
A Tenant's Story

Shaun was preoccupied with the daily struggle of surviving on Ottawa's streets. Today, he sleeps in a one bedroom unit, has taught himself to build computers and speaks at Carleton University sharing his story with others.



As a young boy, Shaun was convinced to join a gang where he easily earned money, made friends and was made to feel like he belonged. By age 13 Shaun was living on the streets and addicted to heroin. Shaun was eventually sentenced to a correctional facility.

After his release Shaun was homeless, had no supports and was unable find housing.

"Living on the streets was worse than being in prison."

In November 2013, Shaun went to a drop-in center to escape the frigid temperatures. He noticed a sign for The Salvation Army's Housing Based Case Management poster and asked the workers if there was any way they could help him.

"There are no strings attached to getting help from The Salvation Army," says Shaun. "All they want is for you to be safe and happy."



For information please contact:

Housing Response Team
The Salvation Army
171 George Street
Ottawa, Ontario

Ph: (613) 241-1573 ext. 262



Housing Response Team

**We will come to you and
together we will find a home**

Who are the Housing Response Team?

The mandate of the Housing Response Team is to connect people living in shelters or on the street to permanent, affordable housing. Once housed we work with clients to create an individualized plan to maintain housing stability.



From emotional support to housing searches to making a house into a home, the Housing Based Case Managers from the Housing Response Team work with clients, landlords and the community to help the chronically homeless into sustainable housing.

The Housing Response Team Offers:

-  Choice with housing opportunities
-  Case Management and follow-up supports for a minimum of one year
-  The ability to meet clients where they are at
-  Help to turn houses into homes with furniture and effective referrals



Client Eligibility

- **Chronically homeless**
- Currently living outdoors, in unstable intermittent housing, or in an environment inhabitable for humans
- Living in the emergency shelter system, with frequent stays on the street due to behavioral issues and/or own choice
- **Willing to enter an agreement** to have rent paid directly to the landlord
- Willing to accept case management for one year after being housed

“Housing should not be a reward for clinical success”