



**DSO**

**Developmental Services Ontario**

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**Central West Region**



# Disclaimer

While Developmental Services Ontario, Central West Region (DSOCWR), makes every effort to present accurate and reliable information, DSOCWR does not endorse, approve, or certify such information.

Reference to any specific product, process or service does not constitute or imply endorsement or recommendation by DSOCWR.



# Acknowledgements

This resource guide was created as a housing navigation resource by the Developmental Services Ontario Central West Region (DSOCWR) Housing Navigators.

The Housing Resource Guide is intended to help individuals with navigating housing and homelessness initiatives in Dufferin County.

Please send questions, feedback or suggestions to:

[c.hall@sunbeamcommunity.ca](mailto:c.hall@sunbeamcommunity.ca)

# Developmental Services Ontario, Central West Region (DSOCWR)

Developmental Services Ontario (DSO) is the access point for adult developmental services and supports funded by the Ministry of Children, Community and Social Services (MCCSS). DSO Central West Region is one of nine DSOs in Ontario that help adults with a developmental disability connect with Ministry funded services that may be available in their community.

Developmental Services Ontario, Central West Region, serves people who live in Dufferin and Wellington Counties, Halton Region, Peel Region and Waterloo Region.

**Connect with us!**



To find your local DSO, you can visit: <https://www.dsontario.ca/find-your-dso>

# DSOCWR 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 DSOCWR Housing Navigator at:  
**1-888-941-1121** or **c.hall@sunbeamcommunity.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:

[DSO Provincial Mailing List](#)

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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

**Contact Your Local DSO for More Information: <https://www.dsontario.ca/find-your-dso>**

# The Housing Continuum

The full range of housing options that an individual may access over a lifetime, includes temporary emergency shelters, transitional housing, social housing, affordable housing, affordable home ownership, market rental housing and 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.

**Chronic Homelessness** - Individuals who are currently homeless and have been homeless for six months or more in the past year.

**Episodic Homelessness** - Individuals, who are currently homeless and have experienced three or more episodes of homelessness in the past year.

**Hidden Homelessness** - 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.



# Dufferin Coordinated Access Table

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There is no wrong access point. Any of the partners will connect you to supports

Canadian Mental Health Association (CMHA)	<a href="http://www.cmhapeeldufferin.ca">www.cmhapeeldufferin.ca</a>	1-888-811-2222 24/7 Support
Choices Youth Shelter	<a href="https://mydufferin.ca/listing/choices-youth-shelter">https://mydufferin.ca/listing/choices-youth-shelter</a>	519-940-5687 x1 24/7 Support
Dufferin Men's Shelter		519-940-5687 x2 24/7 Support
Family Transition Place (FTP)	<a href="http://www.familytransitionplace.ca">www.familytransitionplace.ca</a>	519-941-HELP 905-584-HELP 24/7 Support
County of Dufferin	<a href="http://www.dufferincounty.ca">www.dufferincounty.ca</a>	519-941-6991 x2110 M-F 8:30am-4:30pm
Services and Housing in the Province (SHIP)	<a href="http://www.shipshey.ca">www.shipshey.ca</a>	1-855-795-8742 519-307-8700 M-F 8:30am-4:30pm
The Salvation Army	<a href="https://newhopecommunitychurch.ca/">https://newhopecommunitychurch.ca/</a>	519-943-1203 M-F 10:00am-4:00pm
The Lighthouse	<a href="https://www.theuptownchurch.ca/lighthouse/">https://www.theuptownchurch.ca/lighthouse/</a> - The Uptown Church	519-942-6584 M-F 8:30am-4:30pm

# Financial Assistance for Homelessness

Dufferin County services and success story video

<https://www.youtube.com/watch?v=qNJID1DDOps>

County of Dufferin - Community Services - Housing Programs and Services  
30 Centre Street, Orangeville, ON T: 519-941-6991 ext 2110 F: 519-941-0271  
Email: [communityservicesinfo@dufferincounty.ca](mailto:communityservicesinfo@dufferincounty.ca)

**Housing Stability:** Residents of Dufferin County who are experiencing a housing crisis may be eligible for financial assistance to help find or keep housing. Eligible expenses may include last month's rent deposits or rental arrears. Utility assistance may include help with deposits, arrears, and disconnections. For more information, see the application or call 519-941-6991 ext. 2110.

[Housing Stability Application Form](#)

# 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.



# Emergency Shelters in Dufferin County

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Dufferin County	Choices Youth Shelter 59 Townline, Orangeville 519-940-5687	<a href="https://sites.google.com/choicesyouthshelter.info/choices-youth-shelter/youth-support">https://sites.google.com/choicesyouthshelter.info/choices-youth-shelter/youth-support</a> Basic Needs Counselling & Case management Ages 16-24, 30-day residency with possibly extension Life Skills
Dufferin County	Family Transition Place 20 Bredin Parkway Orangeville 519-942-4122	<a href="https://familytransitionplace.ca/shelter/">https://familytransitionplace.ca/shelter/</a> Women and children, Domestic Violence Supports, Basic needs Transportation support, Court advocacy, Counselling
Dufferin County	New Hope Community Church Salvation Army 519-943-1203 x1	<a href="https://newhopecommunitychurch.ca/emergency-shelter/">https://newhopecommunitychurch.ca/emergency-shelter/</a> Access this program by phone only All ages, family, single individuals
Dufferin County	Canadian Mental Health Association (CMHA) 1-888-811-2222 (after hours) Intake: 905-451-2123	<a href="https://cmhapeeldufferin.ca/mental-health-information/find-help/">https://cmhapeeldufferin.ca/mental-health-information/find-help/</a>
Dufferin County	County of Dufferin Edelbrock Centre 30 Centre St Orangeville 519-941-6991 x2110	Contact Housing stability team directly Office hours 8:30am to 4:30pm Monday to Friday
Dufferin County	211 Ontario	<a href="https://211ontario.ca/search/">https://211ontario.ca/search/</a> Connected to a real person who will assist with connecting you to proper services in your community Live chat is 7am to 9pm Monday to Friday Navi the chatbot is available 24/7

# 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.





# Transitional/Supportive Housing Dufferin County

<p>Services and Housing In the Province - SHIP</p>	<p>Email <a href="mailto:info@shipshey.ca">info@shipshey.ca</a> Call 905-795-8742 Call Toll-Free 1-855-795-8742 Fax 905-795-1129</p>	<ul style="list-style-type: none"><li>• <a href="https://shipshey.ca/">https://shipshey.ca/</a></li><li>• Crisis</li><li>• Transitional</li><li>• Supportive</li><li>• Affordable</li></ul>
<p>Family Transition Place</p>	<p>20 Bredin Pkwy Orangeville, ON L9W 4Z9</p>	<ul style="list-style-type: none"><li>• <a href="https://familytransitionplace.ca/">https://familytransitionplace.ca/</a></li><li>• Women and Children</li><li>• Shelter</li><li>• Outreach</li><li>• Counselling</li><li>• Transitional housing</li></ul>

# Social Housing

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

Social Housing refers to government-assisted subsidized housing for people with low to moderate incomes, seniors, or people with special needs who can live with supports in their community. [Rent-Geared-to-Income \(RGI\)](#) and **Rent Supplement** options are available through local Regional Managers 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.



# Social Housing Dufferin County



There is one central waiting list for social housing in Dufferin County, that provides access to [Rent-Geared-to-Income](#), 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 the links above.

## Housing Stability Services

Residents of Dufferin County who are experiencing a housing crisis may be eligible for financial assistance to help find or keep housing. Eligible expenses may include last month's rent deposits or rental arrears. Utility assistance may include help with deposits, arrears, and disconnections.

## 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.

# Applying for Social Housing

In Dufferin County, Housing Access Dufferin manages the centralized waiting list for social housing.

The application can be accessed [here](#). [Community Organizations](#) can also assist with completing an application.

## **Submit application and supporting documents**

Applications must be submitted to the Housing Access Dufferin located at

County of Dufferin Community Services

30 Centre Street, Orangeville, ON L9W 2X1

Phone: (519) 941-6991 Fax: (519) 941-0271

Office Hours: Monday to Friday 8:30 am to 4:30 pm (Closed all Statutory Holidays)

Community Services

General Inquiries

Phone: 519.941.6991

Email a general inquiry to [communityservicesinfo@dufferincounty.ca](mailto:communityservicesinfo@dufferincounty.ca)

# Applying for Social Housing

**Applicants for social housing have a number of responsibilities:**

- You are responsible to notify Housing Access Dufferin of any changes to your information in order to maintain your eligibility status.
- You are responsible to confirm your interest in remaining on the waiting list for housing.
- Applicants must notify Housing Access Dufferin 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

# Subsidized Housing

Housing Access Dufferin (HAD) manages all applications for Rent Geared to Income (RGI) in Dufferin County. All applications are added to the Centralized Wait List allowing applicants to apply for multiple housing locations and providers at one time.

HAD also manages the waitlist for Dufferin County owned affordable and market rent units.

Subsidized housing is rent-geared-to-income or RGI housing which is based on 30% of a household's gross monthly income. 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).

- HAD is not a landlord and does not offer housing to applicants.
- They can not predict or guess when you will be housed, waiting time average is between four to eight years.
  - They do not provide emergency shelters or housing.





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 market rent. 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](#).



# 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 in a different city, town or region & 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 Dufferin County, the application process is not open to the public.

- **Persons experiencing chronic homelessness, victims of abuse and households whose housing allowances are ending have been identified as a priority group to receive this benefit.**

COHB applicants must reside permanently in Ontario and be on, or eligible to be on, the Community Housing Access Centre 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.

# 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.dufferincounty.ca/county-services/housing-services/about-dufferin-housing/>



# Private Market Rental Housing

## 2024 Average Market Rent (AMR)

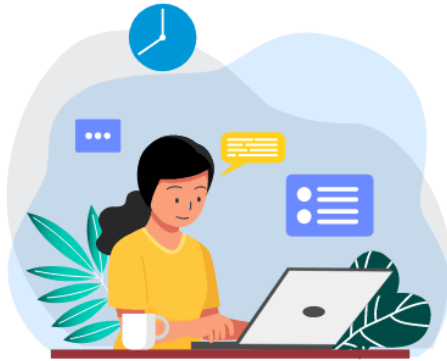
Unit Size	Average Market Rent (\$)
1 Bedroom	\$1285
2 Bedroom	\$1468
3 Bedroom	\$1857

Please note: Local AMRs are determined by the CMHC or alternative AMRs approved by the Ministry of Municipal Affairs and Housing (MMAH) where there are no CMHC AMRs. The information in the chart is provided by the 2024 COHB calculator (not provided) which also utilizes information in the AMR [link](#) provided

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).



# 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](#)

[RentBoard.ca](#)

[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.



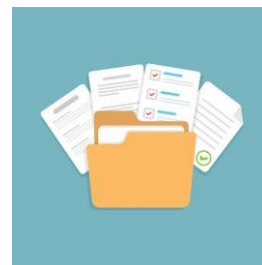
## CALLING THE LANDLORD

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 managers.



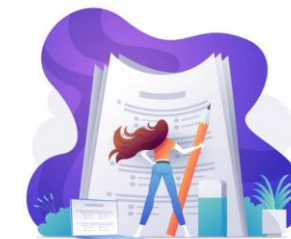
## PREPARE YOUR DOCUMENTS

To support your rental application, landlords/property managers 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).

# Landlord Responsibilities

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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 develops 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>



The Canadian Centre for Housing Rights (CCHR) provides free, individualized services to renters in Ontario who are facing challenges in their housing.

<https://housingrightscanada.com/our-work/our-tenant-services/#contact-us>



# Tenant Rights

The **North Peel & Dufferin Community Legal Services** is funded by Legal Aid Ontario. They provide access to justice for people with low incomes living in Brampton, Caledon and Dufferin County. Advise you on your rights and the process for enforcing your rights;

They can help with many housing problems, including:

- Your landlord wants to evict you
- You have already received an eviction order from the Landlord and Tenant Board
- Your rent subsidy is going to be cut off
- You have bedbugs or cockroaches in your home
- The superintendent is harassing you
- You are a co-op member, and the co-op wants to evict you

Visit their website for regular updates and information for tenants.

Website: <https://www.northpeeldufferinjustice.ca/legal-topic/housing-law/>

Phone: **905-455-0160**

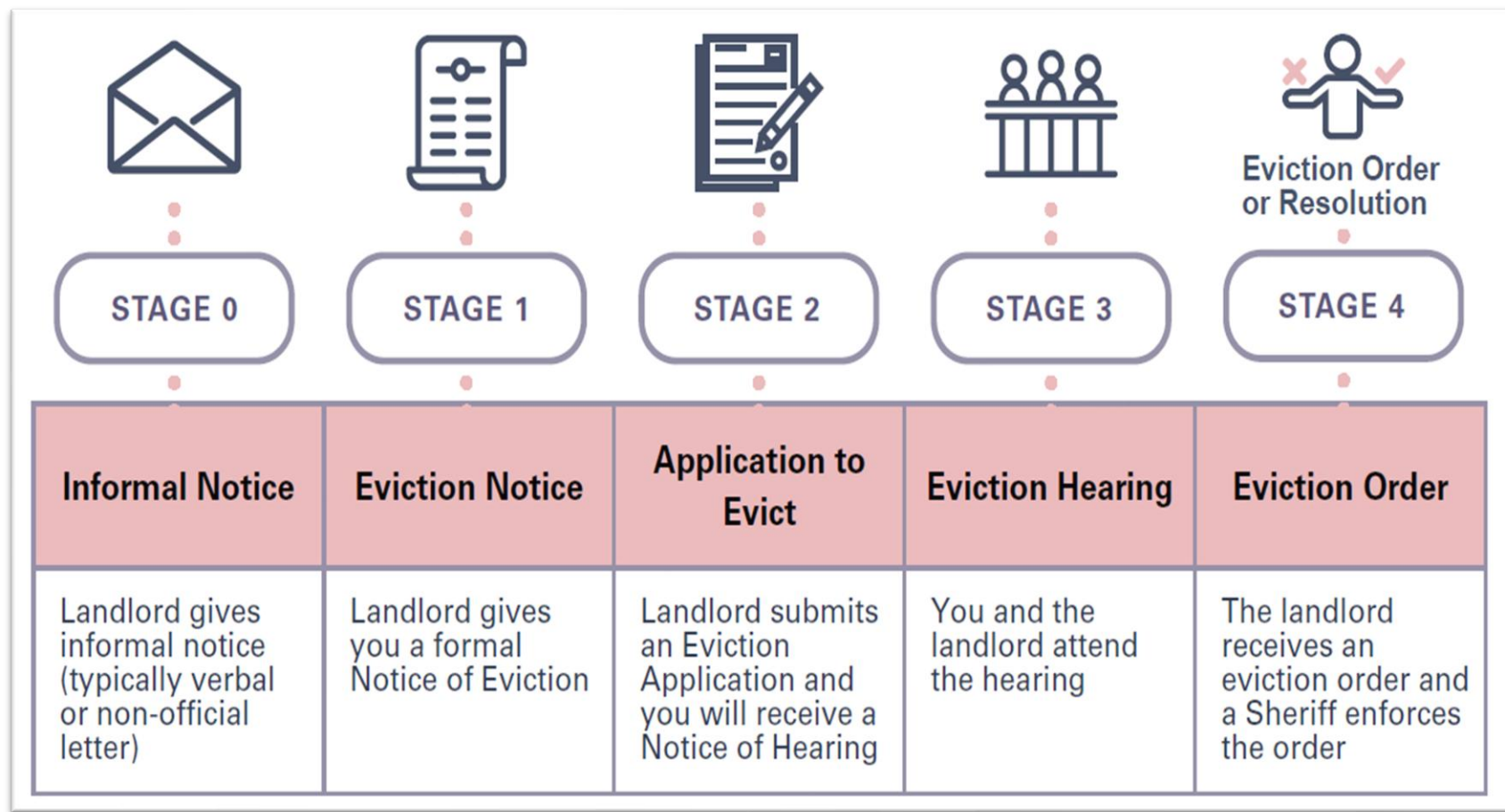
# Eviction Process

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 **North Peel and Dufferin Community Legal Services** 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.



[Eviction Prevention Handbook: Here's what you need to know if your landlord is trying to evict you](#)

# Facing Eviction – Obtaining Assistance

Housing Provider

Website

Centre for Equality Rights in Accommodation (CERA)

<https://www.equalityrights.org/our-services>

Legal Aid Ontario

<https://www.legalaid.on.ca/legal-clinics/>

Understanding & Fighting Evictions

[How to Respond to an Eviction Notice](#)

# 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 individuals 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 initiatives that provide affordable home ownership options

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## Housing Provider

## Information and Website

### The Home Buyers' Plan (HBP)

You can use the [Home Buyers' Plan \(HBP\)](#), if you are eligible, to **make a tax-free withdrawal from your registered retirement savings account (RRSP) to buy or build a home**. Ideal for first-time buyers, the HBP allows each borrower to [withdraw up to \\$35,000](#) (\$70,000 for a couple). You then have 15 years to repay what you've borrowed, interest-free, starting two years after you make your withdrawal.

### The Tax-Free Home Savings Account (FHSA)

[The FHSA](#) is a new account that allows you to save for your first home. It also **allows you to make tax-deductible contributions of up to \$8,000 per year, up to a lifetime maximum of \$40,000**. Your contribution room starts to accumulate as soon as you open your first account. You can carry forward your unused FHSA contribution room, up to a maximum of \$8,000, to use in the following year.

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# 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.

If you're looking for information on buying a condominium in Canada here is the [CMHC's condominium buyer's guide](#)



# Financial Assistance for Homeowners

Financial Assistance	Details	Website
Low-income Energy Assistance Program (LEAP)	Low-income Dufferin County residents may be eligible for emergency financial assistance to apply against their electrical bill through the Low-income Energy Assistance Program (LEAP)	<a href="#">Ontario Energy Board LEAP</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="#">Ontario Electricity Support Program</a> <a href="#">Rogers Connected for Success</a>
Money For Energy Conservation Renovations	<p>People on Ontario Works or ODSP may receive a one-time payment of up to \$50 to reimburse the cost of items such as:</p> <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="#">Social Assistance: OW and ODSP</a> <a href="#">Discretionary Benefit Low-cost Energy Conservation Measures</a>
Money to Buy Smoke Alarms and Carbon Monoxide Detectors	<p>Homeowners receiving Ontario Works Assistance may receive a one-time payment to buy smoke alarms or carbon monoxide detectors</p> <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="#">Ontario Works</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
Ontario Health at Home	<a href="https://ontariohealthathome.ca/?v=2024.2">https://ontariohealthathome.ca/?v=2024.2</a>	1-888-883-3313
Home Care Hub	<a href="https://www.homecarehub.com">https://www.homecarehub.com</a>	1-888-227-3080

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

# Mental Health and Crisis Services

Some examples of mental health and crisis services – not a complete list

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

Resource	Website	Contact
Canadian Mental Health Association Self-Help Alliance	<a href="https://cmhaww.ca/">https://cmhaww.ca/</a>	519-744-7645
Here 24/7	<a href="https://here247.ca/about-here247/contact-us/">https://here247.ca/about-here247/contact-us/</a>	1-844-437-3247
Services and Housing In the Province (SHIP) - Mental Health Consultation - Dufferin County	Mental Health Consultation <a href="https://shipshey.ca/programs/mental-health-consultation/">https://shipshey.ca/programs/mental-health-consultation/</a>	236 First Street, Orangeville

# Drop-ins

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 the development of critically important social connections.

# Hot Meals/Drop In

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

Resource	Website/more information	Contact
New Hope Community Church	<ul style="list-style-type: none"><li>• <a href="https://newhopecommunitychurch.ca/food-bank/">https://newhopecommunitychurch.ca/food-bank/</a></li><li>• Office Hours 10am to 4pm Monday</li><li>• Open to anyone needing some assistance</li></ul>	690 Riddell Rd Orangeville 519-943-1203 X1
Orangeville Food Bank	<ul style="list-style-type: none"><li>• <a href="https://orangevillefoodbank.org/need-help/">https://orangevillefoodbank.org/need-help/</a></li><li>• Weekends and Monday Closed</li><li>• Tuesday 10-1 4-7</li><li>• Wednesday 5-8</li><li>• Thursday &amp; Friday 10-1</li><li>• ID for all members in the household, income stubs, utilities, rent. Photos of these are accepted</li></ul>	3 Commerce Rd Orangeville 519-942-0638 <a href="mailto:Administration@orangevillefoodbank.org">Administration@orangevillefoodbank.org</a>
Rosie's Kitchen	<ul style="list-style-type: none"><li>• Fridays 11am to 2pm</li><li>• Learn healthy cooking and lifestyles</li><li>• Able to assist with transportation to the program <a href="mailto:info@shipsey.ca">info@shipsey.ca</a></li></ul>	Caledon East Community Centre Call intake at 905-795-8742
Shepherds Cupboard Food Bank Shelburne, North Amaranth, Melancthon, Mulmur	<ul style="list-style-type: none"><li>• <a href="http://www.shelburnefoodbank.ca/">http://www.shelburnefoodbank.ca/</a></li><li>• Wednesday 11:30am to 12:30pm</li><li>• Thursday 6:30pm to 7:30pm</li><li>• First Come, first serve</li><li>• 3-5 days worth of food</li></ul>	167 Centre St Shelburne 519-925-2600 x350 <a href="mailto:shelburnefoodbank@gmail.com">shelburnefoodbank@gmail.com</a>
The Lighthouse Community meal program	<ul style="list-style-type: none"><li>• <a href="https://www.theuptownchurch.ca/lighthouse/">https://www.theuptownchurch.ca/lighthouse/</a></li><li>• Monday to Friday 11:30am to 12:00pm</li><li>• Drop in community meal program</li></ul>	207 Broadway, Orangeville 519-942-0736 <a href="mailto:office@theuptownchurch.ca">office@theuptownchurch.ca</a>

# Hot Meals/Drop Ins

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Resource	Website/more information	Contact
Food & Friends Program	<ul style="list-style-type: none"><li>• <a href="https://mydufferin.ca/listing/the-childrens-foundation-food-friends-program">https://mydufferin.ca/listing/the-childrens-foundation-food-friends-program</a></li><li>• Breakfast, morning meals, snacks and lunch programs</li><li>• Learn healthy eating habits</li><li>• Please call or email to inquire about signing up</li></ul>	519-826-9551 <a href="mailto:anita@childrensfoundation.org">anita@childrensfoundation.org</a>
The Well Church/Faith Fellowship	<ul style="list-style-type: none"><li>• Hot meal provided every Saturday evening to those residing in the motel next door</li></ul>	Orangeville-Wesleyan Church 21170 Hurontario St Caledon
St. Marks Food Cupboard	<ul style="list-style-type: none"><li>• <a href="https://saintmark.ca/outreach/food/">https://saintmark.ca/outreach/food/</a></li><li>• Used by anyone in need</li><li>• Please ask a volunteer or contact the church for more information</li><li>• Monday, Tuesday and Thursday 11:45am to 12:45pm</li></ul>	5 First Ave, Orangeville Southeast Entrance 519-941-0640 <a href="mailto:office@saintmark.ca">office@saintmark.ca</a>
Trinity United Church – Food Cupboard	<ul style="list-style-type: none"><li>• Providing food assistance to families and individuals facing food insecurity</li></ul>	200 Owen Sound St, Shelburne 519-925-2233 <a href="mailto:Shelburne.primrose.uc@gmail.com">Shelburne.primrose.uc@gmail.com</a>
St. Timothy Conference – Food Assistance	<ul style="list-style-type: none"><li>• <a href="http://ssvp.on.ca/en/assistance.php">http://ssvp.on.ca/en/assistance.php</a></li><li>• Call office and kindly leave 1 voicemail, calls will be returned within 24-48 hours</li><li>• Apply online directly through email</li></ul>	Society of Saint Vincent De Paul 519-941-2424 x1
Dufferin County Community Services	<ul style="list-style-type: none"><li>• <a href="https://www.dufferincounty.ca/services/community-services">https://www.dufferincounty.ca/services/community-services</a></li></ul>	

# Free and Affordable Essentials

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

Resource	Website	Contact
St Vincent DePaul	<ul style="list-style-type: none"> <li>Food and clothing for residents within Orangeville. Must call ahead, leave a message and someone will call you back</li> </ul>	510-941-2424 ext. 230
New Hope Community Church Salvation Army	<ul style="list-style-type: none"> <li>Access this program by phone only</li> <li>All ages, family, single individuals</li> <li>Food, personal hygiene, baby supplies, vouchers for clothing laundry services</li> <li>Life skills</li> <li><a href="https://newhopecommunitychurch.ca/emergency-shelter/">https://newhopecommunitychurch.ca/emergency-shelter/</a></li> </ul>	519-943-1203 x1
Westminster Orangeville	<ul style="list-style-type: none"> <li>Food Cupboard</li> <li>Clothing depot</li> <li>Milk and formula program for families with young children</li> <li>Self-help groups (Alcoholics Anonymous, Al-Anon, Narcotics Anonymous)</li> <li><a href="https://www.westminsterorangeville.ca/socialjustice">https://www.westminsterorangeville.ca/socialjustice</a></li> </ul>	247 Broadway 519-941-0381 Additional Notes: Please call ahead to confirm services and requirements.

# Employment Support

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Some examples of employment support programs – not an exhaustive list.

To search for Employment Services in Ontario, you can visit: [Employment and Training Services in Ontario](#)

Resource	Website
<b>Ontario Works-</b> Your local OW caseworker may be able to help you connect with employment related resources.	<a href="https://www.dufferincounty.ca/ontario-works/ontario-works/">https://www.dufferincounty.ca/ontario-works/ontario-works/</a>
<b>Orangeville Employment Resource Center</b> - The Employment Resource Centre is self-directed resource sites where clients can access the tools needed for job searching. Services include access to computer, internet, fax, and photocopy services.	W. & M. Edelbrock Centre, 30 Centre Street, Orangeville, ON L9W 2X1 519.941.6991 x 2010 Monday through Friday 8:30 am - 4:30 pm
<b>Central West Healthline</b> - Unemployed or underemployed people can get help through drop-in resource centers, job search assistance programs, and job-skills workshops. Employment counselling and career planning services provide information on the labour market, grants, funding, apprenticeships, and other opportunities for ongoing support.	<a href="https://www.centralwesthealthline.ca/listServices.aspx?id=10715">https://www.centralwesthealthline.ca/listServices.aspx?id=10715</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>

# Indigenous Resources

The following page highlights Indigenous organizations that provide cultural and holistic programs and services for Indigenous peoples within the community.

[The National Association of Friendship Centres](#) has created a comprehensive list of Indigenous Health and Wellbeing resources that are available across Ontario. To access this resource, click [here](#).





# Indigenous Housing Resources and Services

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<b>Dufferin County Cultural Resource Circle</b>	An Indigenous-led community whose mandate is to create a safe space for the restoration and revival of traditional Indigenous Culture in the Dufferin County area	519-216-8909
<b>The Humans Right Legal Support Centre – Indigenous Services</b>	<p>The HRLSC established an Indigenous Services and Outreach Committee and has implemented culturally appropriate service guidelines in order to increase usage of the human rights system by Indigenous peoples. The HRLSC is committed to providing Indigenous people with an accessible legal service. Services are provided in 140 languages including Cree, Oji-Cree, Mohawk, and Ojibway</p> <p>For more information: <a href="https://hrlsc.on.ca/indigenous-services/">https://hrlsc.on.ca/indigenous-services/</a> or <a href="#">Indigenous Services Brochure</a></p>	<p>Toll Free: 1-866-625-5179</p> <p>TTY Toll Free: 1-866 612-8627</p>
<b>Ontario Aboriginal Housing Services</b>	<p>OAHS offers rental opportunities to self-identifying First Nations, Métis, and Inuit people as well as non-Indigenous people. OAHS homes range from rent-geared-to-income, affordable, and market rent units</p> <p>For more information, visit: <a href="https://www.ontarioaboriginalhousing.ca/rental-housing">https://www.ontarioaboriginalhousing.ca/rental-housing</a></p>	<p>Housing Services Rep: Toll-Free – 1-866-391-1061 <a href="mailto:info@oahssc.ca">info@oahssc.ca</a> <a href="#">Link to Application</a></p>
<b>Métis Housing Stabilization Program</b>	Addresses homelessness and housing instability by providing housing loss prevention and housing stabilization services and supports individuals and families who are homeless, at immediate risk of becoming homeless, or in an unstable housing situation. Services include housing crisis intervention, eviction prevention support, support with housing applications, resource and information support, and much more. For more information, visit: <a href="#">Housing Stabilization Program</a>	<p>Housing Stabilization Team: Toll-Free: 1-800-263-4889 Ext. 350 <a href="mailto:housingstabilization@metisnation.org">housingstabilization@metisnation.org</a></p>
<b>Talk4Healing</b>	A 24/7 confidential helpline for Indigenous women available in 14 Indigenous languages, English, and French across Ontario. The helpline provides culturally sensitive and non-judgmental crisis counselling, advice, support, and referrals.	Toll-Free: 1-855-554-HEAL
<b>Hope for Wellness Helpline</b>	A helpline service available to all Indigenous people across Canada. 24/7 Access to talk with experienced and culturally competent counsellors. Both telephone and online services are available, telephone services are available in Cree, Ojibway and Inukitut. For more information, visit: <a href="https://www.hopeforwellness.ca/about-us/">https://www.hopeforwellness.ca/about-us/</a>	Toll-Free: 1-855-242-3310
<b>Steps to Justice: Your Guide to Law in Ontario</b>	This resource provides answers to frequently asked questions regarding the rights as an Indigenous person in contact with the criminal justice system. At the bottom of the page, you will find additional tools and resources to help Indigenous people navigate supports and services. Find the resource here: <a href="https://stepstojustice.ca/?s=indigenous">https://stepstojustice.ca/?s=indigenous</a>	