



Ottawa Community Housing

OTTAWA COMMUNITY HOUSING

**Speaker's Series: Home Takeovers: Prevention,
Identification and Intervention**

June 23, 2015



Overview of OCH



- 32,000 - Tenants
- 14,783 - Homes
- 164 - Communities
- Largest social housing provider in Ottawa
- 2nd largest social housing provider in Ontario

CSS Vision and Mandate



- **Vision:** Building safe and secure communities by creating a team of safety ambassadors that will **foster trusting relationships and work collaboratively with tenants, staff, and community partners**
- **Mandate:** CSS is committed to professionally serving OCH tenants to achieve safer communities by:
 - Being present and approachable in the community
 - Responding to tenant & community concerns related to safety & security
 - Working in collaboration with tenants & community partners
 - Adopting a community based problem solving approach

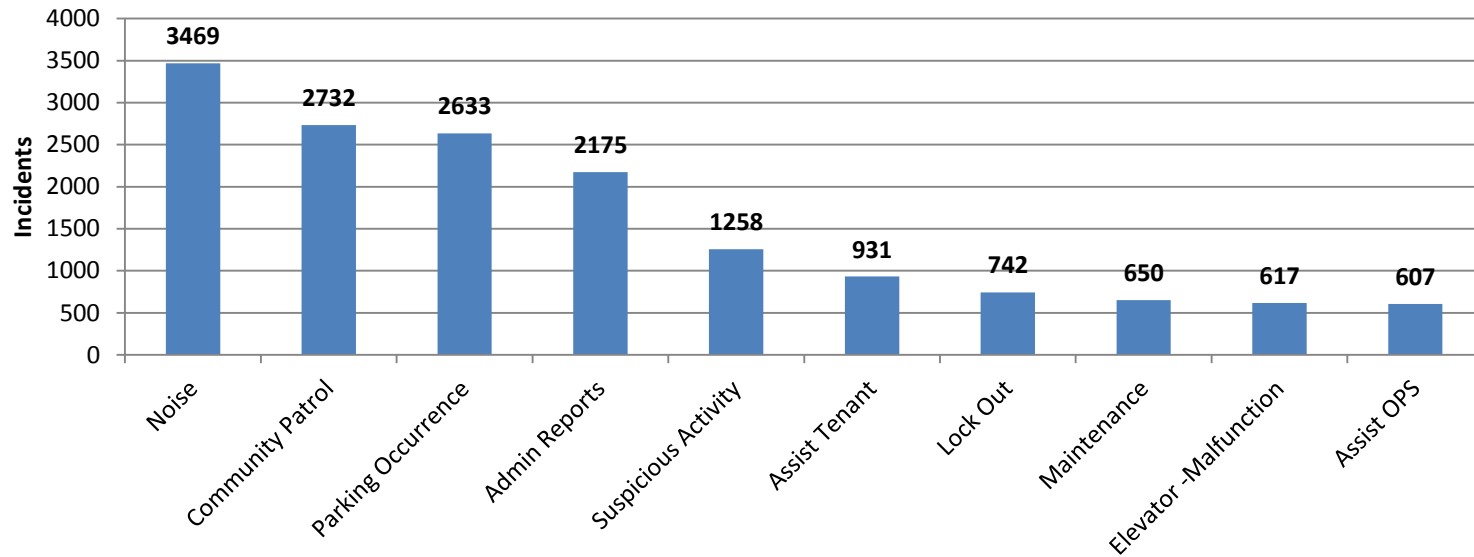
CSS – Promoting Safe Communities



- Educating and empowering tenants to report incidents to OCH
- Collecting data for early identification of vulnerable tenancies
- Collaboration with partners
- Resource allocation to areas in need
- Supporting tenants to become part of the solution
- Use of the LTB when necessary

Call for Service – Top 10

Top 10 Calls for Service 2014



Identifying Safety Issues

- OCH and Community Safety Services (CSS) rely on early reporting of safety issues from tenants, staff, community partners, social service providers, and the broader community to be able to effectively monitor and address activities that negatively impact community safety.
- CSS staff respond to calls for service between 12 pm and 8am the following day (20h of service per day).
- Calls for service are created and dispatched via OCH 24/7 Call Center

Identifying Safety Issues



- Joint initiatives with Ottawa Police Service (OPS)
- CSS staff focus on identification and documentation in order to best respond to situations
- CSS and OPS use the Trespass To Property Act to address non-tenant conduct on OCH property and remind tenants of their responsibilities for their guests on our property.
- CSS conduct high visibility community patrols to engage tenants, exchange information, encourage reporting and address concerns.

Detection – Home Takeovers

- Recognizing tenants have increased vulnerabilities due to:
 - **Age**
 - **Mental Health**
 - **Addiction**
 - **Concurrent Disorders**
 - **Social Isolation**
 - **History of Trauma/Victimization**
- These tenants are at higher risk



Detection – Home Takeovers Con't



- Detection can happen through:
 - Proactive community patrols
 - **Open communication** with tenants
 - Information provided from a concerned community resident about a neighbor.
 - Review of DVR footage and observations of increased traffic/presence to a particular unit.
 - Information provided from OPS, TCW or Service Provider about a tenant's increased vulnerability and/or unwanted guests frequenting unit.

Intervention – Home Takeovers

- Collect as much information as possible through the detection phase.
- Make contact with the tenant to **establish dialogue** and begin the **relationship building process**.
- Conduct a preliminary assessment.
- Provide information regarding CSS services, reporting to CSS and services available.
- ***Do not compromise the tenant's safety***



Reporting/Referrals – Home Takeovers



- Information collected by CSS is shared inside OCH for follow up and possible contact with support services
- CSS may provide a referral at the time of intervention depending on the circumstance and priority level:
 - **Immediate threat risk involved**
 - **Safety concerns**
 - **Emergency worker contact information on file**

Follow-up – Home Takeovers



- CSS members will continue providing follow-ups to:
 - **Build and maintain relationships** with tenants
 - Ensure tenants are managing and have adequate supports
 - **Open the lines of the communication** so that tenants feel comfortable contacting CSS in the future

QUESTIONS

