Regional Municipality of Waterloo
Community Services Committee
Minutes

Tuesday, November 1, 2016
9:04 a.m.
Regional Council Chamber
150 Frederick Street, Kitchener, Ontario


Members absent: D. Craig

Declarations of Pecuniary Interest Under The Municipal Conflict Of Interest Act
E. Clarke declared an indirect pecuniary interest with respect to items 4.5 CSD-HOU-16-16, Community Homelessness Prevention Initiative Funding Increase and 4.6 CSD-CHS-16-28, Implementation of Child Care Fee Subsidy Stop Placement and Wait List due to her employment with the YWCA.

Request to Remove Items From Consent Agenda
Items 4.5 CSD-HOU-16-16, Community Homelessness Prevention Initiative Funding Increase and 4.6 CSD-CHS-16-28, Implementation of Child Care Fee Subsidy Stop Placement and Wait List were removed from the consent agenda.

*K. Kiefer entered the meeting at 9:05 a.m.

Motion To Approve Items Or Receive for Information
2260648
Moved by D. Jaworsky
Seconded by S. Foxton

That the following items be received for information:

- PHE-IDS-16-06, Parent-Child Sexual Health Communication in Waterloo Region: A Situational Assessment
- PHE-IDS-16-08, Influenza - Previous Season Summary and 2016-2017 Plan
- PHE-HPI-16-08, Quarterly Charged/Closed Food Premises Report
  Carried

Moved by D. Jaworsky
Seconded by S. Foxton

That the following items be received for information:

- CSD-HOU-16-16, Community Homelessness Prevention Initiative Funding Increase
- CSD-CHS-16-28, Implementation of Child Care Fee Subsidy Stop Placement and Wait List
  Carried

*T. Galloway entered the meeting at 9:07 a.m.

Regular Agenda Resumes

Reports – Public Health

PHE-IDS-16-07, Harm Reduction Update

Karen Quigley-Hobbs, Director Infectious Disease, Dental and Sexual Health, stated that Public Health staff have worked with community partners to improve the disposal of harm reduction equipment and noted that a comprehensive update on substance abuse and harm reduction efforts will be presented in the first quarter of 2017. She introduced Chris Harold, Manager, Information and Planning, and Inspector Shaena Morris, Waterloo Regional Police Services, to provide a presentation on the report. A copy of the presentation is appended to the original minutes.
C. Harold explained that a harm reduction disposal working group consisting of a number of community groups was formed in March 2016 to improve the disposal options of harm reduction equipment in the Region. S. Morris provided an overview of the assessment that was undertaken to assess the scope of the issue including a review of current disposal options, existing data on inappropriate disposal of equipment and comparable health units. She informed the Committee that the working group has developed five recommendations including installing outdoor tamper-proof disposal units, increasing awareness of disposal options within the Region among individuals who use substances, and developing coordinated data collection measures.

C. Harold stated that the working group has prioritized the installation of three outdoor tamper-proof disposal units within the next nine months and is working on determining the appropriate sites for, and proper monitoring of, these units. Staff will also be working with the area municipalities and community partners to improve the collection of data related to the inappropriate disposal of harm reduction equipment.

In response to a question from the Committee, C. Harold stated that they are working with staff from the three cities to encourage the reporting of any collecting that occurs in parks or community areas. He noted that one of the cities has already been collecting this data and is sharing this knowledge with the other two.

C. Harold provided an overview on the work that Public Health is undertaking to increase the availability of Naloxone to respond to opioid overdoses. This includes no longer requiring appointments for public access to the program and working with pharmacists to increase the distribution. T. Galloway stated that he has been informed by Chief Bryan Larkin that Waterloo Regional Police Services has been confirmed as a pilot location for officers to carry and administer Naloxone.

The Committee discussed harm reduction in the rural areas. C. Harold stated that it is harder to get a sense of the scope of the problem in the Townships. However, he explained that Public Health is leading a study on the scope of substance use in the Region and ten percent of the informants are from the rural areas. He also noted that the Sanguen Health Centre is currently looking at expanding their services to the rural areas.

The Committee thanked staff for the presentation and the collaborative response to the issue.

Received for information.

**Reports – Community Services**

**CSD-HOU-16-15**, 2015/16 Housing Stability Data Summary Report

2260648
Douglas Bartholomew-Saunders, Commissioner, Community Services, stated that the Region produces an annual data report for the use of local service providers. He introduced Marie Morrison, Manager, Housing Stability, to provide a presentation on the report. A copy of the presentation is appended to the original minutes.

M. Morrison informed the Committee that there has been little change in the affordability and availability of housing in the Region and that a small increase in rental units did not affect the vacancy rate. She explained that the length of stays in shelters has increased but that the number of people served is down. She noted that these numbers can fluctuate, but that the increased focus on housing stability through programs such as the STEP Home and CHPI Supportive Housing may be serving to reduce the number of people needing to access the emergency shelters.

M. Morrison stated that over the last three winters usage of the Regional emergency shelters has increased; but the total usage, including the Out of the Cold and Transitional shelter is down. There are a number of programs being developed for the upcoming winter including the piloting of two bunkies at the Working Centre and the updating of the pocket cards for 2016. She provided an overview of the progressive response and services that are available to people experiencing housing issues from the Renter’s Tool Kit that is available universally to the more specialized STEP Home and CHPI Supportive Housing programs.

The Committee noted that the Federation of Canadian Municipalities is working on advocating with the federal government in relation to increased funding for affordable housing.

In response to a question from the Committee, M. Morrison stated that shelters are always an option for people but that shelter diversion is a simply a series of questions that people are asked in order to help them maintain housing or gain access to additional supports to avoid a shelter stay. D. Bartholomew-Saunders noted that this reduces staff time and improves the situation for individuals and families.

Deb Schlichter, Director, Housing Services responded to a question regarding affordable rent supplements. She explained that in a very tight market for affordable housing the effectiveness of rent supplements is limited. She noted that staff are reviewing the current program and additional models as a part of the service review.

The Committee thanked staff for the important work and the collaborative approach that has been taken to the issue.

Received for information.

Next Meeting – November 22, 2016

2260648
Adjourn

Moved by K. Kiefer

Seconded by L. Armstrong

That the meeting adjourn at 10:09 a.m.

Carried

Committee Chair, G. Lorentz

Committee Clerk, T. Brubacher
HARM REDUCTION DISPOSAL

Community Services Committee
November 1, 2016

Inspector Shaena Morris, Waterloo Regional Police Service
Chris Harold, Region of Waterloo Public Health
In late March 2016, Public Health established a Harm Reduction Disposal work group to improve disposal of harm reduction equipment in Waterloo Region:

- AIDS Committee of Cambridge, Kitchener, Waterloo & Area
- Cities of Cambridge, Kitchener and Waterloo
- Downtown Kitchener Business Improvement Association
- Region of Waterloo Licensing and Enforcement
- Region of Waterloo Public Health
- Sanguen Health Centre
- Waterloo Regional Police Service
Conducted assessment to determine scope of inappropriate disposal

- Review of current disposal options
- Local data on inappropriate disposal of equipment
- Scan of comparator health units
- Survey of harm reduction clients
Assessment

• Disposal should be addressed at a community, individual and organizational level

• Range of disposal options already exist in the community

• Limited data on inappropriate disposal of harm reduction equipment exists

• Comparator health regions offer a range of disposal options
Survey of harm reduction clients also provided information on the reasons for inappropriate disposal and suggestions for improvement, including:

- Increased disposal options
- Education and awareness on appropriate disposal and where to access disposal services
- Better education of the general public to reduce the stigma associated with accessing these services
- Supervised injection sites, discrete disposal bins
Recommendations

1. Increase disposal options by installing outdoor, tamper-proof disposal units in Cambridge, Kitchener and Waterloo.
2. Explore opportunities to enhance existing outreach services to increase disposal education provided to clients, and to provide mobile disposal service.
3. Increase awareness of disposal options available in Waterloo Region among individuals who use substances, service providers, and members of the public, etc.
4. Increase the number of agencies providing harm reduction disposal supplies (e.g. sharps containers) and education on proper disposal practices.
5. Develop coordinated data collection measures to monitor inappropriate disposal of harm reduction equipment throughout Waterloo Region.
Implementation

• Prioritized recommendations #1, #3, and #5 for implementation over the next 6-9 months
  ▪ #1: Public Health will pilot three outdoor 24/7 tamper-proof disposal units
  ▪ #3: Tear off sheets listing disposal locations and hours of service created as an interim measure and will be updated once outdoor units are installed
  ▪ #5: The Region and cities of Cambridge, Kitchener and Waterloo have agreed to collect data on calls related to inappropriate disposal of ham reduction equipment
Next steps

- Finalize locations for outdoor disposal units and obtain appropriate approvals for installation
- Continue to collaborate with work group on educating clients and providers about disposal options, and increasing disposal options
- Monitor the use of outdoor disposal units and other relevant indicators
- Seek funding/resources to implement remaining recommendations
Housing Stability Data Summary
Five Focus Areas

1. Emergency Shelter
2. Income
3. Rental Housing
4. Community Housing
5. Supportive Housing
Little Change in Housing Affordability and Availability

- Modest increases to social assistance and minimum wage were out-paced by increases in the rental market.

- There remains a significant gap between these sources of income and the cost of housing.

- The small increase in rental units did little to improve vacancy rates.
Notable Shelter Trends

- Bed nights \textbf{BUT} People
- Longer Stays
- Youth, older adults and families
- Dependents in families, chronic, adults, First Nations/Metis/Inuit and veterans
Family Shelter Diversion Results

- 524 families served
- 48% families accessing shelter
- 48% in average length of stay
- 68% in average cost to serve a family
PRIORITIZED ACCESS TO HOUSING STABILITY (PATHS)

Experiencing Homelessness and Medium to High Acuity

While waiting for housing with support programs, people continue to be supported through emergency shelter, street outreach and housing resource centers.

PATHS List

Housing Help Plus (mobile - pilot)

STEP HOME (mobile)

CHPI SUPPORTIVE HOUSING (on-site)
Urgent Action to House

Initial Goal:
Support 40 people with greatest need to housing over winter 2014/15

Exceeded:
Supported 50 people to housing over the winter of 2014/15

2015/16
A further 96 were supported to housing
Singles Winter All Shelter Use – Bed Nights

- # of Bed Nights
  - 0
  - 5000
  - 10000
  - 15000
  - 20000
  - 25000
  - 30000
  - 35000
  - 40000

- Years
  - 2013-14
  - 2014-15
  - 2015-16

The graph shows the number of bed nights used for singles winter all shelter from 2013-14 to 2015-16. The blue bars indicate the total bed nights, while the red sections within the bars represent the winter nights.
Singles Use of Year Round Shelters (Winter 2013-2016)
Shelter Pilots

- Service Restrictions – reduced, not to exceed 14 days – if over report to the Region
- Consistent intake communication scripts
- Consistent diversion script and plans
- Consistent Housing Plans
- Strengthened referrals – referral form
- Harm reduction practices
- Individualized Winter Safety Plans
Bunkies
Pilot
2016/17
Other Activities

• Housing Connection Service Fairs
  – Oct 24 (Kitchener) and Oct 26 (Cambridge)

• Updated Pocket Cards

• Further System Development
Homelessness and Housing Issues
Service Providers Also “See”

Homelessness being managed:
“sheltered homelessness”

Homelessness people don’t see:
“hidden homelessness”

Urgent housing issue:
“imminent risk of homelessness”

Need help with housing affordability:
“experiencing poverty”

“street homelessness”

Homelessness Public Tends to "See"
Functions of a Well-Designed System

- **A)** Universal Access to Self-Directed Resources
- **B)** Coordinate Access to Programs
- **C)** Programs:
  1. Housing Resource Centres
  2. Emergency Shelter
  3. Street Outreach
  4. Community Housing
  5. Affordable Home Ownership
  6. Ontario Renovates
  7. Housing Help Plus
  8. Transitional Housing
  9. STEP Home
  10. CHPI

**Level 1:**
Self-Directed Housing Resources (Housing Help Hubs - Renter's Toolkit)

**Level 2:**
Light Housing Resources (6 Programs)

**Level 3:**
Shorter Term Housing Support Coordination (2 Programs)

**Level 4:**
Longer Term Housing Support Coordination (2 programs)

**Coordination Access**
- **Coordinated Access to Level 2**
- **Coordinated Access to Level 3**
- **Coordinated Access to Level 4**

**Fewer People – Often More “Complexity”**

**Deepen Engagement – “Higher” Level of Support**
This Housing Stability Data Summary captures key indicators related to housing and homelessness in Waterloo Region. Changes in data since 2014/15 are highlighted. 2012 data is included as a baseline before implementation of the Community Homelessness Prevention Initiative in 2013.

The report includes data in five key areas related to finding and keeping housing, including emergency shelter, income, rental housing, community housing, and supportive housing.

### Emergency Shelter

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2014/2015</th>
<th>2015/2016</th>
<th>Change Since Last Year</th>
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</thead>
<tbody>
<tr>
<td>Bed nights</td>
<td>91,697</td>
<td>74,447</td>
<td>78,678</td>
<td>6%</td>
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<tr>
<td>Unique individuals</td>
<td>3,447</td>
<td>3,219</td>
<td>2,878</td>
<td>-11%</td>
</tr>
</tbody>
</table>

### Demographic trends:

- **Men**: 63% (67% (66% - 0.6%)
- **Women**: 37% (32% (33% + 0.5%)
- **Other gender identity**: 0.3% (0.4% (0.5% + 0.1%)
- **Families**: 214 (112 (108 - 4%)
- **Dependents ages 0-15**: 367 (186 (220 - 18%)
- **All dependents in families**: 420 (201 (262 - 30%)
- **Unaccompanied youth(16-24)**: 704 (826 (776 - 6%)
- **Adults (ages 25-64)**: 1,621 (1,694 (1,722 - 2%)
- **Older adults (ages 65+)**: 46 (53 (45 - 15%)
- **First Nations/Metis/Inuit**: 236 (286 (299 + 5%)
- **Immigrants and refugees**: 217 (177 (179 + 1%)
- **Veterans**: 8 (21 (30 - 43%)

### Shelter stay trends:

- **Episodic homelessness**: 145 (182 (178 - 2%)
- **Chronic homelessness**: 37 (43 (61 + 42%)
- **Singles’ length of stay (avg.)**: 25 days (25 days (28 days + 12%)
- **Families’ length of stay (avg.)**: 42 days (23 days (36 days + 56%)
- **First time in emergency shelter**: 48% (48% (51% + 3%)
- **Returning within the year**: 21% (25% (27% + 2%)

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1 Chronic homelessness refers to people with shelter stays of 180 days or more (cumulative) in the past year.
2 Episodic homelessness refers to people with three or more shelter intakes 30 days apart in the past year.
Shelter allowance is the amount provided to cover rent, utilities and tenant insurance, whereas basic allowance is for all other personal costs (e.g., food, toiletries, transportation, telephone).

These figures represent point-in-time information gathered in October of each year.

Prioritized Access to Housing Stability (PATHS) is the coordinated waiting list for supportive housing programs funded through the Region of Waterloo.
A new approach to serving families at risk of homelessness.

This is a short summary of the Family Shelter Diversion pilot. For more information, see the full report online at: www.regionofwaterloo.ca/familydiversion

Pilot diverts 64 per cent of families from emergency shelters.

An innovative pilot that helped 524 families avoid or reduce the trauma and stress of homelessness will become a permanent approach to ending family homelessness in Waterloo Region. The key to its success? Offering families the right housing resources at the right time through a coordinated approach.

Unprecedented number of families turning to shelters

Family homelessness became a critical issue following the 2008 recession. Family stays in emergency shelters increased more than two-fold and their time spent in shelter doubled. We know that homelessness has both immediate and long-term negative impacts on children and parents – emotionally, psychologically, socially, and physically. With unprecedented pressure on shelter providers at unsustainable costs, a better solution was needed – one that keeps families in housing and out of shelter. The Family Shelter Diversion pilot began in October 2013 in partnership between the Region of Waterloo (with funding and planning support), Lutherwood Housing Services, and Cambridge Shelter. The pilot grew to include the YWCA Emergency Shelter in April 2014. It ran to March 2015.

A new approach to resolving the housing crisis

Connecting families with the right housing resources at the right time through one coordinated point of access to the local housing stability system made a big impact: 64 per cent of families served through the pilot were able to either stay in their current housing or were supported to find another safe and appropriate option, without having to access a shelter first.

Many families didn’t need emergency shelter; they just needed someone to help them problem solve. Some families received money through a flex fund to get through a rough period while others were able to stay with a friend or relative until they could find a more permanent home. Families who had no other place to go stayed in the shelter but came up with a Housing Plan with next steps to make sure their stay was as short as possible.
What we learned and next steps

Each family’s situation is unique; there is no “one size fits all” approach to resolving a housing issue. While some need a relatively small amount of support to avoid a shelter stay, others require more intensive support over a longer period of time. The pilot evolved to accommodate these varying levels of support needs.

From this pilot came a report with 25 recommendations that will be implemented in the context of a full range of housing resources for families called Families to Homes (F2H), with policy direction guided by partner agencies. What was learned will be applied to local services for other population groups to further support the end to homelessness in Waterloo Region.

The pilot had two types of stays and their results were quite different: Rapid Re-Housing stays were 23 days on average and Regular Shelter stays were 57 days on average.

For more information on family homelessness see the local report, Ending Family Homelessness in Waterloo Region available online at: www.regionofwaterloo.ca/endingfamilyhomelessness.
## KITCHENER-WATERLOO

### Drop-in and Meal Programs in K-W

<table>
<thead>
<tr>
<th>Location</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thurs</th>
<th>Fri</th>
<th>Sat</th>
<th>Sun</th>
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<tbody>
<tr>
<td>Emmanuel Church 22 Bridgeport Rd. W., Waterloo</td>
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<td></td>
<td>DROP-IN: 2-4:30pm MEAL: 2-4:30pm</td>
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<tr>
<td>First United Church* 16 William St. W., Waterloo</td>
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<td>DROP-IN: 4:30-10pm MEAL: 6-7:00pm</td>
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<tr>
<td>oneROOF (Youth 12-25) 242 Queen St. S., Kitchener</td>
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<td></td>
<td></td>
<td>DROP-IN: 9am to 10pm MEALS: 1pm, 7pm</td>
<td>DROP-IN: 11am to 10pm MEALS: 11am, 7pm</td>
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<tr>
<td>Ray of Hope Community Centre 659 King St E, Kitchener</td>
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<td>DROP-IN: 3-9:30pm MEAL: 7pm</td>
<td>DROP-IN: 12-2:30pm MEAL: Noon</td>
<td>DROP-IN: 4:30-6pm MEAL: 4:30pm</td>
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<tr>
<td>Stirling Ave. Mennonite Church* 57 Stirling St. N., Kitchener</td>
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<tr>
<td>St. John’s Kitchen 97 Victoria St N, Kitchener</td>
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<td>DROP-IN: 8am to 3pm MEAL: 11:30am to 1pm</td>
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<tr>
<td>St. Louis Community Supper* 53 Allen St. E., Waterloo</td>
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<tr>
<td>St. Mark’s Lutheran Church Community Ministry 825 King St. W., Kitchener</td>
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<td>DROP-IN: 3:30-7pm MEAL: 5:30pm</td>
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<tr>
<td>St. Matthews Lutheran Church* 54 Benton St., Kitchener</td>
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<td>DROP-IN: 3-9:30pm MEAL: 5:30pm</td>
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* Offered from November to April

### K-W Street Outreach: 519-575-0457 or 226-751-2417

- Lutherwood Housing Resource Centre: Monday-Friday from 8:30am to 4:30pm
  - 41 Weber Street West, Kitchener
  - 519-749-2450

### Emergency Shelters in Kitchener-Waterloo – Available 24 hours a day, 7 days a week

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Address</th>
<th>Phone Number</th>
<th>Who is Served?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charles Street Men’s Shelter</td>
<td>63 Charles St. E., Kitchener</td>
<td>519-742-8327</td>
<td>Males 16+</td>
</tr>
<tr>
<td>YWCA Shelter</td>
<td>84 Frederick St. E., Kitchener</td>
<td>519-744-0120</td>
<td>Females 16+ &amp; Families (including male-led)</td>
</tr>
<tr>
<td>Safe Haven</td>
<td>41 Weber St. W., Kitchener</td>
<td>519-749-1450 x 2240</td>
<td>Youth 12-17</td>
</tr>
<tr>
<td>oneROOF</td>
<td>242 Queen St. S., Kitchener</td>
<td>519-742-2788 x 207</td>
<td>Youth 16-25</td>
</tr>
</tbody>
</table>

* Note: Gender is self-identified – all are welcome.
### Drop-in and Meal Programs in Cambridge

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<thead>
<tr>
<th>Location</th>
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<tr>
<td>Bridges 26 Simcoe St., Cambridge</td>
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<td><strong>DROP-IN:</strong> 8am-9pm <strong>MEAL:</strong> 5:30pm</td>
<td><strong>DROP-IN:</strong> 8am-9pm <strong>MEAL:</strong> 5:30pm</td>
<td><strong>DROP-IN:</strong> 8am to 9pm <strong>MEALS:</strong> 8:30am, 12-1pm, 5:30pm</td>
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<td><strong>MEAL:</strong> 4:40-6:15pm</td>
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<tr>
<td>Cambridge Vineyard at Ainslie St Terminal 35 Ainslie St. S., Cambridge (outside bus terminal) (1st and 3rd Wed each month)</td>
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<td><strong>MEAL:</strong> 5-6:30pm</td>
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<tr>
<td>St. Andrew’s Hesperer Presbyterian Church 73 Queen St. E., Cambridge (Oct-Apr)</td>
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</table>

**Cambridge Street Outreach:**
519-242-7360 or 519-242-6310

**Lutherwood Housing Resource Centre:**
Monday-Friday from 8:30am to 4:30pm
35 Dickson St., Cambridge 519-623-9380

**Emergency Shelters in Cambridge – Available 24 hours a day, 7 days a week**

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Address</th>
<th>Phone Number</th>
<th>Who is Served?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cambridge Shelter</td>
<td>26 Simcoe St., Cambridge</td>
<td>519-624-9305</td>
<td>Individuals 16+ &amp; Families</td>
</tr>
<tr>
<td>Argus Residence for Young People</td>
<td>740 William St., Cambridge Female Residence: 519-650-0452 Male Residence: 519-623-7991</td>
<td></td>
<td>Youth 16-24</td>
</tr>
<tr>
<td></td>
<td>115 Wellington St., Cambridge Male Residence: 519-623-7991</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Note: Gender is self-identified – all are welcome.*