

# Shelter Now Transitional Support Program



## **Hartog House**

850 Hartman Drive,

Midland Ontario



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## What is Shelter Now?

The Shelter Now Transitional Support Program takes place at Hartog House located at 850 Hartman Drive, Midland Ontario. Hartog House has 20 transitional units consisting of two 2 bedroom units, 2 bachelor units and 16 one bedroom units. The Shelter Now Transitional Support Program is a program that includes accommodations for the duration of one year. Clients are eligible to stay at Hartog House for four three month terms. At the end of each three month term progress is evaluated and renewal for another three months is granted to clients that are adhering to the guidelines of the program and actively working on completing their goals.

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### Criteria/Eligibility for Transitional Housing

Shelter Now Transitional Support Program is open to adults 18 years of age or older (at the time of admission) who:

- Are homeless as defined by Shelter Now.
- Will adhere to the rules and regulations as determined by the Shelter Now Transitional Support Program, including creating an Individual Transitional Plan and regularly meeting with Support Staff to address challenges/barriers. Clients will create attainable goals, and Support Staff will work toward building the skills for self-sufficient living. Support Staff will assist the client with following through with the Individual Transitional Plan, and making changes if needed.
- Are residents of North Simcoe (Tay and Tiny Townships, Midland, Penetanguishene, Christian Island)

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### Program Overview

The Shelter Now Transitional Support Program is designed to meet the individual needs of each client; during the first couple of weeks after entering the program clients work with the Community Support Worker to identify barriers and problems, set goals and seek community resources/supports. The Community Support Worker (CSW) also ensures that the basic needs of each client are met. This could include things such as, securing an income, getting a family doctor or applying for identification.

The goal of the Shelter Now Transitional Support Program is to set each client up for success by assisting them to develop the skills that are necessary to live independently and self sufficiently by the end of their one year in the program. Ultimately this will lead to clients finding permanent housing. This process is called an Individual Transitional Plan.

After basic needs are met, initial barriers and problems have been identified, and goals have been established, each client meets weekly with the CSW to discuss goal progression, address any additional problems or barriers, and make appropriate referrals to community support services.



The CSW assists with identifying areas of improvement, areas where more support or resources are needed, and to make sure deadlines set for the goals are met. Shelter Now uses the wrap around model which plays an essential role in the success of each client. The wrap around model is a process by which the needs of clients are addressed by using a plan for services that require multiple agencies and/or community supports. Each member of the wrap around team will focus on specific goals and/or barriers that the individual may be facing. The CSW has open communication with other support services to ensure the client's needs are met. To build a healthy lifestyle and change daily routines referral to community supports are essential to the development of each Individual transitional Plan. Using the wrap around model and resourcing the community allows Shelter Now clients to address more than one issue at a time. Addressing barriers/challenges, making referrals, developing life skills and personal growth make up the second phase of the program.

The Program Assistant (PA) works with clients developing life skills such as cooking, home management, developing leadership skills, and building social networks; while living on a tight budget. The PA is available to clients during the day to help with any daily barriers they are facing. The PA runs a weekly focus group that each client must attend. The focus group topics change each week and some topics include, coping skills, self esteem, home remedies for illness, how to stay cool in the heat of the summer, budgeting, etc.

The CSW and the PA meet monthly with each client to conduct a progress review, this allows clients to see the hard work they have done to meet their goals and it also allows clients to see areas that need more attention. The progress reviews are then discussed as a team at the monthly staff meeting. This allows for feedback, suggestions, and new perspectives on client progress.

### **Intake Process**

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The intake process is the first phase of the Shelter Now Transitional Support Program. As part of the intake process each applicant that has been referred from a community partner goes through a series of interviews. Support Staff communicate with the referring agency to acquire a history, identify possible barriers, and to discuss supports. If the applicant is a good fit for the program Support Staff then move on to the second stage of the interview process. At this stage Support Staff explain that the program is based on willingness for changes, goal setting and personal growth. Each applicant identifies possible goals that they would like to achieve and begins to work on their goals while on the waitlist. The waitlist at Shelter Now is typically 3-6 months, during this time applicants must maintain communication with Support Staff updating them on goal progression and showing their commitment to the program, but more



importantly their commitment to themselves. This process enables Support Staff to choose applicants that best fit the program.

Hartog House is not only affordable housing; it is a program. Support Staff will review the referrals and document frequency of communication from those on the waitlist. Not all individuals that are referred will be accepted in to the Transitional Support Program. Shelter Now follows admission requirements to ensure that Hartog house is a safe, supportive environment for all occupants and staff. As part of the admission requirements applicants must not have unmanaged addictions. If addictions are a problem for a possible candidate, treatment is mandatory prior to entering the program. If applicants require a referral to treatment Support Staff will direct applicants to the appropriate services while on the waitlist. All applicants need to be committed to make changes, and must be willing to develop the skills needed for independent, self sufficient living. During the intake process each applicant is informed of the expectations of the program, and continued progress toward meeting their goals is essential in order to stay in the Transitional Support Program.

#### **Needs Assessment**

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Upon entering the Shelter Now Transitional Program each client will meet weekly with the Community Support Worker; during these meetings the CSW will actively listen to concerns, problems, frustrations, and begin the process of case management. Support Staff work with client's to identify strengths, barriers, and areas for development. Once concerns are identified referrals to community support services are made. The first area of concern is health, both physical and mental, finances and budget, home management, and employment/education. The CSW collects information from each occupant such as background information relevant to housing concerns, diagnoses, previous mental health and/or addictions treatment, psychiatric stability, and family or community supports that are already in place. Support Staff also notice routines and changes in behaviour that may indicate mental health concerns or relapse.

#### **What to Bring for Intake**

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Upon intake it is important that you provide you're:

- Health Card
- Social Insurance Card
- Birth Certificate
- Income Statements/Proof of Income

If you do not have one or more of the following items please apply for them as soon as possible. Support Staff will be able to refer candidates to the resources necessary to acquire the above listed documents and can assist with the process. You can still apply for the program without these items but it is important that you obtain them in a timely fashion.



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### **What to Bring upon Moving in**

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The units at Shelter Now come furnished with a couch, chair, coffee table, end table, bed, fridge, stove, and microwave. Clothing and personal items may be brought into the unit; however additional furnishings are not permitted unless they have been approved in advance by Shelter Now Staff. This means that you may need to put furniture and other items into a storage unit for the duration of your stay. Televisions, computers, other electronics and small kitchen appliances are allowed in the units.

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### **Meetings and Client Programming**

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Each client is required to meet with the Community Support Worker for 1 hour work sessions every week to ensure progress is being made toward goals and challenges and barriers are addressed. This is a mandatory and essential part of the program as it ensures regular communication between clients and Support Staff.

Client Programming is an essential part of the Shelter Now Transitional Support Program. All clients must be actively participating in programming offered at Shelter Now. This may include workshops, focus groups, community kitchens, support groups, social activities, recreational and fitness/healthy living activities, etc.

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### **Curfew, Visiting Hours and Overnight Guests**

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There is a curfew of 11:00pm weekdays and 1:00am on weekends for all clients. Visitors are not permitted in the units between 11:00 p.m. and 8:00am. Clients are not to visit within the building after 11:00 pm. Overnight guests are allowed in the units; however they must be approved by the Community Support Worker in advance; a written notice will be given to those who don't seek approval first.

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### **Reasons for Discharge**

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All rule violations will be followed by a written notice; once 3 notices have been given removal from the program will occur. Some rule violations can result in an immediate discharge. Grounds for immediate discharge may include:

- Violent behaviour towards other occupants or Staff
- Consistently failing to communicate with Support Staff
- Tampering with locks or key Fobs
- Causing disturbance
- Being under the influence of drugs or alcohol
- Lack of commitment to Individual Transitional Plan

If immediate removal from the program occurs it will be done via police escort off the property and an appointment must be made to collect personal belongings.



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### **Rent and Utilities**

Rent is geared to income. It is the client's responsibility to disclose any changes in income and rent will be adjusted accordingly. Utilities are included in the rent price; however expenses such as phone, internet, and cable are the responsibility of the client and must be set up by each client.

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### **Security and Keys**

There is 24 hour video surveillance in all pods and at exterior doors.

Unit doors lock automatically and a Key Fob is given to each client which gives them access to their own unit and the exterior doors to their pod. Key Fobs cannot be duplicated and Staff have master key fobs which allows them access to each unit. Staff will not enter the unit unless there are reasonable grounds to do so (i.e. medical emergency, fire, etc.).

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### **Chores**

Weekly chores are assigned to each client and must be completed. These chores are posted in each pod and also in our client room. There is also a "Volunteer Chore Board" in our client room. The chores listed on this board are completed on a first come first chosen basis and must be completed by the date specified on the chore.

Clients must also be actively participating in developing and completing projects in the building. This may include things such as light yard maintenance and clean up, and maintaining our community garden.

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### **Transitioning back in to the community**

While in the third phase of Shelter Now Transitional Support Program, clients are financially secured, medical needs are met, referrals have been made, and personal growth and support services are in place. Clients begin looking at affordable housing options and start to accumulate household items. The CSW advocates for clients with OW/ODSP or other financial supports to secure last month's rent, and home furnishings. The CSW helps assess the budget plan, looking at affordability and making sure basic needs will be met. Clients have now learned how to live in poverty while using the supports available to them. Support Staff work diligently to seek affordable housing and accompany clients to view apartments and communicate with landlords. Once stable, safe, affordable housing is secured the CSW ensures an effective maintenance plan is in place. The CSW looks at the circle of supports and ensures that transportation and access to supports are secure to ensure clients can maintain using service providers and supports once they have transitioned back in to the community. After transitioning from the program support is still available from Support Staff and outreach clients are welcome to attend focus groups and other programming. As part of the outreach support clients who are faced with new barriers can book an appointment with Support Staff if they require assistance with advocacy, problem solving and solution building.



## Staff Directory

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Office Phone: (705) 528-6941

Fax: (705) 528-6942

Sheila Storey – Executive Director

Ex. 23

Sonia Ladouceur – Community Support Worker

Ex. 22

Tina Archer – Program Assistant

Ex. 24

Kate Hunter – Resource Developer

Ex. 21

Hours of Operation:

8:30am – 4:30pm

Monday – Friday



## Shelter Now Transitional Housing Support Program

# House Rules

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Client's Name: \_\_\_\_\_ Unit #: \_\_\_\_\_

Interviewer's Name: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

***All rule violations will be followed by a written notice; once 3 notices have been given removal from the transitional program will occur. Some rule violations can result in an immediate discharge.***

***Shelter Now Transitional Support Program is not a housing complex; it is an opportunity to make positive changes and gain independence and self-sufficiency. Support Staff will not work harder than clients to complete goals. Due to high volume of referrals it is mandatory that clients are actively making changes for a better future and communicating with Support Staff while on the waitlist to be eligible for the program.***

1. All clients must be actively working on goals to stay in the program. All clients must commit to their goals and the deadlines set out for the completion of the goals.
2. All clients are required to have 1hour work sessions with the Community Support Worker every week to ensure progress is being made toward goals. This is mandatory; if more than 2 visits are missed removal from the program will occur.
3. All occupants must be actively involved in programming offered at Shelter Now. This may include workshops, focus groups, community kitchens, support groups, social activities etc.
4. All clients must be actively completing chores (both assigned and posted on the volunteer chore board in the Client Room) and participating in developing and completing projects at Shelter Now.
5. Report cards or certificates from any educational or training programs must be copied for client files.
6. Occupants are to attend house meetings, NO EXCUSES, NO EXCEPTIONS.
7. Each client is expected to uphold the dignity and respect the privacy and rights of the other clients.
8. Please keep noise to a minimum. Quiet enjoyment of all occupants is essential. Yelling and arguing will not be tolerated. If you have a problem work it out or speak to Support Staff if you cannot deal with the situation independently.
9. Once a month there will be random unit inspections. Notice will not be given to the occupant in advance. If the occupant is not home 2 staff members will do the inspection to ensure proper procedures are followed.
10. Only the client or the client family can live in the unit. To live in the unit you must be on the occupancy agreement.
11. All clients must check in at the office between 10:00am and 11:00am unless they are attending school, employment, or workshops/counselling.
12. Overnight guests must be approved by the Community Support Worker in advance; a written notice will be given to those who don't seek approval first.
13. The units at Shelter Now come furnished with a couch, chair, coffee table, end table, bed, fridge, stove, and microwave. Clothing and personal items may be brought into the unit; however



additional furnishings are not permitted unless they have been approved in advance by Shelter Now Staff. This means that you may need to put furniture and other items into a storage unit for the duration of your stay. Televisions, computers, other electronics and small kitchen appliances are allowed in the units.

14. Rent is geared to income. It is the client's responsibility to disclose any changes in income to the Community Support Worker before the 20<sup>th</sup> of the month and rent will be adjusted accordingly. Utilities are included in the rent price; however expenses such as phone, internet, and cable are the responsibility of the client and must be set up and disconnected by the client.
15. Rents are to be paid on the first day of the month.
16. Each client receives a Key Fob that allows them to have access to their unit as well as the exterior doors to their pod. Key fobs cannot be duplicated.
17. NO tampering with locks of any kind in the building will be tolerated, if you are locked out of your unit you must be let back in by Shelter Now Staff; you might need to stay with a friend until staff can let you back in.
18. Shelter Now Staff retain a key for each unit for emergency purposes; if Shelter Now Staff cannot make contact with a client for 3 consecutive days, there will be an inspection done on premises with no notice.
19. You must pay a \$25 replacement fee for each lost key. This amount will be invoiced to you. If you have lost your key Shelter Now Staff must be informed immediately.
20. No burning of incense or deodorizers of any kind.
21. No holes are to be made in the walls. Nothing is to be affixed to the walls and no shelving is to be installed.
22. No visitors in the unit between 11:00 p.m. and 8:00 am. Clients cannot visit within the building after 11:00pm.
23. There is a curfew for all clients of 11:00pm on weekdays and 1:00am on weekends.
24. All occupants may only have one guest at a time in the building (unless approved by Shelter Now Staff).
25. Alcohol or illegal substances are not permitted on the property or in the units at any time.
26. Smoking is not permitted in the units. If you are caught smoking in your unit, you will be asked to wash the walls in your unit; this will be inspected to ensure it has been done, also the client will receive a written notice.
27. No illegal activity of any kind will be tolerated.
28. No gambling or weapons of any kind are allowed on the property.
29. Former abusive partners are not permitted in the unit or on the property at any time.
30. Threatening or violent behaviour toward Staff or other occupants will result in immediate discharge from the program.
31. NO lending or borrowing of monies between any participants in the program.
32. All occupants have a duty to report to Staff any rule violations.
33. Pets are not permitted in the units.

**FAILURE TO COMPLY WITH THE HOUSE RULES AND REGULATIONS WILL RESULT IN DISCHARGE OF THE PROGRAM.**

**THE BUILDING IS MONITORED BY SURVEILLANCE AND RULE VIOLATIONS WILL BE NOTICED.**



I, \_\_\_\_\_ have reviewed the House Rules

with \_\_\_\_\_ on this date: \_\_\_/\_\_\_/\_\_\_

I understand these rules and agree to abide by them. I also understand that failure to comply with any one of the rules constitutes grounds for my termination from the Shelter Now Transitional Support Program and eviction from the housing unit.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Client's Signature

Shelter Now

***Please remember that this program is designed to support and assist all clients to their ultimate goal of self sufficient, independent living. Change in daily routines is a must in achieving changes for a better future.***



## SHELTER NOW REFERRAL FORM

Applicant Name: \_\_\_\_\_ Referral Date: \_\_\_\_\_  
(dd/mm/yy)

Co-applicant Name: \_\_\_\_\_

Referring Agency/Program: \_\_\_\_\_

Referring Person: \_\_\_\_\_ Phone: \_\_\_\_\_

### Demographics:

Birth Date: \_\_\_/\_\_\_/\_\_\_ Age: \_\_\_\_\_ SIN Number: \_\_\_\_\_

Sex: \_\_\_\_\_ Primary Language: \_\_\_\_\_ Religious Preference: \_\_\_\_\_

Last Grade Level of School Completed: \_\_\_\_\_

### Applicant's Current Address & Phone Number:

\_\_\_\_\_  
\_\_\_\_\_

### Next of Kin: (Name/Address/Phone Number/Relationship)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Marital Status: \_\_\_\_\_

Spouse Name: \_\_\_\_\_

Birth Date: \_\_\_/\_\_\_/\_\_\_ Age: \_\_\_\_\_ Sex: \_\_\_\_\_

### Dependent Children:

Name: \_\_\_\_\_ Birth Date: \_\_\_/\_\_\_/\_\_\_ Sex: \_\_\_\_\_

Name: \_\_\_\_\_ Birth Date: \_\_\_/\_\_\_/\_\_\_ Sex: \_\_\_\_\_

Name: \_\_\_\_\_ Birth Date: \_\_\_/\_\_\_/\_\_\_ Sex: \_\_\_\_\_

### Medical Information:

Do you have a disability?    Y     N



If yes, please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Mental Health Issues:** Y  N

If yes, what is the Diagnosis? \_\_\_\_\_

Medications: \_\_\_\_\_  
\_\_\_\_\_

**Current Physical Health:**  Good  Fair  Poor

Medical Conditions: \_\_\_\_\_

Medications: \_\_\_\_\_  
\_\_\_\_\_

**Prior Hospitalization**

Date of most recent admission: \_\_\_/\_\_\_/\_\_\_

How long did you stay? \_\_\_\_\_

Reason for Admission: \_\_\_\_\_

**Prior Inpatient Treatment** (Waypoint, or other Psychiatric Facility)

Date of most recent admission: \_\_\_/\_\_\_/\_\_\_

Reason for Admission: \_\_\_\_\_

How long did you stay? \_\_\_\_\_

How many times have you been admitted? \_\_\_\_\_

**Legal Status:**

Criminal Record? Y  N  If yes, what are your convictions? \_\_\_\_\_  
\_\_\_\_\_

Probation? Y  N

If yes, please specify conditions: \_\_\_\_\_

Probation/Parole Start & End Dates: \_\_\_/\_\_\_/\_\_\_ to \_\_\_/\_\_\_/\_\_\_

Restraining Order? Y  N  If yes, with whom? \_\_\_\_\_

Legal Issues and/or Current Legal Problems: \_\_\_\_\_  
\_\_\_\_\_

Parole/Probation Officer's Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

**Please Provide the Names/Phone Numbers/Addresses of the Following:**

Case Manager: \_\_\_\_\_

Psychiatrist: \_\_\_\_\_

Primary Care Doctor: \_\_\_\_\_



**History and Background Information:**

Prior suicide attempts? Y  N

If yes, when? \_\_\_\_\_

Are you currently experiencing suicidal thoughts? Y  N

If yes, please describe: \_\_\_\_\_

\_\_\_\_\_

**Does Applicant have a History of:**

**Violence:** (homicide/assault/arson/property destruction): Y  N

Date of most recent incident \_\_\_/\_\_\_/\_\_\_

If yes, please describe: \_\_\_\_\_

\_\_\_\_\_

**Abuse:** (Physical, Emotional, Psychological, Sexual, or Self Abuse) Y  N

Date of most recent incident \_\_\_/\_\_\_/\_\_\_

If yes, please describe: \_\_\_\_\_

\_\_\_\_\_

**Drug or Alcohol Abuse:** Y  N

Are you currently using drugs or alcohol? Y  N

Have you been to treatment? Y  N

Where? \_\_\_\_\_

When? \_\_\_/\_\_\_/\_\_\_

For how long? \_\_\_\_\_

If no, have you been referred or are you on a waitlist? Y  N

Where? \_\_\_\_\_

Do you attend A/A, N/A, or C/A meetings?

How often? \_\_\_\_\_

**Have you contacted any of the following agencies?**

Community Link: Y  N

Wendat: Y  N

Huron Transition Homes: Y  N

Salvation Army: Y  N

Other: (Please Specify) \_\_\_\_\_

**What was the outcome?** (Please Circle)



Housing Support, Financial Support, Referrals to Agencies, Legal Support, Medical, Addiction Support, Mental Health Support, or other: \_\_\_\_\_

**How do you like to spend your time?**

Interests and hobbies: \_\_\_\_\_

What does your daily routine look like? \_\_\_\_\_

**Current Supports and Services being utilized:** (Family, Friends, Outpatients, Groups/Counseling, Social Clubs, etc.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Vocational History and Current Work Status:** (Current and past employers, positions)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Financial Information**

1. Gross Monthly Income: \$ \_\_\_\_\_

2. Source of income: \_\_\_\_\_

If income source is ODSP or OW is Community Start-up Available?      Y       N

If yes, how much is available? \$ \_\_\_\_\_

**Client's Life Skills – Please Rate Yourself on the Following:**

Personal Hygiene

**Good**       **Fair**       **Poor**

Please Explain: \_\_\_\_\_

Budgeting/Handling Money (i.e. making sure all bills are paid on time)

**Good**       **Fair**       **Poor**

Please Explain: \_\_\_\_\_

Literacy and Communication (Written and oral)

**Good**       **Fair**       **Poor**

Please Explain: \_\_\_\_\_

Reliability and Punctuality (i.e. getting to appointments)

**Good**       **Fair**       **Poor**



Please Explain: \_\_\_\_\_

Social Skills (i.e. comfort level in a group or meeting new people)

- Good**       **Fair**       **Poor**

Please Explain: \_\_\_\_\_

Cooking

- Good**       **Fair**       **Poor**

Please Explain: \_\_\_\_\_

Home Management (i.e. keeping a tidy environment, having adequate groceries, personal hygiene products, toilet paper, etc. every month)

- Good**       **Fair**       **Poor**

Please Explain: \_\_\_\_\_

**Please identify areas of concern: (Housing, Budgeting, Mental Health, Disabilities, etc.)**

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**Please provide a list of residences from the past 5 years and include addresses, duration of stays and reasons for leaving:** \_\_\_\_\_

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**Please describe how client meets eligibility criteria, provide details of applicants current situation:**

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Signature of Individual Making Referral: \_\_\_\_\_