

Appendix C High-Level Client Profiles March 2013

Seaton House has a capacity to serve up to 543 residents across four different programs that specialize in providing services to residents with different needs. The *Emergency Hostel Program* is the largest program, with the capacity of 240 beds, followed by the *Long Term* (134 beds) and *Annex/Infirmarium Program* (114 beds). The *O'Neill Program* is able to serve up to 55 homeless men at any given time.

The role of the *Emergency Hostel* is to provide services to high-functioning residents or residents who are in transition who are relatively independent and tend to stay for a short period of time. While the majority of residents in this program did not complete high school, most have income from other sources, such as social assistance (Ontario Works or ODSP), employment earnings, inheritance, WSI or panhandling. While stay for the predominant majority of residents tends to be shorter than 30 days, repeat admissions are high. This program also serves longer term clients who have higher needs, such as physical and mental health illnesses, addictions and/or behavioral issues and those who were not been able to be placed in other programs.

The *Annex/Infirmarium program* accepts residents with acute medical needs. Residents need frequent physician or nursing follow up as well as rehabilitation supports to return to previous level of functioning. Residents may be referred from the *Emergency Hostel Program* or discharged to the program directly from a hospital. The majority of residents in this program are over the age of 55, have at least one serious physical medical condition (e.g. terminal illness, diabetes, chronic heart disease, or chronic respiratory disease), require daily medication, have major mental health illness and substance dependency (alcohol or illicit drugs). The majority of these residents were born in Canada, did not complete high school and receive income from other sources, such as pension or social assistance (Ontario Works or ODSP). Just over half of residents stay longer than two months and many tend to return to the program for repeat admissions.

Residents in the *Long Term Program* are referred from reception if they are over the age of 65 or of any age if they meet the following eligibility criteria: receiving pension, physically or socially vulnerable, have mental health issues or physical disability. Almost all residents in this program are over the age of 40. The majority of residents were born in Canada, do not have major mental health illness or alcohol and drug dependency, did not complete high school, and are in receipt of pension (e.g. CPP, CPPD, OAS) and ODSP. While only some residents have a serious medical condition and require medical supports the majority require daily medication. Just over half of residents stay longer than two months and of these residents the majority stay longer than six months.

The *O'Neill Program* serves men who are first time homeless or who are newcomers to Canada. Most of these residents are independent, have high degree of functionality and stay at Seaton House for either less than 30 days or less than two months. The average length of stay is about 30 days per year with only few residents returning to Seaton House for a repeat admission.