

## Move In Best Practice<sup>1</sup>

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### Purpose:

To set out the standards related to furnishings, unit preparations, and the occupancy of new homes for participants involved in the Windsor Essex Housing Connections (WEHC) programs.

### Roles:

#### IST or HR Worker

- Takes the lead to assist participant with facilitating the move-in process
- Arranges for participant to have delivery of furniture, preferably the morning of move in day
- Ensures groceries and staples are purchased by using grocery cards, donations or foodbank
- Worker takes opportunity to discuss budgeting and healthy food options
- Discusses ways to avoid losing keys with participant
- Worker completes a Unit Maintenance sheet to document any repairs or cleaning that need to be completed
  - If cleaning and/or repairs not complete, informs the Landlord Developer by sending the Unit Maintenance sheet in an email with an explanation
- Provides participant with a Community Asset Map to assist their integration into a new neighbourhood
- Ensures participant has the "Basic Move In Necessities" (see Appendix A) on move in day
- Assists participant with purchase/collecting of "Optional Home Making Items" (see Appendix B), as time and resources permit
- Completes the WEHC "Home Skills" checklist
- Arranges for a follow up home visit within 24 hours, as well as extra home visits staggered during the first week after move in day
  - \*Elicits assistance from the Peer Support Worker as needed to create an individualized plan to support the participant
- Contact income source with participant to ensure address is up to date and shelter portion is being received
  - Ensures the rest of the team, especially the Program Developer and the Landlord Developer are current with relevant information and data tracking
    - reporting on CHPI the work done with the participant, both housed and during homelessness

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### <sup>1</sup> Evidence-Based Best Practice

Mental Health Commission of Canada. (2014). *Canadian Housing First Toolkit: The At Home/Chez Soi experience*. Calgary and Toronto.

Tsemberis, S. 2010. *Housing First: The Pathways model to end homelessness for people with mental illness and addiction*. Center City, MN: Hazelden.

- updating the Program Developer with the new address and date of occupancy
- alerting the program developer to any changes in household (including income, education, and/or volunteering) for HERIN workbooks

Housing First

- IST collects pantry box from the Mission and delivers to the household

Landlord Developer (LLD)

- Ensures cleaning and any necessary repairs are completed by Landlord

Program Developer

- Maintains statistical information for WEHC programs, particularly information related to Move in dates for WEHC participants

**~NOTE~**

Move-ins will not be scheduled on Friday due to the follow-up visit required within 24 hours of participant assuming tenancy

## Appendix A

## Basic Move In Necessities

| <b>Item</b>  | <b>√</b> | <b>Item</b>  | <b>√</b> |
|--|----------|--|----------|
| Bed (frame and mattress)<br>(HSP application requiring approval) |          | Towels   |          |
| Bed linen (Donated by HIS as<br>resources permit)                |          | Face cloths  |          |
| Milk   |          | Shower curtain                                     |          |
| Bread  |          | Shampoo / Conditioner                              |          |
| Cereal   |          | Toothbrush / paste                                 |          |
| Butter   |          | Soap   |          |
| Pasta  |          | Band aids  |          |
| Pasta sauce  |          | Toilet paper                                       |          |
| Ground meat  |          | Bathroom / kitchen cleaner (e.g.<br>Lysol, Bleach) |          |
| Cold cuts  |          | Toilet brush                                       |          |
| Canned soup  |          | Broom  |          |
| Crackers   |          | Dust pan   |          |
| Cheese   |          | Dish soap  |          |
| Jam  |          | Dish towels  |          |
| Peanut butter  |          | Dish rags  |          |
| Eggs   |          | Paper towels                                       |          |
| Fresh, canned or frozen vegetables                               |          | Garbage bags                                       |          |
| Fresh or canned fruit  |          | Bucket   |          |
| Condiments / Salt / Pepper                                       |          | Mop  |          |
| Sugar / Sweetener  |          | Laundry detergent / fabric<br>softener             |          |
| Coffee / Tea   |          | Dishes / glassware / cutlery                       |          |
| Cooking oil  |          | Pots / pans  |          |

## Appendix B

## Optional Home Making Items

| √ | Item                             |  |
|---|----------------------------------|--|
|   | Chest of drawers                 | SVdP, GW, SATS, SHS, SCM (see reverse for contact information) |
|   | Bed side table                   | SVdP, GW, SATS, SHS, SCM                                       |
|   | Alarm clock                      | SVdP, GW, SATS, SHS, SCM                                       |
|   | Hangers                          | \$\$   |
|   | Laundry hamper                   | SVdP, GW, SATS, SHS, SCM, \$\$                                 |
|   | Bath mat (floor)                 | SVdP, GW, SATS, SHS, SCM                                       |
|   | Shower mat (tub)                 | SVdP, GW, SATS, SHS, SCM, \$\$                                 |
|   | Scrub brush                      | \$\$   |
|   | Wastebasket                      | SVdP, GW, SATS, SHS, SCM, \$\$                                 |
|   | Couch or loveseat and club chair | SVdP, GW, SATS, SHS, SCM                                       |
|   | Coffee table and/or end tables   | SVdP, GW, SATS, SHS, SCM                                       |
|   | TV or radio                      | SVdP, GW, SATS, SHS, SCM                                       |
|   | Table and chairs                 | SVdP, GW, SATS, SHS, SCM                                       |
|   | Oven mitts                       | SVdP, GW, SATS, SHS, \$\$                                      |
|   | Cutlery tray                     | SVdP, GW, SATS, SHS, SCM, \$\$                                 |
|   | Coffee maker/Kettle              | SVdP, GW, SATS, SHS, SCM                                       |
|   | Dish rack                        | SVdP, GW, SATS, SHS, SCM, \$\$                                 |
|   | Cooking utensils                 | SVdP, GW, SATS, SHS, \$\$                                      |
|   | Can opener                       | SVdP, GW, SATS, SHS, \$\$                                      |
|   | Chopping Board                   | SVdP, GW, SATS, SHS, \$\$                                      |
|   | Cooking knives                   | SVdP, GW, SATS, SHS, \$\$                                      |
|   | Microwave                        | SVdP, GW, SATS, SHS, SCM                                       |
|   | Toaster                          | SVdP, GW, SATS, SHS, SCM                                       |
|   | Bakeware                         | SVdP, GW, SATS, SHS, \$\$                                      |
|   | Curtains and rods or blinds      | SVdP, GW, SATS, SHS, SCM                                       |

|   |   |   |
|---|---|---|
| <b>SVdP</b> – St. Vincent de Paul         | Society Shoppe<br>263 Dalhousie St,<br><b>Amherstburg, ON</b><br>Phone: <b>(519) 736-0089</b>                   | Society Shoppe<br>44 Talbot St. North,<br><b>Essex ON</b><br>Phone: <b>(519) 961-9547</b>                 |
|   | Society Shoppe<br>3 King St,<br><b>Harrow, ON</b><br>Phone: <b>(519) 738-2958</b>                               | Society Shoppe<br>26 Talbot St W,<br><b>Leamington, ON</b><br>Phone: <b>(519) 326-4765</b>                |
|   | Thrift Store (West Side)<br>3718 King St,<br><b>Windsor, ON</b><br>Phone: <b>(519) 990-3293</b>                 | Thrift Store<br>354 Chilver Rd,<br><b>Windsor, ON</b><br>Phone: <b>(519) 253-7481</b>                     |
| <b>GW</b> - Goodwill                      | Goodwill Retail<br>1643 McDougall Avenue<br><b>Windsor, ON</b><br>Tel: <b>(519) 256-1919</b>                    | Goodwill Book Store<br>298 Lauzon Rd.<br><b>Windsor ON</b><br>Tel: <b>(519) 946-0296</b>                  |
| <b>SATS</b> – Salvation Army Thrift Store | Salvation Army Thrift Store and Food Bank<br>15 Talbot St N<br><b>Essex, ON</b><br>Phone: <b>(519) 776-7887</b> | Salvation Army Thrift Store<br>1720 Walker Road<br><b>Windsor, ON</b><br>Phone: <b>(519) 258-6938</b>     |
| <b>SHS</b> – Second Hand Stores           | Bibles for Missions Thrift Store<br>375 Giles Blvd. E,<br><b>Windsor, ON</b><br>Phone: <b>(519) 250-9628</b>    | Community Thrift Store<br>7155 Enterprise Way #2,<br><b>Windsor, ON</b><br>Phone: <b>(519) 945-2455</b>   |
|   | Full Circle Thrift Shop<br>57 King St E,<br><b>Harrow, ON</b><br>Phone: <b>(519) 738-6202</b>                   | Hope for a Cure Thrift Store<br>2980 Dominion Blvd,<br><b>Windsor, ON</b><br>Phone: <b>(519) 966-0652</b> |
|   | Value Village (East)<br>6711 Tecumseh Rd E, <b>Windsor, ON</b><br>Phone: <b>(519) 944-1372</b>                  | Value Village (South)<br>4322 Walker Road,<br><b>Windsor, ON</b><br>Phone: <b>(519) 250-0199</b>          |
|   | Value Village<br>16 Seaclyff Dr E,<br><b>Leamington, ON</b><br>Phone: <b>(519) 322-0226</b>                     |   |
| <b>SCM</b> – Second Chance Ministries     | Reverend Michael J. Rovers<br>Phone: <b>(519) 890-1863</b>  |   |
| <b>\$\$</b> - Dollar Store                | Various locations around Windsor and Essex County   |   |