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FOR IMMEDIATE RELEASE

Safe 'N Sound Grey Bruce Announces New Shelter Building in Owen Sound

Owen Sound, ON – January 7, 2026 – Safe 'N Sound is proud to announce the purchase of a new building that will soon become a year-round shelter space in Owen Sound. Thanks to \$500,000 in federal funding, disbursed through the Rural and Remote stream of Reaching Home: Canada's Homelessness Strategy, as administered by United Way Simcoe Muskoka, this dedicated shelter will provide a warm, safe place to rest for individuals experiencing homelessness.

Located at 612 2nd Avenue East, Owen Sound, the shelter will serve nighttime needs, while daytime drop-in and support services will continue at our current location. Once complete, the building will include 26 beds to support some of the most vulnerable members of our community. Along with space for other agencies, such as SOS (Supportive Outreach Services), Brightshores, M'Wikwedong, CMHA and others, to meet with their service users in the mornings.

"This milestone was built by many people over two decades: staff, Board members, Participants, partners, and neighbours who poured their hearts into making it possible," said Annette Pedlar, Executive Director of Safe 'N Sound. "We are creating a place where people are received with dignity, warmth, and care. It is a proud step toward a community where everyone has a safe place to sleep. This achievement is significant, yet our work is not done. With ongoing community education, collaboration, and advocacy, we are working toward a future where every neighbour has a place to call home and support to thrive."

The building requires renovations before it can open its doors, and while an exact opening date is still to be confirmed, Safe 'N Sound is hopeful the shelter will be operational by early 2026.

"This is a pivotal moment for our community which reflects a shared understanding that homelessness is a systems issue requiring real infrastructure and low-barrier responses rooted in dignity, equity, and care," said Rachel Paterson, Board Chair of Safe 'N Sound. "Guided by the voices of our Participants, our feasibility study, and aligned with provincial housing goals, we are grateful for the opportunity to create a shelter on these Lands which will offer safety, connection, and belonging. This space will serve as a long-term community hub of support and possibility for Participants, strengthening wellbeing and pathways forward for years to come."

This milestone would not have been possible without the support of our community. In addition to government contributions, ongoing fundraising efforts and local generosity have played a key role in bridging the gap toward purchasing and renovating the space. Support from The County of Grey, Community Foundations Grey Bruce, and 100 Women Who Care Grey Bruce also helped ensure this vision could become a reality.



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“Reaching Home provides funding to communities to deliver projects based on local priorities that achieve clear outcomes,” said Gregor Robertson, Minister of Housing and Infrastructure and Minister responsible for Pacific Economic Development Canada. “With this funding, Safe ‘N Sound in Grey Bruce can offer vulnerable community members experiencing homelessness a warm, safe place to rest.”

While this is a major step forward, Safe ‘N Sound will continue to rely on community support to fund day-to-day operations and vital services. The journey toward a more inclusive and compassionate Grey Bruce region is a shared one, and we’re so grateful to walk it together.

Supporting Quotes

“Safe ‘N Sound has taken a leadership role in developing this much needed service in our community. This shelter will provide safe and dignified shelter for members of our community who have nowhere else to turn. I applaud Safe ‘N Sound for their continued compassion and commitment to supporting those in need in Grey County.” – Andrea Matrosovs, Grey County Warden

“The creation of an overnight shelter in Owen Sound will give those experiencing homelessness another place to turn in their greatest time of need. This facility is a welcome compliment to the existing homelessness and outreach services in the community. We appreciate having Safe ‘N Sound as a dedicated partner in our ongoing efforts to reduce homelessness in Grey County.” – Anne Marie Shaw, Director of Community Services, Grey County

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Safe N' Sound Emergency Shelter Feasibility Study

June 25, 2024

Prepared by:



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1.0 Introduction

The purpose of this report is to confirm the feasibility of Safe N Sound establishing emergency housing in Owen Sound. The report is intended to:

1. Define the need for emergency housing in Owen Sound,
2. Determine the overall feasibility and likelihood of success in Safe N' Sound establishing emergency housing, and
3. Develop a business plan for achieving the desired project, if determined to be feasible.

Purpose and Target Group

Safe N Sound is interested in providing emergency housing for individuals experiencing homelessness in Grey County to meet their immediate, short-term accommodation needs. The shelter would offer a safe and secure environment, provide essential services such as food, clothing, hygiene facilities and a place to sleep, provide assistance to help transition individuals to more stable, long-term housing options, and offer support and connections to other services to help stabilize their housing.

2.0 Summary of Demand for Emergency Housing

Based on the needs assessment, it is estimated that approximately 55 people require emergency housing per night in Grey County, with adults being the largest group of individuals requiring emergency housing. The County has the capacity to provide emergency housing for approximately 35 people per night. As such, it currently relies on Safe N Sound to provide an overnight warming program from November 1 to March 31 to help meet the needs of those not accessing emergency housing. While the warming program protects individuals from immediate harm due to extreme weather, it is not a substitute for the year-round comprehensive support provided in emergency housing which aims to address both immediate and longer-term needs. As such there remains a need for emergency shelter for approximately 20 people per night.

When stakeholders were engaged in the summer of 2023, they consistently indicated while the County's motel program is an asset in the community, the motel program is not able to meet the current need in the community, both in terms of number rooms/beds, as well as support services for individuals with higher/more complex needs. People noted that there is no place for individuals without shelter to go past 3pm and no food security services on Sundays. Most stakeholders and almost all individuals with lived experience consulted believe that a formal shelter facility is needed to meet the need for emergency accommodation in Owen Sound.

The profile of people experiencing homelessness points to the need to consider the following when planning to address emergency shelter needs:

- There is a need for emergency shelter among youth, single adults, and families, but adults likely make up the largest group needing emergency shelter
- Low barrier shelter options are needed for individuals with mental health and substance use issues and others who currently face service restrictions and are without any shelter options



- Accessible shelter options are needed for people with physical limitations
- Considerations are required to support cultural safety among Indigenous people in need of shelter
- Specific considerations should be given support a safe, accessible and inclusive shelter environments for individuals who are not cis-gendered.

3.0 Program Design and Services

Operating Model

Based on engagement with stakeholders and best practices it is recommended that if a shelter were established, that it be a low-barrier housing focused shelter. This means that the shelter would minimize entry requirements, have minimal rules and regulations and be open to individuals with substance use issues, individuals with pets or partners, and focus on quickly moving individuals into permanent housing.

Service Model

Based on engagement with stakeholders and best practices, the following is recommended as a service model if Safe N Sound were to pursue an adult emergency shelter.

Access

- The potential shelter should be able to adequately serve people with high needs, without barriers.
- The potential shelter should use service restrictions sparingly, with as short a timeline as possible, with a focus on being rehabilitative and still assisting people in the process of being housed.

Intake and Assessment

- The potential shelter should be open 24 hours a day, 7 days a week, to provide safe accommodation at any time.
- Safe N Sound should provide a non-judgmental, welcoming atmosphere where individuals feel respected and valued.
- The potential shelter should have structured practices to divert people away from shelter when it is safe and appropriate to do so.
- The intake procedures should seek to understand immediate needs and put the importance of achieving housing quickly front and centre.



Basic Needs Provision

- The potential shelter should provide clean, safe sleeping areas with adequate privacy. There should be separate areas for men, women, and non-binary individuals to ensure comfort and safety.
- The potential shelter should offer nutritious meals and snacks.
- The potential shelter should provide access to showers, toilets, laundry facilities, and personal hygiene supplies.

Health and Wellness Services

- The potential shelter should facilitate access to medical professionals to address immediate health concerns and longer-term conditions and facilitate access to mental health supports.
- The potential shelter should provide harm reduction services, including needle exchange programs, overdose prevention, and referrals to detox programs.

Case Management and Support Services

- A case manager should be assigned to each resident to develop a personalized plan addressing housing, employment, and other needs.
- The potential shelter should facilitate access to assistance with legal issues such as identification recovery, eviction prevention, and accessing benefits.
- Only programming that supports being housing-focused should be delivered within the shelter.

Housing Support and Transition Planning

- The shelter should take a housing-focused approach by prioritizing moving individuals into stable housing as quickly as possible.
- On every shift frontline shelter staff should engage shelter guests in moving closer to housing acquisition
- Individualized plans should be co-developed with longer-term shelter guests for how they will exit the shelter for housing

Safety and Security

- Staff should be trained in de-escalation techniques, trauma-informed care, and cultural competency as well as housing-focused services, harm reduction, motivational interviewing, and assertive engagement.
- The potential shelter should have security protocols to ensure the safety of both residents and staff, including controlled entry.



Data Collection and Evaluation

- The potential shelter should maintain detailed records of services provided and outcomes for residents.
- Safe N Sound should regularly evaluate the effectiveness of the shelter's services through feedback from residents and staff and adjust programs as necessary.

Collaboration and Partnerships

- Safe N Sound should collaborate with local non-profit service providers and government programs to provide comprehensive services.

4.0 Location and Planning Policy Considerations

Through discussions with stakeholders, there was a general sense that the location of an emergency shelter should be in a central where there is greater access to services such as meal programs, health supports, housing support, employment etc. For people currently experiencing homelessness, most felt that downtown was the best location.

Based on a review of Owen Sound's Zoning By-Law, a shelter may fall under the description of a Group Residence or a Crisis Residence, although it would not clearly fit into the latter category if the average length of stay is more than one month.

A Group Residence is defined as a group home in which greater than ten people are living under supervision. For reference, a group home is defined as:

'Group Home' means a single housekeeping unit in which three to ten people (excluding supervisory staff or the receiving family) live under supervision and who by reasons of their emotional, mental, social, or physical condition or legal status, require a group living arrangement for their well-being. The group home must be licensed or approved under an Act of the Parliament of Canada or the Province of Ontario.

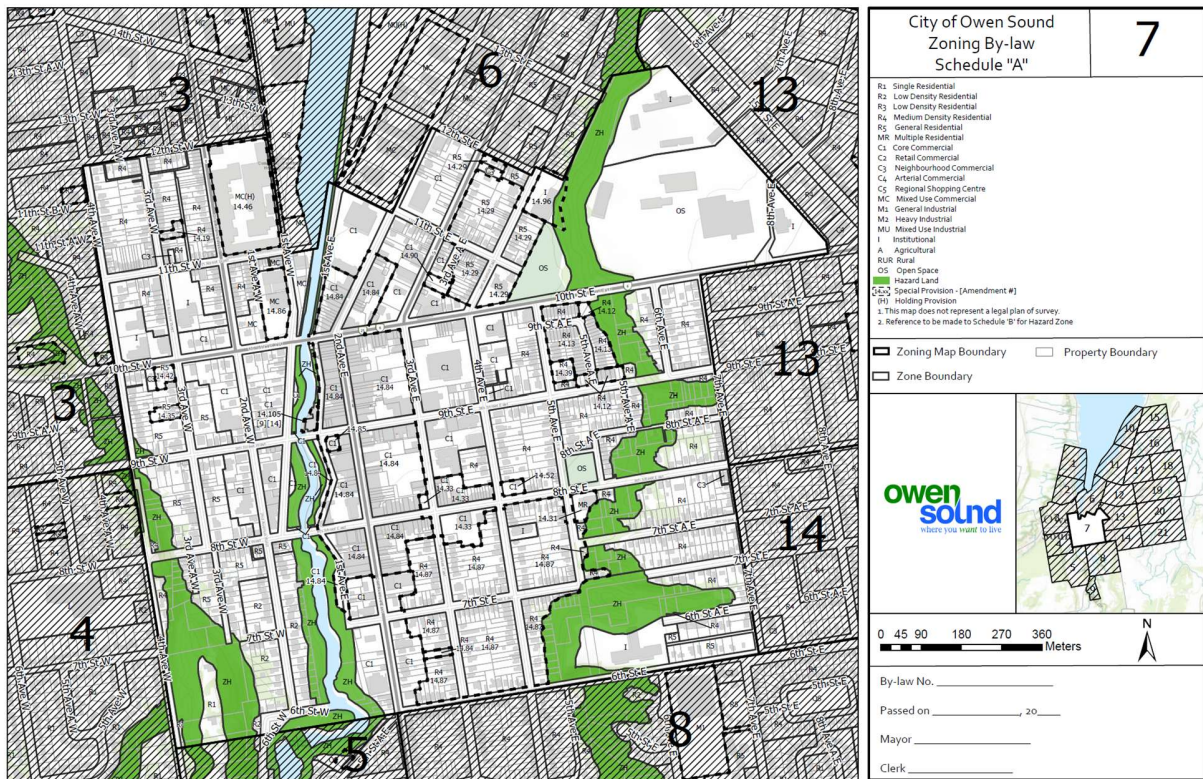
The potential emergency shelter would not be licensed as a group home by the federal or provincial government.

A 'Crisis Residence' means a lot and / or building or part thereof established as a single housekeeping unit used for the short term accommodation of three or more persons exclusive of staff living under supervision, who normally would have a permanent residence elsewhere, who by reasons of their emotional, mental, social, or physical condition or legal status require a temporary living arrangement for their well being. For purposes of this definition, short term shall mean averaging one month or less in time.

The Zoning By-law includes a land use category for Sensitive Land Use which means a lot is zoned for uses within the Residential, Institutional, or Open Space categories. A sensitive land use receptor is a building or structure that is being used for a dwelling, school, long-term care facility, hospital, day nursery, crisis residence, group home or group residence.



Group Homes are permitted as-of-right in any residential zone, but Crisis Residences are not. Both Group Homes and Crisis Residences are permitted for the most part in all commercial & mixed zones (C1, C2, C3, C4, MC), and in institutional zones (I). This generally includes the Downtown area, as well as some surrounding areas.



5.0 Facility

Number of Beds

Based on the consultants' experience analyzing daily shelter data, aiming for a 70% average occupancy rate provides sufficient capacity to meet the total need most nights considering fluctuations in demand. As such, based on an average need of approximately 20 beds, a potential shelter in Owen Sound should ideally have approximately 28 beds.

Space Requirements

Based on typical space standards and best practices for shelter design, a 28-bed shelter should be approximately 7,000 square feet. The following provides a breakdown of the estimated space required for each function within a potential emergency shelter.



Entry and Reception Area

- Vestibule: 100 sq. ft.
- Client Intake Area: 150 sq. ft.
- Seating Area: 200 sq. ft.
- Reception Office: 120 sq. ft.

Living and Activity Spaces

- Gathering Place/Day Activity Room: 400 sq. ft. (co-located with dining area)
- Dining Area: 400 sq. ft. (co-located with gathering place)
- Activity Space/Temporary Beds Spaces: 500 sq. ft. (includes computer area, multi-purpose room)

Professional and Administrative Spaces

- Space for Visiting Professionals: 120 sq. ft.
- Case Worker Offices (3): 3 x 120 sq. ft. = 360 sq. ft.
- Administrative Support Spaces (3): 3 x 100 sq. ft. = 300 sq. ft.
- Staff Washroom: 80 sq. ft.

Facilities and Utilities

- Commercial Kitchen: 400 sq. ft.
- Common Washrooms for Newly Arrived Clients: 200 sq. ft.
- Laundry Facilities: 150 sq. ft.
- Indoor Storage: 200 sq. ft.
- Janitorial Room: 100 sq. ft.
- Heat Treatment Room: 150 sq. ft.

Sleeping Accommodations

- Quadruple Sleeping Accommodation Rooms (6 rooms, 4 beds each): 6 x 250 sq. ft. = 1500 sq. ft. (including washrooms and showers)
- Single Rooms (2): 2 x 120 sq. ft. = 240 sq. ft.
- Additional Washrooms/Showers: 200 sq. ft.

Common Space

- Circulation, mechanical/electrical (20% of the above) = 1,200 sq. ft.



6.0 Construction Costs and Capital Funding Sources

Construction Costs

A preliminary estimate of the cost to construct a new purpose-built emergency shelter is outlined below. Costs may be lower if Safe N Sound were to purchase an existing building and re-purpose and renovate it into an emergency shelter.

Soft costs	\$500,000
Hard costs and land	\$2,350,000
Non-rebatable HST	<u>\$112,290</u>
Total costs	\$2,962,290

Potential Capital Funding Sources

Funding the construction of emergency housing typically requires a combination of funding sources. Some potential funding sources include:

- Reaching Home: Canada’s Homelessness Strategy – Construction, renovation, and purchase of shelter facilities are eligible for funding. Competition for the funding is high, and typically applicants are only able to secure small amounts of capital through this program.
- National Housing Co-Investment Fund – Offers financial contributions and low-cost loans for the development of affordable housing and emergency shelters, although the challenges associated with accessing this fund can be significant. The application process is complex and time-consuming. Organizations often need to secure outside expertise to assist with the application process. The fund has specific requirements related to affordability, energy efficiency, and accessibility which can be difficult to meet for emergency shelter projects. Competition for the fund is high and projects need to demonstrate significant community impact and alignment with the program’s strategic objectives. Applicants must secure other sources of funding to match the investment from the fund, and these funds need to be secured before receiving Co-Investment funding.
- Homelessness Prevention Program – Costs to construct, convert an existing property, or acquire a building to be converted for emergency shelter can be funded through this program. This is a provincial program which is delivered through municipal Service Managers, in this case County of Grey. The amount of funding available through this program is limited. Funding is often largely committed year-over-year for homelessness services, leaving limited funding available for capital costs.
- Foundations and Charitable organizations – Some foundations provide grants for capital projects such as Ontario Trillium Foundation and United Way.
- Fundraising – Shelters generally need to raise a portion of the funds for major capital projects through fundraising.



7.0 Operating Costs and Funding Sources

Operating Costs

The annual costs to operate a 28-bed shelter on a 24/7 basis are estimated to be approximately \$840,000 per year.

Potential Operating Funding Sources

For the 2023/2024 fiscal year, Safe N Sound had income of \$521,000, including \$150,000 from the County of Grey for the winter overnight program, \$100,000 from the County of Grey through the Homelessness Prevention Program and \$24,000 from the County of Grey Social Services to help cover the costs of mortgage payments.

Most of the expenses currently born by the drop-in centre could be shared with the emergency shelter if drop-in services were delivered in a shared space. This includes:

- Legal and Professional Fees – \$5,000
- Facilities and equipment expenses – \$73,000
- Programs expenses – including food – \$17,000
- Administration costs – \$33,000
- Salary and wages – \$434,000.

The organization would need to raise approximately \$319,000 more a year to cover the costs of operating a shelter.

Potential sources of funds include:

- Homelessness Prevention Program and Municipal Funding – There may be potential for Safe N Sound to access additional Homelessness Prevention Program funding of municipal social services funding through the County of Grey. However, that this time there is no indication that the County would be willing to provide additional funding to Safe N Sound to operate a shelter.
- Reaching Home – Essential services related to the provision of emergency shelter beds are eligible for funding. However, services that prevent or reduce homelessness are typically prioritized for funding and projects selected for funding must not create a dependence on, or expectation for ongoing funding.
- United Way – Local United Way chapters often fund emergency shelter operations as part of their community impact programs.
- Ontario Trillium Foundation – OTF provides grants to support community-based non-profits, including those aimed at addressing homelessness. These grants are initiative based, rather than ongoing funding.
- Other grants and foundations – Grants are often have grants that can be accessed to support shelter services.



- Fundraising – Most emergency shelters rely on fundraising for a portion of their revenues.

8.0 Community Support and Potential Partnerships

Overall, local community organizations were supportive of a shelter in Owen Sound. Several stakeholders identified opportunities to support emergency accommodation services:

- The SOS team: medical care, peer support, mental health and addiction support, harm reduction education, housing system navigation
- Paramedic Services, Grey County: outreach at shelter
- CMHA: peer support program
- Salvation Army: clothing, food, spiritual support.

Other opportunities which could be pursued, might include:

- United Way: potential funding, communications
- Grey Bruce Public Health (Harm Reduction, Sexual Health Program): safe opioid supply, health service navigation
- OSHaRE: meals
- M'Wikwedong Indigenous Friendship Centre: cultural supports.

9.0 Legal Status

Safe N Sound is a registered non profit, with charitable status, and their letter's patent permits the organization to operate as an emergency shelter.

10.0 Risks

Establishing and operating an emergency shelter involves several risks, with financial risks being the most significant for Safe N Sound:

- Insufficient Financial Resources for Capital Costs – Establishing an emergency shelter requires significant upfront capital for acquiring or leasing space, possibly renovations, and purchasing necessary equipment and furnishings. There might be inadequate funding from government, other grants, and donations to cover these initial costs, which could hinder the feasibility of the establishment of an emergency shelter or compromise the quality of the facility if one were established.
- Ongoing Expenses – Emergency shelters incur significant operational costs, particularly in staff wages and salaries due to the 24 hour nature of the service. Sustaining these expenses requires reliable and consistent funding streams. However, a Safe N Sound would likely need to have significant reliance on uncertain funding sources, such as donations or short-term grants, which



can lead to financial instability. Any shortfall in expected funds could jeopardize the shelter's operations. At this time there is no indication that the County would be willing to increase the funding it provides to Safe N Sound to operate a shelter or act as a financial backstop so that a shelter could maintain its operations even during periods of funding shortfall.

Other operational risks include:

- Staffing – An emergency shelter may face challenges recruiting and retaining qualified staff. However, Safe N Sound has experience providing overnight services, which lends capacity to delivering emergency shelter services.
- Safety and security – Ensuring the safety of both service users and staff can be challenging. Balancing these needs requires staff well-trained in de-escalation techniques, trauma-informed care, and cultural competency, clear and consistent policies and communication, and thoughtful use of surveillance cameras. Safety measures and policies should be regularly reviewed and adapted based on feedback from staff and service users, as well as incident reviews.
- Accessibility issues due to service restriction policies – If service restriction policies limit access to an emergency shelter, it would be unable to fulfill its objectives and would necessitate additional redundant services.
- Approach does not meet the needs of diverse subpopulations – A generalized approach may not meet the specific needs of diverse subpopulations, such as youth, women, Indigenous peoples or some individuals with mental health or substance use challenges. Consideration of the needs of diverse subpopulations that are part of the target population for an emergency shelter would be required.
- Dependence and prolonged experience of homelessness – If the emergency shelter does not remain steadfast in its housing focus there is a risk service users could become dependent on the shelter and a risk that an emergency shelter would not contribute to reducing the length of time someone spends experiencing homelessness. An emergency shelter is not a solution to homelessness in and of itself, it is a means of providing access to services and supports to meet immediate basic needs and assist with re-housing.

Community-related risks include:

- Community resistance – Local residents and business may oppose the establishment of an emergency shelter in their area. If there is a negative perception of the shelter it can affect the shelter's reputation and reduce community support and donations.
- Lack of support from County for establishment of shelter – If Safe N Sound does not have the support of the County, which is designated by the province of Ontario as the service manager responsible for homelessness system planning, it would face several significant risks in operating an emergency shelter, including financial risks, potential challenges coordinating with other services. Safe N Sound may also reduce its ability to influence policy and design-making related to homelessness if it is seen as engaging in activities which do not align with the County's strategies for addressing homelessness. At this time, Safe N Sound has not received indication from the County that it would be supportive of it establishing an emergency shelter.

11.0 Conclusion

The feasibility study confirms that there is a need for emergency housing in Owen Sound, with approximately 20 individuals left without adequate shelter each night. The current measures, including the winter warming program and motel accommodations, are insufficient to meet this demand, especially for individuals with complex needs.

Despite this need, significant financial risks and the lack of support/endorsement from the County present substantial challenges for Safe N Sound. While potential funding sources for both capital and operating costs have been identified, obtaining sufficient financial resources remains highly challenging. There is a high risk that the available capital funding from government grants, foundations, and donations will be inadequate. Likewise, covering the operating costs of an emergency shelter requires reliable and consistent funding streams. However, current available funding sources are uncertain and inconsistent, which may lead to financial instability. The ability to secure sufficient and consistent funding for both capital and operational expenses is critical and will likely determine the overall success and sustainability of the shelter.



Safe N' Sound Emergency Shelter Needs Assessment

June 18, 2024

Prepared by:



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1.0 Introduction

Emergency Housing Feasibility Study

This needs assessment was prepared as the first phase in the completion of an Emergency Housing Feasibility Study for Safe N Sound. The Feasibility Study is being conducted to:

1. Define the need for emergency housing in Owen Sound,
2. Determine the overall feasibility and likelihood of success of Safe N Sound establishing emergency housing, and
3. Develop a business plan for achieving the desired project.

Area of Study

The needs assessment considers the need for emergency shelter in Grey County as a whole. This area aligns with the service area used for homelessness system planning by the County of Grey, which is designated by the provincial government as the Consolidated Municipal Service Manager.

Estimating Shelter Needs

Estimating the need for emergency shelter can be difficult. It depends on the number of people experiencing homelessness, without safe alternatives such as staying with family or friends, and the length of time people use shelter before moving to housing.

Emergency shelter should be available for everyone seeking shelter, who cannot be diverted, and individuals living unsheltered/sleeping rough. This was reinforced by the Ontario Superior Court of Justice's ruling in January 2023 that the City of Waterloo could not evict individuals living in an encampment on city-owned land when there is no adequate indoor shelter space. This ruling is one of several rulings that have been issued across Canada that correspond with a housing-focused, and human rights-based approach to homelessness.

A variety of sources can be used to help inform the need for emergency shelter, including homelessness enumeration data, By-Name List data and shelter usage data, among others. This needs assessment attempts to use this data to estimate the total shelter needs, but does not contemplate (other than through engagement of stakeholders) how those needs should be addressed, such as a formal shelter facility, hotels, host homes or other models. This will be discussed further in the second phase of the project.



2.0 Indicators of the Number of People Experiencing Homelessness and Demand for Emergency Shelter Services

The number of people experiencing homelessness in a community provides one indicator of the need for emergency shelter. However, it is best practice for people experiencing homelessness to be diverted from shelter, for example to stay with family or friends or in self-funded motels, if it is safe and feasible for them to do so. If no safe alternatives are available, it is best practice that emergency shelter be provided to avoid health and safety risks associated with being unsheltered/rough sleeping.

Homelessness Enumeration Data

The most recent homelessness enumeration in Grey County, conducted on October 18, 2021, identified 142 people experiencing homelessness (County of Grey, 2022). Of these, 11 were staying in self-funded motels, 58 were staying with others, 20 were staying in County funded motels, 27 were unsheltered, nine were in an institution (hospital, jail, treatment), and 17 were unsure where they were staying or refused to disclose. Homelessness enumeration data is considered to be the minimum number of people experiencing homelessness at a given time, as homelessness enumerations will miss some individuals and families experiencing homelessness. This data suggests that, at a minimum, there were 47 people in need of emergency shelter at that time (based on the number of people staying in County funded motels and unsheltered).

By-Name List Data

A By-Name List is a comprehensive list of every person in a community experiencing homelessness, who consents to having their name on the list. Since the inception of Grey County's By-Name List in January 2021, 566 households have been added to the list. In the one-year period between July 2022 and July 2023, 285 households were identified as experiencing homelessness and consented to having their name on the By-Name List. Of these, 157 new households were added during the year. As of July 31, 2023, 127 households were actively experiencing homelessness and on the By-Name List. An average of 13 households transition off the BNL into housing on a monthly basis. Over the past year, the number of newly added households each month is approximately equal to the number of households transitioning off the BNL into housing, which suggests an ongoing and consistent need for emergency shelter, based on the current availability of housing and supports in the community. It should be noted that people may be missing from the By-Name List because they are not accessing the Coordinated Access System or do not wish to share their personal information so they can be added to the list. Groups that may be more likely to be missed from the List include Indigenous, 2SLGBTQIA+, youth.

Demand for the Short Term Shelter Program

213 unique individuals and 182 unique families accessed the Short Term Shelter Program (hotel program) in the year ending July 2023. Another 219 unique individuals and 38 anonymous individuals were turned away due to lack of space. It should be noted that there may be overlap between the two groups as someone may have later received emergency hotel services when a space opened up.



With the purchase of a motel to provide emergency housing, the County expects to see between 350 and 400 unique individuals accessing the program within a year¹.

Grey County provided approximately 10,165 nights of accommodation through the Short Term Shelter Program in the 2023 calendar year, which is approximately 28 occupied beds per night.

The average length of stay in the Short Term Shelter Program from prior to July 2023 was 20.68 days. Based on the average length of stay and the number of unique individuals and families that accessed the Short Term Shelter Program, a minimum average of 22 individuals and families were accessing the program on average at any given time, which assumes each individual and family only had one stay during the year. Assuming individuals and families had similar lengths of stays and average of 12 individuals and 10 families were accessing the program at any given time. Assuming the individuals who were turned away would have had similar lengths of stay and a similar proportion of individuals and families, another 6.5 individuals and 5.5 families would have required emergency shelter per day to meet the total demands of people seeking shelter.

Households leave shelter for a variety of reasons. Some households are discharged due to time limits; 16 households were discharged during the year due to time limits. 142 (of 405 discharges, 35%) households are known to have left shelter for positive housing destinations upon discharge. Some of the remaining households may seek shelter again in the future after exiting from shelter.

Safe N Sound staff reported that many of the participants who do avail of the motel program end up back with them at a later date because they breached the motel/hotel rules. The motels can be like a revolving door where an individual stays for a week or so before being kicked out. This can happen to the same individual multiple times depending on how many chances they get and how many motels they get banned from.

Safe N Sound Out of the Cold Evening Program

Safe N Sound ran an evening Out of the Cold warming program daily from November 1, 2023 to March 31, 2024. The program saw an average of 24 overnight users per night. Combined, the Short Term Shelter Program and Safe N Sound's Out of the Cold Evening Program provided overnight service to an average of 56 people per night in December 2023.

Some 213 unique people accessed Safe N Sound's night services over the 5-month period from November 1, 2023 to March 31, 2024. Of that 213 people, 110 were from the area (mainly Owen Sound) and had been in and out of homelessness for some time. 66 of those individuals were chronically homeless and used Safe N Sound's services consistently. Most of these people are now living in tents in and around Owen Sound.

Of the 66 individuals who used the overnight program consistently:

- 24 were adult females, 7 who were Indigenous, none of whom were seniors
- 42 were adult males, 7 who were Indigenous, including one senior male
- 1 was a male youth – this individual was also Indigenous.

¹ <https://www.grey.ca/news/grey-county-move-forward-motel-purchase-emergency-housing-program>



Safe N Sound conducted a survey of individuals who used their warming program from November 1, 2023 to March 31, 2024. Of the 39 individuals who responded to the survey 12 reported that if they were unable to stay at Safe N Sound they would stay on the streets, another 12 reported they would squat on private property, nine reported that they would stay in the motel program, six would stay with a friend or family and eight were unsure.

Outreach

Some of the individuals turned away from shelter would be forced to sleep rough/unsheltered. Outreach attempts to provide services to individuals in community who are neither housed nor in the Short Term Shelter Program. The Grey County SOS Mobile Outreach had interactions with approximately 330 unique individuals between May 1st and July 2023 and another 21 individuals received outreach in encampments. This data reinforces that there likely an ongoing unmet need for emergency shelter among those sleeping rough. It should be noted, however, that there are various reasons that people do not access emergency shelter. These can include being turned away due to space capacity, being restricted from services, or choosing not to access emergency shelter for a variety of reasons, including rules, perceptions of safety, etc.

3.0 Profile of People Experiencing Homelessness

The profile of individuals and families experiencing homelessness can help inform the needs that should be addressed through emergency shelter.

The 2021 homelessness enumeration identified three youth under the age of 18 and 19 youth age 18-25. The largest groups were those in the 26-39 and 40-59 age categories, each with 56 people. Seven people over the age of 60 were identified. This suggests that there may be a need for emergency shelter among both youth and adults, but that adults likely make up the largest group needing emergency shelter.

The largest gender demographic was cis-gender males, with 98 respondents. There were 40 cis-gender females and one respondent indicated they do not identify as cis-gendered, 4 respondents declined to answer. This suggests a need for approximately two thirds of emergency shelter beds to accommodate cis-gender males and 27% to accommodate cis-gender females. This also points to the importance of planning to meet the needs of individuals who are not cis-gendered, and require specific consideration to support a safe, accessible and inclusive environment.

While 16% of respondents to the homelessness enumeration survey identified as Indigenous, it is recognized that this number is very low compared to the actual number of Indigenous individuals and families experiencing homelessness. As such, it is important to consider cultural safety among Indigenous peoples when planning to meet emergency shelter needs.

Many individuals surveyed as part of the homelessness enumeration reported contributing factors that increase their vulnerability and need:

- 39% of homelessness enumeration respondents identified as having a medical illness or condition

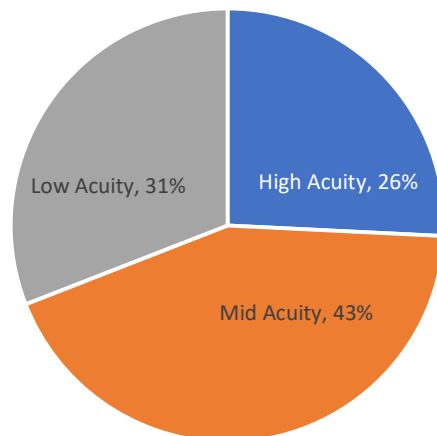


- 37% identified as having a physical limitation
- 44% identified as having a learning or cognitive limitation
- 58% identified as having a mental health concern
- 50% identified as having a substance misuse/use concern.

The enumeration identified 27 individuals in need of intensive housing supports who were currently unsheltered/sleeping rough. These factors point to the need for low-barrier approach to emergency shelter.

Data from the By-Name List reinforces this need. Just over one quarter of people on the By-Name List have been assessed to have a high level of vulnerability/support need, another 43% with moderate acuity and 31% with low acuity. Individuals with low acuity typically either do not require assistance or only require “light-touch” supports to resolve their homelessness. Those with moderate acuity may need some additional supports and individuals with high acuity often require intensive supports to resolve their homelessness.

Households by Acuity Level, Based on the By Name List as of August 2023



Note: n=97. Does not include 10 households with no assessment completed

4.0 Households at High Risk of Homelessness

In addition to those currently experiencing homelessness, there are individuals in the community at high risk of homelessness who may be experiencing homelessness in the future. Having a very low income is a strong risk factor for homelessness. Based on the 2021 census, there were 565 households with very low incomes in Grey County, (20% of under of the Area Median Household Income or incomes of less than or equal \$15,600). These households are considered at high risk of homelessness, as any change in income, expenses or their current housing could lead to homelessness. In addition, there are another 2,110 households in core housing need that could also be considered at risk, given that they can't afford



alternative appropriately sized housing in the community. It should also be noted that income data from the 2021 Census was based on total income for 2020, when the federal government was distributing the Canada Emergency Response Benefit (CERB) during the first phase of the Covid-19 pandemic. It is widely acknowledged that CERB increased incomes in the 2021 Census, particularly for the lowest-earning households, and temporarily decreased the number of households in core housing need.

Households in Core housing Need by Household Size and Income Category

Income Category (Max. affordable shelter cost)	Total
Very Low Income (\$390)	565
Low Income (\$975)	2,060
Moderate Income (\$1560)	50
Median Income (\$2340)	-
High Income (>\$2340)	-
Total	2,675

The following chart compares the rates of Core Housing Need across populations that are at high risk of experiencing housing need. Households led by individuals under 25 and Indigenous households have particularly high rates of core housing need.

Percentage of Households in Core Housing Need by Priority Population, 2021



The majority of households in core housing need are one-person households. There are also some two-person households, but relatively few larger households.

Households in Core housing Need by Household Size and Income Category

Income Category (Max. affordable shelter cost)	1 Person HH	2 Person HH	3 Person HH	4 Person HH	5+ Person HH	Total



Very Low Income (\$390)	510	55	-	-	-	565
Low Income (\$975)	1,405	470	110	35	40	2,060
Moderate Income (\$1560)	-	-	15	20	15	50
Median Income (\$2340)	-	-	-	-	-	-
High Income (>\$2340)	-	-	-	-	-	-
Total	1,915	525	125	55	55	2,675

Drop-In Usage

Forty-four regular Safe N Sound drop-in users did not use overnight services between November 1, 2023 and March 31, 2024, and only used day services i.e. meal services, harm reduction, access to clean clothes, washing clothes, online court advocacy and support, needle exchange program, Naloxone provision and training, SOS Support (first aid and medical support), referral to other community services and Phone access. Many of that group were housed, but out of that number six individuals sought assistance with housing (5 male, 1 female).

5.0 Indicators of Supply of Emergency Accommodation, and Housing for People Experiencing Homelessness

Short Term Shelter Program and Emergency Housing

During the winter of 2022/2023 the Short Term Shelter Program operated up to 47 rooms a night at times to accommodate overflow needs during inclement weather. During the Summer of 2023 it is operating at 15 rooms a night in order to remain on budget for the winter season.

In the Winter of 2023/2024 the County purchased a motel in Owen Sound for emergency housing. The motel has 22 rooms, and many will be double occupancy, so the total occupancy may be closer to 44 individuals. The motel will provide approximately 10,000 nights of accommodation yearly, through single, double, and family occupancy². With the purchase, Grey County will be able to offer upwards of 13,000 nights of accommodation to residents experiencing homelessness throughout the year. This is an average of 35 beds per night.

Transitional Housing

Twelve units of transitional housing targeting individuals experiencing homelessness opened in December 2023. Some of the individuals who were identified as experiencing homelessness in November were housed in December.

Grey County Housing

² <https://www.grey.ca/news/grey-county-move-forward-motel-purchase-emergency-housing-program>



Grey County Housing owns and operates 995 units of Rent Geared to Income housing and in partnership with nine local non-profit housing providers supports with over 450 additional rental units. Grey County financially supports an additional 72 beds within Housing with Related supports provider accommodations and 32 Rent Supplements monthly. Grey County offers one in 10 units to households off of the By-Name List (BNL). On average in a year there is turnover of 70 units resulting in seven offers to the BNL directly to Grey County housing.

6.0 Community Perspectives on the Need for Emergency Shelter

As part of completing the needs assessment, we engaged with a number of community stakeholders and members to help identify current and future needs, and gaps, in providing emergency housing services in Owen Sound.

6.1 Who We Engaged

Our team reached out and spoke to a range of local stakeholders, Municipal and County staff, and people with lived experience. Overall, we held conversations with 47 people.

Stakeholder Group	Method of Engagement	People Engaged
Safe N Sound Executive Director	Interview	1
Safe N Sound Front Line Staff	Meeting/focus group	5
Grey County Staff	Meeting/focus group	4
City of Owen Sound Community Services Staff	Meeting/focus group (virtual)	2
City of Owen Sound By-law Enforcement	Interview (virtual)	1
Homelessness Service Providers (8)	One-on-one interviews (virtual)	12
People with Lived Experience	One-on-one interviews	22

Homelessness Service Providers engaged include:

- CMHA
- Grey Bruce Public Health
- Paramedic Services
- Salvation Army
- SOS Team
- United Way Bruce Grey
- Women’s Centre Grey Bruce
- YMCA

Acknowledgements

We would like to thank everyone who took the time to have conversations with us for sharing your knowledge and experiences. We would like to especially thank all the participants at Safe N Sound,



OSHARE, and people currently participating in the County’s short-term shelter program for sharing your unique experiences and insights into current emergency housing needs in Owen Sound.

6.2 What We Heard

Throughout our various conversations in the summer of 2023 we heard a range of insights on the current needs, gaps, and opportunities related to providing emergency accommodation in Owen Sound. Feedback is summarized below.

What we have

Stakeholders identified a range of services currently available to support people experiencing homelessness in Owen Sound.

- 911/211
- City Hall
- CHO Homes (CMHA)
- CMHA
- Farmer’s Market
- Grey County
- Hanover drop-in
- Harm reduction program
- Hospital/Emergency Room
- M’wik
- Motel program (County)
- OSHaRE
- Outreach to encampment
- Public health
- RGI Housing
- Safe N Sound
- Salvation Army
- SOS
- United Way
- Women’s shelter, human trafficking beds
- YMCA

For individuals currently experiencing homelessness, they indicated seeking support from:

- Safe N Sound
- CMHA
- OSHaRE
- Salvation Army
- YMCA
- United Way

Who is experiencing homelessness

Overall stakeholders describe a sense that the number of people experiencing homelessness in Owen Sound and Grey County has increased, largely since the COVID-19 pandemic.

Many stakeholders identify people with severe mental health and addictions challenges as being more likely to be experiencing homelessness and facing more barriers in accessing housing. Several stakeholders also highlighted a growing opioid crisis in the community.

Other individuals identified as more likely to be experiencing homelessness include Indigenous people, youth, people with developmental disabilities, people involved in the justice system, 2SLGBTQIA+ people, racialized people, and older adults/seniors. Some stakeholders note that they are seeing more men (between ages of 25-45 years). Some stakeholders also point to seeing people who are unable to meet their basic health needs (may have been in hospital but are not able to care for themselves).

Generally, stakeholders indicate that they mostly see people who have been experiencing homelessness for some time but do see a small number of people who are homeless for the first time.

What is Working

Stakeholders identify several strengths including the BNL, 211, STSP, outreach services, shelter space in the winter, and telemedicine program (focus on mental health supports in collaboration with CMHA). People also identify a range of services such as OSHaRE and the SOS Team. It was also noted that there are programs almost every day and people know about and are accessing Safe N Sound.

For the most part people feel that there are many programs for people to access food. Some did note that there are no options on Sundays.

What are the barriers people are facing

Stakeholders highlight that it is often individuals who have had other systems “fail” such as health care, corrections, addiction services, and CAS, that ultimately creates the most barriers to emergency accommodation and results in chronic homelessness. For some individuals, its noted, programs such as the County’s motel program (STSP), and other housing solutions (i.e., RGI housing) can be really helpful however for individuals who need significant supports there are few options. Stakeholders also note that if someone doesn’t want to be in a ‘program’ (such as the STSP program), there are no options.

“When systems fail, they come here” – Safe N Sound

Stakeholders also identify people with developmental disabilities and people using drugs as also having particular barriers in accessing housing. Some people also expressed that past experiences or a “bad reputation” can also create barriers in accessing emergency housing. Lack of ID can also be a barrier.

Service restrictions can also be a barrier for some individuals, leaving no options in the community for emergency housing.

An overall lack of affordable housing is also emphasized as a key barrier. As well as long-term supportive housing options. Housing with supports for people with mental health and addictions, with developmental disabilities, and also for people who cannot meet their basic needs on their own (i.e., people released from hospital) were all identified.

Access to supports is a significant barrier for individuals facing homelessness in Owen Sound. Stakeholders point to a lack of mental health supports, lack of addiction services, lack of supports for people with developmental or cognitive disabilities, lack of primary medical care, and a lack of supports to help people maintain their housing once they are housed.

Transportation across the County is also an additional barrier in trying to access housing outside Owen Sound.

Income can also create challenges, even if someone is able to get on ODSP, there are still unable to afford current rents for suitable housing.

For individuals currently experiencing homelessness, current barriers identified include lack of affordable and safe housing, mental health and addiction issues, lack of transitional housing and



programing, low income (ODSP not enough to afford housing, lack of support for people with disabilities, lack of emotional supports, and discrimination.

Is everyone getting shelter who needs it

For many stakeholders they highlight that some people can access emergency housing and “we” are able to support them effectively. When asked if “everyone is getting shelter who needs it”, the response is unanimously “no”.

People generally agree that it is people with several medical, mental health, and/or addictions that are most challenging to find emergency accommodation.

Outcomes that may result from a lack of access to emergency options include trauma and generations of impact on people and families. “Everything is impacted by homelessness – health, income, education”. Stakeholders also share that it can create stigma towards people who are homeless and shame for people experiencing homelessness.

People also point to the risks of sleeping outside including safety and physical health risks. Stakeholders also highlight that for people with mental health issues, these can become much worse when people are staying on the street/outdoors and often people stop seeking supports. Women can be a particular target as well, stakeholders share instances of women getting involved in sex trafficking, and concerns violence against women who are sleeping outside.

“Really takes a tole on people, physically and mentally, their whole being just declines so fast”

For people with lived experience, the majority of people (18 of 22) indicated that they were in need of emergency accommodation within the past year and most (approximately 15) indicated that they were not able to access emergency shelter.

Is a formal shelter needed

Most stakeholders felt that a shelter in Owen Sound is needed. Many stakeholders reflected on the current level, or crisis, of homelessness and seem to agree while long term housing and support options are needed, there is an immediate need for access to emergency accommodation. People note that there is no place for individuals to go past 3pm.

While the County’s motel program is an asset in the community, stakeholders highlight that it is not able to meet the current need in the community (both in terns of number rooms/beds, as well as support services for individuals with higher/more complex needs).

What a ‘shelter’ looks like however brings a range of suggestions. Several stakeholders feel that a low-barrier model is needed, and that 24/7 operation is best. Stakeholders suggest that the shelter be ‘open’ to everyone, not really identifying a target population. Stakeholders also point to the need for support services at the location including mental health, nurse/medical, support with ID, housing, supports for trauma, and programs for addictions and employment, in addition to trained staff. Other aspects stakeholders identified to include in a shelter was lockers, laundry, kitchen facilities, laundry facilities, office space, rooms for counselling/supports. Stakeholders also describe the benefits of people able to connect with individuals in one location.



Stakeholders also point to the need for supportive housing for people with complex needs. Several stakeholders noted the new housing development on 14th street (12 24/7 transitional housing units) as a welcomed asset, however, at the time of the interviews noted that it was not yet operational and was still in need of the support services to realize the supportive housing model intended.

Some stakeholders also point to risks associated with communal-style shelters (i.e., can cause or bring trauma), and suggest that the motel-model can provide a low-barrier options with privacy and independence, and can house multiple populations.

Some also feel there is a need in the community for a safe injection site.

Some stakeholders emphasize the need to “have a plan”, that any form of emergency accommodation should be housing focused.

“Need a place for people to connect to resources, a place to first connect and build relationships”

Almost all individuals with lived experience stated that a shelter is needed (21 out of 22). When asked what this should look like several people thought it should be downtown Owen Sound. Other suggestions were to have space to store belongings (i.e., lockers), and that there should be supports on site (i.e., mental health, addictions, housing), a place to wash your clothes, and have access to food.

Several people also expressed a preference for private space over communal space.

“A safe place where people feel welcome and have access to resources”.

What is needed

While many stakeholders point to the need for more affordable/RGI and supportive housing options in the area, there is a recognition that people need solutions “today”, people are sleeping outside in risky and unhealthy environments, and people are dying while on the street, and so there is a need for immediate solutions as well longer-term housing solutions.

Several stakeholders also highlight a lack of addiction services in Owen Sound and note that they do not feel the community is addressing the opioid crisis effectively. Some suggested a safe injection site is needed.

With respect to supportive housing, it is noted that there is a need to provide intensive supports to respond to complex behaviour and healthcare needs. Stakeholders also highlight the need for supports to help people maintain their housing once living independently. It was noted that the vast majority of people on the BNL are chronically homeless and so most people need supports to live alone.

In addition to shelter, some stakeholders also highlighted the need for access to basic services such as washrooms, water (drinking, showering), laundry facilities. Stakeholders also felt that with more resources, there could be more done to do harm mitigation for people living outside.

Some stakeholders also noted the need for additional outreach services.

Stakeholders also emphasized a desire to see more political engagement (from all levels), that there is a need for “big solutions” given such a multi-faceted issue. Further collaboration with system partners



such as corrections was also identified. It was also noted that approaches to addressing homelessness need to continue to have a DEI lens. Additional education in the community to address stigma was also suggested.

For people with lived experience needs include “safe place to sleep and store personal belongings”, as well as more affordable housing options. Individuals referenced Tiny Homes and shipping container housing models as potential examples. Others suggest spaces for tents where they won’t get taken down. The need for overnight and 24-hour centres was also identified as a need.

People also expressed a need for more immediate support for addictions and mental health, and for more “face to face outreach and resources available on the streets”. Other needs identified include food, more job availability, and more support for women.

What outcomes do we want in 5 years

As part of each stakeholder interview/group meeting, people were asked “As a community, what would you like to achieve in five years to improve outcomes for people who are homeless or at risk in Owen Sound?”.

“I hope less people die”

“I hope that people are able to be autonomous about where and how they choose to live and that they can have the supports they need to do that in a good way”

“Have a place where people can come to sleep”

“Would like to see agencies working together”

“Alternative forms of housing”

“Safe injection space”

“Low-barrier mental health supports”

“More resources for people struggling with mental health and addiction”

“Don’t want to see people living without shelter in our community”

“I know we are working hard on this, but hoping for more”

“Buy-in and engagement in Coordinated Access”

“Great to have a shelter, beyond women’s shelter that everyone can access”

“People have their needs met”

“More variety in supportive housing”



“Would like a continuum: off the street with a bed and food, then find a pathway to meet individual needs”

“Ending cycle of homelessness”

7.0 Conclusions of Estimated Need for Emergency Shelter

Homelessness Enumeration data, By-Name List data, and data on usage and turnaways from the Short Term Shelter Program, and data from Safe N Sound’s Out of the Cold Evening Program all suggest that the total need for emergency shelter in Grey County is greater than the existing capacity of emergency shelter beds, particularly in non-winter months, even with the County’s purchase of the hotel. With the purchase of the hotel, the County has the capacity to provide approximately 35 beds per night. The Homelessness Enumeration and By-Name List data suggests that between 40 and 45 households may be in need of emergency shelter per day, including those receiving shelter and those staying unsheltered/sleeping rough. However, the fact that the Short Term Shelter Program provided an average of 35 beds in December 2023 and Safe N Sound say another 24 people per night, the total demand for shelter can be up to 56 people per night.

Stakeholders consistently indicated that not everyone who needs it is currently getting shelter. People generally agreed that it is people with medical, mental health, and/or addictions are most challenged to find emergency accommodation.

The profile of people experiencing homelessness points to the need to consider the following when planning to address emergency shelter needs:

- There is a need for emergency shelter among youth, single adults, and families, but adults likely make up the largest group needing emergency shelter
- Low barrier shelter options are needed for individuals with mental health and substance use issues and others who currently face service restrictions and are without any shelter options
- Accessible shelter options are needed for people with physical limitations
- Considerations are required to support cultural safety among Indigenous people in need of shelter
- Specific considerations should be given support a safe, accessible and inclusive shelter environments for individuals who are not cis-gendered.

While the County’s motel program is an asset in the community, stakeholders highlight that it is not able to meet the current need in the community, both in terms of number rooms/beds, as well as support services for individuals with higher/more complex needs. People noted that there is no place for individuals without shelter to go past 3pm, and no food security services on Sundays. Most stakeholders and almost all individuals with lived experience consulted believe that a formal shelter facility is needed to meet the need for emergency accommodation in Owen Sound. It should be noted that this feedback was received prior to the County purchasing the motel and some of this may have changed since then.



It should also be noted that many of households in need of emergency accommodation have been experiencing homelessness for some time and would be better served by longer term housing options with supports rather than emergency shelter if it were available. Many stakeholders noted a lack of supportive housing for people with complex needs.



8.0 Appendix: Summary of Lived Experience Interviews

Interview	Can you share with me your current housing situation?	In the past year, were you in need of emergency accommodation? Were you able to access it?
1	Couch surfing, 3 years	Yes, got into treatment centre and is on the list for County Housing
2	Sleeping on cardboard at CMHA, was previously paying rent to stay on a friend's couch	Yes, still in need
3	Lived everywhere (in Owen Sound), occasionally stayed with friends, has a shack for the winter months	Yes, unable to access shelter
4	In search of housing with roommate, unable to receive housing with Safe N sound due to age (62 years old)	Yes, initially accessed YMCA housing program, but felt overcharged, also received an apartment through Barry's construction (Grey/Bruce rental) for \$1000 monthly, was sleeping outside for awhile
5	Couch surfs during winter months, otherwise stays behind library or near St. Andrews church	Yes, unable to access shelter
6	Stays with friends on the street	Yes, accessed YMCA housing program but can only stay limited time, tried to access Safe N Sound (transitional units), however, it is usually full and has a long waiting list
7	Living on the street	Yes, unable to access shelter
8	Couch surfing or living in a tent, however the tent continues to get stolen/taken down	Yes, accessed a motel room through YMCA housing, but was kicked out, also had an interview at the "Whitehouse" but never got an apartment
9	Couch surfing, 'bouncing around'	Yes, called 211 everyday but there was never availability
10	Living on and off the streets for 4 years, currently living outside	No, unable to get into women's centre
11	Couch surfing, living in car	Yes, has previously accessed YMCA housing program, however is currently not accessing services in hopes of getting into treatment/rehab
12	Living in a tent	No, had a place to live with mom but got kicked out
13	Renting a room in a house	Yes, accessed Y Housing for 2 weeks which provided food and helped in finding resources Received current room through Safe N Sound
14	Lost housing after mother went into coma, currently on the streets	No, their 'file' is not in Simcoe County and can therefore not get housing and did not get into housing program

15	Living outside or sometimes crashing on friend's couch	Most programs are always full, wasn't able to access Grey County motel program, could only stay for one week (Diamond) and is currently on the housing list
16	No address, just got out of correctional centre	Yes, tried to get housing through 211, was kicked out of YMCA motel room
17	Currently living in an apartment	Yes, stayed in a motel and trailer Reached out to Community Connections and County in Owen Sound
18	Currently staying in a motel	Yes, connected to programs through the County, is currently working on getting into an in-patient program
19	Currently staying in a motel, was staying in a private apartment but was evicted	Yes, was referred to the County by SOS, was given a place to sleep but couldn't stay during the day Has also connected with Y employments
20	Housed	No
21	Housed	No
22	Housed	No

Support Services (Q5)	Gaps & Barriers (Q3)	Needs (Q6)
<ul style="list-style-type: none"> - *Safe N Sound (10) - *CMHA (5) - Library (consults counsellors) (1) - *OSHARE (6) - AA/NA/CA (1) - YMCA housing (2) - Lutheran Church (2) - *Salvation Army (2) - St. Andrews Church (2) - Farmers Market (1) - Hospital (2) - Grey Bruce Housing (1) 	<ul style="list-style-type: none"> - Housing is unsafe - Unaffordable - No availability - Addictions/mental health issues - Lack of programming for Transitional housing - ODSP – unreasonable compensation given cost of living - Lack of emotional support system, loss of friends/family (children) as a result of homelessness 	<ul style="list-style-type: none"> - Face to face outreach, resources being available on the streets - Food - Safe place to sleep and store personal belongings (more beds/shelters) - More low-income housing - Housing and support for women - Shelters need longer hours - More overnight/24 hour centers - Increase to shelter allowance

<ul style="list-style-type: none"> - Y Housing (1) - *YMCA centre - OW (1) - Y employment (1) - New Directions (1) - County (2) - SOS team (2) - Grey Bruce GBHA (1) - *United Way 	<ul style="list-style-type: none"> - Can't get housing with criminal record - Lack of support for people living with disabilities - No access to phones, makes communication difficult - Discrimination facing women and mothers - Location, people are being sent hours away - Current addicts are being placed with people trying to remain sober in group homes/apartments - Some places don't allow guests after 8 pm 	<ul style="list-style-type: none"> - Need more immediate support for addictions/mental health crisis - Landlords won't rent to people accessing services (Safe N Sound) - Spaces where tents won't be torn down - Need more long-term housing, some programs only offer limited stay - Need more job availability - Tiny homes, shipping container model
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*Indicates organizations people feel comfortable receiving emergency shelter supports from (Q8)

Is Shelter Needed? (Q7)	What Should it Look Like/Include? (Q8)
Yes	<ul style="list-style-type: none"> - Shelter should be in a central location accessible to all, should be a safe injection site and should have mental health professionals on hand
Yes	<ul style="list-style-type: none"> - There need to be more local shelters in which you can safely store personal belongings (including drugs) - "Drug counsellors" - People occupying beds should be actively looking for other housing
Yes	<ul style="list-style-type: none"> - A local shelter that acts as a place to sleep eat and wash your clothes - There should be private spaces opposed to communal spaces
Yes	<ul style="list-style-type: none"> - Convert old school into shelter, prohibit people who are drunk/high from entering
Yes	<ul style="list-style-type: none"> - Shelter located in a central/downtown area, there are many unused buildings that could be used as temporary shelters to provide extra beds
Unsure	N/A



Yes	- Place across from Town hall, should resemble the warm/homey feeling of Safe N Sound, privacy and security are priorities and people should have access to rehabilitation services (therapy)
Yes	- Local (in Owen Sound)
Yes	- Shelter should be somewhere downtown or close to OSHARE and accessible to those that need it most - Need places where people can store their belongings
Yes	- Need for addiction and mental health support
Yes	- A safe place where people feel welcome and have accesses to resources
Yes	- Supports for those struggling with addiction
Yes	- Should be accessible to women and men and should be in a central location in Owen Sound
Yes	- Should resemble the Busby Centre in Barrie and be equipped with drug kits - Should be in Owen Sound and be a safe place to sleep and have something to eat
Yes	- Should be a healthy place for people to stay - People who stay there need to be respectful of the space and keep it clean - Needs to have enough staff and resources - Have personal support workers who can help people move to transitional/supportive/permanent housing
Yes	- Shelter is definitely needed
Yes	- Need for individual space - Doesn't want strict rules, except for meetings in the mornings
I think so	- People need somewhere to go when they are in crisis - People need help getting connected to landlords - Designated areas for tents with washroom area
Yes	- Should be more shelters in Owen Sound, should have mental health/addiction counselling/programs onsite