

T • H • S • P

An Overview of Transitional Housing & Support Programs (THSP) in Ontario

A Resource for THSP Workers & Agencies



TABLE OF CONTENTS

01

Background
& Introduction

02

Section 1:
Frequently Asked Questions

06

Section 2:
THSP Myths & Realities

08

Section 3: Effective
Intersectoral Collaboration

11

Section 4: Visualizing Gender-
Based Violence System Navigation

17

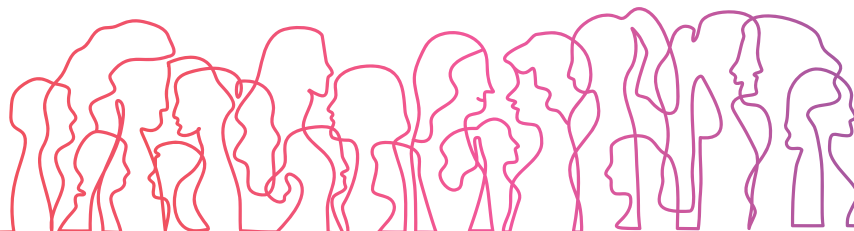
Section 5: A Glossary
of Transitional Programs

24

Section 6:
Helpful Resources

27

Section 7: A Glossary
of Terminology



BACKGROUND & INTRODUCTION



The **Ontario Association of Interval & Transition Houses (OAITH)** is a provincial association representing over 80 emergency women’s shelters, transitional housing organizations and community-based gender-based organizations who work towards ending all forms of violence and oppression. We support our membership through advocacy, research, education and training.

With funding from the Ministry of Children, Community and Social Services (MCCSS), OAITH created opportunities to convene Transitional Housing Support Program (THSP) Workers, VAW shelter leaders and intersectoral partners to offer input on the THSP program and to inform the creation of a consolidated resource about housing related supports in Ontario. The development of this resource was informed through survey, interview and focus group consultation among THSP service providers as well as seven inter-sectoral interviews conducted with Ontario provincial associations including:

Ontario Municipal Social Services Association (OMSSA), Advocacy Centre for Tenants Ontario (ACTO), South Asian Legal Clinic of Ontario (SALCO), Addictions and Mental Health Ontario (AMHO), Ontario Council of Agencies Serving Immigrants (OCASI), Ontario Association of Children’s Aid Societies (OACAS) and Ontario Network of Victim Service Providers (ONVSP).

The following guide was designed for THSP workers and agencies to support their work with survivors and collaboration across sectors. A guide is also available summarizing THSP for professionals across sectors [here](#).



SECTION 1

FREQUENTLY ASKED QUESTIONS

The following questions and answers are designed to increase general knowledge of THSP services across Ontario, and may be helpful for new THSP workers, especially in preparation for THSP outreach and promotion.

1

What are Transitional Housing & Support Programs?

The Transitional Housing & Support Program (THSP) is a direct support program offered by 120 gender-based violence agencies across Ontario. Funded by the Ministry of Children, Community and Social services, these programs are focused on assisting survivors of a wide range of types of abuse and violence in a variety of ways. Ultimately, THSP services support survivors and their children as they work to increase their safety and overall stability and heal from violence and abuse they have experienced.

2

What do Transitional Housing & Support Programs do?

Within gender-based violence (GBV) services, Transitional Housing & Support Programs have one of the broadest scopes. Transitional Housing & Support (THSP) workers are sometimes formally or informally referred to as outreach workers, transitional workers, housing workers, legal workers, support workers or shelter workers. THSP workers provide a continuum of support and services for survivors of gender-based violence and their children, even if they never access a shelter program. THSP workers often help survivors work towards multiple goals at the same time, acting as informal system navigation experts for survivors and their children. Survivors of GBV often utilize multiple services and systems at the same time, for example, a survivor with school-aged children may access the following during just a several month period:

- Family Court
- Criminal Court
- Child protection
- Mental health clinical services
- Sexual assault centre
- School-based counselling
- Employment support



SECTION 1

FREQUENTLY ASKED QUESTIONS

Once connected to a THSP service, a client is assigned a THSP worker who provides support, education and advocacy. THSP workers often attend appointments with clients, and can meet with them in community locations or at their home if safe to do so. Sometimes, the THSP worker supporting the client can change based on availability and program organization.

Depending on their goals and situation, a survivor may be involved with a THSP service for weeks, months, or years. The following image provides an overview of the support offered through THSP programs in Ontario.

01 HOUSING

- Provide support finding housing
- Provide support maintaining housing
- Assist with housing applications
- Provide oral and written advocacy to secure housing
- Provide or arrange transportation to view housing/ other housing-related appointments

02 INCOME/INCOME SUPPORT

- Provide employment support (assist with applications to ODSP, OW)
- Assist with setting up bank accounts
- Assist with setting up utility accounts
- Assist with income support programs and applications
- Budget planning/education

03 TRANSITIONING OUT OF SHELTER

- Create transitional plans
- Create safety plans
- Conduct ongoing risk assessment
- Provide accompaniments to appointments
- Assist with accessing furniture banks and/or moving services

04 ASSIST FAMILY COURT SUPPORT WORKER

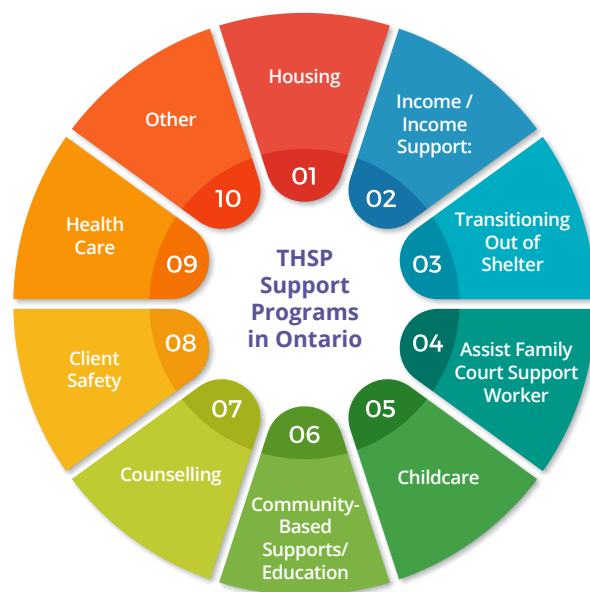
- Assist with obtaining documentation
- Provide oral and written advocacy
- Provide support in family court / custody proceedings
- Provide support in criminal law-related proceedings
- Provide support in immigration proceedings
- Offer accompaniments to court proceedings
- Assist with navigating systems such as CAS, legal aid
- Provide assistance with police and/or victim services

05 CHILDCARE

- Assist children enrolling in school
- Assist with child care / finding child care
- Assist with schooling
- Provide/connect clients with parenting-focused education / skill building

06 COMMUNITY-BASED SUPPORTS/EDUCATION

- Provide support navigating health-care systems
- Facilitate access to food bank
- Facilitate access to harm reduction and addiction supports
- Provide community referrals to appropriate services and cultural resources
- Conduct public education about gender-based violence
- Offer client education / skill building related to gender-based violence and healthy relationships



07 COUNSELLING

- Provide short-term counselling
- Provide group counselling
- Assist with crisis management
- Provide life skills / independent-living programming

08 CLIENT SAFETY

- Conduct risk assessment
- Conduct general safety planning
- Conduct workplace safety planning
- Conduct digital/online-focused safety planning
- Conduct child-focused safety planning
- Attend multi-agency team meetings
- Collaborate/advocate with perpetrator services

09 HEALTH CARE

- Assist with medical system/ service navigation and coordination
- Attend medical appointments
- Advocate for medical care and medical-cost reimbursement
- Assist with access to sexual and reproductive health services

10 OTHER

- Provide support to organization, fill gaps in service
- Support front-line staff—coverage and assistance managing increases in requests for intake/services
- Empower survivors
- Promote independence
- Facilitate access to interpretation services



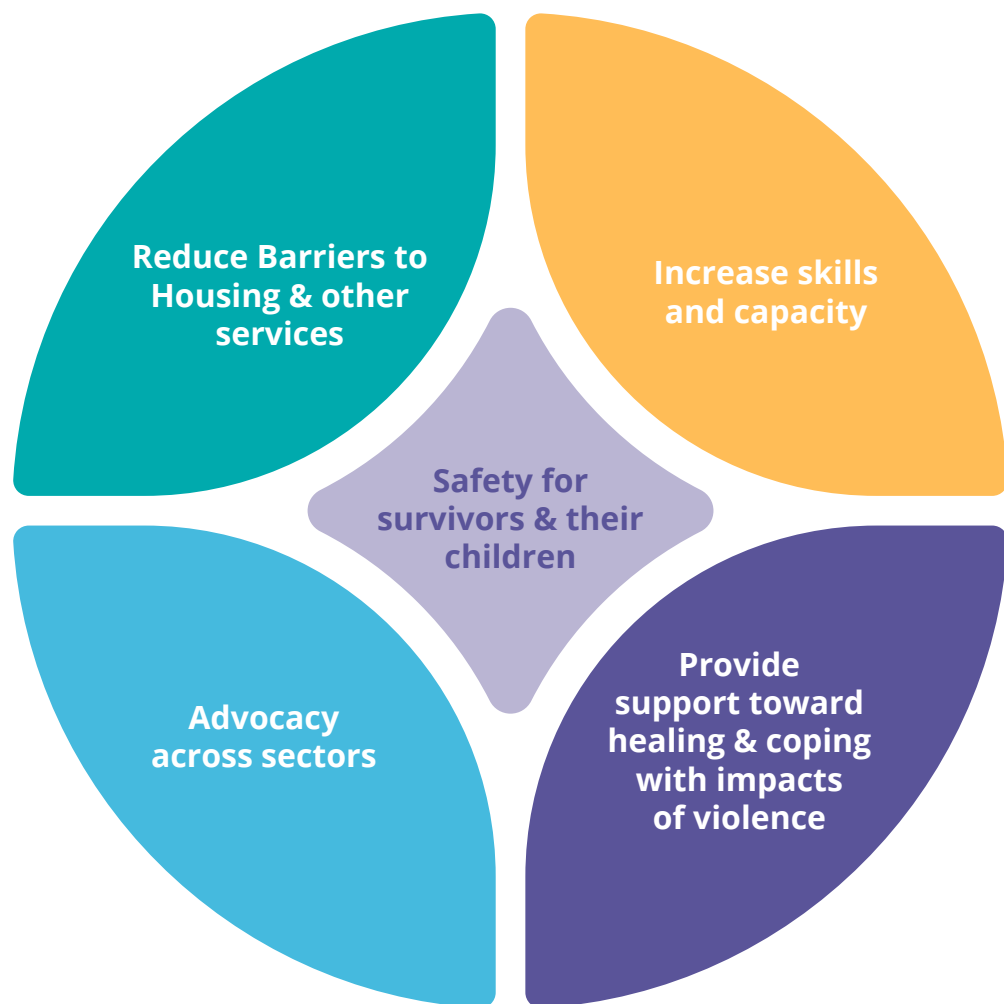
SECTION 1

FREQUENTLY ASKED QUESTIONS

3

What are the Goals of the THSP?

As outlined in the graphic, goals of THSP services are wide in scope, similar to the range of specific types of support being offered.



Goals of the THSP Program goals include:

- Overall life-stabilization support
- Increasing the safety of survivors of gender-based violence and their children
- Helping to reduce systemic barriers to survivors who have experiences of gender based violence, including sexual violence, human trafficking and abuse from a current or former partner, family member, or other relationship type
- Assisting survivors in navigating systems by strengthening access to affordable housing, family court, criminal court, housing, social services, healthcare, education, training, childcare and child protection
- Assist survivors of gender-based violence and their children in healing from the abuse they have witnessed and/or experienced
- Advocacy and assistance to improve the overall health, safety and wellbeing of survivors and their children



SECTION 1

FREQUENTLY ASKED QUESTIONS

4

Who can access service in THSP programs?

Although the overall focus is on support related to safe housing, THSP services can provide a wide range of support to survivors of various types of abuse, violence and exploitation, even if they do not require housing assistance. These include:

- Survivors of violence and/or abuse from a current or former partner (whether or not they are currently experiencing the violence and/or abuse, or if this violence/abuse is recent)
- Survivors of violence and/or abuse from a family member or other relationship type (women identified or gender-diverse, age 16+)
- Survivors of human trafficking and/or sexual exploitation
- The children or other dependent family members of the survivor

The term “survivor” used throughout this document is referring to survivors within a wide range of gender-based violence experiences, including but not limited to those noted above.

Survivors who are facing criminal charges/criminal court proceedings may be eligible for criminal court support through the THSP, in addition to other supports offered by GBV agencies including counselling, children’s services, and shelter programs. All THSP services in Ontario are free of charge.

5

What types of formats are Ontario THSP supports provided in?

THSP support is provided in a variety of formats across Ontario, the most common being in person individual services, via telephone, video appointments, email communication and text/chat messaging. Many agencies also provide THSP supports via in-person group format and/or virtual group formats. These groups may be focused on support, education, or skill-building related to THSP goals. Group formats can be helpful in facilitating peer-based knowledge exchange and support while assisting clients to work towards goals, even when program capacity is limited and wait times are high.

6

Where are the THSP programs in Ontario?

A list of current Transitional Housing & Support Programs in Ontario is available in [Section 6](#).

7

Are there any resources available to help promote THSP?

A companion resource to this document is available for frontline workers and professionals providing services to survivors of GBV across sectors. [Access this document here](#).



SECTION 2

THSP MYTHS AND REALITIES

The following chart provides an overview of common false assumptions/myths about the THSP program, as well as information about the reality. This chart can be helpful in educating service providers across sectors and increasing overall awareness and appropriate referral to THSP.

Reality	Assumption/Myth
<p>Situations of abuse and violence are complex, and agencies thought of as “women’s shelters” often have a wide range of support, like THSP which can provide assistance even if someone never stays at the shelter.</p>	<p>The best option for most survivors of violence to keep safe is to stay at a shelter.</p>
<p>Wait times for THSP services vary across the province. Some programs may be able to provide immediate support (for example, attending court with a client who only connected a week previous with the agency), while others may have a wait list.</p>	<p>THSP services in Ontario can't provide immediate support.</p>
<p>Many gender-based violence services in Ontario are accessible to survivors who identify as women or are gender-diverse, including Two Spirited, and non-binary survivors.</p>	<p>Only women can access gender-based violence services like THSP.</p>
<p>Transitional support can be used by survivors who live in the community, even without staying at the shelter, as a means to make plans to move into a safer environment, increase safety in their current environment and/or receive advocacy/support in navigating various systems and services.</p>	<p>Transitional support like THSP are for clients already staying at a shelter.</p>



SECTION 2

THSP MYTHS AND REALITIES

Survivors seeking THSP service may be seeking shelter services, but not always. Find a shelter near you in Canada via sheltersafe.ca Locate a wide range of GBV supports in Ontario via www.mulberryfinder.ca

Services and supports related to abuse, including THSP, utilize the language of gender-based violence, as opposed to domestic violence, to recognize violence and abuse occurs in different types of relationships. The term gender-based violence includes:

- Violence and abuse in intimate, and other known relationships (i.e. coworker, landlord, neighbour)
- Human trafficking and exploitation
- Violence and abuse within 2SLGBTQ+ relationships
- Physical and/or sexual violence, threats, emotional/verbal abuse, harassment, stalking, spiritual abuse, financial and coercive control.

Gender-based violence agencies that offer support including a shelter program, THSP, counselling, and children's services have expertise in human trafficking.

Gender-based violence agencies provide a wide range of support for children and youth who have experienced or witnessed violence. When an adult (16+) survivor connects with THSP services, this includes support for their children/dependents.

Every THSP (and gender-based violence service) in Ontario has access to free interpretation services for survivors. However both in-person and virtual live interpretation often needs to be pre-arranged, and crisis line support may only be offered in English. Some THSP programs may also have written information/resources available in multiple languages. Some THSP programs are offered through Francophone gender-based violence agencies.

Transitional support like THSP are for survivors who need to stay at a shelter.

Transitional support is only for victims of domestic violence/intimate partner violence/gender-based violence.

There are no specialized services for human trafficking victims.

Gender-based violence services, including THSP are for adults only.

THSP services can only be provided in English.



SECTION 3

EFFECTIVE INTERSECTORAL COLLABORATION

Meaningful intersectoral collaboration is a foundational component of both effective THSP service and trauma-informed support for survivors of GBV overall. This collaboration is built upon relationships; between workers, agencies, communities, sectors and governments. Collaboration can be as simple as asking a client what would be helpful for you to discuss with another service they are involved with, having them review and sign a release of information, and contacting the service provider. It can be helpful to have a clear sense of what information the client would, and would not like shared prior to reaching out to another agency and collaborating. When possible, survivors (and when appropriate, their children/dependents) should be aware of, and actively involved in collaboration.



Opportunities to promote collaboration between THSP services and sectors beyond GBV include:

- **Collaborative Meetings** between agencies and systems and THSP workers and clients. These meetings may be organized by a THSP worker or another agency. For example, Victim Services, Child Protection, Mental Health Services, or the police, with the goal of increasing overall collaboration between the direct service providers supporting the client/their children. There may be an established agenda, for example the co-creation of a survivor-centered safety plan, or this meeting may be focused on providing an opportunity for a sharing of perspectives, information and exploring steps forward. Meetings may occur in person or via virtual formats, such as video conferencing.



SECTION 3

EFFECTIVE INTERSECTORAL COLLABORATION

● **Interagency Training** can typically be provided by other sectors to GBV agencies to help increase collaboration, worker capacity and knowledge of other services. Interagency training is a low-cost way to ensure you/your agency is aware of important details related to available services for gender-based violence survivors. This may include a presentation for your staff offered by a local Sexual Violence/Domestic Violence Treatment centre, or information regarding your services being presented to a local Health Unit. Interagency training topics that might be beneficial to provide across sectors include: identifying and responding to survivors of GBV, local GBV prevention & response services and safety planning. Interagency training topics that might be beneficial to offer across sectors include: overview of agency services, trauma-informed support for survivors of GBV, and THSP specific training regarding program scope, eligibility, referral processes, and approximate wait times.



● **Partnership Agreements & Protocols** can be developed between agencies to support and promote collaboration across programs. These agreements and/or protocols may include elements such as when and how clients are referred, best practices, criteria for priority program access and staff training requirements including content and frequency. These agreements and protocols may also be established between GBV agencies/THSP services and private landlords/groups of private landlords to promote survivor access to market rent housing.



SECTION 3

EFFECTIVE INTERSECTORAL COLLABORATION

● **Systems Planning Tables** are available in many communities to encourage collaboration to address gender-based violence and/or human trafficking. These tables include, but are not limited to:

Homelessness Prevention Committees/ Tables

These intersectoral teams often include representatives from the municipality, GBV agencies, housing programs/ authorities, income support programs and healthcare, with an overall focus on research, policy, resource development and overall community-centered homelessness prevention and advocacy.

Community Mobilization/Crisis Response/ Situation Tables

These teams and/or tables are multi-agency focused and develop immediate coordinated responses in situations where risk is imminent, typically focusing on risk more broadly than GBV and a threshold of risk in relation to the community (Public Safety Canada, 2022)

Justice-centered Risk Management Tables

Commonly known as High Risk Teams, DART, or DV Court Advisory Tables, membership is typically from agencies across sectors, however may be limited to include only justice partners and Victim Services.

Community Based Risk Management Tables | Interagency Case Assessment Teams (ICATs)

Interagency Case Assessment Teams (ICATs) were founded in BC by Ending Violence Association of BC to provide a framework for collaboration on suspected high risk cases

of DV with the goal of increasing safety. Typically the ICAT is led by police and/or victim services, and supported by the work of other systems tables including Community Coordinating Committees (EVA BC, 2017).

Multi-Agency Risk Assessment Committee (MARAC)

MARACs are interagency committees utilizing a UK-based model which often includes use of the DASH checklist (12 questions) and is led by justice partners.

Violence Against Women Coordinating Committees (VAWCCs)

Violence Against Women Coordinating Committees sometimes share information on high risk cases and local trends during case reviews and/or case specific or de-identified case information sharing' during meetings.

Elder Abuse Networks (EANs)

Elder Abuse Networks are coordinated by Elder Abuse Prevention Ontario and provide an opportunity for a specific focus on abuse against older adults; our research within the Aging Without Violence project shows the majority utilize a gender-lens, and some review cases in order to assist in effective system coordination.



SECTION 4

VISUALIZING GENDER-BASED VIOLENCE SYSTEM NAVIGATION

Although every survivor, and their journey through systems and services in trying to reach goals of safety is different, the following is a summary of supports related to gender-based violence. The image on [page 16](#) provides a visualization of what this navigation may look like. Ministries that typically provide funding to each type of services are noted. Not all supports noted are available in all Ontario communities.

Law Enforcement

May include Police, OPP and/or First Nations Police. Although law enforcement is a common first point of contact for many survivors, they also may choose not to engage criminal justice systems (CJS). THSP workers can help:

- Explore pros and cons of CJS involvement
- Advocacy in laying charges
- Education re: how to document harassment
- Arrange for evidence collection in relation to physical assaults

Funded By: Solicitor General (Police, OPP), Public Safety Canada (First Nations Police), Municipal Funding (Portion of Police & OPP)

Victim Services

When law enforcement has laid charges, or has information to indicate GBV has occurred but is unable to lay charges, the first, and often only referral will be to Victim Service (VS). VS then has the role of connecting the survivor and their children to other supports in the community. VS provides access to Ontario's Victim Quick Response Program (VQRP), which can provide financial compensation to survivors for things like personal injuries, damage to property caused by an aggressor, private counselling and security devices. VS is sometimes confused with Victim Witness Assistance Program (VWAP), an agency which provides court-based supports including updates on when and if the aggressor will be released from custody. THSP workers can help:

- Advocate and assist survivors in accessing VQRP funds, and other VS supports such as personal safety alarms
- Develop and maintain collaborative safety and risk management plans

Funded By: Ministry of Children, Community and Social Services



SECTION 4

VISUALIZING GENDER-BASED VIOLENCE SYSTEM NAVIGATION

Gender-Based Violence Agency

Survivors may reach out to a GBV agency via a 24 hour crisis/support line or be referred by a community partner/professional. Although often thought of as 'women's shelters', these agencies offer a broad range of supports even for those who never stay in the shelter including service through the THSP, counselling programs, children/youth programs and support groups. Service can be delivered in person, over the phone and sometimes through video, text or chat applications. A survivor may be involved with multiple programs at a GBV agency at one time.

Funded By: Ministry of Children, Community and Social Services, may also have programs funded by Ministry of Health and Ministry of the Attorney General

Income & Employment Support

Survivors who need income support may be eligible for programs such as Ontario Works (OW), Ontario Disability Support Program (ODSP) and Employment Insurance (EI). These programs can provide ongoing financial support, but also compensation for other expenses such as travel to and from appointments, job training costs and disability related equipment and food. Income support programs often do not provide adequate income for survivors and their children; other resources they may access to supplement this support includes Food Banks and community-based low/no interest loan programs. Employment support programs offer assistance training for, finding, and maintaining employment. THSP workers can help:

- Applications and income support program eligibility advocacy
- Finding and securing employment
- Education and skill building re: budgeting, banking, etc.
- Transportation to and support during income support program meetings (OW, ODSP)

Funded By: Ministry of Children, Community and Social Services and Municipal funding

Children & Youth Services

Children and youth services may be community-based (for example, counselling offered through a Family Services agency), school-based or offered within shelter programs. There are also specific programs and supports designed for children and youth who have witnessed or experienced GBV, such as the Child Witness Support Program (CWSP) which can provide parenting support and counselling to children and youth directly. THSP workers can help:

- Connect children & youth to supports
- Connect survivors with child-focused supports, such as Supervised Access
- Increase safety by discussing risk and safety planning
- Collaborate with schools and school boards and assist with school/bus arrangements
- Support/advocacy related to child welfare concerns

Funded By: Ministry of Children, Community and Social Services and Ministry of Health



SECTION 4

VISUALIZING GENDER-BASED VIOLENCE SYSTEM NAVIGATION

Aggressor Services

Sometimes called ‘abuser’, ‘offender’, or ‘perpetrator’ services for aggressors include those which are intended to decrease risk following criminal justice sector involvement (for example, the Partner Assault Response programs, and Probation and Parole services), or prevent unsafe behaviours before they begin (for example, Caring Dads programs). Some communities also have access to alternative or transformative justice programs which both aggressors, and those at risk of using violence, can access. Services may have a cost. THSP workers can help:

- Suggest programs that might reduce risk
- Collaborate with aggressor services towards understanding and managing risk
- Advocate to ensure survivor’s concerns are understood and risk management is occurring

Funded By: Ministry of Children, Community and Social Services and Ministry of the Attorney General

Counselling Supports

Counselling supports may be offered in a range of sectors and contexts including GBV services (for example drop-in counselling offered by a local Sexual Assault Centre), mental health services (clinical or community-based), peer-based supports, and supports and treatment focused on specific behaviours (for example, substance use). THSP workers can help:

- Find and access programs
- Advocate for eligibility

Funded By: Ministry of Children, Community and Social Services, Ministry of Health, and Ministry of the Attorney General

Court & Legal

Survivors of violence and their children may be involved in family and/or criminal court, or seeking assistance from Court-related supports (for example, a Peace Bond from a Justice of the Peace). Victim Witness Assistance Program (VWAP) is a court-based support responsible for court support and updates for survivors (for example, anticipated aggressor release date). Some GBV and mental health agencies also offer specialized Court Support Workers to provide information and assistance throughout family and criminal court processes, which can often last years. THSP workers can help:

- Access and navigate legal and court-based supports
- Provide a 2 hour free Legal Aid certificate
- Assist in documentation
- Transportation to appointments, support during court dates, lawyers appointments, etc.
- Assistance and advocacy related to the Office of the Children’s Lawyer
- Support with immigration proceedings

Funded By: Ministry of the Attorney General



SECTION 4

VISUALIZING GENDER-BASED VIOLENCE SYSTEM NAVIGATION

Healthcare

Survivors may require immediate healthcare assistance related to the violence they have experienced (for example, in the case of a recent strangulation or head injury) or ongoing support (for example, being connected with a Nurse Practitioner or primary physician for ongoing care). THSP workers can help:

- Connect with healthcare professionals and advocate for care/access to services
- Increase understanding of health and reproductive rights (for example, access to birth control, sexual health and abortion clinics)
- Develop collaborative safety plans for clients with unique healthcare needs
- Navigate specialized healthcare services for adults and youth
- Provide transportation to, support during, and advocacy related to healthcare appointments
- Explore the pros and cons of evidence collection related to sexual assault, and connect with services such as Sexual Violence/Domestic Violence Treatment Centres which offer support, evidence collection, STI testing and follow up service

Funded by: Ministry of Health

Housing

Survivors often need support finding, securing, and maintaining housing due to complex eligibility requirements and lack of availability of affordable, accessible housing. Many communities offer subsidized housing, and priority access to subsidized housing for survivors of GBV and their children. This may include Rent-Geared-To-Income (RGI) housing, transitional housing (may be short or long term), portable housing, market-rent housing or supportive housing. THSP workers can help:

- Find and secure housing
- Advocacy related to tenancy (for example, landlords and the Landlord and Tenant Board)
- Provide documentation to support priority housing access
- Skill building
- Education re: tenancy rights
- Transportation to housing related appointments/viewings

Funded By: Ministry of Children, Community and Social Services, Ministry of Municipal Affairs and Housing, and Municipal funding



SECTION 4

VISUALIZING GENDER-BASED VIOLENCE SYSTEM NAVIGATION

Cultural Supports

Access to culturally-focused and faith-based supports is a vital component of trauma-informed support for survivors. This may include access to community leaders such as Elders and Healers, supports/activities which promote connection with culture and faith (for example, traditional song and dance) and agency or community based programs and services. THSP workers can help:

- Find and access cultural supports
- Explore strategies to reduce barriers to cultural supports (for example, financial compensation for costs incurred in participating in a local drumming group)

Funded By: Ministry of Children, Community and Social Services, Ministry of Indigenous Affairs and Ministry of Labour, Immigration, Training and Skills Development

Settlement Services

Settlement services may include supports which offer supports and resources designed for immigrant and refugee individuals, families and communities. This may include interpretation services, education focused on newcomer rights, and assistance with income and employment. THSP workers can help:

- Find and access settlement supports
- Provide rights-based advocacy and education
- Arrange for live interpretation during service

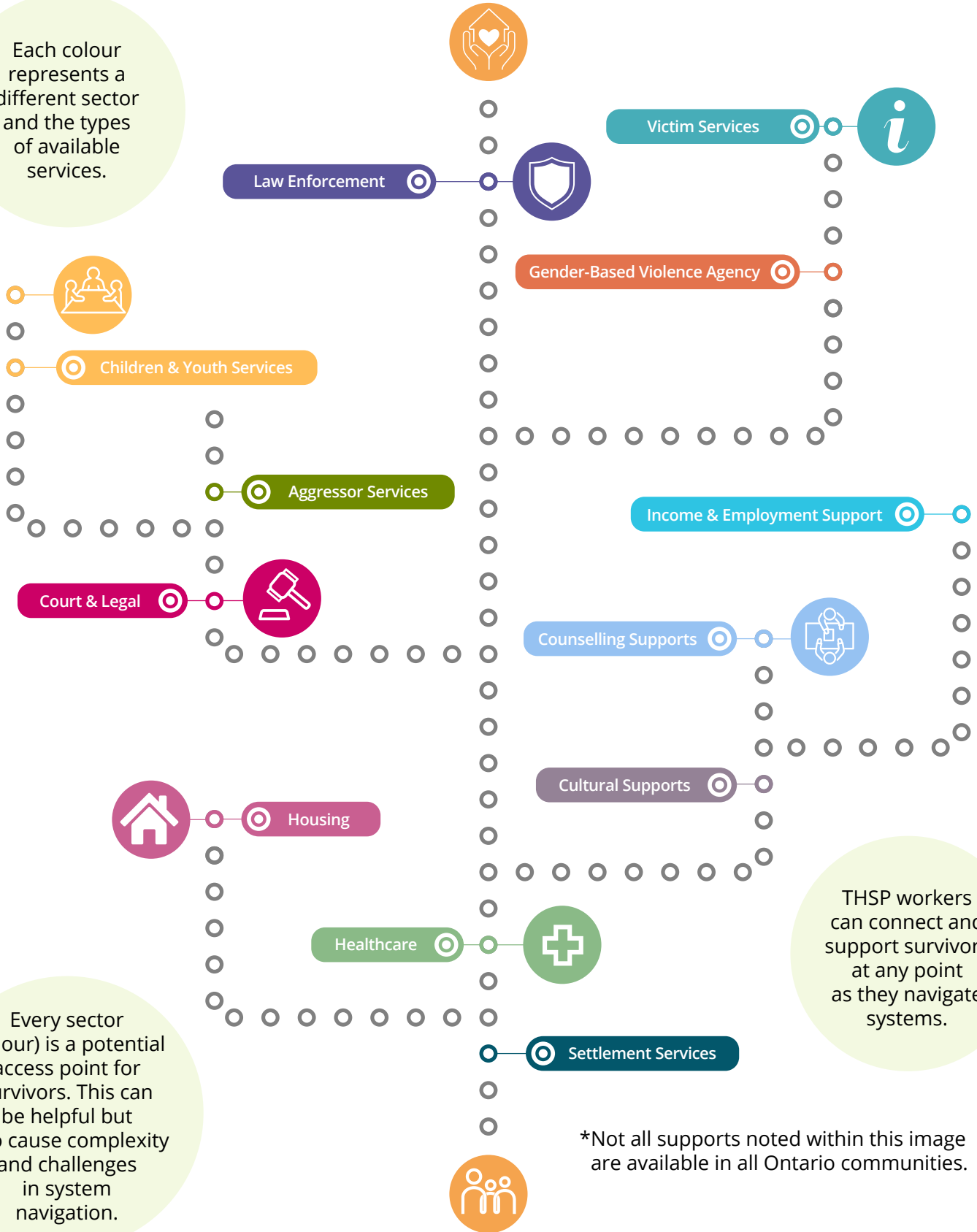
Funded By: Ministry of Children, Community and Social Services and Ministry of Labour, Immigration, Training and Skills Development



SECTION 4

VISUALIZING GENDER-BASED VIOLENCE SYSTEM NAVIGATION

Each colour represents a different sector and the types of available services.



Every sector (colour) is a potential access point for survivors. This can be helpful but also cause complexity and challenges in system navigation.

THSP workers can connect and support survivors at any point as they navigate systems.

*Not all supports noted within this image are available in all Ontario communities.



SECTION 5

A GLOSSARY OF TRANSITIONAL PROGRAMS

This section outlines a glossary of Transitional Programs and includes their location, agency name and contact information.

Ajax

Herizon House
866-437-4066
<https://herizonhouse.com>

Algoma

Chapleau Hornepayne Algoma District
Women in Crisis
1-800-461-2242
<https://chadwichome.com>

Alliston

My Sister's Place (People In Transition)
1-800-461-5419
<https://mysistersplace.ca>

Bancroft

Maggie's Resource Centre of North Hastings
613-332-3010
maggiesresource.com

Barrie

Colibri Centre des Femmes Francophones du
comte de Simcoe
1-877-336-2433
<https://www.centrecolibri.ca>

Women & Children's Shelter of Barrie
1-800-461-1716
<https://barrieshelter.com>

Belleville

Three Oaks Foundation
1-800-267-0533
www.threeoaks.ca

Bowmanville

Bethesda House
905-684-6918
<https://bethesdaservices.com>

Brampton

Oasis Centre des femmes Inc.
416-591-6565
<https://www.oasisfemmes.org>

Victim Services of Peel
905-568-1068
<https://vspeel.org>

Brantford

Nova Vita Domestic Violence Prevention
Services
519-752-4357
<https://novavita.org>

Brockville

Leeds & Grenville Interval House
1-800-267-4409
<https://lgih.ca>



SECTION 5

A GLOSSARY OF TRANSITIONAL PROGRAMS

Chatham

Chatham Kent Women's Centre Inc.
519-354-6360
<https://ckwc.ca>

Cobourg

Cornerstone Family Violence
Prevention Centre
1-800-263-3757
<https://cornerstonenorthumberland.ca>

Collingwood

My Friend's House
1-800-265-2511
<https://www.myfriendshouse.ca>

Dryden

Hoshizaki House Crisis Shelter
1-900-465-7221
<http://www.hoshizakihouse.ca>

Durham

Catholic Family Services of Durham
Services à la famille catholiques de Durham
905-725-3513
<https://cfsdurham.com/english>

Elliot Lake

Elliot Lake Women's Group Inc.
1-833-461-4623
www.maplegate.info

Etobicoke

Ernestine's Women's Shelter
416-746-3701
<https://ernestines.ca>

Women's Habitat of Etobicoke
416-252-5829
<https://womenshabitat.ca>

Goderich

Women's Shelter, Second Stage Housing
and Counselling Services of Huron
1-800-265-5506
<https://huronwomensshelter.com>

Greenstone

Municipality of Greenstone
1-807-854-1100
<https://www.greenstone.ca>

Guelph

Guelph-Wellington Women in Crisis
1-800-265-7233
<https://gwwomenincrisis.org>

Haileybury

Pavilion Women's Centre
1-888-871-9090
<https://pavilionwc.com>

Halton

Halton Women's Place
905-332-7892
<https://haltonwomensplace.com>

Hamilton

Centre de santé Communautaire
Hamilton/Niagara
1-866-437-7606
<https://www.cschn.ca>

Interval House of Hamilton
905-387-8881
<https://intervalhousehamilton.org>

Mission Services of Hamilton
905-528-4211
<https://mission-services.com>

Native Women's Centre
905-664-1114
<https://www.nativewomenscentre.com>



SECTION 5

A GLOSSARY OF TRANSITIONAL PROGRAMS

Hamilton

The Good Shepherd Centre Hamilton
1-905-528-5877
<https://goodshepherdcentres.ca>

YWCA Hamilton
905-522-9922
<https://www.ywcahamilton.org>

Hawkesbury

Maison Interlude House
1-800-461-1842
<https://www.minterludeh.ca>

Hearst

Hearst, Kapuskasing,
Smooth Rock Falls Counselling Services
705-335-8468
<https://counsellinghks.ca/en>

Kawartha

Women's Resources of Kawartha Lakes
1-800-565-5350
<https://womensresources.ca>

Kenora

Women's Shelter, Saakaate House
1-800-465-1117
<https://www.wssh.ca>

Kingston

Kingston Interval House
1-800-267-9445
<https://kingstonintervalhouse.com>

London

Anova - A Future Without Violence
519-642-3000
<https://www.anovafuture.org>

Atlohsa Family Healing Service Inc.
1-800-605-7477
<https://atlohsa.com>

London

London Abused Women's Centre
519-432-2204
<https://www.lawc.on.ca>

Réseau-femmes de sud-ouest de l'Ontario
1-888-946-3029
<https://rfsoo.ca>

Marathon

Marjorie House
1-800-465-3307
www.marjoriehouse.ca

Mattawa

Mattawa Women's Resource Centre
705-744-5567
www.mwrc.ca

Midland

Huronian Transition Homes
1-800-461-1750
<https://www.huroniatransitionhomes.ca>

Mindemoya

Manitoulin Family Resources
1-800-465-6788
<http://www.mfresources.net>

Mississauga

Armagh
1-866-863-0511
<https://www.armaghhouse.ca>

Embrave Agency to End Violence
1-800-676-0257
<https://embrave.ca>

Mississaugas of the Credit First Nation

Mississauga First Nation
705-356-1621
www.mississaugi.com



SECTION 5

A GLOSSARY OF TRANSITIONAL PROGRAMS

Muskoka

Muskoka Women's Advocacy Group
1-800-461-1740
<https://mwag.ca/programs>

Napanee

Lennox and Addington Interval House
1-800-667-1010
www.intervalhousenapanee.ca

Newmarket

Women's Centre of York Region
1-855-853-9270
<https://www.wcyr.ca>

Niagara

Birchway Niagara
905-356-5800
<https://birchway.ca>

North Bay

Nipissing Transition House
705-476-2429
<https://nipissingtransitionhouse.com>

North York

KCWA Family and Social Services
416-340-1234
www.kcwa.net

Ohsweken

Ganohkwasra Family Assault
Support Services
519-445-4324
<https://ganohkwasra.com>

Orangeville

Family Transition Place
519-941-4357
<https://familytransitionplace.ca>

Orillia

Green Haven Shelter for Women
1-888-285-6958
<https://greenhavenshelter.com>

Oshawa

The Denise House
1-800-263-3725
<https://thedenisehouse.com>

YWCA Durham
1-888-576-2997
<https://ywcadurham.org>

Ottawa

Carlington Community Health Centre
613-722-2161
<https://carlingtonchc.org>

CFS/SFC Ottawa
613-233-8478
<https://cfsottawa.ca>

Eastern Ottawa Resource Centre
613-741-6025
<https://eorc-creo.ca>

Immigrant Women Services of Ottawa
613-729-3145
<https://immigrantwomenservices.com>

Interval House of Ottawa
613-234-5181
<https://www.intervalhouseottawa.org>

Maison d'amitié
1-877-336-2433
<https://maisondamitie.ca>

Minwaashin Lodge
- Indigenous Women's Support Centre
613-741-5590
www.minlodge.com



SECTION 5

A GLOSSARY OF TRANSITIONAL PROGRAMS

Ottawa

Nelson House of Ottawa-Carleton
613-225-3129
<https://www.nelsonhouse.on.ca>

St. Matthew's Harmony House
613-233-3386
<https://harmonyhousews.com>

Western Ottawa Community
Resource Centre
613-591-3686
<https://wocrc.ca>

Owen Sound

Womens House Serving Bruce and Grey
1-800-265-3026
<https://www.whsbg.on.ca>

Parry Sound

District of Parry Sound Social Services
Administration Board
1-800-461-4464
<https://www.psdssab.org>

Pembroke

Bernadette McCann House for Women Inc.
1-800-267-4930
<http://www.wsssbmh.org>

Perth

Lanark County Interval House
1-800-267-4409
<https://lgih.ca>

Peterborough

Nijkiwendidaa Anishnaabe-Kwewag
Services Circle
1-800-663-2696
<http://www.nijki.com>

YWCA Peterborough Haliburton
1-800-461-7656
<http://www.ywcapeterborough.org>

Prince Edward County

Alternatives for Women
613-476-2787
<https://www.alternativesforwomen.org>

Rainy River

Rainy River District Women's Shelter of Hope
1-800-465-3348
<http://www.rrdwsoh.ca>

Red Lake

New Starts for Women
1-800-565-5368
<https://www.newstartsforwomen.com>

Richmond Hill

Sandgate Women's Shelter
of York Region Inc.
1-800-661-8294
<https://www.sandgate.ca>

Yellow Brick House
1-800-263-3247
<https://www.yellowbrickhouse.org>

Sarnia

Women's Interval Home
of Sarnia and Lambton
1-800-265-1412
<https://www.womensintervalhome.com>

Sault Ste. Marie

Women in Crisis - Algoma Inc.
1-877-759-1230
womenincrisis.ca

Scarborough

Community Family Services of Ontario
1-866-979-8298
<https://cfso.care>

Dr. Roz's Healing Place
416-264-4357
<https://www.drrozshealingplace.com>



SECTION 5

A GLOSSARY OF TRANSITIONAL PROGRAMS

Scarborough

The Governing Council of the
Salvation Army in Canada
416-363-5496
salvationarmy.ca

Tropicana Community Services Organization
416-439-9009
<https://tropicanacommunity.org>

Simcoe

Haldimand and Norfolk Women's Services
1-800-265-8076
<https://hnws.on.ca>

Sioux Lookout

First Step Women's Shelter
1-800-465-3623
<http://www.fsws.ca>

St. Catherines

Bethlehem Housing and Support Services
905-641-1660
<https://www.bethlehemhousing.ca>

Gillian's Place
905-684-8331 (En) | 1-877-336-2433 (Fr)
<https://gilliansplace.com>

St. Thomas

St. Thomas - Elgin Second Stage
Transitional Residence
1-877-396-2288
www.secondstagehousing.net

Violence Against Women,
Services Elgin County
1-800-265-4305
<https://www.vawsec.on.ca>

Stratford

Emily Murphy Centre
1-888-826-8117
<https://emilymurphycentre.com>

Stratford

Optimism Place
1-800-265-8598
<https://www.optimismplace.com>

Strathroy

Women's Rural Resource Centre of Strathroy
1-800-265-5390
www.wrrcsa.org

Sturgeon Falls

Centre de Ressources Familiales de Sturgeon
Falls / Sturgeon Falls Family Resource Centre
1-877-531-0580
<https://www.charitableimpact.com>

Nipissing First Nation Health Services
705-753-2050
<https://nfn.ca/health-services>

Sudbury

Le Centre Victoria pour femmes
705-670-2517
<https://www.centrevictoria.ca>

YWCA Sudbury
1-800-461-8816
www.ywcasudbury.ca

Thunder Bay

Beendigen Incorporated
1-888-200-9997
<https://www.beendigen.com>

Faye Peterson House
1-800-465-6971
<https://fayepeterson.org>

Timmins

Centre Pour Femmes Ellevive
705-360-5657
<https://ellevive.ca>



SECTION 5

A GLOSSARY OF TRANSITIONAL PROGRAMS

Timmins

Timmins & Area Women in Crisis
705-264-7233
<https://www.tawc.ca>

Toronto

Anduhyaun Inc.
416-920-1492 ext. 221
<http://anduhyaun.org>

Barbra Schlifer Commemorative Clinic
416-323-9149
<https://www.schliferclinic.com>

Catholic Crosscultural Services
416-757-7010
<https://www.cathcrosscultural.org>

Catholic Family Services of Toronto
416-921-1163
<https://www.cfstoronto.com>

Centre for Spanish-Speaking Peoples
416-533-8545
<https://spanishservices.org>

Jewish Family and Child Service
of Greater Toronto
416-638-7800
<https://www.jfandcs.com>

Native Child and Family Services of Toronto
416-969-8510
<https://nativechild.org>

Nellie's
416-461-1084
<https://www.nellies.org>

Society of St. Vincent De Paul - Toronto
Central Council
416-364-5577
<https://svdptoronto.org>

Toronto

The Neighbourhood Organization
416-467-0126
tno-toronto.org

West Neighbourhood House
416-532-4828
<https://www.westnh.org>

YWCA of Greater Toronto
416-961-8100
<https://www.ywcatoronto.org>

Walpole Island

Walpole Island First Nation
519-628-5700
<https://www.walpoleislandfirstnation.ca>

Waterloo

Women's Crisis Services of Waterloo Region
519-742-5894
<https://wcsvr.org>

Windsor

Hiatus House
519-252-7781
<https://hiatushouse.com>

Woodstock

Domestic Abuse Services Oxford
1-800-265-1938
<https://daso.ca>

Ingamo Family Homes
519-421-0383
<https://ingamohomes.com>

York

Yorktown Family Services
416-394-2999
<https://www.yorktownfamilyservices.com>



SECTION 6

HELPFUL RESOURCES

The following resources may be helpful for THSP workers in Ontario:

- *Aboriginal Shelters of Ontario (ASOO) and the First Nation Women's Caucus (FNWC)* provide resources that can be helpful for both service providers and Indigenous survivors, including a [Safety Planning With Indigenous Women](#) booklet.

- *Beneath the Iceberg* is a Training Video Series published by OAITH in April 2023 that provides concrete tools and considerations to assist gender-based violence workers to provide trauma-informed support, including exploration of risk and risk management strategies, through telephone crisis line and chat-based support. The video series includes three videos, each available with captions and content in both French and English. A video guide provides prompts for critical reflection and further tips to assist agencies and workers in increasing their capacity to provide effective, trauma-informed support via phone and text-based formats.
 - [Access the Beneath the Iceberg Training Videos - English](#)
 - [Access the Beneath the Iceberg Training Video Series Guide - English](#)
 - [Access the Beneath the Iceberg Training Videos - French](#)
 - [Access the Beneath the Iceberg Training Video Series Guide - French](#)

- [Between Risk & Safety: An Overview & Critical Analysis of Gender-Based Violence Risk Assessment & Management in Ontario](#) is a report from OAITH that will help workers and agencies to better understand and apply risk assessment tools and frameworks within their work.

- The [Canadian Observatory on Homelessness](#) (COH) is the largest national research institute devoted to homelessness in Canada. Operating out of York University, COH conducts research and creates resources focused on supporting service providers, policy makers, and government capacity to end homelessness.



SECTION 6

HELPFUL RESOURCES

● [Community Legal Education Ontario \(CLEO\)](#) provides up to date, step-by-step information and guides related to a wide range of legal topics including abuse and family violence, housing law, family law, criminal law, health and disability, employment and work, and immigration. A Safety Planning template is available from CLEO's Steps to Justice guide [here](#).

● [DV at Work](#) is an online resource created by the Centre for Research & Education on Violence Against Women & Children which provides resources to support employers, workplaces, and service providers related to GBV in the workplace.

● [Emerging Stronger: Promising Practices in Virtual Service Delivery](#) is a series of resources available from OAITH focused on virtual service delivery. Resources and documents are designed to equip gender-based violence organizations to deliver and respond to survivor needs in a digital context and service delivery model:

- [Access Emerging Stronger: Promising Practices In Virtual Service Delivery](#)
 - [Access Emerging Stronger: Virtual Service Delivery Resource Guide](#)
 - [Access Emerging Stronger: Virtual Service Delivery Policy Templates](#)
-

● The [Homeless Hub](#) is an online library created by COH which contains over 30,000 resources focused on homelessness prevention across Canada.

● [Luke's Place](#) is an Ontario GBV agency which provides resources on a number of legal and GBV related topics, including a [Leaving Home checklist](#) for survivors.

● [Mulberry](#) is an online platform designed as an online hub that contains information regarding a wide range of gender-based violence services in Ontario. This online hub can be accessed by survivors, friends, family members, co-workers and service providers looking for gender-based violence focused organizations, programs and groups.



SECTION 6

HELPFUL RESOURCES

- [The OAITH Training Hub](#) provides access to self-paced courses focused on providing support to survivors of gender-based violence and their children. Courses can be purchased by the general public however all VAW Shelters Staff in Ontario have free access to training courses. Access a list of current courses [here](#).

- The [Ontario Council of Agencies Serving Immigrants \(OCASI\)](#) provides resources, training, and research related to immigrant and refugee related topics in Ontario.

- [The Human Rights Legal Support Centre](#), based in Toronto, can provide support and resources for survivors across Ontario who may be experiencing discrimination related to housing, the workplace, public services, sexual harassment, contracts, and COVID-19.

- [Safe at Home](#) is a project of Woman Act (Woman Abuse Council of Toronto) that works to advance survivors' right to remain in their residence when leaving an abusive relationship. Access the Safe at Home 2021 Literature Review [here](#).

- [Safe Pet Ontario](#) is a non-profit organization assisting Ontario survivors to access fostering, vet care, and support with overall pet costs.

- [Native Women's Association of Canada](#) provides a number of resources to increase knowledge of service providers, and also toolkits that can be helpful for survivors, including [You Are Not Alone: a toolkit for Aboriginal women escaping domestic violence](#).

- *The Victim Support Line*, also referred to as the *Victim Notification System* is a service that can provide survivors with updates related to provincially incarcerated adult inmates or offenders under supervision such as probation. The line can provide info on scheduled and actual release dates, parole hearings and decisions, rescinded release decisions and more. Contact the Victim Support Line via 1-888-579-2888 or learn more [here](#).



SECTION 7

A GLOSSARY OF TERMINOLOGY

Aggressors are individuals using unsafe behaviours and/or causing harm. Often referred to as 'perpetrators', 'offenders' or 'abusers', the term aggressor recognizes many individuals who use violence have also been in situations where they have experienced violence.

Case Conference is a collaborative meeting of (typically direct service) workers across sectors to discuss and strategize actions related to a specific case. Clients may or may not be involved present during a case conference.

Harm Reduction is an approach to supporting survivors who use substances within trauma-informed principles which focus on reducing negative impacts associated with substance use. Harm reduction is also a movement related to social justice focused on upholding the rights of those who use substances.

Housing Readiness models provide a framework for assessing a clients' capacity to maintain housing, including knowledge of tenant rights and responsibilities.

The **Housing Crisis** relates to the large-scale shortage of affordable housing across Canada. Lack of access to safe and affordable housing options is the top challenge reported to OAITH by THSP workers. Current market rental costs and the lack of vacant units available are impacting survivors' abilities to access housing through the private market. Rent-Geared-To-Income and supportive/transitional housing are limited in communities across Ontario, especially in rural, northern, and remote areas.

Justices of the Peace have a wide range of judicial responsibilities including presiding over bail and criminal hearings. A Justice of the Peace can put a Peace Bond in place in cases of reasonable fear of certain types of harm and harassment.

No Contact Orders are orders of the court or the police which prevent or limit a person's ability to legally contact another person or group (for example, a survivor, her children, and/or their workplace). No Contact orders are enforceable by the police.



SECTION 7

A GLOSSARY OF TERMINOLOGY

Peace Bonds are a type of No Contact order made by a Justice of the Peace or a judge. It is essentially an agreement to keep the peace by those who have signed it. Not following Peace Bond conditions is a crime once signed.

Portable Housing Benefits provide eligible households with a monthly payment to assist with private market rent costs. Benefits are typically calculated in relation to net income.

Rent-Geared-To-Income (RGI) is a type of housing assistance that calculates rental costs based on a set percentage of total income (typically 30%).

Risk Assessment in the context of gender-based violence typically means exploring factors that may increase the likelihood of future harm or lethality.

Risk Management is the process of mitigating risk factors in a particular situation that may increase the likelihood of harm or lethality. It includes the supervision and monitoring of those causing harm, and survivor safety planning.

Service Managers administer housing and homelessness-related services through coordination with frontline service delivery organizations. This term includes Consolidated Municipal Services Managers and District Social Services Administration Boards. See a list and map of Ontario Municipal Service Areas [here](#).

Shelter Programs offer an immediate safe place to stay for survivors of GBV and their children. They are offered by GBV agencies that typically have a wide range of services including ongoing THSP services, counselling, crisis-based support, and children's services.

Special Priority Access / Special Priority Program (SPP) is designed to grant survivors of GBV, or those with other experiences (i.e. homelessness) with expedited access to supports (typically used in the context of housing).

Tenant Duty Counsel (TDC) are community legal workers and lawyers who can provide basic legal advice, assist with some documents and emergency steps, and help work out settlements with landlords. You can sign up for TDC services [here](#).

Transitional Housing in the context of GBV may include housing that offers short or long-term accommodation for survivors transitioning to safety. Transitional housing may be accessed by survivors and their children following a stay in a shelter program, or by survivors in the community. This may include housing referred to as "Second-Stage", "Supportive Housing" or "Transitional Housing". Counselling support may be offered within these settings.



SECTION 7

A GLOSSARY OF TERMINOLOGY

Trauma-Informed Support centres on the client's needs and is provided within a context of trust, accountability, and anti violence/anti-oppression practices. To learn more about trauma informed support for survivors of GBV, access the [Her Brain Chose for Her](#), a trauma-informed training tool.

Trauma Informed Interviewing starts with a foundational knowledge of the neurobiology of trauma, and the intersections between trauma and memory. Learn more about principals and concrete tips related to trauma-informed interviewing with a gender-based violence survivor in Chapter 8 of [Her Brain Chose for Her](#).

Victim Quick Response Program (VQRP) can help to cover costs related to experiences of GBV, and can typically offer additional assistance if the survivor has experienced human trafficking specifically. VQRP applications are typically processed by Victim Services agencies, who can sometimes accept applications over the phone or video conference. Examples of costs covered by VQRP include crime scene clean up, traditional healing, clinical service costs, replacing broken windows or locks and providing security measures such as dead bolts and window alarms. Learn more about timelines and potential costs covered by VQRP [here](#).

References

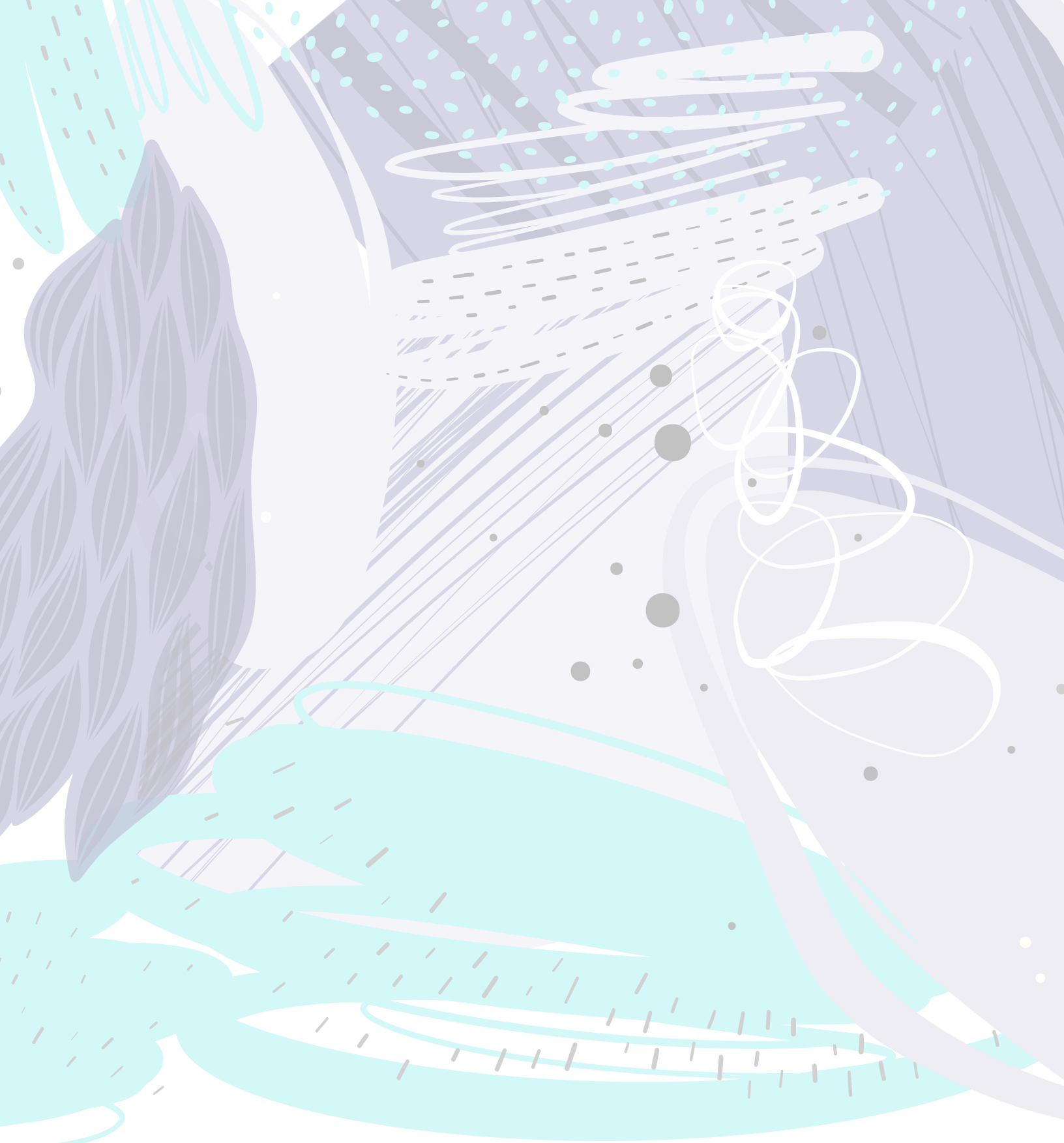
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The Ending Violence Association of BC (EVA BC) (2020). Interagency Case Assessment Team Best Practices: Working Together to Reduce the Risk of Domestic Violence. Retrieved from: <https://endingviolence.org/resources/icat-best-practices-guide-2nd-edition-2017/>





Questions or Feedback?
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