



# OPENING DOORS TOGETHER

## Who is Indwell?

- A Christian charity that creates affordable housing communities that support people seeking health, wellness and belonging.
- Over 1,450 people live in 31 Indwell communities in nine regions across southern Ontario.
- Indwell encourages tenant success through housing affordability combined with health, social and housing supports.



## What are Indwell's values?



WE VALUE THE INHERENT  
**DIGNITY** OF ALL PEOPLE  
AS IMAGE BEARERS OF  
GOD.



WE LIVE OUT OUR  
CHRISTIAN CALLING TO  
**LOVE** OUR NEIGHBOURS  
AS OURSELVES.



**HOPE** IS THE  
FOUNDATION OF  
ALL OUR ACTIONS.

## How do you decide who lives at Indwell?

- Indwell offers a spectrum of supportive housing options in each region. These varying levels of support ensure individuals' needs can best be met.
- Tenants are selected after an application and an in-person intake process that determines 1) their need for deep affordability, and 2) their desire to live in a supportive community and use the health care and other supports that will be available to them.
- Most people living with Indwell have experienced homelessness or difficulty securing or keeping housing for various reasons: mental health, physical health, substance use disorder, and/or affordability.
- Referrals to Indwell come from municipal waiting lists, hospitals, Indigenous organizations and other housing providers.



# How does Indwell facilitate tenant success?



## HOUSING STABILITY

Indwell's housing stability rate is 92%. Indwell provides secure permanent housing, as well as health and social supports to help tenants gain stability, remain housed, and experience health, wellness and belonging.



## ATTENTIVE STAFF

People who live with mental/physical health challenges, other disabilities, and/or substance use disorder can experience challenges. Sometimes unfortunate critical incidents occur. Crisis response protocols help staff learn from each incident.



## EVALUATION

Tenants are encouraged to participate in the Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA) – a standardized tool for gathering feedback that informs Indwell's future service.

## How does Indwell support tenants?

- Indwell tenants rent independent full-service apartments through formal agreements.
- Housing is just the start; tenants have access to a range of interdisciplinary services to support their housing and health success. This includes housing and tenancy-related supports, nursing and psychosocial professionals that advise people with mental health and substance use disorders, facilitation of connections to external service agencies, and encouragement of informal community supports.
- While substance use disorder isn't a reality for many people who live at Indwell, it's a daily struggle for some. Indwell's addiction support workers come alongside them in making healthier choices and reducing harm.
- Some Indwell programs offer medication supports, meal programs, and case management to support a person on a recovery journey. These enhanced services can make a significant difference for individuals' health and housing stability.
- Indwell provides supports that respond to the needs presented, whether this be related to a mental health challenge, a physical disability, a substance use disorder, or concurrent conditions (which is often the case). Indwell supports tenants in achieving housing stability and improved health and wellbeing. Supportive housing is not a treatment centre or residential care facility.
- Indwell has a quality assurance committee which reports directly to the Board consisting of and led by people living in Indwell's programs. Tenant input is encouraged through monthly town hall meetings, focus groups, surveys, and during regularly scheduled apartment checks.



## Want to learn more?

Check out the documentary *Safe* by John Butler, which explores the housing and opioid crises through the stories of tenants that live at Indwell's affordable, supportive housing programs.

Watch free at [indwell.ca/safe](https://indwell.ca/safe)

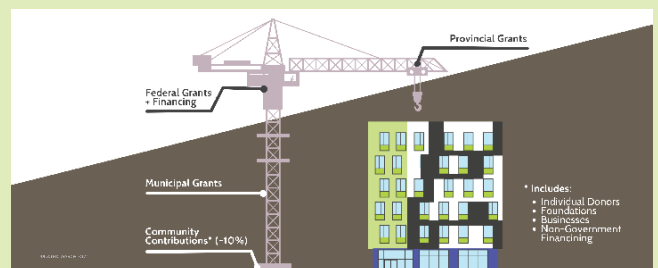
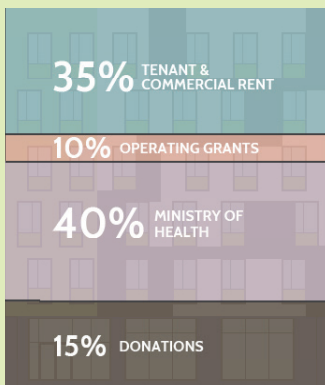


# How does Indwell address tenant and building safety?

- It's important that tenants feel safe and secure in their homes. This is facilitated through:
  - Regular staff office hours, 24/7 on-call support, crisis response.
  - Controlled access through secure entrances. This supports building security and promotes positive guest management.
  - Closed-circuit video surveillance and recording in all common areas.
  - Building design, size and layout that fosters "knowable" communities; community activities and events that encourage tenants to know and look out for each other.
  - Staff teams trained in crisis de-escalation and trauma-informed approaches.
  - Additional overnight security support when required.
- Indwell takes an eviction-prevention approach to conflict. If a tenant or their guest is continually disruptive, staff meet with the tenant to understand the underlying cause and work together to resolve concerns. While eviction is a last resort, Indwell offers to help the tenant find alternate living arrangements.
- Tenants are responsible for the behaviour of their guests, and disruptive guests can threaten their tenancy. To prevent this escalation, Indwell supports tenants in managing their guests and enacts trespass notices when necessary. If willing, Indwell collaborates with community partners to provide alternative supportive resources.

## Financial Sustainability and Accountability

- The funding model for each Indwell program is different, depending on the level of supports which tenants receive, the amount of financing and maintenance required, the commitment of the regional and local government to supporting the program, and the amount that Indwell receives from Indwell's community of support.
- About 35% of the program costs are covered by tenant rents, 40% from the Ministry of Health through grants to provide health care for tenants, 10% from other levels of government, and 15% from individuals, businesses, faith communities, churches, family and community foundations and service clubs.
- Just as with Indwell's programs, each new Indwell project has its own funding mix. It starts with generous donors provide who provide about 15% of the project costs. Indwell leverages these gifts to apply for federal, provincial, regional, and municipal government grants and financing.
- The largest contributor to Indwell's projects is the federal government through the National Housing Strategy, which is administered through programs of the Canadian Mortgage and Housing Corporation (CMHC). This comes in the form of both grants and low-interest, long-term loans.
- Indwell's supporters also provide Impact Loans, which Indwell uses to cover project readiness and pre-construction costs necessary to submit grant requests.



# Indwell Programs

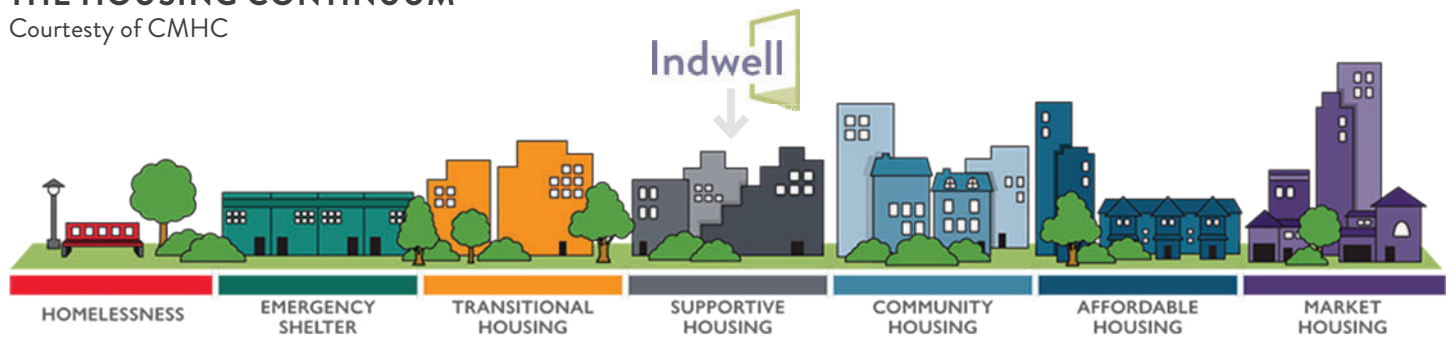


Inside an apartment at Indwell's North End Landing in Hamilton



## THE HOUSING CONTINUUM

Courtesy of CMHC



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For more information, visit  
[indwell.ca](http://indwell.ca)

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