

Your guide to  
**thresholds.**  
homes and supports

(519) 742-3191  
[www.thresholdssupports.ca](http://www.thresholdssupports.ca)

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Primary Worker Contact Information

Name: \_\_\_\_\_

Phone number: \_\_\_\_\_

Email: \_\_\_\_\_

# About Thresholds Homes and Supports

## Who we serve

Thresholds Homes and Supports (THS) works with 885 clients, providing affordable housing and flexible, individualized services to improve quality of life and enhance independence for people experiencing mental health issues ages 18 and older.

Our clients experience severe and persistent mental health conditions that may impact their ability to independently manage finances, transportation, shopping and meal preparation, home cleaning and maintenance, communication, and managing medications. They may need support in developing or maintaining a personal social support system, or experience safety concerns related to themselves or others.

## Our history

We have a long history of serving our communities, starting in Kitchener in the 1970s, when a concerned group of citizens, family members, and mental health professionals recognized a need and worked towards opening Waterloo Regional Homes for Mental Health in 1980 with an eight-bedroom home.

Since then, we have expanded to owning and operating 17 properties and increasing the variety of services we offer as Thresholds Homes and Supports.

**1979**

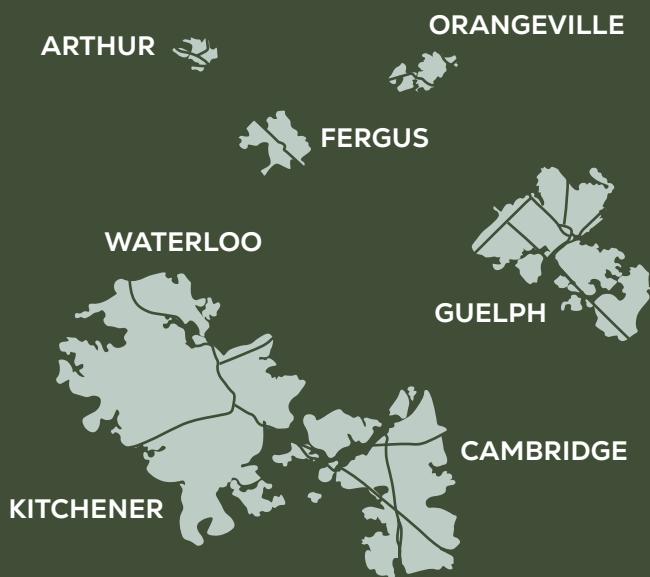
Community members recognize a need for housing and mental health support.

**1980**

They open an eight-bedroom home as Waterloo Regional Homes for Mental Health.

**Today**

After over 45 years of service, we have expanded to owning and operating 17 properties as Thresholds Homes and Supports.



## Where we provide services

We provide a spectrum of community and housing services that vary between the communities we serve in.

From warming centres and transitional housing to permanent apartments and shared residences with 24/7 staffing, we have services between Dufferin-Caledon, Guelph-Wellington, and Waterloo Region.

# Our values



## Person Centred

Clients' unique identities and experiences are at the centre of our care. Our practices are informed by clients' choices, capacity, and values. Empathy and a holistic view of each client are the foundation of our approach to support.



## Anti-Oppressive

Recognizing the structures that continue to facilitate oppression for equity-deserving groups, we intend to collectively work alongside clients to challenge and dismantle systems of oppression. We are committed to working toward practices that achieve equitability, resist oppression, and center marginalized voices.



## Partnership Focused

We will engage with integrity in building trusting partnerships with the individuals we serve, our staff, our communities, allied organizations, and funders to build resilient communities.



# Our Programs

## Housing programs

### HSS | Housing Support Services

This program provides affordable, independent housing units with services to help clients to improve their quality of life through mental health care and practical supports. These homes may be individual apartments, including in THS units in the community, or in shared THS residences with on-site staffing.

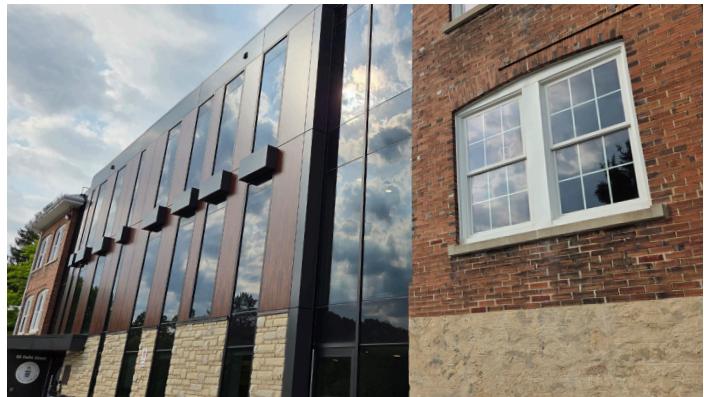


### ENP | Extraordinary Needs Program

This program offers fully supported housing for individuals with complex mental health and other needs to move from extended hospital stays to a long-term shared residence. Supportive staff are on site 24 hours a day and seven days a week.

### Transitional Housing

This program helps people who have been unhoused to learn the skills they need to move into long-term housing in the community while living in a safe, shared residence with staff support 24 hours a day and seven days a week.





## CHO | Community Homes for Opportunities

We work with clients living in several privately owned and Ministry-funded affordable, shared homes to provide case management support, advocacy, and fun, recreational opportunities.

## Alumni Program

This program is for clients who live within our housing but no longer require intensive support services. The Alumni Coordinator provides monthly check-ins and can work with partner agencies that support our clients.



## Community supports



## FACTT and ACTT | Flexible Assertive Community Treatment Team and Assertive Community Treatment Team

The Flexible Assertive Community Treatment Team (FACTT) and Assertive Community Treatment Team (ACTT) are teams that include a number of specialty areas, offering social work, housing support, substance use treatment, occupational therapy, nursing, and psychiatry.

Clients may move between the two programs as their needs change, ensuring the appropriate amount of support and care through increased or decreased interactions throughout each week.

# Crisis supports

## Crisis Stabilization Beds

We have private rooms available for voluntary and non-medical short-term stays with supportive care, serving as a different option instead of a hospital emergency room during a mental health crisis, for people who are able to keep themselves and others safe.



## Our Services



### Peer Support

Our Peer Support Worker facilitates client-led, educational support sessions to empower clients and build community. Topics include navigating life skills and challenges through group discussions, sharing resources, and advocacy for clients.

## Recreation and Wellness

As part of our role to improve the quality of life and mental health of our clients, we are pleased to offer a variety of recreation and wellness programming. We have options that are available to every client in the organization, as well as home-specific programming opportunities for clients in buildings that we own or operate to make them as accessible as possible. Clients who provide their email address to THS will receive our monthly activities calendar, or you can ask your worker to provide a printed copy.





## Maintenance Services

Our maintenance team works to ensure clients' units are in good working order to provide a safe and secure living environment. We have a team responsible for maintaining our own buildings as well as addressing items we are responsible for when we have agreements with separate landlords.

Clients can request maintenance support, including repairs, which is provided free of charge. Maintenance staff also set up fire alarm testing and provide ongoing maintenance as needed.

## Property Services

Our property team builds relationships with local landlords to secure units for our clients, helps mediate issues between landlords and tenants or nearby neighbours, and conducts annual inspections of units to coordinate preventative care. Property services work in partnership with THS's Life Skills Workers and Housing Support Coordinators, who visit clients in their units more regularly, to help proactively flag maintenance issues that can be addressed.



# Getting Involved



## Thresholds Client Council

It's important for us to get input and feedback from clients to help us create and improve existing services. We prioritize individual input relating to a person's own care, but also have a client council to provide different perspectives on programming and services, strategic planning, and more. You can learn more about joining or working with the Thresholds Client Council by contacting Tammy Baker at 519-742-3191 or by emailing her at [tbaker@thresholdssupports.ca](mailto:tbaker@thresholdssupports.ca).

# Your Rights and Responsibilities

## Client Charter of Rights

Our Thresholds Client Council helped create our own Client Charter of Rights, which is included in this package.

## Protecting Your Privacy

Client privacy and confidentiality are a priority for THS, and we are governed by the Province of Ontario's Personal Health Information Protection Act (PHIPA). You have the right to be informed of the reasons for the collection, use, and disclosure of your personal health information, to be notified of the theft, loss, or unauthorized use or disclosure of your personal health information. You can withdraw your consent at any time.

## Photo and Information Consent

You may participate in THS programming during which photographs may be taken to be used as part of our internal and external communications. Photos may be used online in THS social media, our website, or on printed promotional materials. Clients can determine if they would like their photos to be taken or not, and would sign a photo and information consent form before any photos of them could be used.

## Client Complaints

We encourage clients and caregivers to provide feedback to help us strengthen our programs and services. Our Client Complaint Process and Client Complaint Form are included in this package for your review and use. We listen to, respond to, and document this feedback to facilitate a fair, timely, and acceptable resolution.



## Contact Us

### Victoria Street Office

-  Unit 2A, 236 Victoria Street North  
Kitchener, Ontario, N2H 5C8
-  519-742-3191
-  [info@thresholdssupports.ca](mailto:info@thresholdssupports.ca)
-  [www.thresholdssupports.ca](http://www.thresholdssupports.ca)

# Client Charter

Outlining Thresholds Homes and Supports' (THS) commitment to Service Standards; the rights of an individual client, and guidance for staff to develop positive working relationships.

## Clients can expect

- To be treated with respect
- To have an open, honest, and trusting relationship with all THS staff
- To be given the opportunity to express their support needs, participate in their support plans, ask for changes as needed, and be heard throughout the process
- To advocate for their emotional and physical rights and needs
- To share in accountability with THS staff in their support
- To work together with THS staff and for staff to work with them
- That clients and THS staff will acknowledge each other's differences and accept these differences

## Staff will

- Understand the power dynamics in client/staff relationships as perceived by clients
- Acknowledge that clients may not always feel confident to advocate in disagreement and will take steps to help clients feel supported
- Offer positive, honest, and trusting support to clients
- Be non-judgmental and open to hearing their client's ideas and opinions
- Respect the confidentiality of all clients
- Provide a safe environment for the client to share, grow, and learn
- Respect a client's right to express concerns or advocate through the Client Complaint Process
- Ensure both staff and clients at THS are aware of and fully understand the Client Charter and its impact

## Pillars

Of the client and staff working relationship.

### Trust and Advocacy

Mutual understanding of each other's roles and goals.  
Collaboration towards a trusting working relationship.  
Responsiveness to change in a client's goals and needs.

### Communication and Accountability

Listening and accepting that people are different and make their own choices.  
Shared accountability for the success of the relationship.

### Mutual Respect and Valuing Uniqueness

Accepting and valuing each other's differences, life histories, and individuality.  
Respecting each other and the working relationship.

# Client Complaint and Appeal Process

Thresholds Homes and Supports (THS) encourages clients, caregivers, and members of the community to provide feedback, including compliments, safety concerns, complaints and/or conflicts. We listen to, respond to, and document this feedback to improve services and/or facilitate a fair, timely, and acceptable resolution.

If you have a safety concern or complaint, **please talk to your Primary Worker as a first step.** If your issue is not resolved, please call our office and ask to speak to the appropriate Team Lead or Administrator, as listed in this document. All complaints and safety concerns will be handled according to the agency's Client Complaint Process.

Please contact us at **519-742-3191**, or by mailing: **Thresholds Homes and Supports  
Unit 2A, 236 Victoria Street North  
Kitchener, Ontario, N2H 5C8**

If you prefer to submit your complaint online, please fill out the form at [www.thresholdssupports.ca/clientfeedback](http://www.thresholdssupports.ca/clientfeedback)

## Privacy concerns

If you have a complaint about the privacy of your personal information, please contact, Ian Stratton, THS' Privacy Officer, at [istratton@thresholdssupports.ca](mailto:istratton@thresholdssupports.ca).

## All other concerns

For all other concerns, please contact the appropriate staff member listed below, starting with the lowest applicable level.

### Level 1 and 2

If you have a concern about your program or a worker, please contact the Team Lead, listed in the 'Level 1' column.

If you have a complaint about a Team Lead or your complaint has not been handled to your satisfaction at the previous level, please contact the staff member listed in the 'Level 2' column.

### Crisis Program

Program	Level 1	Level 2
Crisis Stabilization Beds (CSB)	Allan Strong	Nadine Rubie

Continued on next page

## Level 1 and 2 continued

### Community Programs

Program	Level 1	Level 2
ACTT	Jay Solanki	Crystal Aigner
FACTT	Roxana Hillier	Crystal Aigner

### Housing Programs

Program	Level 1	Level 2
Cambridge/Colborne Residential Program	Amanda Postiglione	Andrew Bowland
Fergus Residential Program		
Joseph Residential Program		
Community Homes for Opportunity (CHO)	Allan Strong	Nadine Rubie
Dean Residential Program	Janet Liebeau	Andrew Bowland
ENP Guelph	Nicole Moore	Nadine Rubie
ENP Kitchener	Amber Krulicki	Nadine Rubie
Housing Intake Housing Support Services – Community Alumni Coordination	Tiffany Martin	Andrew Bowland
Madison Residential Program	Sibel Kamil	Andrew Bowland
Transitional Housing	Kristen McVeigh	Andrew Bowland

### Services

Program	Level 1	Level 2
Recreation and Wellness	Janet Liebeau	Andrew Bowland
Maintenance	Alicia Smith	Mark Thompson
Property	Alicia Smith	Lee Ann Hundt
Peer Support	Janet Liebeau	Andrew Bowland

Our response time for Level 1 and Level 2 complaints is 2 business days.

## Level 3

If you have a complaint about a Program Manager, Director, or policies or practices, or your complaint has not been handled to your satisfaction at the previous level, please contact:

Area	Contact
Program Managers Programs Recreation and Wellness Peer Support Policies and Procedures	Melissa Boshart
Directors Property and Maintenance	Eric Philip

Our response time for Level 3 complaints is 30 business days.

## Level 4

If you have a complaint about our Chief Executive Officer or your complaint has not been handled to your satisfaction at the previous level, please contact:

Tim Zekveld  
Director of Human Resources

OR

Kristine Dearlove  
The Chair of the Board of Directors

Our response time for Level 5 complaints is 30 business days.

## Level 5

If you feel you have been treated unfairly or are not receiving an adequate response to your complaint, you may contact the Patient Ombudsman online at [www.patientombudsman.ca](http://www.patientombudsman.ca) or by telephone toll-free at 1-888-321-0339.





## Client Complaint Form

If you would like to report an issue concerning a program, service, procedure, policy, tenant, or staff member, please fill out this form with the details requested. Your submission will be promptly reviewed.

Full name:

Pronouns:

Email/phone number to reach you:

This issue is about Thresholds Homes and Supports' (THS) (please check box):

<input type="checkbox"/> A program or service	<input type="checkbox"/> Property standards in my housing unit
<input type="checkbox"/> Case management	<input type="checkbox"/> Staff member or members
<input type="checkbox"/> New client admission (intake)	<input type="checkbox"/> Accessibility
<input type="checkbox"/> Other client or clients	<input type="checkbox"/> Other: _____

This issue is about (please check box):

<input type="checkbox"/> Personal damage e.g. personal injury, property damage
<input type="checkbox"/> A disturbance of my reasonable enjoyment as defined by the Residential Tenancies Act (RTA) or applicable bylaws
<input type="checkbox"/> Other

Please provide:

Date(s) of concern:

Time(s) of concern:

Please provide names or descriptions of all people involved:


Please list any THS staff you would like to receive a copy of this complaint:


Form continues on next page

Please describe what happened during the incident:

[Large text area for incident description]

What did you do to try to resolve the problem:

[Large text area for problem resolution steps]

If there were witnesses, please provide names or descriptions:

[Large text area for witness information]

Were there cameras in the area?  yes  no  I don't know

Were police involved?  yes  no  I don't know

If there were police involved, please share the occurrence number if you have it:

I understand that because of confidentiality and the Personal Health Information Protection Act, representatives from Thresholds Homes and Supports (THS) may not be able to tell me the actions they have taken as a result of this report. I understand that other staff may be consulted to help resolve my concerns.

All Client Complaint Forms are shared directly with Thresholds Homes and Supports' Data and Quality Systems Manager for review and follow up as appropriate. We may reach out to you for additional information.

Please include any supporting information or documents you want to share with this form and mail or return it to: **Thresholds Homes and Supports**  
**Unit 2A, 236 Victoria Street North**  
**Kitchener, Ontario, N2H 5C8**