

HOUSING HUBS (HH) MODELS

OVERVIEW AND BACKGROUNDER

JULY 2024



**INFORMATION
SHEETS**



BACKGROUND

Established in 1957, Bellwoods Centres for Community Living Inc. (Bellwoods) is a charitable, not-for-profit organization providing community-based support services for people with physical disabilities to help them remain living independently in the community. Our personal support workers and Independent Living (IL) facilitators provide services to people 16 years of age or older.

Services are provided to clients who reside at one of our many housing sites or through Attendant Outreach (AO) Services provided in the community to support persons with physical disabilities in their own homes, at school or place of employment. We also offer a short-term transition program. Our Reintegration Care Unit (RCU) helps individuals reintegrate back into the community following an illness or debilitating injury.

Housing Hubs (HH) are one of Bellwoods Independent Living Programs (ILP) that support individuals with disabilities to remain living in the community. Since 2012, Bellwoods has created, piloted and formalized a number of different 'types' of HH models providing the opportunity to combine housing and support service options for clients in creative and efficient ways without the requirement for supportive housing funding.

WHAT WE BELIEVE IN

Our Vision:

We envision a future where barriers do not exist.

Our Mission:

Fostering independent living through excellence and innovation.

Our Values:

- Client & family centred services
- Delivering high quality programs
- Building collaborations and partnerships
- Performance excellence
- Ensuring staff are valued, engaged and supported

HOUSING HUB (HH) MODELS

GOAL OF HH MODELS:

These models help enhance access to affordable, accessible housing by expanding opportunities to combine housing and support services. In these models, clients have access to services without the requirement of having staff on-site at all times. HH models provide access to support services to assist clients in carrying-out activities of daily living. When required, support is also provided to clients to support life-skills training and to co-ordinate access to relevant resources in the community.

KEY FEATURES OF HH:

- Access to pre-scheduled personal support services
- Access to accessible, affordable housing
- Model is not supportive housing but a hybrid version.

SERVICE DELIVERY MODEL:

In keeping with the philosophy of independent living, clients direct their own services with staff for pre-scheduled services. Other common characteristics of the different HH models at Bellwoods include the following:

- Services are non-medical and individuals living in HH must be able to be safe between service bookings.
- PSW services are pre-scheduled for clients through advance bookings and in some HH models may allow for variation in service provision including short, urgent ad-hoc and/or overnight visits.

- Services range in length with some HH models delivering multiple short visits throughout the day, depending on the type of services required.
- Where eligible, access to Bellwoods' Independent Facilitators and Community Integration Workers who focus on home and community skill development to maximize safety and independent living in the community through the provision of education and support for client-established objectives.

Although each HH has a specified number of housing units, the number of clients receiving services in a particular building can be scaled up for as long as individuals meet Bellwoods eligibility requirements. Having the flexibility to increase the number of clients in these HH buildings beyond the minimum commitment (i.e., the allocated number of housing units) enables Bellwoods to deliver services more efficiently at a single building address. As a result, HH models enable services to reach clients at these addresses who may otherwise lose their housing without the necessary services.

TYPE OF HH MODELS:

There are different types of HH models that have emerged in response to client needs and availability of staffing and other resources. These models allow for variation in service provision that, in addition to pre-scheduled visits, may include access to short notice, urgent ad-hoc and/or overnight visits. The types of models that have been developed at Bellwoods are described below.

HOUSING HUB (HH) MODELS

Hybrid Attendant Outreach Services (AOS)

- Services are available and pre-scheduled 24/7
- Overnight services available
- Staff are not guaranteed onsite throughout the 24/7 period (pre-scheduled)
- Client hours are sequenced based on need and on a pre-determined staff schedule where staff are offered full shifts (7:00 a.m. – 3:00 p.m.; 3:00 p.m. – 11:00 p.m.; 11:00 p.m. – 7:00 a.m.), as required.

Hybrid AOS located at:

- **Sudbury HH** includes 10 accessible apartments and is located at 180 Sudbury Street, Toronto, ON.



- **Deauville Place HH** includes 10 accessible apartments and is located at 5 Deauville Lane, Toronto, ON.



Classic Attendant Outreach Services (AOS) Availability Model

- Services are pre-scheduled and are on a visitation basis only
- No overnight services
- No short notice or urgent ad-hoc visits
- No onsite staff
- Services are available between 7:00 a.m. – 11:00 p.m.

Classic AOS Model located at:

- **Birchmount Green** includes three (3) units in partnership with Birchmount Green Inc.



For more information contact us at:



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Hybrid Attendant Outreach Services (AOS) - Version 1

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LOCATIONS

Bellwoods' HH locations include:

- **Birchmount Green** includes three (3) units in partnership with Birchmount Green Inc. (Opened in February 2024). - *Classic AOS*



- **Sudbury HH** includes 10 accessible apartments and is located at 180 Sudbury Street, Toronto, ON. (Opened 2013) - *Hybrid AOS - Version 1*



- **Deauville Place HH** includes 10 accessible apartments and is located at 5 Deauville Lane, Toronto, ON. (Opened in 2012) - *Hybrid AOS - Version 1*



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