



DSO

Developmental Services Ontario

Central West Region



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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 Halton Region.

Please send questions, feedback or suggestions to:

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

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.



Halton Region Supportive Housing for Adults with Physical Disabilities

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Supportive Housing:

A household may be eligible to apply for supportive housing if they meet the following conditions:

- At least one member of the household requires approximately 1.5 hours of daily care for activities of daily living in order to live independently.
- Are willing to complete an assessment for level of care needed by a separate support services agency.
- An applicant must be applying for Support Services through Halton Access To Community Housing (HATCH) determines eligibility for assessment

only.

Important: Applicants must contact the supportive housing provider listed below to be considered for a supportive housing unit and complete an Application for Supportive Housing/Supports for Daily Living.

Palmer Place	3097 Palmer Dr. Burlington On	Contact: Palmer Place Support Service Agency: AbleLiving Services Inc. 905-319-2626
Jean & Howard Caine Apartments	259 Robinson St. Oakville ON	Contact: Jean & Howard Caine Support Service Agency: Ontario March of Dimes 416-236-7415

Financial Assistance for Homelessness

Individuals who are willing to accept support or services from Halton Region will be provided emergency shelter. If you suspect someone is homeless, sleeping outside, or at risk of homelessness, please email outreach@halton.ca or call 311

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 Halton Region

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Outreach

- Halton Housing Help provides outreach services for those sleeping rough or reluctant to access formal shelter programs,
- Outreach staff can meet you where you are to offer support and work on a housing plan
- For direct assistance or to refer someone in need, please call 311, or email halton@housinghelpcentre.ca
- Visit the Housing Help page on www.halton.ca for more information

Crisis

- If you or someone you know is in immediate crisis, the Crisis Outreach and Support Team (COAST) delivered by the Canadian Mental Health Association is available 24/7 to provide short term crisis support.
- For direct assistance or to refer someone in need, please call: 1-877-825-9011

[Halton - Shelters \(Family & Individual\)](#)

Housing Provider	Contact Information and Website	Program Information
The Salvation Army Light House Program	750 Redwood Square Oakville, ON L6L 6X7 905-339-2918 https://www.facebook.com/SalArmyHHB	<ul style="list-style-type: none">• Provides safe, secure, short-term accommodations to males who are experiencing some type of housing crisis• Shelter provided in most cases for up to 40 days• May be able to provide transportation to shelter if needed• Mon-Sun 24 hours Halton Region Eligibility Ages: 16 year(s) and up
Halton Women's Place	Halton Women's Place – South – 905-332-7892 Halton Women's Place – North – 905-878-8555 https://haltonwomensplace.com/	<ul style="list-style-type: none">• Safe and comfortable place to stay for all self-identified women (16 years of age and older) and their children fleeing domestic violence• Two emergency short-term shelters are available in the Halton Region, one in Milton and one in Burlington
Wesley - Burlington	365-292-3554 https://wesley.ca/	<ul style="list-style-type: none">• Women and families with children under 17
Oakville and Milton Humane Society	905-845-1551 https://omhs.ca/	<ul style="list-style-type: none">• Temporary pet care while accessing a shelter

Supportive/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.



Supportive/Transitional Housing Halton Region

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Do you or someone in your home require ongoing support for mental health, cognitive or developmental impairments?

Halton Region holds service agreements with 3, Housing with Related Supports Housing Providers, at 4 locations. These homes provide 24-hour residential care on a long-term basis, including board and lodging, to:

- People with severe and chronic mental illness and/or cognitive difficulties/impairments.
- Seniors who are frail and not eligible for Long-Term Care.
- People with developmental disabilities.

For information on eligibility, program requirements and applications, please contact an Integrated Housing Worker at Halton Region directly at 905-825-6000 ext. 2774 or call 311 from within Halton Region.

Housing Provider	Contact Information and Website	Program Information
Bethany Residence	2387 Industrial Street Burlington ON L7P 3A1 https://www.bethanyresidence.ca/ info@bethanyresidence.ca 905-335-3463	<ul style="list-style-type: none">• 128 bed facility consisting of one main building, an apartment complex and one house• Semi-private rooms• Enhanced level care• Shared Kitchens• Dining room
Millhouse Resthome	34 Mill St., West, Acton, Ontario L7J 1G4 Tel. No. 519-853-5306 New Site 14022 Third Line, Halton Hills, Ontario L7J 2M1 Tel. No. 519-853-9773 Email: info@millhouseresthome.ca www.millhouseresthome.ca	<ul style="list-style-type: none">• 22 Bed Capacity 2 level home• 10 bed capacity at Third Line, 5 Female and 5 Male Residents• 12 bed capacity at Mill St- all Male Residents

Supportive/Transitional Housing Halton Region

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Housing Provider	Contact Information and Website	Program Information
Summit Housing	For referrals, please submit online through one-Link or contact our Central Intake Team at intake@summit-housing.ca or call (905) 847-3206 and choose 4 at the prompt. https://summithousing.ca/	<ul style="list-style-type: none"> Intake and referrals, individual supports, housing and homelessness, justice program, peer support, health and wellness, groups, youth drop in, nourish and flourish, anti-human trafficking, supportive housing, rent-geared-to-income apartments based in Halton with case management support. Four residential settings with dedicated staff support provide higher supportive housing options for individuals who would like to build on the skills necessary for independent living.
Bridging the gap – Halton Milton Office (open by appointment only) 325 Main Street East Milton	Toll Free: 866.607.KIDS (5437) Phone: 905.333.4441 Burlington Office 1445 Norjohn Court Unit 1 Burlington https://haltoncas.ca/about-us/bridging-the-gap/	<ul style="list-style-type: none"> Transitional Housing for Youth in Halton who are between 16-24 years of age
Halton Multicultural Council Transitional Housing for Newcomers	Angela Chaves, Transitional Services Manager Email: achaves@hmconnections.com Call : (905) 842-2486 ext. 243 https://hmconnections.com/transitional-housing-services/	<ul style="list-style-type: none"> Transitional housing program provides temporary housing and support services to homeless families to help them become independent Located in Oakville, Burlington, Milton and Georgetown
Shifra House	Email: info@shifrahomes.com Phone: (905) 681-9633 https://www.shifrahomes.com/	<ul style="list-style-type: none"> A maternity residence and shelter home. They protect and support women who are unsure how-to parent, fleeing violence, or working to rebuild their lives through the Residential and Seeds of Hope Programs
Support House	Main office 165 Cross Ave, Suite 201 Oakville, Ontario L6J 0A9 Call: 1-833-845-9355 https://supporthouse.ca/housing/	<ul style="list-style-type: none"> A full range of supportive housing options for those with mental health and/or substance use concerns – from highly intensive staff supported residences to community supports through rent subsidies with private landlords

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 Halton Region

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

Housing Provider

Information and Website

Rent-Geared-to-Income and Rent Supplements

A type of subsidized housing where rent is based on your income.

Housing Stability Program

Are you struggling to pay your housing costs? Afraid of eviction? Halton Region's Housing Stability program may be able to help you. This program will assess your eligibility for one-time assistance with basic housing expenses such as:

- Rental arrears (rent payments that are overdue)
- Last month's rent
- Utility arrears
- Moving/storage
- Furniture

The purpose of this program is to help people maintain their housing. **Call 311 to discuss your situation and apply**

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.

Halton Housing Help Services

Halton Housing Help services can connect you to the housing supports you need to find safe and affordable housing in Halton Region's private marketplace. Services offered are one-to-one support in person by appointment, telephone support service for answers to questions about housing resources and Online resources to connect you with housing resources. Find a location near you for one-to-one support here [Halton - Halton Housing Help](#)

Applying for Social Housing



In Halton Region, Halton Community Housing Corporation manages the centralized waiting list for social housing.

The application can be accessed [here](#). For support or assistance with completing an application please call 311.

Submit application and supporting documents

Halton Region

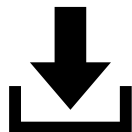
1151 Bronte Rd, Oakville ON L6M 3L1

Call 311 or 905-825-6000

1-866-442-5866

TTY: 905-827-9833

accesshalton@halton.ca



[Download the
OneHalton App](#)



Call 311



Accesshalton@halton.ca

Applying for Social Housing

Applicants for social housing have a number of responsibilities:

- You are responsible to notify HATCH if any changes to your information in order to maintain your eligibility status.

To determine Eligibility, you must provide:

- Most recent Notice of Assessment (tax form from Canada Revenue Agency)
- Proof of status in Canada (birth certificate, immigration papers etc.)

You are responsible to:

- Advise HATCH of changes to address or phone number. Applications are cancelled if we can not reach you.
- Advise HATCH of any changes to family size. This includes the birth of a child or a spouse separation.
- Advise HATCH if you wish to make changes to your building selection.
- As of January 1, 2021, you must accept the first HATCH unit that is offered from the buildings you have selected to live in. If you do not accept your first offer of housing, you will be removed from the HATCH waitlist and you will need to re-apply with a new application date.
- If you have selected any buildings that you are not willing to move into if offered, please remove those buildings from your selections by emailing accesshalton@halton.ca

Please note: All communications with HATCH must be in writing.

Halton Subsidized housing frequently asked question can be found [here](#)

Subsidized Housing

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

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



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](#) or [Peel/Halton Co-Operative Housing Federation](#)



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...

- **Persons experiencing chronic homelessness, victims of abuse and households whose housing allowances that 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.halton.ca/For-Residents/Housing-Supports-and-Services/Assisted-Housing>



Private Market Rental Housing

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

2024 Average Market Rent (AMR)

Unit Size	Average Market Rent in Halton Region
1 Bedroom	\$1,800
2 Bedroom	\$2,200
3 Bedroom	\$2,335

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



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

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FOLLOW DIRECTIONS IN THE AD

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



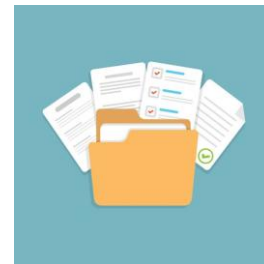
CALLING THE LANDLORD

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



VIEWING THE RENTAL UNIT

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



PREPARE YOUR DOCUMENTS

To support your rental application, landlords/property 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 1st 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 provides 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

Halton Community Legal Services helps tenants by providing advice about their rights and responsibilities regarding the place they rent.

Core funding for Halton Community Legal Services is provided by Legal Aid Ontario.

- They provide advice about:
- Maintenance and repair issues (including pests like bed bugs and mice)
- Rent increases, Harassment from your landlord, Paying your rent late
- Being evicted (for arrears of rent, landlord moving in, sale of your unit, renovations and demolition, and more)
- Landlord changing the locks
- Privacy issues (including landlord entering your unit without notice)
- Deposits and last month's rent
- Damage claims
- Moving out before your lease is over

Visit their website for regular updates and information for tenants.

Website: <https://www.haltonlegal.ca/services/housing-issues/>

Phone: 905-875-2069

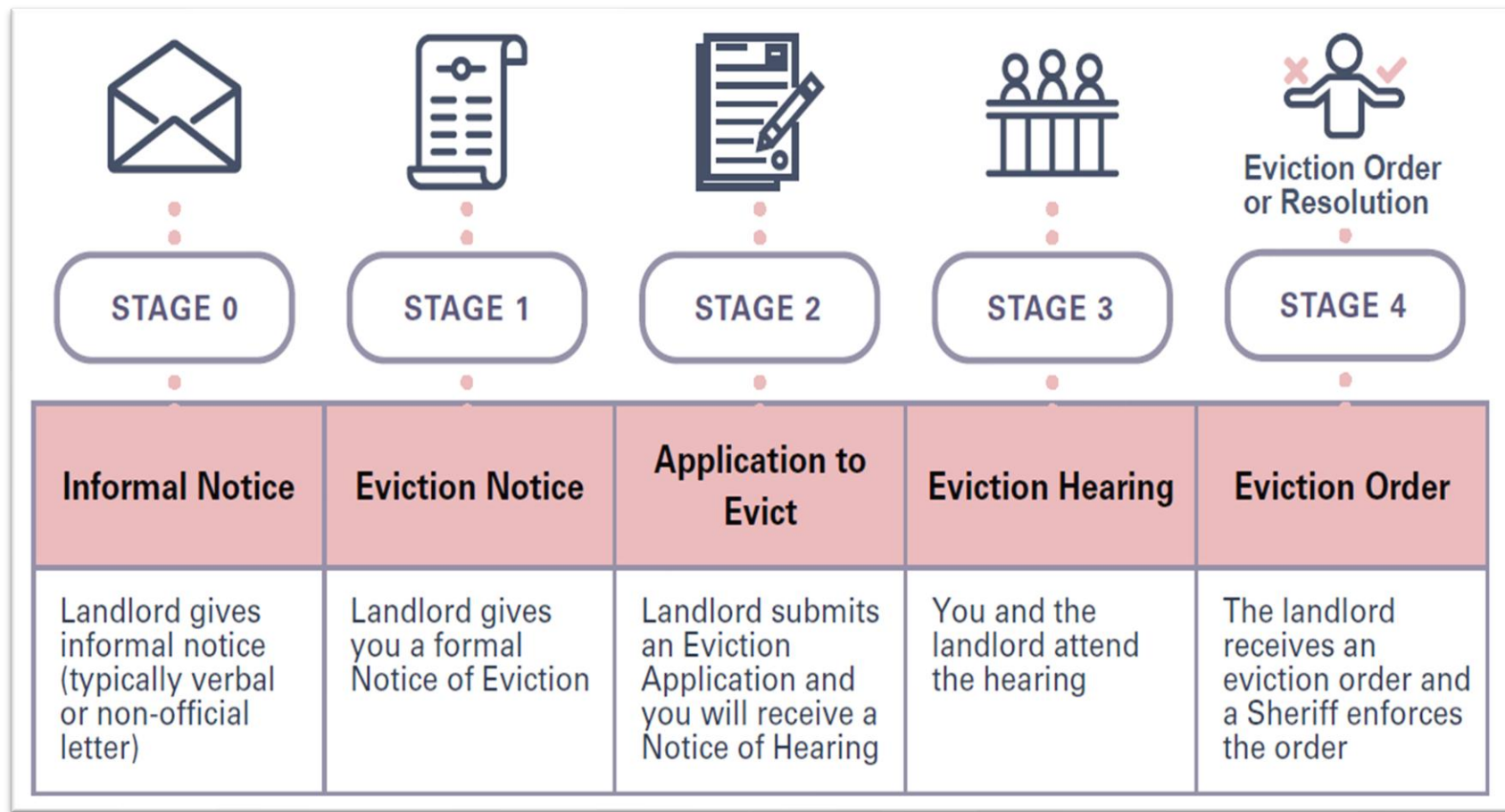
Eviction Process

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 **Waterloo Region 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](#)

Halton Community Legal Services

<https://www.haltonlegal.ca/services/housing-issues/>

Affordable Home Ownership

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



Affordable Home Ownership

These are some of the initiatives that provide affordable home ownership options

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.

Market Home Ownership

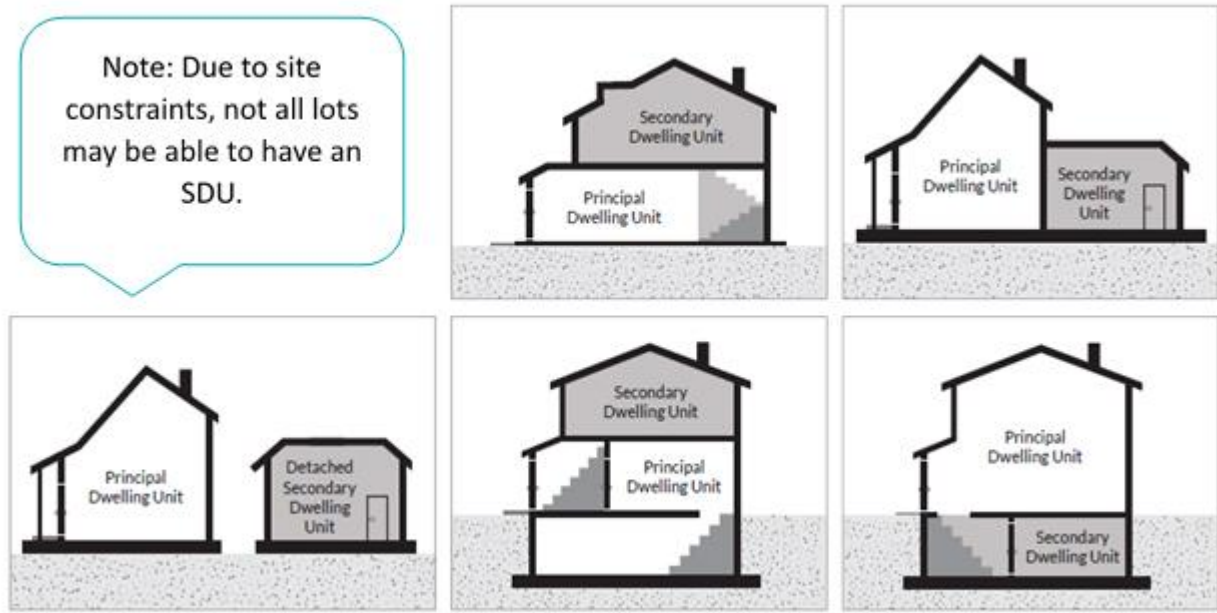
Market Home Ownership is housing that is for sale in the open housing market and the cost of the housing is not subsidized (reduced) in any way.

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



Secondary Dwelling Units

You might have heard the words basement apartment, or granny flats, or coach houses. Or perhaps Accessory Dwelling units or Secondary Suites. These terms are used to describe a dwelling unit that is accessory to the main dwelling. The diagram below are examples of what an SDU might be.



More information can be found for Halton Hills [here](#)
Burlington information can be found [here](#)
Oakville information can be found [here](#)

Financial Assistance for Homeowners

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Financial Assistance	Details	Website
Low-income Energy Assistance Program (LEAP)	Low-income Halton Region residents may be eligible for emergency financial assistance to apply against their electrical bill through the Low-income Energy Assistance Program (LEAP).	Ontario Energy Board LEAP
Other Financial Help to Pay Utility Bills	High utility bills put low-income homeowners and tenants at risk. The programs listed below may be able to provide financial help. For more details on eligibility and applying contact the program directly.	Ontario Electricity Support Program Rogers Connected for Success
Money For Energy Conservation Renovations	People on Ontario Works or ODSP may receive a one-time payment of up to \$50 to reimburse the cost of items such as: <ul style="list-style-type: none">▪ Caulking▪ Sealing or weather-stripping for doors and windows▪ Insulation for hot water pipes and hot water tanks, and flow restrictors for shower heads	Social Assistance: OW and ODSP Discretionary Benefit Low-cost Energy Conservation Measures
Money to Buy Smoke Alarms and Carbon Monoxide Detectors	Homeowners receiving Ontario Works Assistance may receive a one-time payment to buy smoke alarms or carbon monoxide detectors. <ul style="list-style-type: none">▪ Up to \$25 per family for a smoke alarm/smoke detector▪ Up to \$50 per family for a carbon monoxide detector	Ontario Works

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	https://ontariohealthathome.ca/?v=2024.2	1-888-883-3313
Home Care Hub	https://www.homecarehub.com	1-888-227-3080
Halton Healthcare	https://www.haltonhealthcare.on.ca/patients/going-home/home-and-community-care	(905) 855-9090

Developmental Services Ontario does not promote nor endorse any of these private services. Halton Region 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 Halton Region, but rather as a resource prepared with information sourced by the DSO Housing Navigators for the Central West Region.

Additional Halton Region Community Services

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Resource	Website/Information	Contact
City of Burlington	Offers “Recreation Fee Assistance” that provides support to cover costs of recreational activities provided by the City of Burlington Recreation Financial Assistance	905-335-7738, ext. 8501
Town of Halton Hills	Offers financial assistance that provides support to cover costs of recreational activities provided by the Town of Halton Hills Recreational Financial Assistance	905-873-2600, ext. 0
Town of Milton	Offers a “Financial Assistance Program” that provides support to cover costs of recreational activities provided by the Town of Milton Recreational Financial Assistance	905-864-4132
Town of Oakville	Offers the “Fee Assistance Recreation Connection Program” that provides support to cover costs of recreational activities provided by the Town of Oakville Recreational Financial Assistance	905-845-6601
Kids Help Phone	Offers services and resources for children/youth up to 25 years regarding navigating their identity and mental health	https://kidshelpphone.ca/

Mental Health and Crisis Services

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Some examples of mental health and crisis services – not an exhaustive (complete) list
If you are experiencing an emergency, call 911 or go to your closest hospital emergency room

Resource	Website/Information	Contact
Canadian Mental Health Association Self-Help Alliance	https://halton.cmha.ca/	519-744-7645
Here 24/7	https://here247.ca/about-here247/contact-us/	1-844-437-3247
ADAPT	Offers drug addiction treatment, alcohol addiction treatment, gambling addiction treatment and more https://haltonadapt.org/	905-639-6537 ext.0
Thrive Counselling	Offers counselling services https://thrivecounselling.org/services/walk-in-counselling/ https://thrivecounselling.org/services/individual-couple-family-counselling/	Please book through the Oakville office at (905) 845-3811 or Burlington at (905) 637-5256. Toll Free: 1-866-457- 0234. https://thrivecounselling.org/contact-us/
Support House	Offers several supports for youth and adults dealing with mental health, substance use and/or addictions https://supporthouse.ca/	1-833-845-9355
Halton Suicide Prevention Coalition and Distress Center Halton	Offers resources and education around suicide awareness, prevention, intervention and postvention https://haltonspc.ca/	Distress Center Halton 905-849-4541 – Oakville 905-681-1488 – Burlington 905-877-1211 – Halton Hills
Togetherall	Safe, online community where people support each other anonymously to improve mental health and wellbeing https://togetherall.com/en-ca/	

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 Ins/Food Bank

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Not an exhaustive (complete) list

Resource	Website/more information	Contact
Halton Community Services Directory	<ul style="list-style-type: none">This listing summarizes the day-by-day open hours for all food and meal programs in OakvilleSome may require proof of residency or income, see each listing for detailsAll community meals are free and open to everyone, unless otherwise specifiedIt is recommended you contact the service agency first to confirm hours and whether an appointment is requiredFor more details regarding each program, view the individual listing <p>https://www.hipinfo.ca/record/OAK0415</p>	Last updated October 12, 2024
Halton Community Services Directory	<ul style="list-style-type: none">This listing summarizes the day-by-day open hours for all food and meal programs in BurlingtonFood banks usually have a wide selection and stock of items, food cupboards/pantries may have a smaller number and selectionSome may require proof of residency or income, see each listing for detailsAll community meals are free, open to everyone and drop-in, unless otherwise specified <p>https://www.hipinfo.ca/record/BTN4941</p>	Last updated October 9, 2024
Halton Community Services Directory	<ul style="list-style-type: none">This listing summarizes all food bank and meal programs in MiltonSome may require proof of residency or income, see each listing for detailsAll community meals are free and open to everyone, unless otherwise specified <p>https://halton.cioc.ca/record/MIL0146</p>	Last updated Nov 30, 2023

Hot Meals/Drop Ins/Food banks

Not an exhaustive (complete) list

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Resource	Website/more information	Contact
St Andrews United Church	Evening meal the third Friday of the month https://www.standrewsuc.ca/community-meals	89 Mountainview Rd. S., Georgetown ON L7G 4T9 (905) 877-4482
St John's United Church	Food for life every Tuesday Evening Meal the fourth Friday of the month	11 Guelph St Halton Hills– 905 877-2531
Roxy Center	Coffee and lunches every Tuesday and Friday Evening meal every Tuesday of the month	68 Mill Street Halton Hills– 226-486-0488
Knox United Church	Evening meal the first Friday of the month	116 Main Street Halton Hills – 905-977-7585
Links 2 Care – care at home – Meal programs – Hot and frozen meals	Meals on Ice and meals on Wheels	360 Guelph Street Georgetown, ON L7G 4B5 Toll Free: 1-866-920-6502
Food from the heart – Georgetown Breadbasket	High protein hot meals provided on the first and second Tuesday of each month http://www.communityunityhaltonhills.com/food-from-the-heart.html	49B Mountainview Road N. Georgetown, ON L7G 4J7 905-873-3368 info@georgetownbreadbasket.ca

Warming and Cooling Centers

Not an exhaustive (complete list)

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Resource	Website/more information	Contact
Acton Arena and Community Centre	<p>During periods of a declared cold weather alert, these facilities will be open during their standard business hours as places of refuge for persons to seek relief from the cold</p> <p>During heat warnings, these cooling centers are open 11 a.m. - 4 p.m., giving residents a space to escape the heat. Visitors will have access to bottle filling stations, washrooms and limited seating</p>	415 Queen Street East (Highway 7), Acton, ON, L7J 2N2 519-853-0020
Gellert Community Centre		10241 Eighth Line, Georgetown, ON, L7G 4S5 905-877-4244
Halton Hills Cultural Centre		9 Church St. Georgetown, ON, L7G 2A3 905-873-2601 x7722
Mold-Masters SportsPlex		221 Guelph Street, Georgetown, ON, L7G 4A8 905-877-8488
HHPL - Acton Branch	Cooling center only	17 River Street, Acton, ON, L7J 1C2 905-873-2681

Warming and Cooling Centers

Not and exhaustive (complete) list

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Resource	Website/more information	Contact
Glen Abbey Community Centre	To help residents combat the heat, the town will open some facilities during regional heat warning/alerts (when there's a heat warning of temperatures above 31 degrees Celsius). This facility will offer an air-conditioned space for people to rest and grab a cool drink of water. Facilities will be available during our hours of operation only.	1415 Third Line, Oakville, ON L6M 3G2
Iroquois Ridge Community Centre		1051 Glenashton Dr, Oakville, ON L6H 6Z4
Oakville Trafalgar Community Centre		325 Reynolds St, Oakville, ON L6J 3L7
Queen Elizabeth Park Community and Cultural Centre		2302 Bridge Rd, Oakville, ON L6L 2G6
River Oaks Community Centre		2400 Sixth Line, Oakville, ON L6H 3M8
Sixteen Mile Sports Complex,		3070 Neyagawa Blvd, Oakville, ON L6M 4L6
Trafalgar Park Community Centre	Warming and cooling center	133 Rebecca St, Oakville, ON L6K 1J5
Public Libraries	When Halton Region issues a cold warning or a heat warning, all open library branches are official cooling centres, and pets may come inside with their owners to cool off. You may be asked to stay in a designated area with your pet for the well-being of all library visitors	https://www.bpl.on.ca/about/locations-hours https://opl.ca/Locations

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
Freecycle Network	<p>A grassroots non-profit movement of people who are giving (and getting) stuff for free online in their own towns around the world</p> <ul style="list-style-type: none"> https://www.hipinfo.ca/record/OAK4735 	Last updated Sept 19, 2024
Safetynet Children and Youth Charities	<p>Safetynet can assist you with good quality used furniture free of charge to those in need</p> <ul style="list-style-type: none"> https://www.safetynetservices.ca/furniture-service 	<p>166 South Service Rd East, Oakville ON L6J 2X5 905-845-7233 info@safetynetservices.ca</p>
Furniture Bank	<ul style="list-style-type: none"> https://www.furniturebank.org/my-furniture-bank/ 	<p>505 Iroquois Shore Rd Unit 8, Oakville, ON L6H 2R3 Referrals made by a social agency</p>
Local Habitat Restores	<p>Selling new and gently used furniture, appliances, home goods, building materials and more.</p>	<p>Burlington – (905) 637- 4446 Milton – (905) 693 - 0444</p>
Wastewise	<p>Recycling center and registered charity located in Georgetown, Ontario and proudly serves Halton Hills and surrounding area</p> <ul style="list-style-type: none"> https://www.wastewise.ca/ 	<p>12 Armstrong Avenue, Georgetown, ON L7G 4R9 905-873-8122 wastewise@wastewise.ca</p>

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	Information	Website
Ontario Works- Your local OW caseworker may be able to help you connect with employment related resources.		https://www.ontario.ca/page/ontario-works
The Job Centre Serving Burlington, Georgetown, Oakville, Milton / Brampton, Mississauga / Cambridge, Guelph, Waterloo Region	Employment supports to youth and adults with physical, mental health, autism spectrum disorder, learning disabilities, hard of hearing and visual impairment	https://www.thejob-centre.ca/
STRIDE Serving Georgetown, Milton, and Oakville	Employment services for youth and adults to develop work skills	https://stride.on.ca/
Pathway to Possibilities	Workshops and programs to support individuals obtain employment	https://ptp.ca/how-we-can-help-you/
Central West Healthline -	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.	https://www.mississaugahaltonhealthline.ca/listservices.aspx?id=10715
ODSP: Your local ODSP caseworker may be able to help you connect with employment support opportunities.		https://www.mcass.gov.on.ca/en/mcass/programs/social/odsp/employment_support/index.aspx

Indigenous Resources

The following page highlights Indigenous organizations that provide cultural and holistic programs and services for Indigenous people 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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Resource	Website and information	Contact
The Humans Right Legal Support Centre – Indigenous Services	<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: https://hrlsc.on.ca/indigenous-services/ or Indigenous Services Brochure</p>	<p>Toll Free: 1-866-625-5179</p> <p>TTY Toll Free: 1-866 612-8627</p>
Ontario Aboriginal Housing Services	<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: https://www.ontarioaboriginalhousing.ca/rental-housing</p>	<p>Housing Services Rep: Toll-Free – 1-866-391-1061 info@oahssc.ca Link to Application</p>
Métis Housing Stabilization Program	<p>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 homelessness, 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: Housing Stabilization Program</p>	<p>Housing Stabilization Team: Toll-Free: 1-800-263-4889 Ext. 350 housingstabilization@metisnation.org</p>
Talk4Healing	<p>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.</p>	<p>Toll-Free: 1-855-554-HEAL</p>
Hope for Wellness Helpline	<p>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 Inuktitut.</p> <p>For more information, visit: https://www.hopeforwellness.ca/about-us/</p>	<p>Toll-Free: 1-855-242-3310</p>
Steps to Justice: Your Guide to Law in Ontario	<p>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.</p> <p>Find the resource here: https://stepstojustice.ca/?s=indigenous</p>	