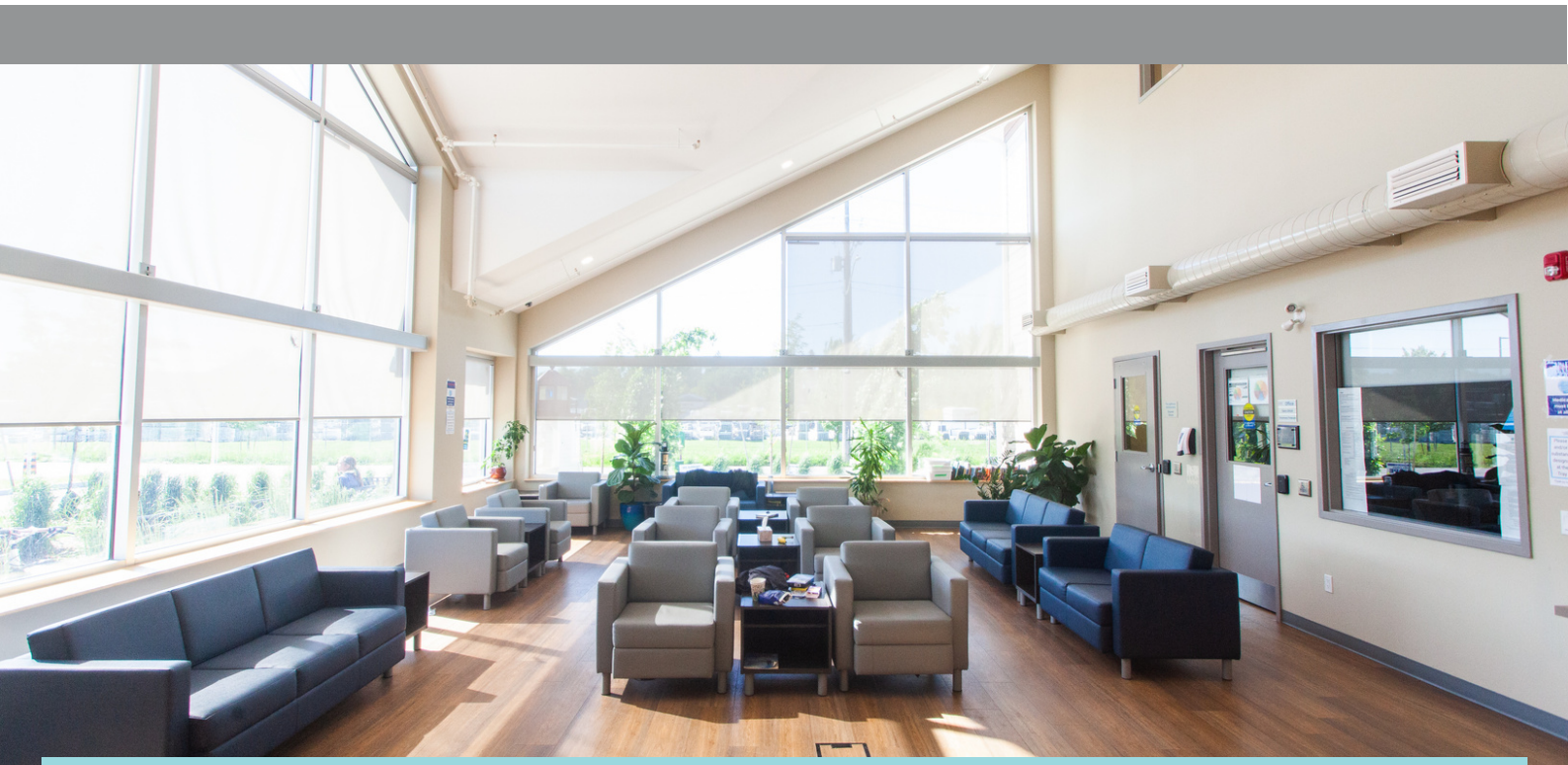




SERVICES GUIDE



A summary of Services available for
people experiencing homelessness
in Orillia.*

**In extreme circumstances, programs are subject to change/be canceled without notice.*

Document updated July 2023

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MISSION

To build a safe community through partnerships, servant leadership and faith.

VISION

A thriving community where everyone has hope, home and a future.

EMERGENCY SHELTER PROGRAM

The Lighthouse operates an overnight, year-round Emergency Shelter Program serving 50 adults and 8 youth (age 16-24). Anyone seeking emergency shelter can drop in or call our intake line: 705-329-2265 ext 1 for Adult Shelter ext 2 for Youth Shelter. If seeking Emergency Shelter, the call or visit must be from the person seeking emergency shelter. **The Lighthouse uses a diversion and triage model to register our most vulnerable individuals first.**

Emergency Shelter Program services can be accessed from a variety of sources including self-referral, EMS (Emergency Medical Services), community partner referrals, and institutional discharge planning through hospitals, Correctional Services and other facilities. Our staff work with Participants to develop housing goals and plans. We assist to facilitate access to support wellness, medical needs, housing, spiritual well-being, ID and other community support services to ultimately exit our program into safe housing in the community.

REGISTERED SHELTER PARTICIPANTS ONLY

7:00a	Wake Up
7:00a - 8:00a	Cafe Breakfast (<i>registered Shelter Participants</i>)
7:45a	2nd floor (shelter) closes until 9:30p*
9:00a - 12:00p	Public Drop-In Atrium Open for Housing & Wellness Appointments
12:00p	Cafe Lunch (<i>registered Shelter Participants</i>)
*1:30p - 4:30p	Daily Closure + By Appointment Housing & Wellness
5:00p - 6:00p	Dinner (<i>registered Shelter Participants</i>)
6:00p - 9:30p	Cafe/Atrium Open (<i>registered Shelter Participants</i>)
9:30p	Curfew & 2nd Floor Opens

**daily closure information on following page*

DAILY CLOSURES + EXTREME WEATHER



Our indoor program spaces have daily closures. December 1-April 1 -1:30pm-3:30pm & April 1- December 1 1:30pm- 4:30pm . During this time registered Emergency Shelter Program Participants are invited to use our grounds to get fresh air and exercise. Our washrooms remain open to registered participants for use as needed and to the public in an emergency. Participants are encouraged to use this time to view housing, attend community appointments & use alternative city Warming Centres. Our indoor space closures are necessary to do daily cleaning of public spaces used by 58+ people daily. The remaining 21 hours per day we are open and operating, 7 days per week. If Environment Canada issues an extreme weather warning, The Lighthouse Cafe/Atrium services will stay open to allow registered shelter program participants access.

Location | Orillia Community Church
64 Colborne St. E., Orillia
Hours | 9:00p -7:00a

The Orillia Overnight Warming Centre operates as a life-saving measure for the purpose of providing shelter to marginalized people who are experiencing homelessness and may also suffer from issues related to substance use, mental health, physical and/or cognitive disabilities and other issues related to poverty and marginalization.

OPEN when the Simcoe Muskoka District Health Unit declares an extreme cold weather warning of -15 degrees or -20 windchill.
Visit orillialighthouse.ca/orillia-warming for open status.

This program uses a low-barrier model for registering individuals. This program renews year to year, watch for seasonal updates.



COMMUNITY SERVICES & SUPPORTIVE HOUSING

COMMUNITY SERVICES BUILDING

People looking to access services are invited to drop in **Mon - Fri, 9:00a - 2:00p.**

The Lighthouse Community *Brief Services* are listed on the next page and are offered by appointment between 2:00p - 4:00p, Mon - Fri.

Visitors should ring the buzzer at the front door to be let in. This is a controlled entry, please do not allow entry to someone waiting or come in behind another person/visitor.

MOTEL VOUCHER PROGRAM (MVP)

The Lighthouse is an administrator for this County of Simcoe Program in Orillia, primarily developed to address the gap in Simcoe County's emergency shelter services for families. Since individuals and couples generally have the option of staying in emergency shelters located throughout the county, families (individuals with dependents) who meet the criteria may be provided with a motel voucher on an "exception" basis only.

The MVP has unique eligibility requirements, maximum day(s) per calendar year and some may be turned away based on ineligibility, service restrictions, vacancies or safety concerns. Evenings and Saturdays response times may be delayed.

Access 8a - 4p, Mon - Fri.

SUPPORTIVE HOUSING BUILDING

Supportive Housing is a separate program.

Registration for this program is facilitated by The County of Simcoe via Coordinated Access.

For all inquiries contact:

705-329-2265 x200

supportivehousing@orillialighthouse.ca



BRIEF SERVICES + PUBLIC PROGRAMS

OUTDOOR BAG LUNCH PROGRAM

Bagged lunches are served out front of our Community Services Building on a drop-in basis. To learn about additional food security programs see **Community Partners' off-site support** at The Lighthouse further in this document. Sponsors are always needed, reach out for details of how to support this program.

Available Mon, Tues, Thurs, Fri, 11:30a -12:00p

COMMUNITY ESSENTIALS PROGRAM

The Lighthouse offers essential hygiene products, socks, hats and seasonal clothing/items when available. We do not offer food outside of our food program hours.

Drop-in Mon- Fri, 9:00a - 2:00p

SHOWER & LAUNDRY PROGRAM

The Lighthouse has one community shower and laundry room combined (with one small washer/dryer). A towel, hygiene products and laundry soap is available if needed. Our laundry machines are often in use, appointments are encouraged.

Drop-in Mon- Fri, 9:00a - 12:00p





COMMUNITY COMPUTER, INTERNET, PHONE + FAX

The Lighthouse offers computer, internet, phone & fax use in 30-minute increments for housing, employment and educational needs.

Drop-in Mon to Fri, 9:00a -1:30p

TEXTILE DONATIONS

The community's textile donations are vital to our operations however, The Lighthouse is not a clothing access point. We do not give clothing to the public or receive clothing donations en mass at our facility. We have community partners that operate as our warehouse for bulk clothing, essentials and food too! This model is effectively knocking down silos and represents a community working at its finest through collaboration. We ask that you continue to donate to the organizations listed in this guide to help us easily access and store supplies to best fill our participant's needs.

We do use seasonal drives to collect needed items and we invite donors to visit our website for most needed items that change seasonally. These items may be collected off-site or on location depending on the need and item. Visit our website to view our greatest monthly needs list.

Thank you for first donating to our community partners.

If all efforts are exhausted, email info@orillialighthouse.ca or by calling 705-329-2265 x 119 for further guidance.

COMMUNITY PARTNER ON-SITE SUPPORTS



CANADIAN MENTAL HEALTH ASSOCIATION (CMHA)

705-726-5033

Contact directly to learn when CMHA will be on-site.

Registered Emergency Shelter & Community Program Participants can meet with a CMHA worker related to addictions and mental health support. Drop-in and appointments available.



COUNTY OF SIMCOE PARAMEDICS

Tuesday's 9:30a - 3:30p

Registered Emergency Shelter & Community Program Participants can meet with paramedics by appointment on-site to help improve quality of life and well-being. This reduces patient exacerbations and crises requiring 911 response, emergency department visits and hospital admissions.

Paramedics also collaborate with patients' family doctors reducing the need for clinic visits.



MEDICAL CLINIC

Weekdays by appointment | 705-329-2265 x 103

Registered Emergency Shelter & Community Program Participants who meet The Lighthouse criteria without a family doctor may make an appointment to see a doctor or nurse practitioner for physical health support on-site. Our medical experts use a triage model to consider our most vulnerable individuals first. Appointments are subject to availability.



FOOT CARE

Monthly by appointment | 705-329-2265 x 103

Registered Emergency Shelter & Community Program Participants who have diabetes or chronic foot disorders can meet with a Chiropodist with an appointment.

COMMUNITY PARTNER

ON-SITE SUPPORTS continued...



EMPOWER SIMCOE - CENTRAL INTAKE

By appointment only | 705-739-0485

On-site - Registered Emergency Shelter & Community Program Participants and the general public can drop in for housing listings.

Off-site - Call Empower Simcoe's Central Intake to learn about their community drop-in location details/ services or to make an appointment to see an Empower Simcoe Housing Access Worker.



GILBERT CENTRE

705-722-6778

Contact directly to learn when the Gilbert Centre will be on-site.

Registered Emergency Shelter & Community Program Participants can access Gender Journeys, Sexual Health programming, HIV Support, and harm reduction.



AGILEC

Alternating Wednesdays - 10:00a - 11:30a | 705 325-1203

Registered Emergency Shelter & Community Program Participants can meet with an employment coach for support with resumes, cover letters, employment search and workshops.



ONTARIO WORKS

705-722-3132

Frequency & details coming soon!

Registered Emergency Shelter & Community Program Participants can meet with an Ontario Works caseworker to apply for financial and employment assistance.



MINISTRY SUPPORT

Weekdays by appointment | 705-329-2265 x 401

On site ministry coordinator for spiritual support, prayer and guidance. Connections to local churches and other faith groups available.



COMMUNITY PARTNER **OFF-SITE** SUPPORTS

211 Call today to find the most up-to-date community and social resources in your area.



FOOD DONATIONS @ THE LIGHTHOUSE

705-329-2265 x 117

Pre-approved food donations can be dropped off **Mon - Fri, 9am - 6pm** and **Sat - Sun, 1pm - 4pm**. A Kitchen team member can help to receive your donation at the right side of our Community Services Building at the kitchen door. Please ring the doorbell for service. Our shelter worker staff are not available to receive food donations after hours.

The Lighthouse works with the Sharing Place Food Centre to secure menu items. It is encouraged that all non-perishable food donations be redirected to them when our kitchen is not open.

To inquire about our kitchen, how to be a meal sponsor, host a food drive or about how to arrange perishable food donations (ideally predetermined two weeks in advance) please email our food service team kitchen@orillialighthouse.ca.



DONATION ESSENTIALS @ THE LIGHTHOUSE

The Lighthouse works with community partners to ensure our registered Emergency Shelter & Community Program Participants have clothing & essential items. These partnerships allow us to store textile donations off-site and arrange for custom orders that are delivered to our Participants. The Lighthouse also fills registered Participant bulk orders to meet any onsite emergency needs outside of individualized orders being completed. The Lighthouse partners with local charities to fill needs of the vulnerable in our community. Please support these agencies to help us to help others.



COMMUNITY PARTNER **OFF-SITE** SUPPORTS continued...

211 Call today to find the most up-to-date community and social resources in your area.

UPLIFTING BLESSINGS

705-985-1957

All clothing needs to be new or gently used. It needs to be washed and put into a clear bag for sanitary and safety reasons.

Clothing items accepted: coats/jackets, t-shirts, long sleeve shirts, sweatshirts, hoodies, jeans, shorts, comfy pants, pajamas, work boots, running shoes and winter boots. Donations of slippers, socks and underwear (children & adult) must be new for hygienic reasons.

Clothing items NOT accepted: tank tops, sports/team branded clothing, dressy clothing, hand-knit sweaters, dresses, windbreakers and dress coats.

Donation drop-off locations*:

Northern Roots Hair Salon 249 West St.N., Orillia ON.

**Limit 2 bags per donation.*

2nd CHANCE THRIFT STORE

Drop-in only (no phone/website/email)

Open 11am - 4 pm (closed Sunday & Monday)

117 Atherley Rd., Orillia, ON (across from Giant Tiger plaza)

Donations accepted during open hours only.

LIVING FOR JESUS

Drop-in only (no phone/website/email)

Open Mon, Wed, Thurs 9am-12pm

81 Frederick St., Orillia, ON. Free clothing giveaway.

Donations accepted during operating hours only.



COMMUNITY PARTNER **OFF-SITE** SUPPORTS continued...

211 Call today to find the most up-to-date community and social resources in your area.



SALVATION ARMY THRIFT STORE

705-326-6550

Open Mon - Sat 9am - 4pm. (Closed Sunday)

55 Wyandotte St., Orillia, ON.

Donations: Drive around to the back of the store during store hours.



PENNYWISE THRIFT SHOP

705-325-2742

Open Tues - Wed - Thurs, 12pm - 3pm

55 Peter St. N., Orillia.

Accepting gently used, clean clothing, small, clean household items.

No electronics or furniture. Donations can be dropped off at the church office Mon - Thurs, 9am - 12pm & 1pm - 5pm.



VINNIES | SOCIETY OF ST. VINCENT DEPAUL STORE

705 326 2849 x 232 | gangels@bconnex.net

Open Tues & Thurs 1pm-3pm

115 West St. N., Orillia (basement of Guardian Angels Church)

Donations: Please reach out to pre-arrange donations, we can only take a limited amount.



HABITAT FOR HUMANITY | RESTORE

705 327 3279

220 James St. W., Orillia

Offers new, gently used and restored building supplies, hardware, and furniture.



FOOD SECURITY

FREE COMMUNITY MEALS

Subject to change based on each unique community program. In addition to the food banks, some free meals are served in the city.

- **The Lighthouse**
75 Queen St. E., Orillia.
Bag lunch available at our front doors, Mon, Tues, Thurs, Fri. 11:30a - 12p
- **St. James Church**
58 Peter St. N.
Orillia Breakfast (with St David's Church) 8:30a - 10:00a
Loonie Lunch 11:30a
- **Salvation Army Food Truck**
Parking lot across from 25 Colborne St. Orillia. Fridays 6p - 8p

	SUN	MON	TUES	WED	THURS	FRI	SAT
BREAK FAST	St. James Church 8:30a -10a						
LUNCH		The Lighthouse 11:30a -12p	The Lighthouse 11:30a -12p	St. James Church 11:30a -12p	The Lighthouse 11:30a -12p	The Lighthouse 11:30a -12p	
DINNER						Salvation Army 6p -8p	

Note: The Lighthouse & Salvation Army meals are outdoors.



FOOD BANKS

THE SHARING PLACE FOOD CENTRE

705 327 4273 | sharingplaceorillia.org | info@sharingplace.org

Food Assistance Program and Food Bank

95 Dufferin St., Orillia

Open Mon, Wed, Fri @ 10:30a - 2:30p

Tues @ 4:30p - 7:30p

Closed Thurs, Sat, Sun

SALVATION ARMY ORILLIA CITADEL

705 326 3284

Community and Family Services Food Bank

157 Coldwater Rd.W., Orillia

SOCIETY OF ST VINCENT DE PAUL GUARDIAN ANGELS ORILLIA PARISH

705 326 2849 x 232

Food Bank

115 West St. N.

Tuesday's and Thursday's 1p - 3p

SHELTER RESOURCE NUMBERS

THE LIGHTHOUSE (Men, Women, Youth 16+)

75 Queen St E. Orillia ON L3V 8M2

Adult 705 329 2265 x 1

Youth 705 329 2265 x 2

GREENHAVEN SHELTER FOR WOMEN (Women fleeing partner abuse)

570 Sundial Dr. Orillia, ON L3V 7A8

705 327 7319

DAVID BUSBY CENTRE (Men & Women)

88 Mulcaster St. Barrie, ON L4M 3M5

705 790 7028

ELIZABETH FRY (Women only)

102 Maple Ave. Barrie, ON L4N 1S4

705 725 0613 x 0

SALVATION ARMY BAYSIDE MISSION (Men & Families)

16 Bayfield St. Barrie, ON L4M 3A4

705 728 3737

YOUTH HAVEN

Wellington St. Barrie

705 739 7616

WOMEN + CHILDREN'S SHELTER OF BARRIE

Barrie office

705 728 2544

Crisis phone

705 728 6300

MAISON ROSEWOOD SHELTER (Women with or without children)

Midland, ON

Office phone

705 526 3221

Crisis phone

705 526 4211

THE GUESTHOUSE SHELTER

522 Elizabeth St, Midland, ON L4R 2A1

705 527 4111



WINTER EMERGENCY SHELTER NUMBERS

ORILLIA AREA

ORILLIA OVERNIGHT EMERGENCY WARMING CENTER 705 329 2265 x 113

Location:

Orillia Community Church, 64 Colborne St. E., Orillia, ON L3V 1T6, 9p -7a

Open overnight ONLY during Extreme Cold Events
(-15 degrees or -20 windchill)

CITY OF ORILLIA DAYTIME EMERGENCY WARMING CENTER

Open daytime ONLY during Extreme Cold Events
(-15 degrees or -20 windchill)

ORILLIA RECREATION CENTRE (Closed Holidays)

705-325-4386

255 West St. S., Orillia, ON L3V 5G9

Open 7 Days a Week, 7a - 8p

ORILLIA LIBRARY (Closed Holidays)

705-325-2338

36 Mississauga St. W., Orillia, ON L3V 3A6

Mon-Thurs 10a - 8p

Fri 10a - 6p

Sat 9a - 5p

Sun 1p - 4p

BARRIE AREA

DAVID BUSBY SHELTER & RESOURCE CENTRE

705 790 7028

OUT OF THE COLD COLLINGWOOD (Women, Men, Youth, Families)

Collingwood

705 606 6589

OUT OF THE COLD ALLISTON (Individuals & Families)

S.H.I.F.T.

705 435 7293

41 Paris St, Alliston, ON L9R 2B8



ABOUT US



MISSION

To build a safe community through partnerships, servant leadership and faith.

VISION

A thriving community where everyone has hope, home and a future.

OUR CONTACT



orillialighthouse.ca



705-329-2265



info@orillialighthouse.ca



75 Queen St. E, Orillia