin, Guelph-Eramosa, Puslinch, Mapleton, Minto, Wellington North.

How do the populations you serve access your services?

They must apply through Developmental Services Ontario (DSO). They are assessed for eligibility and then put on a wait lists. Eligibility criteria includes having a disability and needed support to activities of daily living. When we have an opening, we inform the DSO and they send us potential candidates. We have the ability to select people based on the resources we have available.

How are services delivered?

In-person, Virtual.



Community Resource Centre of North and Centre Wellington

www.communityresourcecentre.org

What is the mission or mandate of your organization?

In each of our support programs, we work under the vision that we reside in a community where every member has the opportunity to succeed. To make that vision reality, we help navigate community resources and supports for community members. Our Outreach and Support programs do this by working alongside individuals and families to help them address the needs that pose the most significant challenges to their ability to move forward and remain successful in our community.

What population(s) does your agency/ organization serve?

Low-Income.

Where do you offer your services?

Centre Wellington, Mapleton, Minto, and Wellington North.

How do the populations you serve access your services?

Web referrals/online form submissions, email/phone referrals from partnering agencies, self-referral through our intake phone line. Eligibility is based on income, and we use a LICO chart. To access our services individuals can call, go online, or email a staff to get connected and start the intake process. Or if they have a general inquiry they can also call or email for resources. Programs also have a registration process, and this registration process is online, through other social service agencies or over the phone with staff.

How are services delivered?

In-person.

Housing Services

www.wellington.ca/housing

What is the mission or mandate of your organization?

Our vision is to ensure that everyone in Wellington and Guelph has an affordable, safe, and appropriate place to call home. We directly deliver and support dozens of partners to provide rent geared to income and affordable housing options in the community for over 3,600 households. We support households at risk of homelessness to maintain their housing, and work to support those that experience chronic homelessness to find a place to call home. Specifically, the Housing Services division:

- Delivers federally, provincially and municipally funded social housing
- Delivers government-funded affordable housing programmes (rent supplements, portable housing benefits)

- Delivers initiatives to prevent and respond to homelessness (By-Name List, emergency shelters, supportive housing, outreach programs)
- Administers the Centralized Waiting Lists for social housing and access to subsidized and government-funded affordable housing
- Sets local housing standards and eligibility criteria for various forms of housing assistance
- Provides advice to developers and planning departments
- Works with non-profits and co-operatives in support of initiatives to develop new and maintain existing social and affordable housing options.

What population(s) does your agency/ organization serve?

Our services span the housing continuum, from emergency shelters to affordable housing but predominantly support those struggling with housing affordability in the rental market.

Where do you offer your services?

Township of Centre Wellington, Town of Erin, Guelph-Eramosa Township, City of Guelph, Township of Mapleton, Town of Minto, Township of Puslinch, Township of Wellington North

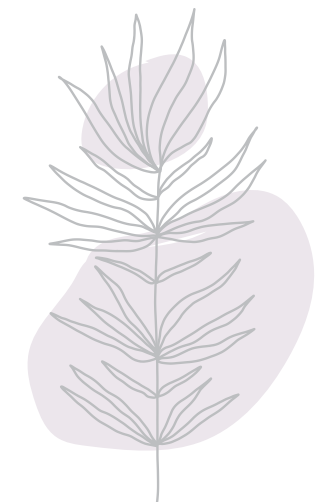
How do the populations you serve access your services?

We have offices in Mount Forest and Downtown Guelph. We have rent geared to income and affordable rental buildings in all seven (7) towns and townships in the County of Wellington and in the City of Guelph.

We have an online presence at www.Wellington.ca/Housing that allows for online applications for both Rent Geared to Income Housing and Affordable Housing options across Wellington and Guelph. The website also provides all service policies, guidelines, and service data relevant to our work in the community.

How are services delivered?

In-person, Virtual.



East Wellington Community Services

www.eastwellingtoncommunityservices.com

What is the mission or mandate of your organization?

EWCS's Vision:

A vibrant and healthy community where people choose to live and are able to stay.

EWCS's Mission:

To strengthen our community through support services and advocacy.

EWCS's Values:

- Respect: We respect the diversity of the community.
- Leadership: We commit to innovative programs and services.
- Responsiveness: We respond to the needs of the community.
- Integrity: We act, responsibly, ethically and professionally.
- Dedication: We commit to having a positive impact on our community.

We are a multi-level agency offering a transportation program, adult day program, foodbank, youth hub, and outreach/community support program."

What population(s) does your agency/ organization serve?

All individuals; adults, families, youth, and seniors that require support to navigate the barriers and obstacles that affect the social determinants of health and inequalities.

Where do you offer your services?

Erin and Guelph-Eramosa.

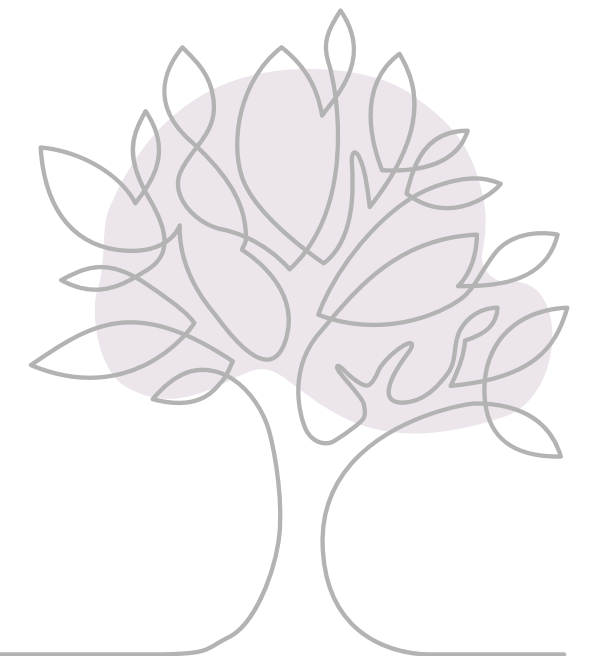
How do the populations you serve access your services?

Referrals accepted from any other community agency or any individual in the community, including self-referrals. Referrals from physicians, social workers, mental health and/or addictions workers, outreach workers, teachers, etc. are all welcome. The only criteria is being in need of our services, however there are standard criteria set out to access certain aspects of the program (food bank, transportation) to ensure that access is fair and available to those in need. CareDove and HyperCare are 2 of the referral platforms we use, however our

services can be accessed in person at our offices in Rockwood and Erin, via phone or email, and on-line and social media. Reception in person and on-line administrators will directly connect to the appropriate service and staff.

How are services delivered?

In-person, Virtual.



Family and Children's Services of Guelph and Wellington County

www.fcsgw.org

What is the mission or mandate of your organization?

FCSGW is a Child Welfare organization mandated under the Child, Youth, and Family Services Act (CYFSA) to provide child protection services within Guelph and Wellington County.

Our Vision:

Children and Youth in Guelph and Wellington County are safe and nurtured by loving families, lasting relationships, and supportive communities.

Our Mission:

Together with children, youth, families, and communities we work respectfully and inclusively for the safety and well-being of children and youth.

Our Values:

- Voices of Children and Youth
- Transparency
- Partnerships
- Learning and Innovation
- Equity and Inclusivity

What population(s) does your agency/ organization serve?

We provide child protection services to children and youth up to the age of 18 by engaging with family, kin, kith, and community. Youth who are in care or subject to a Voluntary Youth Services Agreement when they turn 18 are eligible for continued service from FCSGW through the Ready, Set, Go program until they are 23 years of age.

Where do you offer your services?

City of Guelph, Centre Wellington, Erin, Guelph-Eramosa, Puslinch, Mapleton, Minto, and Wellington North.

How do the populations you serve access your services?

Families, children, or youth may self-refer to our agency for support. Our agency also receives referrals through family members, community members, and service providers who are worried about the safety or well-being of a child or youth. Eligibility for services is assessed by a team of

Initial Intake Workers based on the information received. Referrals are either closed because there are no identified child protection concerns, followed up by a phone call to the family to offer support, or referred to an Initial Response Worker who meets with the family to determine if additional supports are required. Length of involvement with the family varies depending on the unique and individual needs of each family.

Families wishing to become foster or adoptive families can also contact our agency directly to request information and attend information sessions to learn more about the application process. Should a family decide to pursue fostering or adoption, they engage with a worker to complete a home study and training.

How are services delivered?

In-person.



Guelph and Wellington Task Force for Poverty Elimination

www.gwpoverty.ca

What is the mission or mandate of your organization?

The Poverty Task Force (PTF) is a collaborative of partner agencies and individuals with lived expertise of poverty that envisions a Guelph-Wellington where poverty is eliminated. To accomplish this, the PTF works collaboratively, informed by diverse voices of experience, to take local action and advocate for system and policy change to address the root causes of poverty.

What population(s) does your agency/ organization serve?

The PTF's ability to carry out its mission is made possible by cross-sectoral partnerships and community relationships, including with: community members living with low incomes, community groups, agencies, service providers, employers, community leaders, elected officials and the broader public in Guelph and Wellington County.

Where do you offer your services?

City of Guelph, Centre Wellington, Erin, Guelph-Eramosa, Puslinch, Mapleton, Minto, Wellington North

How do the populations you serve access your services?

The PTF is not a service provider. The PTF is a collaborative poverty elimination strategy that involves key players in community initiatives, action committees, advocacy, and awareness activities to advance poverty elimination efforts and further solutions to poverty issues. The PTF's work is evidence informed and largely focused in four priority areas, including: livable incomes & decent work, housing & homelessness, food insecurity and health inequities.

How are services delivered?

n/a

Guelph Wellington Ontario Health Team

www.guelphwellingtonoht.com

What is the mission or mandate of your organization?

The GW OHT is committed to "Improving the health and well-being of the entire population of Guelph and Wellington County".

What population(s) does your agency/ organization serve?

The GW OHT attributed population includes those who receive the majority of their care from health service providers in Guelph Wellington

Where do you offer your services?

City of Guelph, Centre Wellington, Erin, Guelph-Eramosa, Puslinch, Mapleton, Minto, Wellington North, Outside Guelph-Wellington

How do the populations you serve access your services?

GW OHT is not a direct service provider. GW OHT is a collective of health service providers in Guelph Wellington who have made a commitment to collaborating to address the health needs and improve the wellbeing of the population.

How are services delivered?

In-person, Virtual.



Guelph Community Health Centre

www.guelphchc.ca

What is the mission or mandate of your organization?

We reduce health inequities by providing interprofessional primary health services and community programs, focused on priority populations, in collaboration with community partners. The Community Health Centre offers comprehensive, wrap-around primary care for almost 6000 clients. Teams of interdisciplinary providers address all physical, mental health/substance use health and social determinants of health for clients at all life stages. We also offer a continuum of addiction treatment, and harm reduction programs. We provide community-based health promotion and education programming to address early years support, food insecurity and health and wellness. We provide specialized HIV services and Gender-Affirming Care across Guelph-Wellington, Grey County and Waterloo Region.

What population(s) does your agency/ organization serve?

Priority populations include: Homeless or at risk of homelessness/ vulnerably housed, people living on low income, Newcomers to Canada (in the last 5 years) with language barriers, Moderate to severe mental health and/ or addiction issue, Moderate to severe disabilities, Indigenous communities, including First Nations, Inuit and Métis, 2SLGBTQIA+ community members, Vulnerable children and their families experiencing violence, family conflict, and social isolation.

Where do you offer your services?

City of Guelph, Outside Guelph-Wellington.

How do the populations you serve access your services?

Community members that identify with at least TWO of the CHC priority populations and who don't have a

primary care provider can fill out an intake form here:

www.guelphchc.ca/intake

Harm reduction services and low-barrier health hub are walk-in, and we receive many referrals from community agencies working on housing support and homelessness.

For a calendar of community, health promotion and early childhood programs click here:

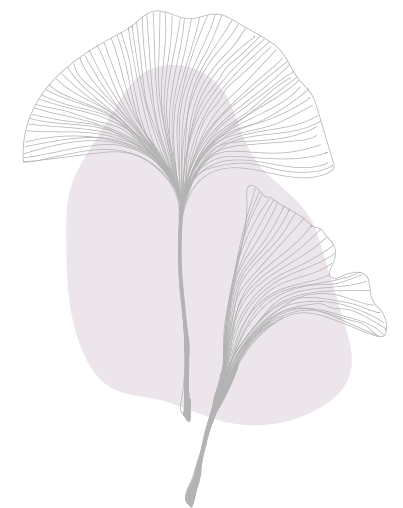
www.guelphchc.ca/calendar

Click here to book an appointment for HIV services or Gender-Affirming Care:

www.guelphchc.ca/hiv-and-gender-affirming-care

How are services delivered?

In-person.



Guelph-Wellington Women in Crisis

www.gwwomenincrisis.org

What is the mission or mandate of your organization?

Guelph-Wellington Women in Crisis is a feminist community-based organization providing services to women and their children who have experienced or are experiencing domestic violence, sexual violence, and human trafficking.

What population(s) does your agency/ organization serve?

Women and children.

Where do you offer your services?

City of Guelph, Centre Wellington, Erin, Guelph-Eramosa, Puslinch, Mapleton, Minto, Wellington North.

How do the populations you serve access your services?

Anyone seeking services, information or referrals can call the 24-hour crisis lines at 519-836-5710 or 1-800-265-7233 or they can call the main

office at 519-836-1110 and speak to the intake worker or call any of our four county offices in Fergus, Erin, Palmerston, and Mount Forest.

Services are available to women and children who are experiencing or have experienced domestic or sexual violence or human trafficking. Information and support is also available to family and friends of those who have experienced gender-based violence as well as community partners for consultation.

How are services delivered?

In-person, Virtual.



Habitat for Humanity Guelph Wellington

www.habitatgw.ca

What is the mission or mandate of your organization?

Habitat for Humanity Guelph Wellington partners with families through affordable housing so that they may attain social and financial stability to transform their futures and our community.

We do this through the following activities:

- Engaging volunteers and partners in the community, the ReStores and on the build site;
- Building and rehabilitating safe affordable family homes;
- Building financial stability; creating a potential pathway to homeownership."

What population(s) does your agency/ organization serve?

Those in housing need, that meet the qualification criteria for affordable homeownership. We serve all populations, subject to qualification for the program.

Where do you offer your services?

City of Guelph, Centre Wellington, Erin, Guelph-Eramosa, Puslinch, Mapleton, Minto, Wellington North.

How do the populations you serve access your services?

The first step for families is to complete the Eligibility Questionnaire

Interested families are encouraged to fill out our Eligibility Questionnaire.

Minimum requirements:

- Potential applicants must live within Guelph Wellington for at least 1 year prior to applying.
- All applicant's or co-applicant's must be Canadian citizens or Permanent residents.
- At least one applicant or co-applicant must be employed full time or full time equivalent
- At least one applicant or co-applicant(s) must have at least three years of employment history in Canada.

Habitat for Humanity Guelph Wellington (continued)

www.habitatgw.ca

- Preference will be given to First Time Homebuyers.
- Applicant and co-applicant(s) cannot afford to purchase a home through the conventional market.
- No recent bankruptcies and no recent consumer proposals (must be discharged at least 2 years ago).
- Currently live in unsafe, unsuitable, and/or unaffordable living conditions
- Willing to partner with HFH GW.
- ability to pay a mortgage.

Families need to demonstrate their ability to pay an affordable mortgage and sound financial management including:

- Stable employment income.
- Responsible debt management.
- Fair or better credit report on Equifax Credit report.
- Primary source of household income must be employment income. Supplementary sources of income (Child Tax Benefit, Employment Insurance, Child

Support, etc.), will not be included in household income.

- The household gross income must fit within our income limits: \$64,500-\$113,000.
- Applicants and co-applicants will be asked to submit several documents to support their financial status, including but not limited to current employment proof, debt statements, a current credit report, and asset statements need for affordable housing.

In addition to the minimum requirements, families are also considered for a Habitat home if:

- Current living conditions are unsafe or unhealthy (e.g., inadequate structure, unsafe wiring, heating, air quality, water, poor sanitization, etc.).
- Current living conditions are unsuitable (e.g., overcrowded, inaccessible, etc.).
- Current housing costs are too high (e.g.: basic shelter costs are more than 30% of total household income).

- They are unable to afford homeownership through other conventional means willingness to partner.
- Each family approved for Habitat Homeownership becomes a partner in our work. Habitat families are our greatest ambassadors, and as such are asked to help with a variety of initiatives that advance our mission and support our community.

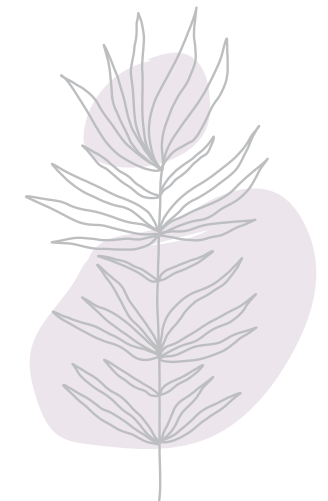
Each selected family will be asked to fulfill the following partnership requirements.

- Contribute up to 500 volunteer hours towards the construction of homes or a variety of other Habitat projects and community partnerships.
- Commit to a homeownership and mortgage agreement with Habitat for Humanity GW.
- Participate in homeowner education training and workshops.
- Be an ambassador for Habitat for Humanity GW and represent the mission – this involved (1)

understanding and agreeing with our model (2) speaking about your experience with HFH GW at events, media interviews and/or in videos to help promote our organization's work to the public.

How are services delivered?

In-person, Virtual.



Homewood Health Centre

www.homewoodhealthcentre.com

What is the mission or mandate of your organization?

We collaborate with key stakeholders to improve mental health and substance use health through applied research and knowledge translation.

What population(s) does your agency/ organization serve?

Mental Health and Addiction.

Where do you offer your services?

City of Guelph, Centre Wellington, Erin, Guelph-Eramosa, Puslinch, Mapleton, Minto, Wellington North.

How do the populations you serve access your services?

For our Reginal Outpatient Services, referral is through CMHAWW Here 24/7 access.

How are services delivered?

In-person, Virtual.



Hope House Guelph

www.hopehouseguelph.ca

What is the mission or mandate of your organization?

Hope House serves vulnerable people in Guelph – the unhoused and housed, the employed and the unemployed, those suffering a new, bewildering setback and those dealing with chronic, more complicated issues of poverty. Hope House operates and advocates on the belief that poverty, food insecurity, inequality, health, and community are all interconnected. Our mission is to increase the well-being of vulnerable adults, youth, and children through the provision of immediate relief and ongoing support.

What population(s) does your agency/ organization serve?

Low income.

Where do you offer your services?

City of Guelph.

How do the populations you serve access your services?

Individuals can walk in or be referred by external agencies. There are no eligibility requirements to access services. We complete an intake form, so we are able to support the individual in accessing the services of need to them.

We are open Monday to Wednesday 9 am to 4 pm and Thursdays 9 am to 6 pm.

How are services delivered?

In-person.

Kindle Communities Organization

www.kindlecommunities.com

What is the mission or mandate of your organization?

Mission:

We own and manage properties, reinvest in communities, and support organizations that serve people in Guelph and Wellington.

Vision:

A healthy and caring community where everyone has a sense of belonging.

What population(s) does your agency/ organization serve?

Low-income individuals and equity deserving groups.

Where do you offer your services?

City of Guelph, Centre Wellington, Erin, Guelph-Eramosa, Puslinch, Mapleton, Minto.

How do the populations you serve access your services?

Permanent Supportive Housing (PSH) program is driving by referrals from the By-Name List (BNL).

How are services delivered?

In-person.



Legal Clinic of Guelph Wellington County

www.gwlegalclinic.ca

What is the mission or mandate of your organization?

Mission: We provide services to effect social justice.

The Legal Clinic of Guelph and Wellington County provides free legal advice for the areas of law we practise in to low-income people who live in Guelph and Wellington County. You may have to show that you have a low income (financially eligible) before we can help you, depending on the type of services you are asking for.

The Legal Clinic is funded by Legal Aid Ontario and is governed by a volunteer board of directors from the community.

What population(s) does your agency/ organization serve?

Residents of Guelph and Wellington County.

Where do you offer your services?

City of Guelph, Centre Wellington, Erin, Guelph-Eramosa, Puslinch, Mapleton, Minto, Wellington North.

How do the populations you serve access your services?

- Walk in to our office in Guelph
- Telephone
- Email
- Law Van

How are services delivered?

In-person, Virtual.

Mount Forest Family Health Team

www.mountforestfht.com

What is the mission or mandate of your organization?

Improving the health of people living in and around Mount Forest and the patients attached to the doctors and nurse practitioners in Mount Forest. About 30% of the people, we serve live outside of Wellington County.

What population(s) does your agency/ organization serve?

The main focus of our health promotion programs is people in and around Mount Forest. We serve all ages and stages and people who are healthy to those who are palliative (dying).

Where do you offer your services?

Centre Wellington, Erin, Guelph-Eramosa, Mapleton, Minto, Wellington North, Outside Guelph-Wellington

How do the populations you serve access your services?

Some programs are drop in, we hold a waiting list for those who have no connection to primary care. All of our services other than getting attached to a doctor or nurse practitioner are self-referred. People can call the clinic or apply for some programs online. More specific information can be found on our website.

How are services delivered?

In-person, Virtual.



Ontario Works

www.wellington.ca/housing

What is the mission or mandate of your organization?

We strive to effectively serve people needing assistance by delivering high quality programmes and services in collaboration with our community partners and in accordance with the provincial Ontario Works programme.

The Ontario Works Division delivers financial assistance, settlement services and other social services to residents of Wellington County and the City of Guelph.

What population(s) does your agency/ organization serve?

Low Income Individuals and Newcomer Immigrants

Where do you offer your services?

City of Guelph, Centre Wellington, Erin, Guelph-Eramosa, Puslinch, Mapleton, Minto, Wellington North.

How do the populations you serve access your services?

Ontario Works is a temporary financial assistance program. Ontario Works is monthly financial assistance that consists of a basic needs allowance and a shelter allowance.

Ontario Works also provides assistance for the following:

- Prescription drug coverage
- Basic dental care for children
- Vision Care for children
- Diabetic and surgical supplies
- Medical transportation
- Approved special diet costs
- Assistance with rental and utility arrears
- Assistance with first and last month's rent

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Ontario Works (continued)

www.wellington.ca/housing

Eligibility for Ontario Works:

Eligibility criteria and financial assistance amounts are determined based on the following:

- Family size
- Shelter expenses
- Income and asset levels

Applying for Ontario Works

Assistance:

- An individual completes SADA (Social Assistance Digital Application) online or by phone.
- The application is processed by the provincial Intake and Benefits Administration Unit (IBAU).
- The Intake and Benefits Administration Unit (IBAU) then transfers the individual to the local office to complete a verification interview appointment and start to work with an Ontario Works Caseworker.

Discretionary Benefits

Discretionary benefits are available for non-social assistance recipients. These benefits include but are not limited to:

- Emergency dental care for adults
- Basic vision care for adults
- Prosthetic appliances
- Funerals and burials
- Assistance with rental and utility arrears
- Assistance with first and last months rent

Eligibility for discretionary benefits:

Eligibility and benefit amounts are determined based on the following:

- Family size
- Allowable household expenses
- Income and Asset income
- Actual cost

Applying for Discretionary Benefits:

- An individual contacts the Intake Team at the County of Wellington through the local office by phone or in-person to complete an application.
- The application is processed by the Special Services Worker who connects with the individual to determine eligibility for benefits.

Settlement Services

Settlement Services programme assists newcomers to Canada access community services and adjust to life in their new community within the County of Wellington.

Settlement Workers help individuals with:

- Completing forms and applications
- Accessing an interpreter or translator
- Finding a place to live
- Enrolling children in school
- Getting language training
- Finding a family doctor
- Looking for a job
- Finding out about government and community services for newcomers

Eligibility for Settlement Services:

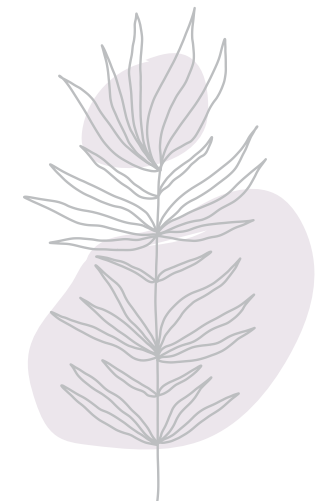
Settlement services are available at no cost to those with Permanent Resident, Convention Refugee, Temporary Resident Permit or Live-In Caregiver status in the County of Wellington and City of Guelph.

Access to Service for Settlement Services:

An individual contacts the County of Wellington – Social Services to request service.

How are services delivered?

In-person, Virtual.



Royal City Mission

www.royalcitymission.ca

What is the mission or mandate of your organization?

We work hard to provide a safe and loving environment for anyone who is in need.

In a world that often seems to fragment, our community consistently welcomes all.

We believe that each one of us has a need. Often, Royal City Mission becomes the place where needs are met - whether that be physical, spiritual, emotional, or relational.

Drop In from 12:00 - 7:00 pm,
Monday to Sunday

Meals at 12:00 and 6:00 pm,
Monday- Sunday

What population(s) does your agency/ organization serve?

Where do you offer your services?

City of Guelph

How do the populations you serve access your services?

We are a low barrier service with no criteria for accessing meals or drop in.

How are services delivered?

In-person.

Rural Wellington Community Team

www.mountforestfht.com/rural-wellington-community

What is the mission or mandate of your organization?

When people have support, they live healthier lives.

The RWCT supports individuals by learning about what's most important to them and helping to draft a plan of how to reach their goals. Common goals include income support, connecting to housing supports, primary care, mental health and substance use supports, completing forms and general navigation of the health and social service systems.

Outreach workers are embedded within the 4 rural Family Health Teams within Wellington County. The program is managed by the Mount Forest Family Health Team.

What population(s) does your agency/ organization serve?

Adults within Wellington County and at times patients rostered with the FHT who reside outside Wellington County.

Where do you offer your services?

Centre Wellington, Erin,
Guelph-Eramosa, Mapleton,
Minto, Wellington North.

How do the populations you serve access your services?

Those needing assistance to navigate the health or social service system and do not have anyone to help them, are eligible. Self-referral by text, phone or email.

Primary Care, community and other health service organizations can refer using the Ocean platform.

How are services delivered?

In-person, Virtual.

Sanguen Health Centre

www.sanguen.com

What is the mission or mandate of your organization?

Sanguen provides health and social care for people who face barriers to accessing traditional supports, including people who experience homelessness, use drugs, and are living with Hepatitis C.

We serve the community by providing a broad scope of health care services, including primary and specialty care, mental health, harm reduction and overdose prevention. These services are provided in multiple fixed locations and through community outreach, including mobile platforms.

- Primary Care: Low barrier community health care access delivered throughout the community at fixed location clinics and through mobile platforms.
- Specialty Care (Infectious Diseases): Prevention and education, testing, and treatment (COVID-19, Hepatitis C, Hepatitis B, HIV, and other STBIs)

- Mobile: Community health vans, primary care bus, extended hours nursing, outreach team and peer support, including in shelters and community spaces (harm reduction in spaces)
- Mental Health: community-based social support, counseling, peer support, and referral to psychiatry
- Harm Reduction: Supervised consumption, safer supply, harm reduction supplies, needle collection), and education (including naloxone use)
- Staff, Volunteer, and Peer Wellness: Individual and group counselling, peer worker training and employment, and collective care
- Community Training: de-escalation, and mental health and wellness

What population(s) does your agency/ organization serve?

People who use drugs, people precariously housed, or experiencing homelessness.

Where do you offer your services?

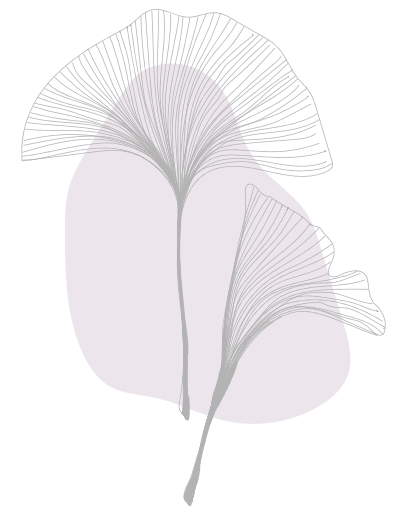
City of Guelph, Centre Wellington, Erin, Guelph-Eramosa, Mapleton, Minto, Wellington North, Outside Guelph-Wellington

How do the populations you serve access your services?

We provide outreach activities through our Community Health Van and Hepatitis C program. Our Community Health Van provides nursing, social support, and harm reduction supplies, education, and training. We strive to be as low-barrier as possible. Referrals are not required for our services. Individuals can access our services anonymously.

How are services delivered?

In-person.



Stonehenge Therapeutic Community

www.stonehengetc.com

What is the mission or mandate of your organization?

Stonehenge Therapeutic Community is a specialized addiction services agency providing a broad scope of services to individuals, families, and communities experiencing harm related to substance use. With over 50 years of experience, we are proud of our roots in the community.

Services range from a 42-bed long-term residential treatment program to a variety of community-based services along the harm reduction continuum including supportive housing, addiction medicine & withdrawal services, and community and justice programs. At Stonehenge we envision communities where people using substances are welcomed, supported and thriving and we strive every day to help make this vision a reality.

What population(s) does your agency/organization serve?

Individuals, families, and communities experiencing harm related to substance use.

Where do you offer your services?

City of Guelph, Centre Wellington, Erin, Guelph-Eramosa, Puslinch, Mapleton, Minto, Wellington North, Outside Guelph-Wellington

How do the populations you serve access your services?

As a not-for-profit organization, our services are free of charge and can be accessed by anyone in the community. Through our residential program we also provide services to individuals coming out of the provincial and federal correctional system.

Referrals to our programs can be made through HERE 24/7 or by contacting us directly at 519.837.1470 for more information. Details of all our programs and services can be found at www.stonehengetc.com

How are services delivered?

In-person, Virtual.

Thresholds Homes and Supports

www.thresholdssupports.ca

What is the mission or mandate of your organization?

Thresholds Homes and Supports is a recovery-oriented, community-integrated agency that focuses on improved quality of life and enhanced independence for people experiencing mental health issues by providing access to affordable housing and flexible, individualized support.

What population(s) does your agency/organization serve?

Individuals who are 18 years or older, who live with a diagnosed or diagnosable severe and persistent mental health issue.

Where do you offer your services?

City of Guelph, Centre Wellington, Guelph-Eramosa, Wellington North, Outside Guelph-Wellington

How do the populations you serve access your services?

Eligibility Criteria:

Broadly speaking the criteria are as follows for all programs. Additional criteria may apply to specific programs.

- 18 years or older
- Must live in the Region of Waterloo or County of Wellington or have a plan to move to either area
- Diagnosed or diagnosable severe and persistent mental health issue
- Willing and motivated to engage with support worker on a weekly to monthly basis in goal-oriented support (monthly basis is the minimum meeting requirement)

(continued on next page)

Thresholds Homes and Supports (continued)

www.thresholdssupports.ca

Referral Pathways:

Referrals for most of our programs follow a centralized intake process - to make a referral to this program you or a person you support can call HERE 24/7.

These programs include:

- ACT
- FACT
- Supportive Housing (Congregate and Community)
- Support Coordination
- Community Housing for Opportunity (CHO).

Referrals for our Extraordinary Needs Program (ENP) programs are completed via a referral package on our website and sent to the contact listed on our website.

Our website outlines Referral Pathways, and specific Program Eligibility: www.thresholdssupports.ca

How are services delivered?

In-person.



Traverse Independence

www.traverseindependence.ca

What is the mission or mandate of your organization?

Support adults (16+) to be as independent as possible while living in the community.

What population(s) does your agency/organization serve?

ABI and/or adults with physical disabilities.

Where do you offer your services?

City of Guelph, Centre Wellington, Erin, Guelph-Eramosa, Puslinch, Mapleton, Minto, Wellington North, Outside Guelph-Wellington.

How do the populations you serve access your services?

HELPS screening tool (simple screener that indicates the possibility of a brain injury) allows for access

through the simple referral form to all low barrier programs - ABI in the Streets, Mainstream Outreach, Goal Action Planning (GAP), the drop-in centre/day program in KW and Intensive Case Coordination.

For housing a diagnosed brain injury (by RHP) and a full application (long form) are required - transitional living and supportive housing.

How are services delivered?

In-person, Virtual.

Upper Grand Family Health Team

www.uppergrandfht.org

What is the mission or mandate of your organization?

Our vision is to improve the health of our community through equitable access to high-quality primary healthcare services.

The core principles of our organization are as follows:

- Collaboration and Integration
- Equity, Diversity, and Inclusion
- Continuous Quality Improvement
- Innovation
- Accountability
- Community Engagement

What population(s) does your agency/ organization serve?

The Upper Grand Family Health Team provides specialized primary care services to the following patient populations: patients of Upper Grand FHT physicians and residents who reside in Centre Wellington, Arthur, and surrounding communities.

Where do you offer your services?

Centre Wellington, Wellington North.

How do the populations you serve access your services?

The Upper Grand FHT's programs are most commonly accessed through clinician referrals from physicians, nurse practitioners and other clinical staff practicing in Centre Wellington and Arthur. Some of our programming can also be accessed by self-referral, without a provider referral, and those details can be accessed on our website: www.uppergrandfht.org/services.

Selection of programs accessible for patients by self-referral:

- Addictions Services - Stonehenge offers support at Upper Grand FHT for individuals, friends and family, and service providers affected by substance abuse. Withdrawal support is also available for those 18+.

- Outreach Program - Support for individuals living with complexity to draft a plan of action to live a healthier life (i.e., navigating health care, social services, income supports and other community programs)
- Diabetes, Heart Health, and Chronic Disease Management Support - Support from a dietitian or chronic disease nurse to optimize the management of chronic diseases.
- Smoking Cessation and Lung Health - Support from a pharmacist or chronic disease nurse to reduce smoking and optimize your COPD, asthma, and other lung health issues.

- Infant feeding - Weekly drop-in support for feeding infants, 1:1 appointments with dietitians and group education sessions focused on infant and child feeding.

More programs, groups and referral details can be found online:

www.uppergrandfht.org/services

How are services delivered?

In-person, Virtual.



WDG Public Health

www.wdgpUBLICHEALTH.ca

What is the mission or mandate of your organization?

We are governed by the Ontario Public Health Standards listed below. Each standard has specific requirements and identifies specific populations. All Standards approach the work from a preventative perspective and have very few areas of direct service with individual clients.

Ontario Public Health Standards:

- Chronic Disease Prevention and Well-Being
- Food Safety
- Healthy Environments
- Immunization
- Infectious and Communicable Diseases Prevention and Control
- Safe Water
- School Health
- Substance Use and Injury Prevention

What population(s) does your agency/ organization serve?

All ages and program specific populations

Where do you offer your services?

City of Guelph, Centre Wellington, Erin, Guelph-Eramosa, Puslinch, Mapleton, Minto, Wellington North, Outside Guelph-Wellington

How do the populations you serve access your services?

Call X7006

Referral from community partner standard inspections

How are services delivered?

In-person, Virtual.

Wellington Guelph Drug Strategy

www.wgdrugstrategy.ca

What is the mission or mandate of your organization?

The Wellington Guelph Drug Strategy (WGDS) is a coalition of partner agencies and members of the lived experience community, who are working to implement a 4-Pillar drug strategy in the municipalities of Wellington County and the City of Guelph.

The 4-Pillars include:

- Prevention,
- Harm Reduction,
- Treatment
- Recovery and Community Safety

Our cross-sectoral partnerships acknowledge the integral role that each pillar plays, and in many instances, weave the pillars together in our strategies and responses to towards our goal of reducing the harms related to substance use in

our communities. WGDS projects are typically cross-sector and multi-service in scope. The WGDS initiates discussion and relationships amongst all community stakeholders which respond to, or are impacted by, substance use challenges.

What population(s) does your agency/ organization serve?

Community members, people who use substances.

Where do you offer your services?

City of Guelph, Centre Wellington, Erin, Guelph-Eramosa, Puslinch, Mapleton, Minto, and Wellington North

How do the populations you serve access your services?

The Wellington Guelph Drug Strategy does not provide clinical services.



We would like to express our gratitude to everyone who has attended this inaugural event, and we eagerly anticipate future opportunities for collaboration.