

## Supportive Housing Best Practices – Overview

### Support Services



#### **Flexible**

- Supports respond to a person's changing needs, and are based on personal goals and choice

#### **Promote and support independence, personal growth, and dignity**

- Supports assist people to take on responsibilities to maintain their tenancy and must be free from discriminatory practices

#### **Delivered in the most effective way possible**

- Supports are provided by appropriately qualified staff, and are evaluated regularly to ensure people get quality service

#### **Connect people with their communities and promote inclusion**

- Supports improve access to opportunities for social engagement, as well as help people to participate and be included in community life

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### Housing



#### **Promotes social inclusion**

- Is connected to a community that enables access to services, employment opportunities, and social networks, and must be free from discriminatory practices

#### **Affordable**

- Housing assistance is provided to people in supportive housing who cannot afford their rent

#### **Safe and well maintained**

- Housing providers create a safe and secure environment for people by ensuring housing is of good quality and maintenance problems are addressed in a timely manner

#### **Suitable**

- Housing is accessible, appropriate, provides adequate living space, and allows for privacy

#### **Tenancy rights are promoted and respected**

- Rights of tenancy apply according to the Residential Tenancies Act, 2006 (except where legislative exemptions apply)

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### Coordination of Housing and Supports



#### **Service providers**

- Work together with the common goal of supporting people to transition seamlessly from one service/program/location to another

#### **Local entities**

**(i.e. Service Managers, LHINs, Developmental Services Ontario)**

- Plan together to develop common priorities, support and encourage partnerships, and align existing and new investments

#### **Ministries**

- Collaborate to develop strategic approaches for supportive housing and encourage and support local entities