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WELLINGTON-GUELPH HEALTH & HOUSING COMMUNITY PLANNING  
TABLE - COMMUNITY PARTNER MEETING

2025.06.04

# Meeting Agenda

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1. Welcome and Review Meeting Objectives
2. Updated Membership of Wellington-Guelph Health and Housing Community Planning Table (WGHCPT)
3. One-year Update Report Release
4. Overview of the Work of the Wellington-Guelph Lived Experience Advisory Group
5. Overview of the Work of the Planning Table
  - a) Action Focus
  - b) Planning Focus
6. How to Get Involved & Stay Informed
7. Question and Answers (Time-permitting)
8. Closing Remarks



# Health & Housing Community Planning Table - Community Partner Meeting

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## Meeting Objectives:

1. Engage and invite collaboration with enabling and impacted partners in the work of the Planning Table.
2. Update regarding work of Health and Housing Community Planning Table

# Wellington Guelph Health & Housing Community Planning Table Membership



<b>Organization</b>	<b>Geographic Service Area</b>
Canadian Mental Health Association of Waterloo Wellington	Wellington County, Guelph
City of Guelph	Guelph
City of Guelph Councillor*	Guelph
<b>Community Resource Centre of North and Centre Wellington</b>	Wellington County
County of Wellington Councillor*	Wellington County
<b>East Wellington Community Services</b>	Wellington County
Guelph & Wellington Task Force for Poverty Elimination	Wellington County, Guelph
Guelph Community Health Centre	Guelph
Guelph General Hospital	Guelph
Guelph Wellington OHT	Wellington County, Guelph

# Wellington Guelph Health & Housing Community Planning Table Membership



<b>Organization</b>	<b>Geographic Service Area</b>
Homewood Health Centre	Wellington County, Guelph
Rural Wellington Community Team	Wellington County
Social Services, County of Wellington	Wellington County, Guelph
Stepping Stone	Wellington County, Guelph
Stonehenge Therapeutic Community	Wellington County, Guelph
Thresholds Homes and Supports	Wellington County, Guelph
Wellington Health Care Alliance	Wellington County
Wellington-Dufferin-Guelph Public Health	Wellington County, Guelph
Wyndham House	Wellington County, Guelph



# One-year Update Report

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RELEASED JUNE 6<sup>TH</sup>, 2025

# Hello!

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**Bobbie Proctor**

Lived Experience Advisory Group

**Joe Wettlaufer**

Lived Experience Advisory Group

# Lived Experience Advisory Group

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- ▶ Formed in September 2024
- ▶ 7 meetings to date
- ▶ Members came to the group through community agencies
- ▶ All are residents of Wellington County and Guelph



# Consultations done to date

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- ▶ Basic needs for people experiencing unsheltered homelessness – Winter Response Plan
- ▶ Outreach and check-ins for people experiencing unsheltered homelessness – Winter Response Plan



# Consultations done to date

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- ▶ Daytime programming and supports
- ▶ Collaborative framework for working together with the Planning Table
- ▶ Vision statements



# Vision

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- ▶ Vision statement to guide the Health and Housing Community Plan
- ▶ Lived Experience Advisory Group and Planning Table came together to finalize the Vision Statement
- ▶ Collaborative process and more reflective of the multiple perspectives involved in this work

# Guiding Principles

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**Accessible**

**Connected**

**Dignified**

**Equitable**

**Responsive**

**Safe**

Our vision of an ideal future

**Everyone in Wellington County and  
Guelph has a safe place to call home  
in a loving and healthy community.**

# Why this Vision is Meaningful to Us

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- ▶ Home vs Housing
- ▶ The importance of a healthy community - not just individual health



# Our Experiences as Lived Experience Advisory Group Members

Wellington Guelph  
Health & Housing  
Community  
Planning Table



# Action Focus

# Indigenous Engagement and Solutions

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- Extensive engagement with local Indigenous community member, leaders and knowledge keepers over the past 6 months
- Implementation of a verification process and development of a toolkit are underway at the OHT level
- OHT Equity Lead is available to support partners with Indigenous engagement

# PROVISION OF BASIC NEEDS SUB-WORKING GROUP

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# BACKGROUND

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Terms of Reference established identifying 3 key action areas:

- Coordinated outreach response – In Progress
  - Encampment check-ins – In Progress
  - Day-time hub – Stay tuned!
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- Coordinating Outreach Services across Guelph-Wellington came as a recommendation from the Basic Needs Working Group, part of the Health & Housing Collaborative Planning Table.

# RECOMMENDATION #1 COORDINATED OUTREACH

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## Principles of a Coordinated Outreach Strategy

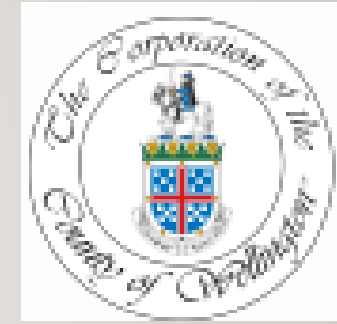
1. Is committing to common goals and definitions
2. Is comprehensive and includes both health and housing goals
3. Is a team of service partners that bring service to where people are
4. Is centred on what the individual wants for themselves
5. Has primary point of contact to coordinate care plan and maintain engagement
6. Is a plan that continues throughout the housing and continuum of care plan for the individual

## RECOMMENDATION #2 ENGAGEMENT WITH INDIVIDUALS EXPERIENCING UNSHELTERED HOMELESSNESS

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Members of the Coordinated Outreach Strategy will engage in connecting with individuals experiencing unsheltered homelessness to offer support and tangibles as informed by the Wellington-Guelph Lived Experience Advisory Group (WG LEAG)

# WHERE WE ARE



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This project has shared leadership through the County of Wellington Housing Services and the Guelph Wellington Ontario Health Team

- Connecting with leadership and frontline staff to understand the current state of outreach in Guelph-Wellington including challenges and opportunities
- Current state mapping of workers providing outreach with individuals experiencing homelessness or precariously housed

# FRONTLINE STAFF TRAINING

GW OHT Tier 4/5 Mental Health and Addictions Working Group hosted a system wide training for frontline workers with two main goals:

- Staff Development and Skill Building
- Relationship Building and Collaboration

The Agenda Included:

- Built for Zero Housing Motivation and Guidance
- Supporting People with Complex Needs & Case studies
- Lunch and Self-Care
- Skill-based Sessions including Harm Reduction, Peer Support, Communication using SBAR, Assertive Outreach, Supporting Families with Complex Needs, Diversion Screening, Concurrent-capable treatment plans



# TRAINING FEEDBACK

135 registrations from across the system across all our partners (44 survey respondents)

- 82% felt the training was a good use of their time
- 93% felt agenda items were appropriate for frontline staff

People loved: the positive atmosphere, networking, skills-based learning, opportunity to collaborate, food

People gave feedback: Afternoon was too rushed, information too basic for some folks, Groups too large in the afternoon

Suggestions for future: Seniors focused, Anti-Oppression/Equity, Developmental Services, Burnout, in general MORE!!!

Feedback will be used to guide future training sessions



# COORDINATED OUTREACH NEXT STEPS

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Identifying tangible next steps including :

- Communication and connection opportunities between frontline staff
- Providing training opportunities at a system level
- Identifying a “Primary worker” and secondary contact for individuals on the by-name data ( will include outreach and support coordination)

# SUPPORTING COORDINATED OUTREACH SERVICE

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Organizations supporting this initiative:

- Reaching Home
- OrgCode Consulting
- CAEH
- Built for Zero

Reference: [https://housing-infrastructure.canada.ca/homelessness-sans-abri/directives-eng.html#\\_toc8](https://housing-infrastructure.canada.ca/homelessness-sans-abri/directives-eng.html#_toc8)

# CONSULTANT TIMELINE AND DELIVERABLES

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OrgCode Consulting and CAEH provide the opportunity to:

- Facilitate housing-focused training for the community-based outreach team
- Modelling what coordinated outreach is
- Report on evidence-based best practices for standards of care and data collection
- Deliver training based in the principles of equity for frontline staff and leadership
- Evaluation after implementation

# RECOMMENDATION #3

## ACCESS TO BASIC NEEDS AND DAY-TIME HUBS

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### Short-Term

1. Mapping gaps in existing services as identified by the Guelph and Wellington Poverty Elimination Collaborative

### Long -Term

2. Develop plan for sustainable services to meet the basic needs of those experiencing homelessness in both the neighbouring Municipalities and the City of Guelph

# QUESTIONS OR COMMENTS?

How to get in touch with us

Co-Chairs of Provision of Basic Needs:

Samantha Wellhauser-Bells [swellhauserbells@guelphpl.ca](mailto:swellhauserbells@guelphpl.ca)

Sarah Gillies [sarahgi@wellington.ca](mailto:sarahgi@wellington.ca)

GW OHT Teir 4/5:

Katelyn Young [katelyn.young@guelphwellingtonoht.com](mailto:katelyn.young@guelphwellingtonoht.com)

# ACCESS TO BASIC NEEDS AND DAY-TIME HUBS

## NEXT STEPS

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- Information gathering on what other Municipalities have done
- Document inventory of each municipality's resources with the support of the Guelph and Wellington Poverty Elimination Collaborative
- Conceptualize the resources needed to support addressing basic needs guided by the Wellington-Guelph Lived Experience Advisory Group (WG LEAG)
- Finalize recommendation for the Health and Housing Community Planning Table

**Celebrating  
Recent  
Successes in  
Health and  
Housing  
Integration**



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## **Winter Response Update**

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**Emergency Treatment Funding**

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**HART Hub**

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**Transitional Housing: 65 Delhi**

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**107/109 Waterloo**

# 2024-25 Winter Response Update

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1. Update
2. 2024-25 Key Highlights
3. Next Steps

# Update

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1. Housing Services presented the 2024-25 Winter Response Plan Summary Report at the Joint Social Services and Land Ambulance Committee on May 14, 2025
2. The report was a final summary and overview of the activities and deliverables of the Winter Response Plan supporting individuals experiencing unsheltered homelessness from October 1, 2024 – April 30, 2025
3. The report captured monthly activity and totals to highlight the cumulative unique number of individuals served during the Winter Response Plan
4. The report also provided key highlights and next steps as the County transitioned out of the Winter Response Plan
5. 2024-25 Winter Response Plan Summary Report - <https://pub-wellington.escribemeetings.com/filestream.ashx?DocumentId=14347>

# 2024-25 Key Highlights

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1. 94 individuals received temporary accommodation support
2. 115 individuals received tangibles, 6 received transportation support and 9 received access to storage
3. 24 individuals obtained permanent housing (9 in the County and 15 in Guelph)
4. Consultation with the Lived Experience Advisory Group and service partners in the planning and implementation of the programme was an important component to the success

# 2024-25 Key Highlights

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1. A focus on coordinated outreach response with all service providers to ensure that services responded to the unique needs of individuals experiencing homelessness across Wellington-Guelph
2. Introducing accountability measures was also a contributing factor to success in obtaining permanent housing
3. Housing Engagement Plan was a collaborative approach that assessed each individuals' housing goal which focused on self-choice
4. Housing Engagement Agreement highlighted the participant's code of conduct, programme requirements, and implications for not following through on expectations

# Next Steps

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1. As of April 30, 2025, 29 individuals continued to access temporary accommodations (23 at Norfolk and 6 at Hotels – 5 County / 1 City). Individuals at 128 Norfolk were allowed to continue to stay and individuals staying in hotels were supported for up to an additional month
2. County staff will be conducting a debrief with service partners and participants to review the process and lessons learned to help inform future Winter Response Planning and approaches

**Celebrating  
Recent  
Successes in  
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Integration**



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Winter Response Update

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**Emergency Treatment Funding**

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107/109 Waterloo

# Emergency Treatment Funding Update

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City of Guelph is flow-through funder for this grant. Three community partners: Guelph CHC, Sanguen Health and Mount Forest Family Health Team

The City is currently working on the first year payment; Year 2 payment will likely be released in 2 phases, but neither has been received by the City yet as the teams are addressing some feedback from the funder based on our April 30th submission

**Sanguen** has hired additional staff to work as part of the Community Health Van team and are working to expand their community stops, also with a focus in Wellington County

**Guelph CHC** is in the hiring phase for the full HOME team for Guelph, funded through ETF; this includes 6 staffing roles and these are all anticipated to begin in June

The **Mount Forest Family Health Team** has almost completed the first phase of training for an initial 5 Peer Workers for Rural Wellington and anticipates accepting referrals for these trained staff in the coming weeks.

All referrals and requests for support will flow through the Peer Coordinator-Joe Wettlaufer. 519-321-9671 call/text. Or a referral can be made through the Rural Wellington Community Team referral form via OCEAN:  
[https://oceanhealthmap.ca/?rtRef=rural\\_wellington\\_com-70341752](https://oceanhealthmap.ca/?rtRef=rural_wellington_com-70341752)

We are currently recruiting and hiring an additional 5 Peer Workers. Should you know of any rural residents that would be a good fit for this work, please refer them to Joe.

**Celebrating  
Recent  
Successes in  
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Integration**



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Winter Response Update

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Emergency Treatment Funding

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**HART Hub**

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Transitional Housing: 65 Delhi

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107/109 Waterloo

# HART Hub Update

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# Services at a Glance



## HART Hub Services include :

Health Care



Social Supports



Outreach Services



Crisis Stabilization Services

• located off-site until 2026-27



Withdrawal Management

• beds will open 2026-27



Supervised Consumption



Needle Exchange\*



# Current services available through the HART Hub



## Health care :

Provided by Guelph CHC + Wyndham House

- onsite and outreach services
- episodic nursing care:
  - foot care, wound care
- primary care:
  - medical practitioners
- health and recovery support



## Social supports:

Provided by Guelph CHC + Wyndham House

- onsite and outreach services
- counselling
- peer support
- ID clinic
- shower program
- naloxone distribution and education
- system navigation and referrals

# Future services available through the HART Hub



## Crisis Stabilization Beds:

Provided by Stonehenge

- Short-term, voluntary, non-medical residential beds offered to people experiencing a mental health or substance use crisis
- **These beds are located at another site until 2026**



## Crisis Services:

Provided by CMHA WW

- Integrated Crisis Centre: support and intervention for mental health and/or substance use crises
- **If you are in crisis or need support, call Here 24/7: 1-844-HERE247 (437-3247)**



## Withdrawal Management:

Provided by Stonehenge

- 24/7 medical and social support for individuals who are withdrawing from substances.
- **These beds will not open until 2026-27**

# Future services available through the HART Hub (continued)

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Supporting the addition of new Supportive Housing capacity to the community through the expansion of the scattered-site SAMH Model



Improving Addiction & Mental Health supports (through partnership with Stonehenge) to 150 Wellington & Guelph residents living in County Housing



County is current working with partners to develop a plan for rolling out this service.

# Snapshot of utilization to date

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APRIL: DAILY AVERAGE

MAY: DAILY AVERAGE (MONTH TO DATE)

**From April 1st–30th we've had:**

**240** • average daily number of clients through the adult and youth hubs, during weekdays.

**424** • visits as our highest volume day

Total =  
210

Youth =  
70

Adults =  
140

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Transitional Housing: 65 Delhi

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**107/109 Waterloo**

# 107/109 Waterloo Ave Update

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# Purpose and Program Overview

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In December 2024, Wyndham House acquired 107 and 109 Waterloo Ave, Guelph

The purpose of the project is to create 13 new units of affordable housing for youth experiencing homelessness

Staffing and services will move from 74 Suffolk to this new, built-for-purpose location

Any youth currently residing at 74 Suffolk will be offered a bed at this new location, and then additional beds will be offered to youth on the By Name List and/or through coordinated access

# Site Layout

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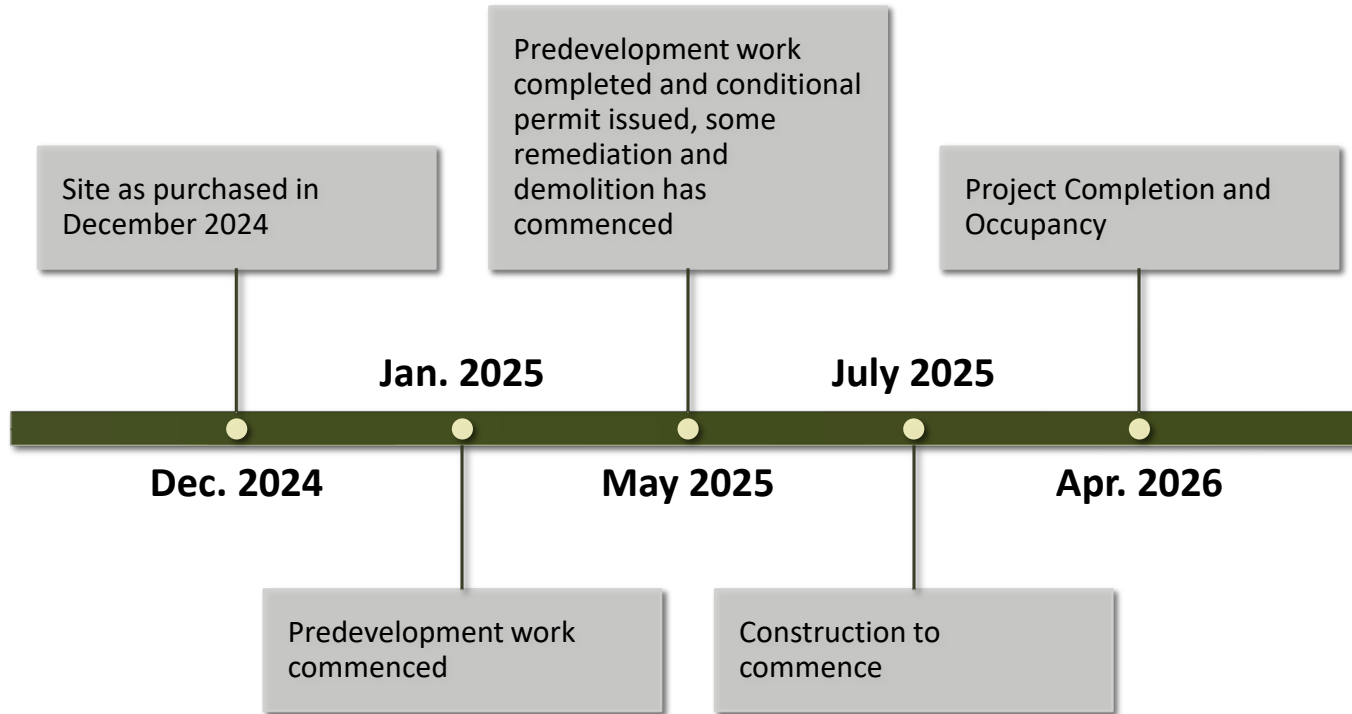
The site consists of two addresses.

109 Waterloo is the focus of the renovation and will be transformed and expanded into three self-contained units (one on each floor) with a total of 10 bedrooms. These are all deeply affordable, supportive housing units.

107 Waterloo is a triplex with 2 2-bedroom and 1 1-bedroom units. These units will provide a more independent housing option for youth at a market rent rate with subsidies. It can provide opportunities for youth with unique needs such as those who are pregnant and parenting, fleeing human trafficking or domestic violence or other situations where a more private, semi-independent living situation would be beneficial



# Construction Timeline



# Zooming Out and Next Steps

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Wyndham House is still working to close a small funding gap for the 107/109 Waterloo project

Alongside this project, Wyndham House is focused on continued work in the provision of healthcare and prevention services, including family support in order to prevent youth from entering into chronic homelessness

As part of the move towards upstream prevention, Wyndham House is planning to launch a child-welfare supported program for youth in care

**With these 13 new units, as well as other initiatives described above, our community is positioned to END CHRONIC YOUTH HOMELESSNESS in Guelph-Wellington in 2026!!!**



Wellington Guelph  
Health & Housing  
Community  
Planning Table



# Planning Focus



# Vision

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Everyone in Wellington County and Guelph has a safe place to call home in a loving and healthy community.

Grounded in trust, collaboration, and the wisdom of lived experience, our mission is to collectively create and support a system where every member of our community has equitable access to safe, dignified, and connected health and housing services.

Mission



## Values

Identified by W-G Lived Experience Advisory Group

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Initiatives proposed in the Health and Housing Community Plan should be:

Accessible

Connected

Dignified

Equitable

Responsive

Safe

# The Framework

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To address health and housing challenges...

We need to keep moving from this...

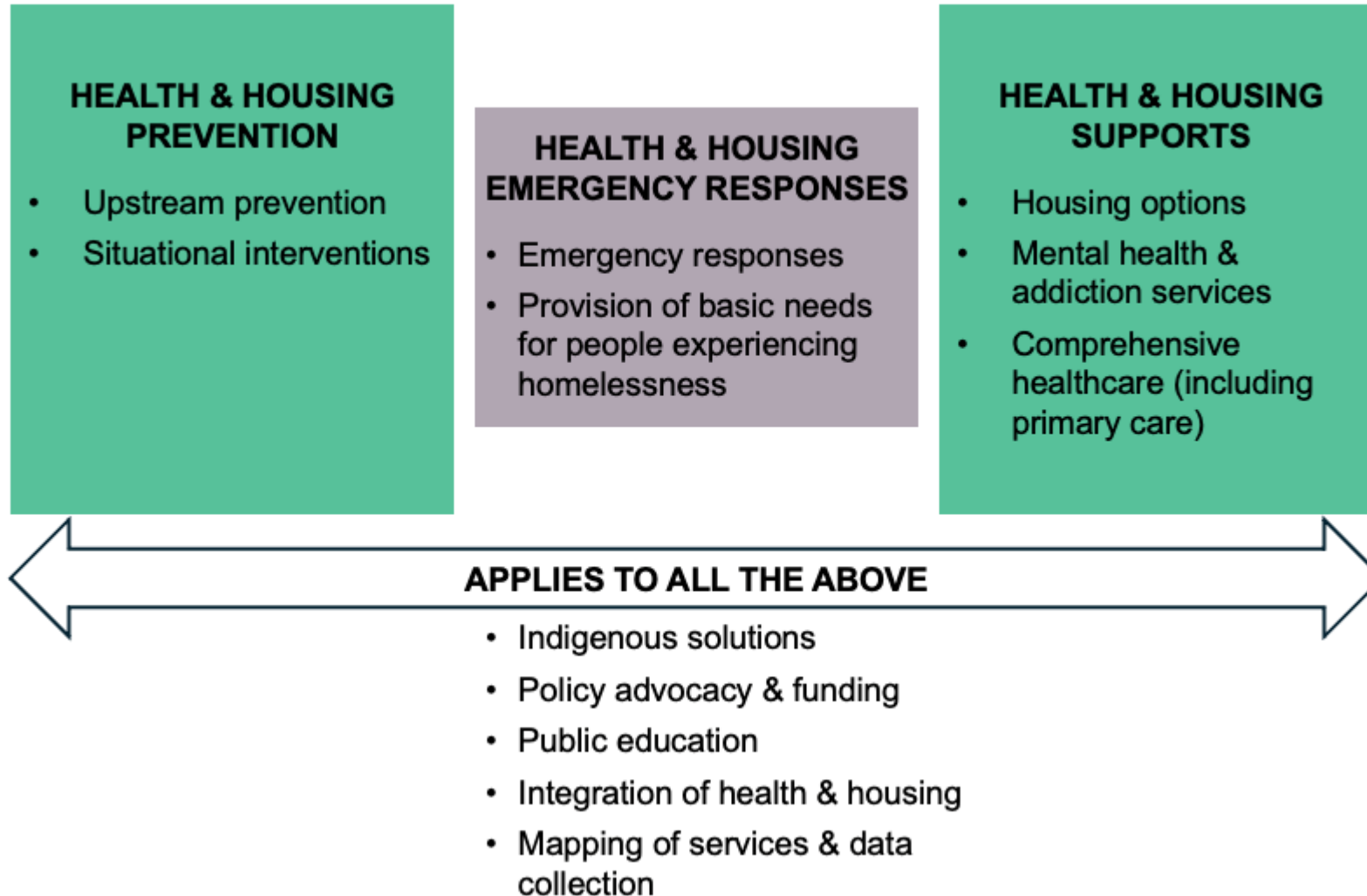


...to this.



# Understanding Our Focus Areas in Action

To identify and implement solutions to address the needs of people experiencing homelessness and precarious health and housing in Wellington Guelph, we need to focus in the following areas:



# Community Planning Process

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1. Create the vision
2. Assess the current situation
3. Set goals and establish objectives
4. Identify issues of interest/concern to community (Done at Symposium)
  - a) Prioritize identified issues
  - b) Formulate a strategy to address priority issue
  - c) Develop and implement action plans to resolve the issue
  - d) Evaluate progress and results
5. Transition to a new issue (Iterative approach)

# Project Timeline

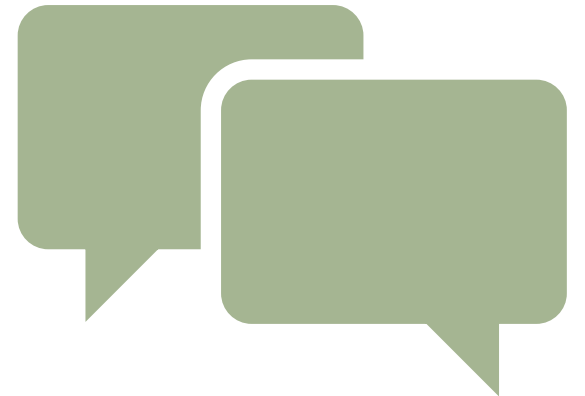
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Time	Activities
Year 1	<ul style="list-style-type: none"><li>- Project Initiation and Visioning</li><li>- Background Research and Working Reports</li><li>- Asset Mapping and Action Planning</li><li>- Community Engagement</li></ul>
Year 2	<ul style="list-style-type: none"><li>- Draft Plan Prepared</li><li>- Community Consultations</li><li>- Plan Approval</li><li>- Implementation</li></ul>
Year 3	<ul style="list-style-type: none"><li>- Monitoring and Evaluation</li><li>- Continuous Refinement and Improvement</li><li>- Ongoing Implementation</li></ul>

# Health and Housing Community Partner Webinar



- **How to get involved & stay informed**
  - Bi-annual webinars
  - Key Messages
  - Health and Housing Website
- **Please send questions, comments and/or feedback about the work of the Planning Table and/or today's webinar to:**  
[healthandhousing@wellington.ca](mailto:healthandhousing@wellington.ca)
- **In follow-up:**
  - A link to the recording of this webinar as well as the slides from the presentation will be sent to participants
  - A Q&A sheet will be developed from the questions collected in the chat and will be circulated to this group
- **Next Quarterly Webinar – November 3, 2025**



Health & Housing  
Community  
Planning Table

Community  
Partner  
Webinar  
Q&A



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Thank you for  
your  
participation!

