Hoarding Response Service Pathway

**Home Evaluation**
Fire prevention or other enforcement agencies evaluate the home for safety concerns.
- Reluctance to allow fire prevention or other enforcement onto property can cause process delays.

**Other Services Involved**
Depending on the condition of the home, referrals to support services may be made.
- Services may have differing, or conflicting priorities, causing client confusion and frustration.

**Risk and Safety Plan**
A safety plan is determined for corrective action.
- Possibility of fine or court appearance if client does not comply with the plan.

**Home Re-Evaluation**
Fire prevention or other enforcement will return to re-evaluate the home once there has been remediation.
- Remediation costs can range from $500 to $25,000, out of financial reach for many clients.
- Support services contribute when possible.

**Upkeep of Property**
Clients are often left to maintain the home without adequate supports and resources in place.
- This results in many clients being served with future orders from enforcement agencies.

**Resource Referral**
Once the home has been deemed safe, contact information for other community services is provided.
- Wait lists, financial restrictions, and mental health challenges often interfere with client engagement and follow up.

**Ideal Pathway**
Referral and Intake
Referrals received from multiple sources to a centralized intake. No demographic criteria for program access.

**Assessment**
Thorough assessment of home safety and functionality, social supports, and mental and physical health.

**Care Conferences**
Home risk and safety plan developed in partnership with client.

**Evaluation**
Adjustments to care plan are made as needed.

**Harm Reduction Team**
Relevant services are engaged and coordinated around client’s needs.

**Hoarding Services**
One-to-one in-home skill building, client support, and in-home services provided.

**Maintenance and Service Reduction**
Decreased frequency of visits until discharge.

For more information visit: wghoardingresponse.ca, email info@wghoardingresponse.ca or view the full report at www.cesinstitute.ca/cesi/wellington-guelph-hoarding-response-report