

HALDIMAND AND NORFOLK COUNTIES

Response to Homelessness

November 2025



Shelter and Emergency Housing Services

2 Programs

1. Emergency Housing Program
Star Motel East of Jarvis – accessible by phone
2. Emergency Warming Centre / Shelter Program
1st Baptist Church in Simcoe – accessible by arriving at the Church by 8pm

For more information, please contact: housing@hnhss.ca

Emergency Housing Program (EHP operated by Norfolk County)

Star Motel, 2499 Highway 3 Jarvis, ON (4 km east of Jarvis)

Access:

- Mon-Fri 8:30am-4:30pm: Intake Diversion Worker at 519-426-6170 x3134 (Norfolk) or 905-318-6623 x3134 (Haldimand) or email housing@hnhss.ca
- After hours/weekends/holidays: Call Victim Services at 1-800-264-6671
- Callers assessed and prioritized for placement if no safe place to stay
- Minimum age: 16 years

Service Elements:

- 14 motel rooms plus one reserved room
- Residents can stay all day
- On-site support during office hours and 24/7 security
- Secure individual room with bed, furniture, TV, fridge, hot plate, sink, and bathroom
- Access to food, phone, computer, and Wi-Fi
- Pets allowed
- Harm reduction program (abstinence not required)

- First-floor rooms for accessibility
- Transportation to grocery store and Jarvis Food Bank weekly
- Housing Support Worker assists with re-housing
- Guests must stay independently; bring extra support if needed

Emergency Warming Centre / Shelter Program

(operated by Church Out Serving/Home for the Night Program)

1st Baptist Church, 129 Yonge Street (off Talbot Street), Simcoe, ON

Funded permanently Oct 1 – Mar 31; may extend through summer if funding allows.
Expected open through 2026.

Access:

- Line up at Yonge Street door before 8pm
- Open 8-11pm; after 11pm entry only with OPP
- First come, first served intake
- Haldimand residents: transportation after hours via Victim Services (1-800-264-6671)
- Adults only (18+)

Service Elements:

- 20 co-ed beds in open space (separated for men and women)
- Open daily 8pm-8am
- 3 full-time staff, security, and volunteers
- 1 meal and morning snack provided
- Showers available
- No pets allowed
- Facility is accessible
- Abstinence-based program (no substance use allowed)
- Guests must stay independently; bring extra support if needed
- Morning program 3 days/week for community services and rehousing support

**Both services manage a 'service restriction' list based on past behaviours. Reviewed and updated regularly.

** Housing Outreach staff have small, laminated cards that describe access to these programs. Please contact staff at housing@hnhss.ca to request cards.

If there are no safety concerns for the public, HPS staff will visit sites weekly and assist in rehousing. Once rehousing has been made possible or the residents have abandoned the site, the Parks Department will be engaged in clean-up of the site.

HPS Intake Diversion staff being the primary outreach staff with OPP to public sites. Where sites are identified on private property, local property owners must report such sites to the OPP and/or provide consent for HPS staff to be on property to engage individuals with services.