

Lakehead Social Planning Council

## Housing and Support Services available in Thunder Bay

March, 2010

## Preface

The purpose of this document, *Housing and Support Services Available in Thunder Bay*, is to provide up-to-date information regarding the services related to housing security and homelessness in Thunder Bay. The Thunder Bay Housing and Homelessness Coalition concluded that this compilation would be a useful tool for the future planning of programs, services and initiatives. By taking stock of what we currently offer as a community, the Coalition will be able to act in an informed manner to address the needs of the homeless and housing insecure. The funding for this document was provided through the Homelessness Partnership Initiative (HPI). The HPI is a unique community-based federal program aimed to help prevent and reduce homelessness in Canada. The community-based model means that community partners are involved at every level of program delivery under the HPI, including; identifying community priorities and targets to address homelessness through an inclusive community-led planning process, selecting projects for funding to address the community priorities identified through an open request for proposal process, and supporting the delivery and monitoring the success of projects, programs and services to address the needs of homeless individuals and families and those at risk of homelessness. In Thunder Bay, the main community partners are the Thunder Bay Housing and Homelessness Coalition, which functions as the Community Advisory Body (CAB), and the Lakehead Social Planning Council, which functions as the Community Entity (CE). The CAB works to identify issues related to homelessness and set priorities that direct the funds provided through HPI. The CE takes its direction from the CAB and is the flow-through agency for Service Canada's HPI funds.

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**Lakehead Social Planning Councils' website:** [www.lspc.ca](http://www.lspc.ca)

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## Introduction

This is a directory of housing and support services available to individuals and families in need of housing security in Thunder Bay. It is primarily a reference guide for those requiring affordable and supportive housing. In addition, a list of community resources that may be accessed by those requiring further assistance are provided: food banks, outreach programs, financial assistance, legal services.

The demographics of Thunder Bay continue to evolve and place stress on the existing social and supportive housing. A report prepared by the Lakehead Social Planning Council, the *Community Social Profile of Thunder Bay*<sup>1</sup> describes the changes in the city's population. It notes that Thunder Bay has a significant number of individuals between 35-65 years of age and that the city must continue to plan to accommodate an aging population. In 2006, the median age of the total population of Thunder Bay was reported to be 41.8 years. Affordable housing for seniors will continue to be in demand.

Statistics Canada provides data on the number of lone parent families in Thunder Bay: at the time of the 2006 census, there were 5,930 lone parent families in the Census Metropolitan Area (CMA) of Thunder Bay.<sup>2</sup> This group comprises 19 per cent of the 30,000 families in Thunder Bay and is higher than the provincial average of 15 per cent. Many lone parent families will continue to need affordable housing along with a variety of child and family support services.

Affordable housing for Aboriginal people will continue to be a priority. In 2005, the average income for Aboriginal people, 15 years of age and older, in Thunder Bay was \$16,734 which is 39 per cent less than the average for the entire population of Thunder Bay CMA, reported to be \$27,546.<sup>3</sup> In addition, the unemployment rate of Aboriginal people was 14.5 per cent, almost double the general rate of 7.4 per cent. The Aboriginal population of Thunder Bay increased from 8,200 in 2001 to 10,055 by 2006 or 8.18 per cent of the total population of the Thunder Bay CMA. This is a relatively youthful cohort with an average age of 26.3 years; 29.5 per cent are under 15 years of age, compared to 16.5 per cent of the total population.<sup>4</sup> Many Aboriginal people seeking affordable housing apply to The Native People of Thunder Bay Development Corporation or the Tahwesin Housing Cooperative. It is not unusual for the applicants to experience long waiting periods before obtaining housing. The Native People of Thunder Bay

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<sup>1</sup> Park, A., Walther, M. (2009). *Community Social Profile of Thunder Bay*, Lakehead Social Planning Council.

<sup>2</sup> Statistics Canada. *2006 Community Profiles: CMA Thunder Bay*. 2006 Census. Statistics Canada Catalogue no. 92-591-XWE. Ottawa.

<sup>3</sup> Trantner, D. (2008). *Our Quality of Life Report*. A Joint Initiative of the Thunder Bay Community Foundation and the United Way of Thunder Bay.

<sup>4</sup> Statistics Canada. *2006 Aboriginal Population Profiles: CMA Thunder Bay*. 2006 Census. Statistics Canada Catalogue no. 92-594-XWE. Ottawa

Development Corporation owns and manages 230 housing units and indicates it takes 6 months to a year for applicants to get placed.<sup>5</sup>

The Thunder Bay District Housing Authority co-ordinates the many units of social housing in Thunder Bay. This organization owns and operates 1578 housing units<sup>6</sup> and also co-ordinates the placement of individuals and families in housing units operated by a number of local non-profit housing organizations and property management companies. The District of Thunder Bay Social Services Administration Board reports that on December 31 2009, there were 1127 households on the waitlist which included 298 seniors, 459 singles/couples and 459 families. The households are assigned to one of three categories based on the urgency of the need for housing: there were 73 households in the highest priority category; 248 households in the urgent category; 808 households in the chronological (less urgent) category. The waiting period for placement will vary according to the priority category of the household. For comparison, it is noted that in December 2004, there were 1,260 households on the waitlist. Clearly, Thunder Bay must continue to recognize the ever present need for affordable housing.

The need for additional long term care and supportive housing has recently been addressed; by 2012, the new Centre of Excellence for Integrated Seniors' Services will replace Grandview Lodge and Dawson Court. It will be part of the St. Joseph's Care Group's Hogarth Riverview Manor complex and will contain 336 long-term beds. In addition, 132 supportive housing units will be built. Admission to long-term care facilities in Thunder Bay is co-ordinated by the North West Community Care Access Centre.

In March 2009, the United Way of Thunder Bay hosted a *Roots of Youth Violence Forum*.<sup>7</sup> Six priorities were identified as problems for youth: racism and discrimination; education; employment; **housing**; recreation and youth hubs; and support to families and youth. With the downturn of the economy, affordable housing for youth will likely become one of the pressing needs in Thunder Bay. Data on the number of youth who are homeless, "couch surfing" or living in substandard housing needs to be studied.

### **Organization of the report:**

Clients in need of "Housing Security" are usually identified in one (or more) of the following groups:

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<sup>5</sup> [http://www.nptbdc.org/upload/documents/newsletter\\_spring2008.pdf](http://www.nptbdc.org/upload/documents/newsletter_spring2008.pdf)

<sup>6</sup> [http://www.tbdssab.on.ca/Housing/Social\\_Housing\\_in\\_the\\_District\\_of\\_Thunder\\_Bay.htm](http://www.tbdssab.on.ca/Housing/Social_Housing_in_the_District_of_Thunder_Bay.htm)

<sup>7</sup> *Community Youth Strategy Speak Out Report 2009*. United Way of Thunder Bay

- Those with low income who need affordable housing, including seniors;
- Individuals who need long term care that cannot be provided in their own home;
- Youth who no longer have family support and are living on their own;
- Those in need of emergency housing;
- Long term homeless individuals;
- Transient individuals who have become stranded in Thunder Bay;
- Newcomers to Thunder Bay who need affordable housing, including people from northern communities;
- Those with health and addiction problems in need of support and counselling;
- Individuals and their children experiencing abuse.

The directory has been divided into a number of categories; agencies have been assigned to one of the categories, based on the service that is perceived as its primary function. However, most agencies offer a multitude of services to their clients and these are described in the agency descriptions.

## Seniors Housing

**Non-profit-** In Thunder Bay, all Rent-Geared to Income housing is administered by the Thunder Bay District Housing Authority. It operates a variety of housing options and also provides funding for a number of non-profit organizations that operate their own apartments. For Information on applying for Rent Geared to Income contact:

Housing Services Intake  
 The District of Thunder Bay Social Services Administration Board  
 34 Cumberland Street North, 5th Floor  
 Thunder Bay, ON P7A 8B9 Telephone: (807) 766-2112

**Housing Provider: Thunder Bay District Housing Authority.**

Name of Facility	Location	Number of Units	Additional Information
Assef Court	Simpson St.	77 – 1 bedroom, 1 – 2 bedroom	
Badanai Manor	W. Donald St.	30 – 1 bedroom	
Bertrand Court	N. Court St.	48 – 1 bedroom	Row housing
Bertrand Court	N. Court St.	12 – bachelor, 6 – 1 bedroom	Row housing
Elizabeth Court	Madeline St.	120 – 1 bedroom, 1 – 2 bedroom	
Glenwood Court	W. Donald St.	15 – 1 bedroom, 33 – 2 bedroom	Seniors and Families, 10 units for physically handicapped, 24 hour supportive care (HAGI)
Jasper Place	1200 Jasper Drive	90 - 1 bedroom, 10 – 2 bedroom	Offers 24 hour Support Services Program
Legion Housing	Various locations –S.Ward	8 buildings – 16 units	Duplex housing
Manion Court	W. Donald St.	101- 1 bedroom, 1 – 2 bedroom	
Matthews Court	Ravenwood Ave.	100 – 1 bedroom, 1- 2 bedroom	
Mclvor Court	Lincoln St.	120 – 1 bedroom, 1 – 2 bedroom	
Patterson Court	N. May St.	102 – 1 bedroom, 9 – 2 bedroom	
Queen’s Park			
R.K. Andras Court	S. Cumberland St.	221 Units	Seniors and Disabled – some units modified

Regency Towers	Regency St.	113 – 1 bedroom, 1 – 2 bedroom	
Seppala Court	McLaughlin St.	22 – 1 bedroom	
Spence Court	W. Amelia St.	161 – 1 bedroom, 1 – 2 bedroom	
Wardrope Court	N. Court St.	59 – 1 bedroom, 1- 2 bedroom	

**Housing Provider: Suomi Koti of Thunder Bay**

Name of Facility	Location	Number of units	Additional Information
Suomi Koti	County Blvd	40 – 1 bedroom, 20 – 2 bedroom	3 modified units

**Housing Provider: Holy Protection Millenium House**

Name of Facility	Location	Number of units	Additional Information
Holy Protection Millenium House	Wolsley Street	22 – 1 bedroom, 8 – 2 bedroom	

**Housing Provider: St. Paul’s United Church Non-Profit Housing**

Name of Facility	Location	Number of units	Additional Information
St Paul’s Place	Secord St.	22 – 1 bedroom, 8 – 2 bedroom	

**Housing Provider: Lakehead Christian Senior Citizen’s Apartment Inc**

Name of Facility	Location	Number of units	Additional Information
Good Shepherd Village Phase I	Walkover Street	30 units, including 17 rent supplemental units	
Good Shepherd Village Phase II	Walkover Street	20 – 1 bedroom, 10 – 2 bedroom	

**Housing Provider: Fort William Legion Branch #6 Non-Profit Housing Corporation**

Name of Facility	Location	Number of units	Additional Information
Legion Manor	Ross St.	20 – 1 bedroom, 19-2 bedroom	

**Housing Provider: Holy Cross Villa of Thunder Bay**

Name of Facility	Location	Number of units	Additional Information
Holly Cross Villa	Frontenac Bay	25 – 1 bedroom. 5 – 2 bedrpp,	

**Housing Provider: St Joseph’s Care Group**

Name of Facility	Location	Number of units	Additional Information
P.R. Cook Apartments	Carrie St.	181 Units, 90 units are included in the rent supplement program and are accessed through the Thunder Bay Housing Authority.	<p>Persons over the age of 60 or under the age of 60 with a disability, who can live independently with or without support services are eligible. Market (those who pay full rent) applications can be picked up at St. Joseph's Heritage at the front desk.</p> <p>RGI (rent geared to income) applications are obtained from the District of Thunder Bay Social Services Administration Board located at 34 N. Cumberland Street. The phone number there is 807.766.2112.</p>

**Retirement Homes** - Retirement homes are privately owned and operated. Two additional facilities are currently under development.

Name of Facility	Location	Description of units	Additional Information
Chartwell Select Thunder Bay	770 Arundel Street, Thunder Bay, Ontario, P7A 8C8, Phone: 343-0373	Suites overlooking Boulevard Lake Park and the Sleeping Giant	Visit the website for a listing of all services and facilities:  <a href="http://www.comfortlife.ca/retirement_homes.php?cid=173">http://www.comfortlife.ca/retirement_homes.php?cid=173</a>
Glacier Ridge Retirement Residence	1261 Jasper Dr. T. Bay P7B 6Z4 Phone: 343-0242	Number of suites: 80 Unfurnished studio, one bedroom & two bedroom	Visit the website for a listing of all services and facilities:  <a href="http://www.chartwellreit.ca/locations/glacier-ridge-retirement-residence/index.php">http://www.chartwellreit.ca/locations/glacier-ridge-retirement-residence/index.php</a>
Hilldale Gardens Retirement Living	Hilldale Gardens is located on Hilldale Road near Wardrope Avenue in Thunder Bay  Phone: 684-9878	Suites available rang from Studios at 389 square feet to Junior One Bedrooms at 455 square feet, to Full- sized One Bedroom suites at 672 square feet	Visit the website for a listing of all services and facilities:  <a href="http://www.hilldalegardens.ca/faqs.htm">http://www.hilldalegardens.ca/faqs.htm</a>
The Walford	20 Pine St., Thunder Bay, ON Phone: 345-2511	Suite types: Superior private – 470 sq.ft Deluxe Private – 400 sq ft, Large Private – 325 sq ft Standard Private – 300	Visit the website for a listing of all services and facilities:  <a href="http://www.thewalford.com/location_thunder.html">http://www.thewalford.com/location_thunder.html</a>

## Long Term Care Facilities

### Services provided

- Nursing and personal care
- Regular and emergency medical care by the on-call physician
- Treatment and medication administration
- Assistance with activities of daily living
- 24-hour supervision
- Room and board, including laundry services (special diets are also accommodated)
- Pastoral services
- Social and recreational programs

### Eligibility

- Be 18 years of age or older
- Have a valid Ontario Health Card
- Have health care needs that cannot be met with any combination of caregiving, i.e. Care in Your Home or Care in Your Community
- Have health care needs that can be met in a Long-Term Care Home

**Cost:** Although the Ministry of Health and Long-Term Care pays for the care the patients receive, **the patient is responsible for accommodation costs.** These rates may change and are provided to give an approximate cost of each type of accommodation.

Type of Accommodation	Daily Rate*	Monthly Rate*
Long-Stay Basic	\$51.88	\$1578.02
Long-Stay Semi-Private	\$59.88	\$1821.35
Long-Stay Private	\$69.88	\$2125.52
Short-Stay	\$33.75	\$1026.56

If you do not have enough annual income to pay for the basic room, the government can help you through a subsidy that will bring the cost down to a level you can afford.

**How to apply: Contact North West Community Care Access Centre**

**961 Alloy Drive, Thunder Bay, ON, P7B 5Z8**

**Phone: 807-345-7339**

<b>Facility</b>	<b>Location and contact number</b>	<b>Operated by</b>	<b>Number of beds</b>	<b>Further Information</b>
Bethammi Nursing Home	63 Carrie St., T. Bay 768-4400	St. Josephs Care Group Non Profit	109	Includes 5 beds for short term respite care.
Dawson Court *	523 N. Algoma St., T. Bay 684-2926	City of Thunder Bay Non Profit	150	
Grandview Lodge *	200 Lillie St., T. Bay 625-2923	City of Thunder Bay Non Profit	150	Has approved short stay beds.
Hogarth – Riverview Manor	300 Lillie St. , T. bay	St. Josephs Care Group Non Profit	96	
Pinewood Court	2625 E. Walsh St., T. Bay Phone: 577-1127	Revera Long Term Care Inc	128	
Pioneer Ridge	750 Tungsten St., T. Bay Phone: 684-3917	City of Thunder Bay Non Profit	150	Linked to Jasper Place (Supportive Housing)
Roseview Manor	99 Shuniah St., T. Bay Phone: 344-6929	Revera Long Term Care Inc.	157	

Thunder Bay Interim Long Term Care	445 S. James St., T. Bay Phone: 622-3878	Revera Long Term Care	65	Interim long-term facility for individuals awaiting permanent long-term care.
Versa Care Centre	135 South Vickers St. Thunder Bay, ON P7E 1J2 Phone: 623-9511	Revera Long Term Care Inc.	131	

## Centre of Excellence for Integrated Seniors' Services – Thunder Bay

By 2012, the new **Centre of Excellence for Integrated Seniors' Services** will replace Grandview Lodge and Dawson Court. It will be part of the St. Joseph's Care Groups Hogarth Riverview Manor and will contain 336 beds. In addition, 132 supportive housing units will be built. A further 109 beds are being considered as part of this initiative.

**St Joseph's Care Group : Dementia Care Program** The Dementia Care Program is committed to providing quality care in a therapeutic and safe inpatient milieu to seniors that experience severe behaviours associated with dementia.

The Lakehead Psychiatric Hospitals Long Term Care Unit is accessed by referrals to the program which are initiated by physicians and nurse practitioners and are directed to the Dementia Care Program Physician and or Clinical Supervisor. Referrals from Thunder Bay and surrounding areas are welcome.

Facility	Location	Operated by
<b>Lakehead Psychiatric Hospital</b>	580 Algoma Street North Thunder Bay, Ontario Canada, P7B 5G4 Phone ☎ 343-4300	St. Joseph's Care Group

## Social Housing/Geared to Income

The District of Thunder Bay Social Services Administration Board (TBDSSAB) is responsible for the administration of social housing in the District of Thunder Bay, and is designated as the sole shareholder of the Thunder Bay District Housing Corporation (TBDHC). All social housing providers have a direct reporting relationship with TBDSSAB through the Housing Services Division.

**For Information on applying for Rent-Geared to Income contact:**

Housing Services Intake  
 The District of Thunder Bay Social Services Administration Board  
 34 Cumberland Street North, 5th Floor  
 Thunder Bay, ON P7A 8B9 Telephone: (807) 766-2112

**Housing Provider: Thunder Bay District Housing Authority.**

Name of Facility	Location	Number of Units	Additional Information
Thunder Bay Community Housing	14 Diversified Units – Shuniah St., First Ave., Arundel St. Atlantic Ave., Grenville St.	14 Units – 1,2,3 Bedroom	Duplex
Thunder Bay Community Housing	Neebing Ave., Gore St., Stephens St., Grenville Ave	20 – 16, 2 bedroom; 3, 3 bedroom; 1, 4 bedroom	Apartments and Duplex
Thunder Bay Community Housing	Erindale Cres., Redwood St., Hill St., Ryde Ave., Windemere Ave., Conyers St.	14 – 12, 3 bedroom; 2, 4 bedroom	Semi-detached

Strathcona Park	Gresley Court, Strathcona Ave.	7 – 3 Bedrooms	
Thunder Bay Community Housing	Walkover St. Picadilly Ave., Regina Ave.	16 – 10, 3 bedroom; 6, 4 bedroom	Semi-detached and duplex
Academy Heights	Academy Dr.	80 – 42, 2 bedroom; 30, 3 bedroom; 8, 4 bedroom	Apartment and Row Housing
Thunder Bay Community Housing – Lendrum Court	Pearl St.	24 – 12, 1 bedroom; 12, 2 bedroom	Apartment for young mothers
Thunder Bay Community Housing – Blucher Park	Blucher St.	53 – 8, 2 bedroom; 39, 3 bedroom; 6, 4 bedroom	Bi-level and 2 story duplexes
Forest Park	Clarkson Ave., Windsor St., John St.	25 – 6, 2 bedroom; 8, 3 bedroom; 6, 4 bedroom; 5, 5 bedroom	Single and semi-detached
John and Windsor St.	John St. and Windsor St.	97 – 26, 2 bedroom; 57, 3 bedroom; 12, 4 bedroom; 2, 5 bedroom	Townhouse
Thunder Bay Community Housing – Parsons Ave.	Parsons Ave., Kenwood Ave., Melvin Ave.	16 – 16, 3 bedroom	Semi-detached

Thunder Bay Community Housing – Picton I,II,III	Picton Ave., Tammarack Place, Blucher Ave.	115 – 5, 2 bedroom; 100, 3 bedroom; 10, 4 bedroom	Bi-level and Duplexes
Queen’s Park	Hill St.	32 – 4, 1 bedroom; 20, 3 bedroom; 4, 4 bedroom; 4, 5 bedroom	Townhouses and semi-detached
Thunder Bay Community Housing – Scattered Units	Erindale Cres., Redwood St., Hill St., Newberry Cres., Conyers St., Windemere Ave.	14 – 12, 3 bedroom; 2, 4 bedroom	Semi-detached
Thunder Bay Community Housing - Sequoia Park	Sequoia Park	52 – 50,3 bedroom; 2 – 4 bedroom	Duplex
Thunder Bay Community Housing – McLaughlin Court	McLaughlin St.	12 – 5, 1 bedroom; 7, 2 bedroom	Apartment
Thunder Bay Community Housing Royal Edwards Arms	May St	64 – 21 bachelor, 28 – 1 bedroom, 15 2 bedroom	Apartment
H.O.M.E. Project	Simon Fraser Drive	4 – 3 bedroom	
James St.	James St.,	24 – 2 bedroom	4-plex

Limbrick Place	Limbrick St.,	102 - 18, 2 bedroom; 42. 3 bedroom 40, 4 bedroom; 12. 5 bedroom	Townhouses
Thunder Bay Community Housing  Frederica st	Frederica Street	24 – 3 bedroom	Stacked Townhouses
Isabella, Ridgeway St., McGregor Ave.,	Isabella, Ridgeway St., McGregor Ave	23 – 2, 2 bedroom; 21, 3 bedroom	
McGregor	McGregor	16 – 1, 2 bedroom; 14, 3 bedroom; 1, 4 bedroom	
Ruskin	Ruskin Cres	23 – 4, 2 bedroom; 17, 3 bedroom; 2, 4 bedroom	

**Housing Provider: Matawa Non-Profit Housing Corporation**

Name of Facility	Location	Number of units	Additional Information
Matawa Wave II	Rona St., Crawford St., Otto St., Fitzgerald St., McLaughlin St.	12 – 1, 2,3,4 bedroom	Semi-detached

**Housing Provider: Beendigen Inc.**

Name of Facility	Location	Number of units	Additional Information
Wakaigin Housing II	Fitzgerald St., Balsam St., Lanark Cres., Wentworth Cres., University Dr., Inglewood Cres., Strand Ave., James St., Blucher Ave.	12 – 3, 2 bedroom; 9, 3 bedroom	Semi-detached – Aboriginal Families

**Housing Provider: Lutheran Community Housing Corporation**

Name of Facility	Location	Number of units	Additional Information
Pioneer court	Pioneer Dr.	36 – 18, 1 bedroom; 18,2 bedroom	Mixed
Bay court	Bay St.	20 – 1 bedroom	Mixed
Luther court	Court St.	30 – 26, 1 bedroom; 4, 2 bedroom	Mixed
King's court	Kingsway	23 – 19, 2 bedroom; 4, 3 bedroom	Apartment

**Housing Provider: Greek Orthodox Non Profit Housing Corporation**

Name of Facility	Location	Number of units	Additional Information
Greek Orthodox Non Profit Housing Corporation – Hellenic Village	Athens Dr.	50 – 2, 2 bedroom; 48, 3 Bedroom	Row Housing

**Housing Provider: Thunder Bay Metro Lions Housing Corporation**

Name of Facility	Location	Number of units	Additional Information
Metro Lions Centre	Victoria Ave.	36 – 22, 1 bedroom; 14, 2 bedroom	Apartment
Metro Lions Place	McKellar St.	12 – 8, 1 bedroom; 4, 2 bedroom	Apartment

**Housing Provider: Thunder Bay Deaf Housing Inc.**

Name of Facility	Location	Number of units	Additional Information
Thunder Bay Deaf Housing	Kingsway	8 – 6, 1 bedroom; 2,2 bedroom	apartment

**Supportive Housing** - Supportive housing is a combination of housing and services intended as a cost-effective way to help people live more stable, productive lives. Supportive housing acknowledges the barriers to housing security for those who face the most complex challenges, including homelessness and issues created by living on low incomes. Supportive housing also addresses persistent issues that individuals face including substance abuse and addictions, mental health issues, physical disabilities, or other serious challenges to a successful life. Supportive Housing in Thunder Bay is provided through partnerships between TBDSSAB and a variety of social service agencies.

Housing Services Intake  
 The District of Thunder Bay Social Services Administration Board  
 34 Cumberland Street North, 5th Floor  
 Thunder Bay, ON P7A 8B9 Telephone: (807) 766-2112

**Housing Provider: Thunder Bay Community Housing**

Name of Facility	Location	Number of Units	Additional Information
The Habitat	Pearl St.	34 – 33, 1 bedroom; 1, 2 bedroom	Supportive Agency – Salvation Army

**Housing Provider: Lutheran Community Housing Corporation**

Name of Facility	Location	Number of Units	Additional Information
Bay Court	Bay St.	20 – 1 bedroom; 10 supportive units	Support services agreement between Lutheran Community Housing Corporation and Avenue II

**Housing Provider: Canadian Mental Health Association**

<b>Name of Facility</b>	<b>Location</b>	<b>Number of Units</b>	<b>Additional Information</b>
Canadian Mental Health Association	Vickers St.	12 – 6, 1 bedroom; 6, 2 bedroom	Supportive Agency – Canadian Mental Health Association

**Housing Provider: Thunder Bay Community Housing**

<b>Name of Facility</b>	<b>Location</b>	<b>Number of Units</b>	<b>Additional Information</b>
Thunder Bay Community Housing	Cumberland St.	30 – 15, 1 bedroom; 15, 2 bedroom	Supportive Agency – HAGI

**Housing Provider: Thunder Bay Community Housing**

<b>Name of Facility</b>	<b>Location</b>	<b>Number of Units</b>	<b>Additional Information</b>
Jasper Place	Jasper Dr.	100 – 90, 1 bedroom; 10, 2 bedroom	Supportive Agency – City of Thunder Bay Seniors only

**Housing Provider: Thunder Bay Community Housing**

<b>Name of Facility</b>	<b>Location</b>	<b>Number of Units</b>	<b>Additional Information</b>
Lendrum Court	Pearl St.	24 – 12, 1 bedroom; 12, 2 bedroom	Supportive Agency – Salvation Army

**Housing Provider: Lutheran Community Housing Corporation**

<b>Name of Facility</b>	<b>Location</b>	<b>Number of Units</b>	<b>Additional Information</b>
Pioneer court	Pioneer Dr.	36 – 18, 1 bedroom; 18, 2 bedroom	Supportive Agency – 12 units offered to Northern Linkage Community Housing and Support Services to be allocated to individuals

**Housing Provider: Thunder Bay Community Housing**

<b>Name of Facility</b>	<b>Location</b>	<b>Number of Units</b>	<b>Additional Information</b>
Ross Court	Ross St.	22 – 20, 1 bedroom; 2, 2 bedroom	Supportive Agency – Units supported by Avenue II and Lakehead Association for Community Living

**Housing Provider: Hagi**

<b>Name of Facility</b>	<b>Location</b>	<b>Number of Units</b>	<b>Additional Information</b>
Hagi	<p>Castlegreen: 150 Castlegreen Dr, 807-767-6395                      Jasper Drive: 1201 Jasper Dr, 807-345-4242</p> <p>Operates 4 satellite units                      Glenwood Court: 170 Donald St W, 807-475-4271                      Superior View Co-op: 110 Castlegreen Dr, 807-767-2933                      Andras Court: 122 Cumberland St S, 807-344-1161                      Cumberland Court</p>		Provides affordable, accessible, supportive housing through the operation of 2 apt bldgs.

**Housing Supports** - Housing Supports covers a variety of services that are designed to ensure that individuals can maintain independent living in a housing context - regardless of their housing setting. In Thunder Bay, Housing Supports are provided through a variety of social service organizations.

Name of Agency	Location	Supports	Eligibility
Alpha Court	Cumberland St.	<p>Provides intensive community support services to adults with a serious mental illness</p> <p>Assist people who have a chronic psychiatric disability, to live successfully in the community through the provision of the following mental health services which are geared to individual need: outreach, assessment, individualized planning, direct service provision, housing, service coordination, support and advocacy</p> <p>Provides limited housing for program clients</p>	<p>Ages: 16 year(s) and up</p> <p>Individuals who have a chronic psychiatric disability</p>
Canadian Mental Health Association	Van Norman St.	Assists members to choose, acquire and maintain adequate housing from a variety of housing opportunities developed, advocated and secured for members	<p>Ages: 16 year(s) and up</p> <p>Individuals with psychiatric disabilities</p>
Hagi Community Services for Independence	Jasper Dr.	<b>Personal Assistance &amp; Attendant Care:</b> Assists adults with physical disabilities to reach their maximum level of independence in the	

		<p>community;</p> <p><b>Housing:</b> Provides affordable, accessible, supportive housing through the operation of 2 apt bldgs:          Castlegreen: 150 Castlegreen Dr, 807-767-6395          Jasper Drive: 1201 Jasper Dr, 807-345-4242</p> <p>Operates 4 satellite units          Glenwood Court: 170 Donald St W, 807-475-4271          Superior View Co-op: 110 Castlegreen Dr, 807-767-2933          Andras Court: 122 Cumberland St S, 807-344-1161          Cumberland Court: 76 Cumberland St S, 807-345-5121</p>	
Options Northwest	Cumberland St.	<p>Provides personal and residential supports to persons who, because of a developmental challenge with concurrent physical disabilities or chronic behavioural or mental health problems, require support to reach their fullest potential and to remain in their community</p> <p>Programs include Clinical Support Services and Community Residential Accommodation</p>	Developmentally challenged citizens by funding availability

Avenue II	Cumberland St.	<p>Supports individuals with a developmental disability to live in a home of their choice, to acquire work and to participate in recreational and leisure activities</p> <p>Supports are designed to directly enrich the quality of life by encouraging individuals to maintain their independence and learn new skills</p>	Adults with disabilities
Lakehead Association for Community Living	Dease St.	<p>Provides a range of community based support and services for persons with an intellectual disability and their families</p> <p><b>Major services:</b>  Community Living Supports  Employment Services  Community Options  Integrated Day Care  Vacation &amp; Leisure Supports  Residential Services</p>	Individuals with an intellectual disability

**Cooperative Housing** - Cooperative housing is owned by the members of the cooperative.

**Castlegreen Cooperative Housing Corporation**

213 Castlegreen Drive

THUNDER BAY Ont. P7A 7W4

**Phone:** 767-6214 **Fax:** 767-4585

Number and Types of Units	Additional Information
<ul style="list-style-type: none"> <li><b>Castlegreen has homes at full market rent, for all income levels.</b> Members who cannot afford to pay full-housing charges may be eligible for government subsidies. Of the 215 homes, some are geared-to-income units and some units are designed for persons with special needs</li> </ul> <p>                     “A” Unit - Accessible Bachelor \$436 *                      “B” Unit - 1 Bedroom Accessible \$511 *                      “C” Unit - 2 Bedroom Accessible \$565 *                      “K” UNIT - 2 Bedroom, 2 Storey \$598                      “E” “J” “S” Units - 3 Bedroom,                      2 storey \$632 to \$669                      “H” Unit - 4 Bedroom \$715                 </p> <p><b>Note: Contact Castlegreen to obtain current rates.</b></p> <p>* Wheelchair accessible – modified for physically challenged</p>	<ul style="list-style-type: none"> <li>Membership is open to anyone interested and willing to respect the obligations and responsibilities involved with maintaining the co-operative lifestyle. This may include shovelling snow and cutting grass around your unit, taking your turn in cleaning the garbage hut and volunteering</li> <li>Castlegreen Housing Co-operative offers to members a variety of recreational and educational events.</li> <li>Living at Castlegreen means making a commitment of time to the community. To contribute to the co-op members serve on various committees, help neighbours with cluster projects, flyer delivery and participate with fundraising activities</li> </ul> <p><b>APPLICATION PROCESS:</b></p> <ul style="list-style-type: none"> <li>Attend our Information Night. Everyone in your household (18 yrs. &amp; older) must attend.</li> <li>Complete your application for membership and housing. Each member of your household 18 years and over must apply for membership.</li> </ul>

**Superior View Housing Cooperative** - Superior View Housing Co-operative Inc. in operation since March 1983, offers to the community of Thunder Bay, Ontario five apartment buildings containing between 14 and 20 apartment units each equipped with a fridge, stove, washer and dryer.

110 Castlegreen Dr, Thunder Bay, ON **Phone:** 767-8051  
P7A 7T9,

Number and Types of Units	Additional Information
<ul style="list-style-type: none"> <li>• A total of 80 units include 35 one-bedroom units (16 handicapped accessible) and 44 two-bedroom units (16 handicapped accessible).</li> <li>• Main floor units offer the feeling of your own home with your own private entrance, while the second floor units offer the security of an intercom entrance system.</li> <li>• These units are reasonably priced at \$550.00 per month (plus hydro) for one-bedroom units and \$600.00 per month (plus hydro) for the two-bedroom units.</li> </ul> <p><b>Note: Prices quoted are for comparison purposes. Contact the office for current rates.</b></p>	<ul style="list-style-type: none"> <li>• <u>Superior View does offer some subsidized units.</u> These units are based on the individual member's personal income and housing charges are usually in the neighbourhood of 30% of a member's monthly income.</li> <li>• In addition to housing charges, members pay an annual membership fee of \$15.00 per member.</li> <li>• <u>Parking is available to members at a rate of \$10.00 per month.</u></li> <li>• <u>Additional storage</u> is also available at a rate of \$3.00 or \$6.00 per month depending on the size of the storage unit you</li> <li>• <u>Last month's rent is not required.</u> - Instead, a "Loan Certificate" is required - The "Loan Certificate" is required as being part of the member shares for the Co-op membership. This money is also used to cover any repairs/cleaning costs necessary after a member moves out with a balance being returned to the member.</li> <li>• <u>Lease:</u> New members are also required to sign a one year lease.</li> <li>• <u>Rules and Regulations:</u> As a housing co-operative, Superior View Housing Co-operative Inc. does not fall under the "Landlords and Tenants Act". Instead, it has its own Rules and Regulations, decided by the members for the members.</li> <li>• <u>Operational costs:</u> The goal is to keep operational costs as low as possible. To this end, members volunteer to clean stairwells, vacuum halls, maintain garbage sheds and assist with lawn mowing and snow shovelling for their specific buildings. Most duties are assigned on a rotational basis so as that no one member is expected to do more than any other</li> </ul> <p><b>Application Process:</b> An application for membership is required.</p>

## Tahwesin Housing Co-operative

515 Black Bay Road, Thunder Bay, ON  
P7A 1P9

**Mailing Address:** Tahwesin Housing Co-operative

Box 22030  
Strathcona Postal Station  
Thunder Bay, ON P7A 8A8

Number and Types of Units	Additional Information
<ul style="list-style-type: none"> <li>• Co-operative housing duplexes managed by Violet Property Management.</li> <li>• 30 semi-detached 2, 3 &amp; 4 bedroom units (2 fully handicapped accessible units).</li> <li>• Affordable housing.</li> <li>• Half the units are low cost, subsidized housing</li> </ul>	<p><b>Contact:</b> Rick Piccinin, Coordinator Violet Property Management,</p> <p><b>Phone:</b> 344-0351</p> <p>Email: rickpicc@tbaytel.net</p>

**Emergency/Crisis Housing** - Housing and support services for individuals (and families) in need of short term assistance.

Long term housing may be provided.

**Beendigen:** “Beendigen is an independent Native family healing agency governed by a nine member Board of Directors of First Nations Peoples. Our vision is to provide safety and shelter to Aboriginal women and children experiencing women abuse and to facilitate the cycle of healing through the delivery of culturally appropriate programs and services to individuals and families.”

Agency	Location	Number of Units	Clientele	Services offered
Beendigen	<p><b>Office:</b> : Fort William First Nation, 100 Anemki Dr, Ste 103, Thunder Bay, ON P7J 1A5</p> <p><b>Phone:</b> 622-1121 <b>Crisis Home::</b> 345-0964 <b>Counselling Unit:</b> 344-9579</p>	14 transitional and 12 permanent housing units	Aboriginal Women and children	<ul style="list-style-type: none"> <li>• Crisis Home</li> <li>• Wakaigin Housing</li> <li>• Outreach Services</li> <li>• Counselling</li> <li>• Community Action Program for Children</li> <li>• Pre-Post Natal Nutrition</li> <li>• Native Alcohol and Drug Assessment</li> <li>• Transitional Support</li> </ul>

				<ul style="list-style-type: none"> <li>• Child Witness of Women Abuse and Early Intervention</li> </ul>
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**Faye Peterson Transition House** The Faye Peterson Transition House (FPTH) provides a safe and supportive temporary shelter environment, crisis services, counselling, outreach, transitional support, advocacy, early childhood education, and support groups to women, youth and their children.

Agency	Location	Number of Units	Clientele	Services offered
Faye Peterson Transitional Housing	<b>Office:</b> PO Box10172 Thunder Bay, ON P7B 6T7 <b>Phone:</b> 807-345-035 <b>Crisis Phone:</b> 807-345-0450	24 beds	Women, youth and their children.	<ul style="list-style-type: none"> <li>• Social Housing</li> <li>• Transitional Housing,</li> <li>• Outreach Services</li> </ul>

**Salvation Army – Booth Centre** The Salvation Army provides supportive living to adults who have a variety of disabilities from brain injury, mental health, developmental and emotional issues. School breakfasts are made available to children. Red Cap, a new program offered to the school system is working towards alleviating bullying problems with elementary age children. A soup van feeds the hungry every evening. Programs are provided to inmates at the Thunder Bay Correctional Centre for those wanting to improve their family relationships. Community dinners are offered to anyone lonely or in need at Christmas, Thanksgiving, and in mid-winter. Supportive programming is available to troubled youth. Emergency response is provided during large fires and in times of disaster providing food, clothing, and shelter if necessary.

Agency	Location	Number of Units	Clientele	Services offered
Salvation Army – Booth Centre	545 Cumberland St N Thunder Bay, ON P7A 4S2  <b>Phone:</b> 807-345-7319 <b>Email:</b> adminhr@salarmytbay.ca		Men - Ages: 18 year(s) and up	<ul style="list-style-type: none"> <li>• Supportive living to adults who have a variety of disabilities.</li> <li>• School breakfasts.</li> <li>• School antibullying program.</li> <li>• Soup van.</li> <li>• Program for to inmates at the Thunder Bay Correctional Centre.</li> <li>• Supportive programming for troubled youth</li> <li>• Emergency Response - fires</li> </ul>

### Shelter House:

**General Description:** Rotary Shelter House is located at 420 George Street. The shelter was built with the tremendous support of our caring community and opened its doors on September 25, 2006.

Agency	Location	Number of Units	Clientele	Services offered
Shelter House	420 George St S Thunder Bay, ON P7E 5Y8 <b>Phone:</b> 807-623-8182	Provides a dormitory style facility with 27 beds for male, 8 beds for female, 10 beds for youth	-Males, Females and Youth: Ages: 16 year(s) and up - No one is turned away due to lack of funds -No age restriction on meals	<ul style="list-style-type: none"> <li>• Referral to appropriate agencies.</li> <li>• Soup Kitchen</li> <li>• Clothing depot</li> <li>• -Health care</li> </ul>

## Transitional Housing

Agency	Location	Contact Information	Eligibility Criteria	Description of Services
Brain Injury Services of Northern Ontario (BISNO)	426 Balmoral St Thunder Bay, ON P7C 5G8  Transitional Learning Centre 130 Castlegreen Dr, Thunder Bay, P7A 7T9	Phone - 624-4222  FAX - 623-1201  Email: <a href="mailto:susans@bisno.org">susans@bisno.org</a>	Ages: 16 year(s) and up  Individuals with sustained brain injury  Referrals by family, health professional, physician, lawyer, or self-referral	8-bed, 24 hour program located at the Transitional Learning Centre (TLC) in Thunder Bay  Transitional component incorporated for individuals whose goals include independent community living  Provides a 45-day follow up service once the individual exits the program in order to facilitate a successful transition to the individual's desired living environment and other services identified in the transition plan
John Howard Society of Thunder Bay	315 syndicate Ave S Thunder Bay, ON P7E 1E2	Phone: 807-623-5355 Ext 25, Email: <a href="mailto:jharmer@johnhowardtbay.on.ca">jharmer@johnhowardtbay.on.ca</a>	Ages: 14 year(s) and up  Functions as a citizens' agency that promotes healthy,	Community Supervision  For youths and adults ordered by the courts to do volunteer work  <b>Transitional Housing</b>  For adults who have been in conflict with the law

			safe communities through effective, humane and just responses to crime and the criminal justice system	<p>Walk-In Services</p> <p>Includes Sacred Circle, Anger Management, Substance Use, Anti Criminal Thinking, Alcoholics Anonymous, Life Skills, Counselling, Employment and Educational programs</p>
Three C's Reintroduction Centre	226 Dog Lake Rd, RR 12 Thunder Bay, ON P7C 2G2	Phone: 767-4172	<p>Ages: 18 year(s) and up</p> <p>Males experiencing difficulties due to drugs and alcohol, but have already been through a treatment program</p>	<p>Located in a supportive housing setting (12 beds)</p> <p>Offers long term care to chemical dependent adult males</p> <p>Residents are also required to participate in 12-step recovery groups of their choice</p> <p>Average length of stay is 6 months</p> <p>Clients with no means of support receive a comfort fund from the province to meet their basic needs</p> <p>Generally 2-3 weeks waiting period for admission</p>

## Temporary Housing for Medical Treatment

	Location	Contact Information	Eligibility Criteria	Services Available
Regional Cancer Care, Tamarack House	984 Oliver Rd, Ste 501 Thunder Bay, ON P7B 7C7	Phone - 684-7799 FAX - 684-5817  E-mail - Tamarackhouse@tbh.net	Must be an out of town patient of the Regional Cancer Care Centre, who has an appointment at the centre or a doctor's referral	Lodging at no charge for out-of-town patients and companions for the duration of their treatment  Provides kitchen facilities  Provides a 24-hour on site attendant service  English & French language services -  Other interpretive services on an as required basis
Wequedong Lodge of Thunder Bay	100 Anemki Dr, RR#4, Suite 104 Thunder Bay, ON P7J 1A5	Administration  Phone - 622-2977  FAX - 626-9365	Out of town Aboriginal people needing city accommodations in order to access health care services	Provides short term accommodation and support services to out of town people accessing health care services in Thunder Bay. Also provides translation, transportation and referral support services.

**Outreach Services** - Generally, the aim of outreach services is to provide outreach contact and support services to homeless people. Through outreach, individuals will gain access to the appropriate services they require and assistance with housing options.

Organization	Location	Outreach Services	Eligibility
Alpha Court – Rapid Response Outreach Services	Cumberland St.	<p>Provides short-term brokerage case management services</p> <p>Operates within a time period of 1-6 months depending on client need</p> <p>Service includes assisting clients to secure housing and accessing all community resources</p>	<p>Ages: 16 year(s) and up</p> <p>Homeless or at risk of being homeless individuals with a desire to address mental health and/or addiction issues</p> <p>Self referral or referrals from another source</p>
Canadian Mental Health – Homelessness Outreach Program	Van Norman St.	Encourages and assists individuals or families who are homeless or at risk of becoming homeless to secure safe, affordable and long term housing through direct one on one support, advocacy and referral	<p>Ages: 16 year(s) and up</p> <p>Individuals who are homeless or at risk of being homeless</p>
Diilico Anishinabek Family Care - Youth Outreach Worker Services	Amneki Dr. and Mission Rd.	<p>-Provides a community-based intervention to assist youth living in at-risk neighbourhoods</p> <p>-Works with other community programs and agencies to facilitate contacts and services for at-risk youths</p> <p>-Supports youth to find opportunities, solutions and resources to address their own social, behavioural, emotional,</p>	Aboriginal and non-Aboriginal Youth

		educational and employment needs	
Ontario Native Women's Association - Community Health Outreach Program	Miles St. E	<ul style="list-style-type: none"> <li>-Community support</li> <li>-Referral services</li> <li>-Homemaking for those in need</li> <li>-24-hour emergency assistance</li> <li>-Assistance to appointments ie -- medical, shopping, bill paying</li> <li>-Information, food banks, etc</li> </ul>	<p>Native people but particularly families and the elderly who are experiencing family violence, poverty or disabilities</p> <p>Support all Aboriginal women on/off reserves and their families, regardless of tribal heritage</p>
NorWest Community Health Centre	Simpson St.	<ul style="list-style-type: none"> <li>-Hold a walk in clinic at Limbrick Place</li> <li>-Nurse Practitioner is available to care for health concerns such as coughs, colds, earaches, sore throats, and immunization</li> <li>-Food items donated by a local grocery store for walk in clients</li> </ul>	Eligible for all
Thunder Bay District Health Unit - Street Nurse Program	Balmoral St.	<ul style="list-style-type: none"> <li>-The Street Outreach Nursing Program provides street-level services</li> <li>-Services are free and confidential and include:</li> <li>-Counselling and Referral to Services</li> <li>-Harm Reduction Services</li> <li>- Infectious Disease Follow-Up</li> <li>-STI Testing and Treatment</li> </ul>	Eligible for all
Canadian Mental Health Association – GAPPS	Van Norman St.	<ul style="list-style-type: none"> <li>-Identifies and responds to the unmet needs of vulnerable persons with very serious, unstable and complex mental illnesses and addiction issues</li> <li>-Reaches out to and engages with individuals who do not</li> </ul>	<p>Ages 16 years and up</p> <p>Individuals with serious and complex mental illness and addiction issues</p>

		<p>appropriately access health and social services</p> <ul style="list-style-type: none"> <li>-Assists the target group in navigating health, mental health and addictions, and social services including housing</li> </ul>	
St. Joseph's Care Group – Outreach to Recovery	Victoria Ave. E	<ul style="list-style-type: none"> <li>-A recovery-focused, intensive case management program</li> <li>-Provides services to individuals with serious and persistent mental illness and co-occurring substance use disorders</li> <li>-Promotes independence and quality of life through coordination of appropriate services and the provision of constant and ongoing treatment and support as needed by the client.</li> <li>-Provides a wide range of comprehensive services available to clients where they live and work, 24-hour service, for as long as required</li> </ul>	<p>Clients are expected to participate in a therapeutic relationship geared towards recovery and/or harm reduction</p>
Thunder Bay Regional Health Sciences Centre – Assertive Community Treatment Team	Munro St.	<ul style="list-style-type: none"> <li>-Provides a multidisciplinary mental health team organized as an accountable mobile agency</li> <li>-Provides continuous long term treatment, rehabilitation and support services to individuals with severe and persistent mental illness</li> <li>-Helps individuals to live successfully in the community</li> </ul>	<p>Ages 16 years and up</p> <p>Individuals with severe and persistent mental illness</p>

## Emergency Food Programs

- **“People that Love” Crisis Centre**

920 Sprague St. at Thunder Bay Free Methodist Church., 623-3828 or 622-7686

Food available on an emergency basis on Wednesday and Friday 9:00 am-11:00 am. Closed during July and August and other holidays.

- **AIDS Thunder Bay- Mother’s Cupboard**

345-1516

Emergency food only for AIDS Thunder Bay clients. Contact AIDS Thunder Bay for details.

- **Confederation College Food Bank**

475-6110 or 475-6637

Open to the members of the College Community only. Open for emergencies. No limit- depends on needs and what is available. Call for an appointment.

- **Current River Churches Food Cupboard**

494 Leslie Ave. at St. Stephen’s Anglican Church, 683-6051

For people in Current River only. Open Tuesdays 10:00 am-12:00 pm. Can be used every two weeks. Must show ID.

- **Lakehead University Food Bank**

343-8850

For University students only. Limit once a month. Open also during summer Monday - Friday 8:30 am- 4:30 pm. If no one at food bank, go to Student Union office.

- **Redwood Park Opportunities Center**

532 N. Edward Street

577-3481 or 577-3463

Open every Thursday 1:30-3:30 to Northwood Residents. I.D. Required.

• **Rural Cupboard Food Bank**

Highway 11/17 Kakebeka Falls at Redeemer Lutheran Church, 935-2202

Open every third Wednesday, 10:00 am – 1:00 pm. Also open for emergencies. For anyone outside the city limits. Must show ID

• **St. Thomas Anglican Church Food Cupboard**

1400 S. Edward St., 623-3608

For people in the Westfort area only. Limit once a month. Open Friday 10:30 am – 11:30 am. Closed July and August. Phone before coming

• **St. Vincent De Paul Society**

North Ward Branch

664 Red River Rd. Corpus Christi Church, 344-4898

Food hampers for families only living in the north ward. Limit 4 times a year. Phone for delivery (Mondays and Thursdays).

• **St. Vincent De Paul Society**

South Ward Branch

1019 Brown St. St. Agnes Church, 577-3464 Food hampers for families only. Must live in the south ward. Limit once every 3 months. Must show ID. Call by 3:30 pm, Mon -Thurs. to arrange app't

• **Thunder Bay Christian Community Centre**

132 Dease St., 623-8184

Produce is given every Tuesday at 1:30 pm.

• **Thunder Bay Food Bank**

129 Miles St. E., 626-9231

Gives food to those in need. Limit once a month, must bring ID with current address. Open Tuesday and Friday 9:00 am -11:00 am, (except the first Tuesday and Friday of every month).

For more information on programs and services call the

**Community Information and Referral Centre: 626-9626**

## Daily Meals

- **St. Andrew's Dew Drop Inn**  
286 Red River Road, 345-0481  
Daily Meals form 2:30 – 4:00 pm, open to the public
- **Meals on Wheels**  
One home-delivered nourishing meal on weekdays, plus provides a check on clients well-being  
**Cost \$8.00 per meal.** (Eligible clients may receive subsidy.)  
Available to anyone unable to prepare adequate meals due to chronic illness or convalescence, lack of strength, skill of cooking facilities.  
Applicant has no one at home to prepare meals.  
Applicant can eat without help.  
To apply: 625-3667 (southward) or 684-2862 (northward).
- **Salvation Army Soup Van** - 344-7300 or 345-7319  
7:00 pm for Northward residents  
8:00 pm for Southward residents  
Call for information on times and locations
- **Shelter House Soup Kitchen**  
420 George Street, 623-8182  
Lunch 2:00 – 3:00 pm and Dinner 7:00 – 8:00 pm, open to the public

## Assistance with Rent and Utility Arrears in Thunder Bay

**Winter Warmth Fund** - Winter Warmth Fund is a program that provides assistance with Union Gas bills

“Winter Warmth” is a joint initiative of the United Way and Union Gas. The grant is a maximum of \$450 once a year, and is available to low-income families or individuals whose net income is less than the Low In-come Cut Off (LICO) amount. Recipient’s gas bill must be in arrears or subject to a disconnect notice. Applicants must provide pay stubs and documentation of expenses in order to be assessed for the program’s eligibility guidelines. This program commences November 1<sup>st</sup>. each year.

**Contact: Lakehead Social Planning Council (LSPC) 624-2330**

**Provincial Rent Bank (PRB)** - Under this program, **tenants facing eviction for non-payment of rent** can apply to the local rent bank to receive financial assistance

- At least one member of the family is 16 years of age or older
- Is either a Canadian citizen, landed immigrant, or have refugee claimant status.
- One member of the household must be the legal tenant, and not renting from a family member
- Must be in receipt of a ‘*Notice to Terminate Early for Non-payment of Rent*’ (Form N4) from the landlord, who agrees to stop eviction proceedings and signs an Intent to Dismiss Eviction Proceeding.
- Must demonstrate the housing situation is sustainable, and the financial crisis is temporary, and can be addressed by a onetime provision of assistance
- Arrears cannot exceed twice the average market rent set by the Ministry of Municipalities and Housing (MM&H). Some exceptions may apply.
- The household has not received assistance from PRB within the last two (2) years
- The household is not in receipt of Rent-Geared-To-Income (RGI) Assistance, and the intention is to reside in the rental unit for at least twelve (12) months

**Contact : The District of Thunder Bay Social Services Administration Board, 34 N. Cumberland St. Phone: (807) 766-2104**

**Community Start-up and Maintenance Benefit (CSUMB)** - CSUMB is available to recipients of Ontario Works (OW) and Ontario Disability Support Programs (ODSP).

The benefit may be available to social assistance recipients. The benefit is a maximum of \$799 for a single person or a couple and \$1500 for a benefit unit with a dependent child. It is generally only available once in a 24 month period. It can be used to pay rent or utility arrears, if a person has received a Notice of Termination or a utility is threatening disconnection. The person has to show that they will be able to maintain the residence if the payment is made. A decision about a CSUMB application is appealable if the application is denied.

There is an application form that needs to be completed and submitted to the caseworker, who will need copies of the disconnection notice or Notice of Termination as well.

**The initial contact person is the recipient`s caseworker**

**Emergency Energy Fund (EEF)** - This fund is not intended for persons in social assistance programs.

The **Emergency Energy Fund** provides funding to help low-income (under \$25,000) Ontarians, and those on fixed incomes who are facing energy arrears related emergencies. The fund helps pay for utility arrears, security deposits and reconnection costs for electricity, hydro, natural gas, oil and other forms of energy.

The maximum amount of emergency assistance per household is equivalent to the amount needed to maintain or reconnect the service. The emergency assistance is paid directly to energy providers. Eligibility is based on need and the household's long-term ability to manage energy costs. Households may only receive emergency assistance from the fund once, except under exceptional circumstances. The fund will pay up to 2 months utility arrears, up to a maximum of \$1,000. Emergency assistance is paid directly to energy providers. Recipients must provide copies of electricity, hydro, natural gas, or oil bills.

**Contact: Ontario Works office at (807) 766-2100 , 4<sup>th</sup> Floor, 34 N. Cumberland St. Thunder Bay**

## Financial Assistance Programs – Ontario Works and Ontario Disability Support Program

Agency	Location	Contact Information	Eligibility Criteria	Description of Services
<p><b>Ontario Works (DSSAB)</b></p> <p>Provides short term financial assistance to individuals and families in need</p>	<p>34 Cumberland St N, 4th Flr Thunder Bay, ON P7A 8B9</p>	<p>Administrative Assistant</p> <p>Phone - 766-2102, Email: dhennel@thunderbay.ca</p>	<p>Applicants/participants must negotiate and enter into agreements to participate in employment related activities</p>	<p>Support services offered include the following:</p> <ul style="list-style-type: none"> <li>-Child Care</li> <li>-Clothing Needs</li> <li>-Community Start-Up/Maintenance Benefit</li> <li>-Direct Bank Deposit</li> <li>-Discretionary Benefits</li> <li>-Drug Benefits</li> <li>-Pay-Direct to Landlord</li> <li>-Special Diets</li> <li>- Access to arrears programs – rent/utilities.</li> </ul>
<p><b>Ontario. Ministry of Community and Social Services</b></p> <p><b>Ontario Disability Support Program (ODSP)</b></p>	<p>435 James St S, 1st Flr, Ste 111 Thunder Bay, ON P7E 6S7</p>	<p>Employment Support Specialist</p> <p>Phone - 475-1488</p> <p>FAX - 475-1475</p>	<p>16 yrs and over must have a physical or mental impairment expected to last one year or more, and presents a substantial barrier to employment</p> <p>Applicants will be asked to have their disability verified by a regulated health professional. Must be a resident of Ontario</p>	<p>An income support program for people with disabilities who are in financial need - financial support &amp; housing</p> <p>An employment support program that provides supports that are intended to remove disability related barriers to employment</p>

## Employment Agencies

Agency	Location	Contact/Name/Number	Eligibility	Services Available
Anishinabek Employment & Training Services	212 Camelot St, Upper Level Thunder Bay, ON  P7A 4B1	Executive Director  Phone - 346-0307  FAX - 346-0310  E-mail - aets@aets.org	Aboriginal focus: Individuals must successfully complete employment counselling and an assessment process in order to be eligible for training purchases	<ul style="list-style-type: none"> <li>-Employment Counselling</li> <li>-Business start-up assistance</li> <li>-On the job training and/or direct work experience</li> <li>-Travel assistance for confirmed interviews</li> <li>- Employment and training supports to individuals with disabilities</li> <li>- Self Employment Benefits - Youth Experience - Disability Supports -</li> </ul>
CEP Labour Adjustment Centre	1224 Amber Drive  Thunder Bat ON  P7B 6M5	Coordinator  Phone – 344-4889  FAX – 344-4980	Focus on Former Paper/Forestry workers but excludes no one	<ul style="list-style-type: none"> <li>- -Provides job listings</li> <li>-Certification courses Smart Serve, WHMIS, Safe Food Handling, First-Aid/CPR, forklift certification, Others.</li> <li>-Provides referrals to appropriate employment service</li> <li>-Employment/job market Research</li> <li>-Develops return to work action plans</li> <li>-Résumé Development,</li> </ul>

Job Connect	1450 Nakina Dr Thunder Bay, ON PO Box 398 Thunder Bay, ON P7C 4W1	Manager, Employment Programs, Phone: 807-475-6222, Email: jozbolt@confederationc.on.ca	Ages: 16 year(s) - 24 year(s)  Focus on Confederation College students, but excludes no one.	-Information and Resource Service (IRS) -Employment Planning and Preparation (EPP) -Job Development and Placement Support (JDPS) -Summer Jobs Service (SJS) -Information and Resource Service (IRS)
Lakehead Employment Services	280 Park Avenue Thunder Bay, ON  P7B 1C6	Phone - 768 2700  FAX - 768 2706	Provides support to recently laid off unemployed workers who require long term training for employment.	-Employment Assistance Services -Provides employment assessment and counselling -Develops and implements an action plan -Provides job search support -Provides referrals to appropriate employment services or vocational training programs
New Directions Workers Resource Centre	1100-C Memorial Ave, Ste 182 Thunder Bay, ON P7B 4A3	Manager, Labour Adjustment Programs  Phone - 345-6870	All unemployed and underemployed workers and their immediate family members who are recently laid off or on notice of lay off	-Assists workers, labour organizations and employers -Provides support services and information -Offers workshops and group services -Assists with resume and cover letter preparation, job search strategies, interviewing skills, vocational counselling, employment standards, life skills, stress management, money management, labour market information, and referrals to other

				community service providers
Scandcorp Employment Resource Centre	975 Alloy Dr, Ste 101 Thunder Bay, ON  P7B 5Z8	Operations Manager  Phone - 683-1760  FAX - 345-7866	Persons seeking employment Persons seeking re-training/re-education Persons eligible for O.W. or MTCU programs	-Career assessment/Career counselling -Individual/group workshops on various topics -Appropriate employment services or vocational training programs - Employment Ontario funded programs
Trendline Consulting Services	154-1100C Memorial Avenue  Thunder Bay, ON  P7B 4A3	Phone - 623-3766  FAX - 623-3773	Employers wishing to enhance workforce performance   Persons looking to re-enter workforce	-Training & Professional Development Workshops -Employment & Career Transition Outplacement -Career Change Coaching -Workshops & Individual Coaching - Peer Helper Training -Résumé Development
YES Employment Services	1116 Waterford St Thunder Bay, ON  P7B 5R1	Executive Director - 624-1963  Phone - 623-0768  FAX - 622-5649  E-mail - reception@yesjobsnow.c	Seeking employment Laid off persons  Primary focus on youth.  Aboriginal Services	-Employment Assistance Services -Job Development/Job Search Skills Workshops -Summer Jobs for Youth program -Employment Counselling -Job Development and Placement Support supportive workshops. -Workshops -certification courses -Smart Serve, WHMIS and Safe Food Handling Employment Training

		om	Most services are open to all job seekers.	Essentials -Employment Ontario's Employment Assistance Services
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Other Employment Services can be found as a component of services offered by other agencies, either as basic assistance or as a supportive/brokering/client advocacy/referral service. Examples include March of Dimes, Boys & Girls Club, CMHA, Independent Living Resource Centre, others

## Tenants Rights/Advocacy Support

Agency	Location	Contact Information	Eligibility Criteria	Services Available
Kinna Aweya Legal Clinic	86 Cumberland St S Thunder Bay, ON P7B 2V3	Director of Administration  Phone - 344-2478  FAX - 345-2842	Must meet financial criteria  Excludes no one	-Provides legal advice and assistance to residents within the district, particularly people in poverty, geographical isolation or language differences. -Focuses on helping people get income maintenance benefits and maintain access to housing -Provides services without cost to people who meet eligibility criteria -Provides advice, assistance and representation in courts or tribunals - No advice or representation is given regarding Family Law or Criminal Law
Legal Aid Ontario	209 Van Norman St Thunder Bay, ON	Area Director	<b>Financial Eligibility</b>  Verification of	-Legal assistance to individuals who do not have the means to defend

	P7A 4B6	Phone - 345-1972 FAX - 345-7046	expenses such as rent receipts, utility bills and debt payments required	their legal rights -Advice lawyer is also available for minor summary matters. complaints, family law questions, the need for a power of attorney or advice on immigration --Limited coverage for divorce disbursements (but not legal fees) and civil law suits (disbursements only but not legal fees for malpractice, slip and fall and car accidents)
Nishnawbe Aski Legal Services Corporation	86 Cumberland St S Thunder Bay, ON P7B 2V3	Legal Aid Area Director  Phone - 622-1413 FAX - 622-3024	Members of the Nishnawbe Aski Nation, Treaty #9 or #5 areas	-Legal Aid Area Office # 48 servicing the people of Nishnawbe-Aski Nation (drive-in and remote fly-in First Nations communities of Treaty # 9) -Provides legal, paralegal, public legal education and law reform services -Legal Aid and Restorative Justice Program - Community Legal Workers - Victim Witness Liaison and Talking Together Program

Thunder Bay Indian Friendship Centre	401 Cumberland St N Thunder Bay, ON P7A 4P7	Program Director  Phone - 345-5840  FAX - 344-8945	Aboriginal persons in need of culturally appropriate assistance	- <b>Major programs include</b> -Criminal Court Worker Program - Family Court Worker Program -Provides a wide range of community-based and culturally appropriate programs and services to aboriginal people(s) residing in or migrating to the city
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## Sources of Funding For Services in Thunder Bay

### 1. Senior Housing

**A) Rent Geared to Income** - All Rent-Geared to Income housing, including senior units, is administered by the Thunder Bay District Housing Authority and funded by the TBDSSAB. It operates apartment complexes and also provides funding for a number of non-profit organizations that operate their own units.

**B) Retirement Homes** — The Retirement Homes operate with a fee-for-service model and are privately owned and operated

**C) Long Term Care Homes** — Ministry of Long Term Care covers the expense for the care received. However, individuals must pay for the cost of accommodation – subsidy is may be available for those in need.

**Summary – Funding for Senior Housing is provided through the TBDSSAB and the Provincial Ministry of Health and Long Term Care.**

**2. Rent Geared to Income** - The District of Thunder Bay Social Services Administration Board (TBDSSAB) is responsible for the administration of social housing in the District of Thunder Bay, and is designated as the sole shareholder of the Thunder Bay District Housing Corporation (TBDHC). All social housing providers have a direct reporting relationship with TBDSSAB through the Housing Services Division.

**Summary – Funding for Rent Geared to Income is provided through the TBDSSAB**

**3. Supportive Housing**

**Housing Provider: Thunder Bay Community Housing**

Name of Facility	Funding
The Habitat	TBDSSAB

**Housing Provider: Lutheran Community Housing Corporation**

Name of Facility	Funding
Bay Court	TBDSSAB

**Housing Provider: Canadian Mental Health Association**

Name of Facility	Funding
Canadian Mental Health Association	TBDSSAB

**Housing Provider: Thunder Bay Community Housing**

<b>Name of Facility</b>	Funding
Thunder Bay Community Housing	TBDSSAB

**Housing Provider: Thunder Bay Community Housing**

<b>Name of Facility</b>	Funding
Jasper Place	TBDSSAB

**Housing Provider: Thunder Bay Community Housing**

<b>Name of Facility</b>	Funding
Lendrum Court	TBDSSAB

**Housing Provider: Lutheran Community Housing Corporation**

<b>Name of Facility</b>	Funding
Pioneer court	TBDSSAB

**Housing Provider: Thunder Bay Community Housing**

<b>Name of Facility</b>	Funding
Ross Court	TBDSSAB

**Housing Provider: Hagi**

Name of Facility	Funding
Hagi	Ontario Ministry of Health and Long Term Care

#### 4. Housing Supports

Name of Agency	Funding
Alpha Court	Ontario Ministry of Health and Long Term Care Ontario Ministry of Housing
Canadian Mental Health Association	Ontario Ministry of Health and Long Term Care Northwest Local Health Integration Network United Way
Hagi Community Services for Independence	Ontario Ministry of Health and Long Term Care
Options Northwest	Ontario Ministry of Health and Long Term Care
Avenue II	Ontario Ministry of Community and Social Services
Lakehead Association for Community Living	Ontario Ministry of Community and Social Services

#### 5. Cooperative Housing – Cooperative Housing is owned by the members of the cooperative

#### 6. Emergency/Crisis Housing

Agency	Funding
Beendigen	TBDSSAB Ontario Ministry of Community and Social Services Health Canada
Faye Peterson Transitional Housing	Ministry of Community and Social Services

Salvation Army Booth Centre	City of Thunder Bay Province of Ontario
Shelter House	City of Thunder Bay

## 7. Temporary Housing for Medical Treatment

Agency	Funding
Regional Cancer Care, Tamarack House	Ontario Ministry of Health and Long Term Care
Wequedong Lodge of Thunder Bay	Ontario Ministry of Health and Long Term Care Health Canada – First Nations and Inuit Health Branch

## 8. Outreach Services

Organization	Funding
Alpha Court – Rapid Response Outreach Services	Ontario Ministry of Health and Long Term Care National Homelessness Initiative – Homelessness Partnering Strategy
Canadian Mental Health – Homelessness Outreach Program	Federal TBDSSAB – Housing Services
Diilico Anishinabek Family Care - Youth Outreach Worker Services	Provincial

Ontario Native Women's Association - Community Health Outreach Program	Ontario Ministry of Health and Long Term Care Northwest Local Health Integration Network
NorWest Community Health Centre	Ontario Ministry of Health and Long Term Care Northwest Local Health Integration Network
Thunder Bay District Health Unit - Street Nurse Program	Ontario Ministry of Health and Long Term Care
Canadian Mental Health Association – GAPPS	Ontario Ministry of Health and Long Term Care Northwest Local Health Integration Network
St. Joseph's Care Group – Outreach to Recovery	Ontario Ministry of Health and Long Term Care
Thunder Bay Regional Health Sciences Centre – Assertive Community Treatment Team	Ontario Ministry of Health and Long Term Care

## 9. Emergency Food Programs

**A) Food Banks** — Food Banks are run on a volunteer basis.

**B) Daily Meals** — The daily meal programs are supported by donation, fundraising and the City of Thunder Bay

## 10. Assistance with Rent and Utility Arrears in Thunder Bay

<b>Program</b>	<b>Funding</b>
Winter Warmth Program	Union Gas Hydro One
Provincial Rent Bank	Provincial
Community Start-Up and Maintenance Benefit	Provincial – Ontario Works and Ontario Disability Support Programs
Emergency Energy Fund	Provincial

## 11. Financial Assistance Programs

<b>Program</b>	<b>Funding</b>
Ontario Works	Provincial
Ontario Disability Support Programs	Provincial

## 12. Employment Agencies

<b>Agency</b>	<b>Funding</b>
Anishinabek Employment & Training Services	Human Resource Development Canada

Job Connect	Ontario Ministry of Training, Colleges and Universities Employment Ontario
Lakehead Employment Services	Ontario Ministry of Training, Colleges and Universities Employment Ontario
New Directions Workers Resource Centre	
<u>Ontario Works</u> - Employment Resource Centre	Provincial
Scandcorp Employment Resource Centre	Ontario Ministry of Training, Colleges and Universities Employment Ontario
YES Employment Services	Ontario Ministry of Training, Colleges and Universities Employment Ontario Ministry of Community and Social Services Ministry of Children and Youth Services Service Canada

**13. Tenants Rights/Advocacy Support**

Agency	Funding
Kinna Aweya Legal Clinic	Legal Aid Ontario
Legal Aid Ontario	Provincial
Nishnawbe Aski Legal Services Corporation	Legal Aid Ontario
Thunder Bay Indian Friendship Centre	Provincial



