

10 Shelldale Permanent Supportive Housing :

One Year of Stability, Dignity, and
Collective Impact 2024–2025



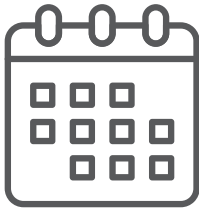
Services Proudly Provided by:



A Transformative Year

In August 2024, 10 Shelldale opened its doors to 32 individuals facing chronic homelessness, complex mental health and substance-use concerns, and significant physical health challenges.

This program operates through an integrated partnership between:



- **Stonehenge Therapeutic Community** – 24/7 on-site addiction and mental-health supports
- **Guelph Community Health Centre** – primary healthcare access
- **Kindle Communities** – non-profit landlord and trauma-informed property management

10 Shelldale offers a permanent home
where people can rebuild and heal.



Creating
Stability.

The Power of Collective Impact



Having a roof over my head
and kind, understanding
staff - it helped take me off
the streets.
- Shelldale resident



Indicator	Result
Residents housed	32
Previously living rough (bench/encampment)	40%
Evictions	0
Deaths	0
Average length of tenancy	12 Months
Tenants connected to CHC healthcare	100%



Resident Experience

Results from the 2025 Resident Survey show overwhelming satisfaction:

- **82 %** felt staff encouraged their input
- **80%** felt respected, understood, and supported
- **85 %** said staff did everything possible to resolve housing issues
- **89%** would recommend the program to others

Residents emphasized: trust, safety, non-judgment, access to food and healthcare, and the life-changing impact of stable housing.



Stories of Change



A 10 Shelldale resident lived in a forest encampment for 4 years prior to Shelldale, and experienced significant physical health issues (including those that impacted his mobility), in addition to his substance use. Now, he regularly accesses healthcare and has a accessible supports in his unit that have significantly increased his independence. He enjoys doing puzzles with his dog on a daily basis at Shelldale.



After decades of substance use, homelessness, and justice involvement, a 10 Shelldale resident arrived with severe unmet health needs. Persistent staff outreach led to a shared trust between staff and client who now accesses primary care and was able to complete surgery and rehabilitation related to his health and mobility needs. His legal matters are resolved, he is actively attending counselling sessions to support the achievement of his long-term goals, and he is excited for his future.



Each story reflects the power of permanent housing paired with compassionate, skilled support.

Leading with Dignity.



Integrated Health Care Team

The Integrated Health Care Team, operated by the Guelph Community Health Centre, is a critical component of the 10 Sheldale model.

Funding for 10 Sheldale also enables this specialized mobile team to provide coordinated healthcare to residents at Supportive and Transitional housing programs operated by **Stonehenge**, **Stepping Stone**, **Thresholds Homes and Supports**, and **Wyndham House**.

Supports include:

- Mental-health crisis intervention
- Wound care
- Medication and injectable management
- Overdose response
- Infection screening
- Preventative vaccines
- Coordinated care with FACTT, ACT, GCHC, FHTs, and on-site staff

In the first year alone, the team:



**Delivered 1,296+
healthcare encounters**

+



**Served 184 unique
individuals**

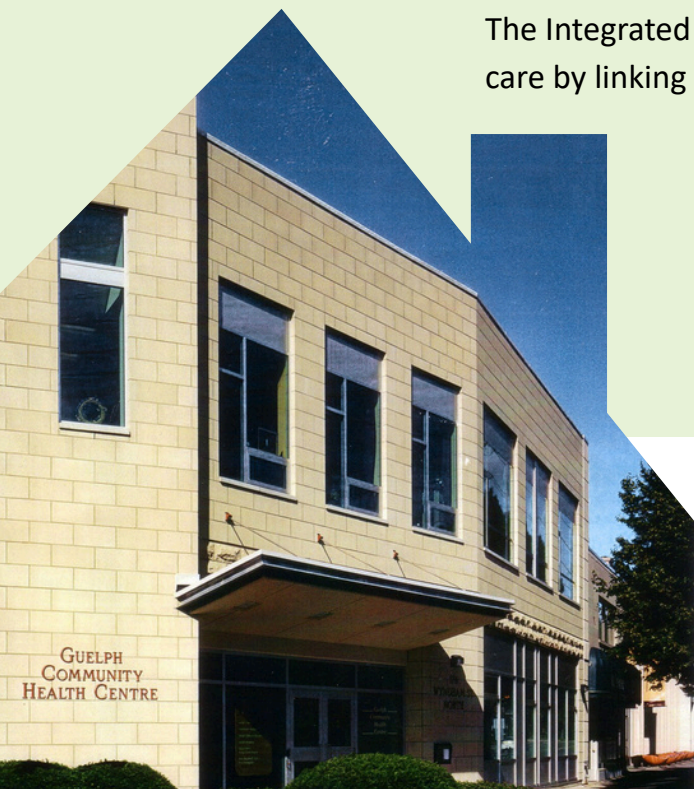
For many residents, this is the first time in years, sometimes decades, that they've had access to consistent, compassionate healthcare.

Connecting People to the Health System

The Integrated Healthcare Team ensures residents receive timely, appropriate care by linking them to:

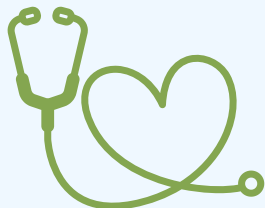
- Chronic-disease specialists,
- Indigenous health services
- Counselling
- RAAM & True North
- Psychiatry, OT, behavioural therapy,
- Ontario Health@Home supports

These supports reduce reliance on emergency services, improve continuity of care, and ensure that health supports meet people where they are at.



Health and Safety Outcomes

After one year, 10 Shelldale shows measurable reductions in crisis-service use across health and justice systems - **proof that supportive housing saves lives and resources**. Residents who completed the survey reported:



Hospital use:

- A significant reduction in hospital use
- Before housing 33% had more than 5 hospital visits in a year
- After housing 33% reported none and over half reported only 1-2 visits

Police contacts:

- Reduced justice involvement
- Before housing, 50% of respondents had regular or frequent police contacts
- After housing 60% reported none

Drug poisoning and mortality:

- Before moving to 10 Shelldale 80% of residents reported 1-5+ overdoses in the prior year
- After moving to Shelldale 50% reported zero overdoses
- Zero deaths occurred during the first year

These outcomes demonstrate that investing in permanent supportive housing reduces system strain while delivering tangible human and fiscal benefits.



For the first time in years, I feel safe — I'm not bouncing between hospital, street, and jail anymore.

— Shelldale Resident



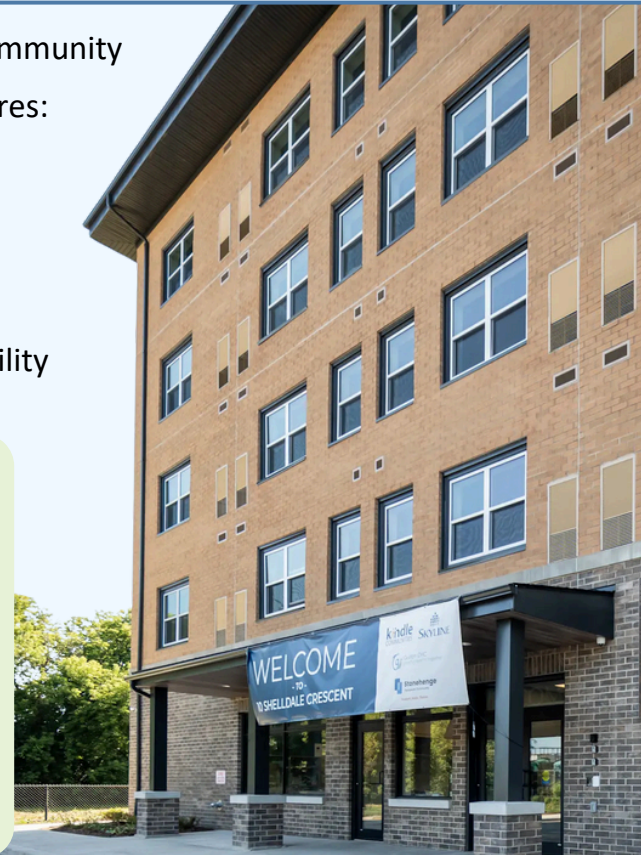
Why it Works

The partnership between Kindle Communities, the Guelph Community Health Centre, and Stonehenge Therapeutic Community ensures:

- Seamless integration of housing, healthcare, and harm-reduction supports
- Consistent, trauma-informed tenancy management
- Strong inter-agency coordination and shared accountability



80% of Residents reported feeling hopeful or very hopeful about their future. A powerful shift from their previous experience.



Housing is Healthcare

Continued investment will:

- Maintain stability for 32 high-acuity residents
- Reduce pressure on hospitals, shelters, and police services
- Support data collection to demonstrate long-term cost savings
- Lay the groundwork to expand this model across Guelph-Wellington and the province.



**Collective
Impact.**



No one was evicted.

No one left.

No one died.

–Program milestone, Year One

10 Shelldale Impact Report 2025

Services Funded By:

