

Oshawa Micro Homes Transitional Housing Program

Participant Handbook

Transitional Housing Program

Transitional Housing is a **program** that offers residents temporary housing and case management support. The Oshawa Micro Homes Transitional Housing is designed to provide assistance and support to people residing in the program, with the goal of moving to an independent unit within four years.

The Transitional Housing Program will help participants gain skills and community support connections to move from the program to independent housing. This program is designed for people who:

- Are ready to partner with their Case Manager to complete goal planning
- Sign an Occupancy Agreement
- Are committed to be supported through individually tailored identified supports
- Are motivated and ready to access supports and community services, such as life management skills development, employment/education assistance, financial literacy skills development, etc.

Case Management

Your Case Manager is your primary support worker. Your Case Manager will develop your personal “Support Agreement” before you begin the program to identify your unique goals and support needs.

Occupancy Agreement

The Occupancy Agreement is the legal agreement for the temporary transitional housing made between you and the Durham Region Local Housing Corporation. The Occupancy Agreement will be explained to you before you sign it.

Complaints

All complaints must be directed to your Case Manager or DRLHC Property Manager. All complaints will be addressed within 72 business hours. Participants not satisfied with the outcome of their complaint can appeal to the Program Manager. There is a form you can use at the back of this handbook.

Repairs

You must inform us of any damage that exists, any repairs that may be needed or any pests in the housing unit or the property as soon as you become aware of them. You should report maintenance and pest control issues by calling **905-666-6222**. If you do not report maintenance issues that cause damage to the unit, there may be charges issued to you for the damage.

Program Completion

Upon program completion, participants will graduate from the program and transition into permanent, independent housing.

Goals and Objectives

The Oshawa Micro Homes Transitional Housing Program is designed to help people meet the following goals:

Goals	Objectives
To build meaningful life skills that you can use when you leave the Oshawa Micro Homes for permanent, independent housing	<ul style="list-style-type: none">• Build self-confidence• Develop critical thinking• Foster independence• Employment/educational skills• Daily living and household skills• Tenant's rights and responsibilities
To build social and community supports by creating a supportive network to help you reach your goals	<ul style="list-style-type: none">• Network of community supports• To feel empowered• Improved overall health and wellness• Recovery maintenance skills• Personal and social development
To build financial literacy skills that you can use when you leave the Oshawa Micro Homes for permanent, independent housing	<ul style="list-style-type: none">• Money management knowledge• Banking skills• Budgeting and financial planning

Program Requirements

As a participant, you must respect the rules and responsibilities outlined in this Handbook and in your Occupancy Agreement.

Support Agreement

Prior to move-in you will agree to a “**Support Agreement**” with your Case Manager. A Support Agreement is a written agreement to assist you throughout your journey from homelessness to home. This Agreement includes your **Support Action Plan** that will be designed to support your specific goals. Weekly check-in meetings and monthly participant meetings are a requirement of this Support Agreement. It is important that you meet with your Case Manager regularly to discuss your Support Action Plan. If you want help to problem solve or just need someone to listen or to discuss options, your Case Manager is there to help.

Participant Meetings

As a participant, you must attend Monthly Participant Meetings. Attendance ensures that participants are updated on administrative and/or program changes. It also offers the possibility for group input and support.

Support Action Plan

As a participant, you must meet with your Case Manager and complete a Support Action Plan. This plan is individualized to your goals and support needs and can change from time to time.

Stability Plan Stage

- Develop your Support Action Plan
- Identify your support network and what supports you want to receive. This may include services like DMHS, Pinewood, the Backdoor Mission Clinic, etc.
- Begin to set goals for your basic needs. This includes things like ID replacement, food bank setup, mail/address change, etc.

Stability Support Stage

- Update your Support Action Plan
- Continue to work with your support network. This includes things like attending support meetings, workshops, etc.
- Identify any employment/education/volunteer opportunities that you may be interested in
- Complete your monthly progress reports
- Attend cooking classes and/or community outreach workshops

Transition Stage

- Includes everything in the Stability Support Stage as well as
- Develop your long-term housing plan
- Start your housing search

Occupancy Agreement

Below are some important things that are included in your Occupancy Agreement. You can talk about any of these with your Case Manager or your Property Manager.

- The housing provided under this agreement is temporary and cannot exceed four (4) years.
- You are the only person allowed to live in the housing unit.
- Guests are only allowed between the hours of 8:00a.m. – 11:00p.m. You are responsible for your guests and can be discharged from the program if your guests interfere with the reasonable enjoyment of other participants or violate the Occupancy Agreement.
- You will pay a monthly housing charge, based on your monthly income.
- There is no smoking or vaping anywhere on the property, which includes your housing unit.
- No pets are permitted.
- You may be discharged from the program and your housing unit with 72 hours notice if you do not pay your housing charge in full, cause damage to the unit or property, interfere with the reasonable enjoyment of other residents or the Housing Provider, smoke or vape on property, cease participation in your Case Management Program.
- You may be discharged from the program and your housing unit immediately if you engage in criminal activity, threaten or exercise violence to another individual, or have any weapons on property.

It is also important to respect your neighbours and the property. This includes things like keeping your porch free of garbage and not storing other peoples' belongings outside.

Acknowledgement and Agreement

I have read and understand all program requirements and policies outlined in the Oshawa Micro Homes Transitional Housing Participant Handbook.

Participant Name:----- Date: -----

Participant Signature:-----

Staff Name:----- Date: -----

Staff Signature:-----

Complaint Form

You can use this form to help make sure you include the information needed for any complaints that you have.

If you have a complaint about another resident or another resident's guests interfering with your enjoyment of your unit, it is important that you include details so that we can follow up with that resident. We will not share your name or who made the complaint.

Your Name: _____

Date of the complaint: _____

Time of the complaint (when did this happen?): _____

Who is the complaint against? Include the resident's name or unit number if your complaint is about a guest.

What is your complaint? Please include details.
