



## **Friendship Village: A Supportive Housing Project on Charles Street, Kitchener**

### **FREQUENTLY ASKED QUESTIONS**

#### **Who is House of Friendship?**

Shelter was the first service House of Friendship provided in Waterloo Region when it was founded in 1939 by a group of women who took it upon themselves to care for men experiencing homelessness during the Great Depression. Today, we walk with those in need throughout Waterloo Region in four key service areas – Housing, Food, Addiction Treatment, and vital Neighbourhood programs for families living on low income region-wide. Learn more at [www.houseoffriendship.org](http://www.houseoffriendship.org).

#### **What are you proposing to build on Charles Street?**

We are planning to create a village and community of support for individuals experiencing homelessness through our new supportive housing and community hub.

This exciting two-phased project that will provide new homes for individuals experiencing homelessness in Waterloo Region. The first phase of the project will add approximately 100 new supportive housing units. A second, later phase, will include 70 units; collectively adding a total of 170 new homes for individuals in our community who are experiencing homelessness. This program will be intentionally designed to fit the complex needs of these individuals, many of whom struggle with mental health and addiction challenges. This supportive housing and community hub will provide much more than a roof over someone's head; the supports provided will help ensure that they are able to gain stability, and maintain their housing for the long-term.

The first phase of the new housing complex will be built on the land previously occupied by House of Friendship's former men's shelter at 63 Charles St. E., along with adjoining properties. This new building will be a part of the supportive housing community that already exists at Charles Village and Eby Village, which has been part of the community for three decades. This new building will provide a continuum of care for individuals recovering from homelessness, allowing them to continue to be a part of the community as their needs change.

The second phase will come at a later date and involve the demolition and replacement of Charles Village with a newer, modern facility that will meet the needs of our residents now and into the future.

When the entire complex is complete, all of the buildings together will collectively be known as Friendship Village.

#### **What is the difference between supportive and affordable housing?**

Both types of housing offer geared-to-income rent, making it affordable for individuals regardless of their income. Supportive housing is for individuals recovering from homelessness who need support to successfully live independently and stay housed, as well as to build their sense of belonging and community. Staff are onsite to provide wraparound supports for residents, including help with connecting with services in the community, food assistance, and one-on-one coaching to help them reach their personal goals.

**Who will be living at this location? Will you have families?**

The supportive housing and community hub will provide supportive housing in single units for individuals 16 years of age and older.

**When will this project be completed?**

Demolition for phase 1 is complete, but construction timelines are still being developed in full, as we confirm capital support through provincial and federal levels of government. We will be able to confirm timelines on construction and opportunities for the public to support this project once these planning pieces are confirmed.

**What services will be provided on site?**

We know that individuals needing supportive housing are most successful with a wide range of wraparound supports, such as: on-site counselling, access to food, and connection to a housing support workers who will provide individualized one-on-one support to residents to help them reach their personal goals. In addition, on-site programming will include access to health care and addiction and mental health support, along with programs designed to build community and connection amongst residents. These supports will be provided by onsite staff and augmented by partner agencies. The new building will also be home to House of Friendship's administrative offices.

**Where is House of Friendship's office while construction is happening?**

House of Friendship has moved its offices to 3A-236 Victoria St. N. for the duration of the first phase of the project. All of our other programs remain at their current locations, and you may still reach us by calling 519-742-8327 and listening to the menu options.

**I want to support this project in some way. What can I do to help?**

Thank you! We are so grateful for caring neighbours like you! While we are seeking government funding for this project, not all of the costs will be covered. There are always opportunities to donate to support the individuals we serve. To make a secure online donation, visit [www.houseoffriendship.org/friendshipvillage-donate](http://www.houseoffriendship.org/friendshipvillage-donate). Another way to help is simply by being a friendly neighbour. Say "hi" to our residents and get to know them – they'd love to meet you!

**I would like to know more about House of Friendship and your programs. Where can I get information?**

You can visit [www.houseoffriendship.org](http://www.houseoffriendship.org) to learn about the ways that House of Friendship walks alongside individuals and families throughout Waterloo Region in four key service areas – Food, Housing, Neighbourhoods and Addiction Treatment.

**I have some questions and concerns about this project. Who should I talk to?**

You can direct any inquiries via email at [communications@houseoffriendship.org](mailto:communications@houseoffriendship.org). We will be able to determine who on our team is best able to answer your questions.