



Humanizing Healthcare.

Support
House

A Community
Health Centre

We humanize healthcare
because everyone has the right to
all the social determinants of health.



Some doors were never built to open.

For many, the health care system hasn't felt like much of a system at all.

"Pathways" lead to dead ends. "Front doors" don't open.

They're too far, too intimidating, or impossible to reach when you can't get a health card without a fixed address.

By connecting health, social supports and housing, **Support House has been building a Community Health Centre** with people who need it most.

THE YEAR AT A GLANCE

2,470

provided with
interprofessional
primary care

2,238

people provided
social supports

126

people housed within
our supportive housing
program

We show up because everyone has the right to connection, respect and dignity.



Some people can't get to care, so we go to them—into community spaces encampments, shelters and homes—sometimes with breakfast, sometimes trying a fifth approach after four go unanswered. We take our time, because connection is built in small moments—over a meal, a video game, a guitar—that remind people they're valued for who they are.

**MOBILE
HEALTH TEAM**

Primary health care brought to wherever people already are—community hubs, shelters, encampments—through our mobile health van. No appointment, no health card required.

**RESPONSE
TEAM**

Provides safety planning, harm reduction, and connection to care and housing for people who are unhoused and experiencing a mental health or substance use crisis.

**COMMUNITY
OUTREACH TEAM**

Helps people stay housed and independent—navigating benefits, connecting to supports, stepping in before a hard month becomes an eviction.



WALKING THE TALK

2,215

people reached by our Mobile Health Team

139

people supported by our Response Team (unhoused or at risk of becoming unhoused)

170

people supported by our Outreach Team to hold onto their independence

We break barriers
because everyone has the right
to equitable access to health.



The hardest part of attachment is everything standing between a person and the door. A closed clinic, a missing health card, a referral that goes nowhere, no fixed address. So we take down what stands in the way—treating people without needing a health card first, making calls together instead of making them chase down referrals, supporting people to get attached to a family doctor or other social services, and finding a place to live.

MARIA HOUSE

This year, 12 people from the Halton Region's by-name list for unhoused/unsheltered individuals moved into Maria/House—a place of their own. The fully accessible, two-storey, 12-unit building includes shared community and program space, and provides safe, supportive housing with on-site services and access to interprofessional primary care for people experiencing housing instability, mental health and substance use concerns, and dual diagnosis.

Halton Region invested \$3.94 million in the project, with a further \$2 million from the federal government through Reaching Home: Canada's Homelessness Strategy.

MAKING INROADS

126

people housed
across Halton region

43

living in congregate
(shared living) spaces

95

single occupancy
tenant units



We amplify voices
because everyone has the
right to direct their own care.



People know their own lives better than anyone.
So we start by asking what matters to them rather than assuming what they need. We build our services alongside the people who use them, and alongside peers who've lived it—because the best housing, supports and systems are designed with the people they're for, not for them. We listen, share options, and support the choice they make.

**CENTRE FOR INNOVATION
IN PEER SUPPORT**

Support House's Centre for Innovation in Peer Support keeps raising the bar for what peer support can be. Building on years of provincially recognized work, we've added new learning modules to a growing library of self-directed training—so more people, in more places, can learn from those who've been there.

Engagement, co-design and partnership with lived experience—patients, clients, families and caregivers—is foundational for the Ministry of Health, the Mental Health and Addictions Centre of Excellence, Ontario Health and Ontario Health Teams. It's foundational for us, too.

SPREADING THE WORD

436
people provided
low-barrier peer
supports

146
live training
sessions delivered

682
training sessions
completed on
our Learning
Management
System



Financials

REVENUE

Ontario Health	\$5,956,289
Ministry of Health	\$1,153,824
Municipality of Halton	\$1,130,430
United Way Halton & Hamilton	\$241,986
Other Grant Funding	\$152,460
Recognition of deferred capital contributions	\$109,599
Contributions from Residents	\$232,886
Other revenue	\$200,502
Donations	\$6,378

Total: \$9,183,920

EXPENSES

Salaries And Wages	\$5,164,593
Employee Benefits	\$503,469
Housing Costs	\$1,336,770
Operating Expenses	\$1,898,588
Amortization	\$118,388

Total: \$9,021,808

We open doors because everyone has the right to housing and health care.

We focus on all the things that can impact someones health—a safe place to live, care that treats you like a person, someone who doesn’t give up on you.

That includes focusing on the exact things each unique individual needs.

Support our work:

supporthouse.ca
1-833-845-WELL (9355)



Humanizing healthcare takes everyone—**and this year, everyone showed up.**

To our Board—for being the moral owners of this work, and for holding us to what our community actually needs.

To our staff—for always showing up, breaking down barriers and amplifying voices.

To our partners—who also know that holistic healthcare only happens when we do it together.

To our funders—for backing the belief that equitable access to care and support isn't optional.

And to the people we support—for trusting us. That's the part we never take for granted.

Everyone has the right to housing and health care. Thank you for helping us prove it.

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