



Refugee Services Intake Package

Name:

Date:



Living at Matthew House Ottawa: Refugee Services:

Welcome to Matthew House Ottawa: Refugee Services! MHORS is a non-profit organization operating a home for refugees supported by local churches and individuals that care about refugees. We are not a government-funded shelter. We have volunteers who are available to assist you with your initial settlement into Canada. Please feel free to talk to staff and volunteers about your requests and concerns.

In order to make your stay and other residents as pleasant as possible, we ask that you follow the rules listed below:

1. **Please show respect** and consideration to each person living, working, or volunteering at Matthew House Ottawa: Refugee Services. Violence or abusive language is not tolerated and will result in immediate eviction from the house. Any conduct, attitude, or language deemed to be aggressive towards any resident, staff, or volunteers shall not be tolerated at any time. MHO staff and volunteers reserve the right to determine what is deemed aggressive and/or disrespectful.

Initials

Please discuss any concerns about volunteers or residents with staff. These issues will be addressed at our weekly team meeting.

Initials

2. **All residents must attend our mandatory house meetings.** These generally occur once a month, after dinner. At house meetings, you will get to know your fellow residents and volunteers, raise issues regarding how the house can run more smoothly, as well as hear about upcoming events. If you have a valid reason for not attending, you must notify the Program Coordinator in writing at least 3 days before the meeting. Failure to comply will result in immediate eviction.
3. **Residents are welcome to use the phone in the parlor (613-212-1499).** Please do not make or receive phone calls after **11pm**. If you have a reason to call overseas using the Matthew House line, you must notify the Program Coordinator or the host to obtain a code. Please do not answer the phone during day time hours as an MHORS staff member will do so.

Initials

4. **Quiet times** are between 11pm and 7am Monday to Sunday. Out of respect for others who may be sleeping, please any noise during these times shall not be tolerated.

Initials

5. **The doors are locked each night at 11pm.** Unless an emergency arises, do not unlock the doors after these times. If you are not in the house by these times, you must find somewhere else to sleep. There will be a two-strike rule. On the third time, you will be asked to leave MHO immediately.

Initials

6. **Please clean up after yourself and complete your daily household chore.** If you are going to be away at a time when your chore needs to be done, please make arrangements ahead of time to *trade* chores with another resident. Completing chores ensures that Matthew House Ottawa stays clean and in good repair.

Periodically, Matthew House Ottawa: Refugee Services volunteers serve as references for former residents as they apply for their jobs in Canada. Those who consistently do their chores well will naturally get a positive reference. Failure to complete chores is also grounds for eviction from Matthew House Ottawa: Refugee Services.

7. The use of **drugs or alcohol** on the premises of Matthew House Ottawa: Refugee Services is not permitted. In addition, entering MHO Refugee Services while under the influence of alcohol or drugs is not permitted. If you are a smoker, smoke away from the entire compound of the Bethany Baptist Church.

Initials

8. For your own health and safety, **do not share toothbrushes, razors or anything else that transmits blood or saliva** from one person to another. In addition, please be sure to store all personal care products in your own room.

9. **Television:** TV shows/videos/movies viewed may not have inappropriate language, excessive violence or nudity. Please choose family-appropriate shows to watch. The TV must be **turned off by 11pm** on weeknights and at midnight on weekends.

Initials

10. **Please inform staff or volunteers if you need more food or have special dietary needs.** Please reheat leftovers or make sandwiches if you are going to be away during a mealtime. No food is allowed upstairs or other areas of the house. **Cooking or using the kitchen after 10.00 pm and before 5.00 am is not permitted** (unless you obtain prior written permission from the Program Coordinator), as it interferes with the resting time of other residents.

Initials

11. **Visitors are welcome** at Matthew House Ottawa: Refugee Services on the main floor or in the basement until 10pm. Visitors are not permitted on the upper floor of the house. MHORS's budget does not generally permit visitors to join us for meals, but feel free to ask.

12. **Every bedroom is for the private use of those living in it.** No resident may enter another resident's bedroom. MHORS staff may enter any room periodically to retrieve stored supplies and/or complete inspections for general repairs, maintenance and cleaning.

13. You are **required** to participate in **MHO Community at dinner times** on Monday to Thursday. This is a very important aspect of living at MHO. We live in a family setting and respect each other as human beings. If you fail to participate in MHO Community, there will be a two-strike rule. On the third time, you will be asked to leave MHO immediately.

Initials

14. Matthew House Ottawa: Refugee Services provides temporary shelter for those who have nowhere else to stay. People generally reside at MHO from approximately 45 days to three months. Residents are permitted to leave MHORS for Friday and Saturday night, but must sign-out with the host family, staff, or volunteers; and provide contact information. Residents must stay at the shelter Monday-Thursday. As well, staying out for more than 2 days in a row is not permitted as there is a high demand for space at the shelter, and choosing not to sleep at MHO Refugee Services repeatedly will result in the resident being asked to leave. Volunteers will do their best to assist you in finding suitable permanent accommodation near the end of your stay at Matthew House Ottawa: Refugee Services.

Initials

15. **On the day you move, we ask that you leave your room clean and in order.** This includes washing your bed sheets and remaking your bed, sweeping the floor, emptying your drawers, cupboards, and garbage pail. Please do not take any item from Matthew House Ottawa: Refugee Services without asking permission.



Initials

16. Matthew House Ottawa always cooperates with law enforcement officials and emergency service agencies and will release your information upon their request.

Initials

17. **Any kind of misconduct, disrespectful, or unreasonable behavior or conduct as determined by any MHO staff and/or volunteers will warrant you being asked to leave.** MHO staff and volunteers reserve the right to decide whether you are no longer admissible at MHO or ask you to leave forthwith.

I, _____ have read, understood, and hereby agree to abide to everything stated above.

Resident Signature: _____ **Date:** _____

Volunteer/Staff Signature: _____ **Date:** _____



Tenancy Agreement

I, _____ have been made aware of the rules of Matthew House Ottawa: Refugee Services and agree to abide by them.

I agree to pay the amount of \$475 per month for my room only at 380 Centrepointhe Dr., Nepean, ON K2G 6A1, 613-212-1499. I am aware that rent for the month will be prorated accordingly if my arrival at Matthew House is not on the 1st of the month. I am aware that departure from Matthew House must be at the end of the month as there will not be any rent refunds.

I agree to have Ontario Works make the rent payments cheque of \$475 payable directly to **Matthew House Ottawa**, and addressed to:

Matthew House Ottawa
380 Centrepointhe Drive
Ottawa, ON, K2G 6A1.

My monthly rent of \$475 includes utilities (hydro, water, Enbridge, and wifi).

My **tenancy** period **starts on** _____ and **ends on** _____. (3 months), renewable every 3 months during the COVID-19 era. Matthew House tenancy is renewed based on the client's ability to fit within the Mathew House culture. I am aware that I may leave before the end of my tenancy period, by giving 30 days' notice to MHO or equivalent of one month's rent payment in lieu of notice.

I am aware that my room may be searched or changed if there is reason for staff to do so. I am also aware that failing to follow Matthew House Ottawa rules may result in me being evicted at any time during the tenancy period without prior notice.

Doreen Katto, Program Coordinator
Matthew House Ottawa
380 Centrepointhe Drive
Ottawa, Ontario K2G 6A1
613-212-1499 (Matthew House direct Line)

Resident Signature: _____ Date: _____

MHO Staff Signature: _____ Date: _____



Food Agreement:

I, _____, agree to pay the amount of \$100 per month for my food contribution at 380 CentrepoinTE Dr., Nepean, ON K2G 6A1, 613-212-1499. I am aware that my food contribution for the month, will be prorated accordingly if my arrival at Matthew House is not on the 1st of the month. I am aware that departure from Matthew House must be at the end of the month as there will not be food contribution refunds, under any circumstances.

I agree to pay \$100 every month payable in cash to **Matthew House Ottawa**.

Resident Signature: _____ Date: _____

MHO Staff Signature: _____ Date: _____



Participation Agreement (Single):

I, _____, hereby agree, to contribute to the family atmosphere and actively participate in the community of Matthew House Ottawa by:

- Being present for mealtimes on weeknights (Monday-Thursday at 6:30 pm)
- Participating in activities, events, and outings organized by Matthew House Ottawa
- Performing chores assigned by Sunday evening each week
- Respecting the rights of my fellow residents as well as staff and volunteers regardless of their race, gender, religion or lifestyle
- Being respectful to the host family, volunteers, staff, and fellow residents at Matthew House Ottawa

Signature: _____ Date: _____



Consent of Release of Information:

I, _____, do give my permission for the staff and /or workers of Matthew House Ottawa: Refugee Services to give or receive information regarding my case or related supplemental information to any or all of the following agencies, organizations or persons:

- Ontario Works
- Immigration & Refugee Board
- Citizenship & Immigration Canada
- Canada Border Services Agency
- Physician or Medical Attendant
- Lawyer
- Legal Aid

Signature of Client

Date



Wireless Internet Access Agreement: Terms and Conditions:

In order to make your use of the internet service as enjoyable as possible, Matthew House Ottawa: Refugee Services has developed the following guidelines for usage at our shelter:

I recognize that having access to Matthew House Ottawa: Refugee Services wireless internet code is a privilege and not a right.

In gaining access to the wireless code, I agree to use the internet only for appropriate purposes (such as communicating with my family and loved ones and collecting information for my refugee hearing etc.)

I will not use it for any inappropriate activities such as:

1. **Inappropriate Content.** I agree not to post or transmit, on or through the service, any content that is patently inappropriate and may involve criminal or civil liability.
2. **Obscenity.** I agree not to upload, watch, post or transmit any obscene or pornographic content, on or through the access service.
3. **Harassment, Threats:** I agree not to use the access service to harass, intimidate, threaten, or abuse any persons or entity, by any means.

I recognize that failure to abide by these guidelines could result in suspension of my use of this service and or eviction from Matthew House.

Signature

Date

Staff Witness

Date



Matthew House Ottawa: Refugee Services Orientation Checklist

Living Room/Television Room

- ❖ A place for visiting and relaxing
- ❖ Television should be turned off by 11pm weeknights
- ❖ Please choose only family-friendly programs/movies to watch

Bath and Bed Linen

- ❖ You will receive bed linen and towels when they are available. Please use only that which is provided to you (DO NOT help yourself with any other beddings or towels). If you need more beddings or towels please ask the host or the program coordinator
- ❖ Apart from the quilt, which you may take with you at the end of your stay at MHO, please wash and handover every other linen when you are departing

Laundry Room

- ❖ Please use only cold or warm water in the washer
- ❖ Always empty the dryer lint catch into the waste basket
- ❖ Be sure to collect your clothes promptly from the washer and/or dryer. Do not leave clothes in the laundry room
- ❖ Turn the dryer knob clockwise to avoid breaking it
- ❖ Do not fill the washer/dryer beyond halfway. Putting too much clothing in the machines can cause them to break
- ❖ Only use the washer between before 7am or after 7pm or on the weekends and holidays. This is when cost is the lowest for electricity

Office

- ❖ Please ask staff or volunteers for advice or assistance concerning any questions you may have
- ❖ We can make appointments with lawyers, social services, doctors, and help you prepare for applying for legal aid, schooling and with preparing your Basis of Claim form (BOC)
- ❖ Please do not use any of the office equipment without the permission of a staff member or volunteer

Parlour/Reading Room

- ❖ If you have guests and want a quiet place to talk, you may use the parlour

Kitchen/Dining Room

- ❖ Cereal, sandwiches or fruit can be eaten at any time
- ❖ Leftovers are kept in the fridge. Please serve yourself and wash all containers afterwards.
- ❖ Do not cook your own dinner without staff permission. **Cooking or using the kitchen after 10.00 pm and before 5.00 am is not permitted**
- ❖ Only buy food that you can fit into your food storage bins. Each person has one bin for dry goods, and one bin for food that needs to be kept cold
- ❖ You are welcome to cook yourself breakfast, **but please finish by 9am on weekdays**
- ❖ When using the stove, make sure that the ON indicator light is off when you are finished

- ❖ Do not put any metal or plastic containers, OR aluminium foil in the microwave.
- ❖ Everyone is responsible for rinsing their own dishes and placing them directly in the dishwasher.
- ❖ Please unload the dishwasher fully if you see that it has finished a cycle.
- ❖ Pots and pans should be washed in the sink, dried, and put away immediately
- ❖ Many of our meals are prepared by volunteers. If you are interested in cooking for everyone for a particular meal, please let a staff or volunteer know. If volunteers are not available, you may also be asked to help prepare a meal

Bathrooms

- ❖ Morning bathroom usage time limit is 15 minutes. Please only complete essentials in the bathroom.
- ❖ Make sure that the floor is always kept dry
- ❖ Put used toilet paper in the toilet, everything else goes in the garbage. Men are required to lift the seat

Bedrooms

- ❖ Quiet hours are from 11pm to 7am
- ❖ Everyone is responsible for **weekly** bedroom cleaning

Outside

- ❖ If you smoke, smoke away from the entire compound of the Bethany Baptist Church
- ❖ If you see a waste basket is full, please tie it up and put recycling in the blue bin and garbage (in black bags) in the garbage bin. Food waste can be put in the compost bins located by the community gardens

Phone

- ❖ Please keep phone use to 10minutes, a maximum of 3 times daily
- ❖ Phone messages will be placed in your mail slot on the wall
- ❖ Call 911 in the event of an emergency (ambulance, fire, police). The MHO address is taped next to the phone

Chores

- ❖ Weekend chores will be assigned by the host family.
- ❖ Each resident is assigned to clean the kitchen once a week. When cleaning the kitchen, you are expected to wipe down all the counters and table, clean all the dishes, and sweep and mop the floor.
- ❖ Chores *MUST* be done during the weekend before Sunday evening.
- ❖ What questions do you have about these chores?

Your appointments

- ❖ Transit Tickets are available for official appointments before you obtain Ontario Works.

Resident's Name: _____

Orientation Completed by: _____ Date: _____



Moving Out of Matthew House Ottawa: Refugee Services into your Own Accommodation

MHORS is able to provide you with up to three months accommodation. During this time, you will be looking for your own place to start your new and independent life in Canada.

Once you have found your new home, follow the instructions below to make your move easier:

1. Inform your Ontario Works case worker of your move well in advance (if your rent is paid directly to Matthew House, you must give Ontario Works enough time to stop the payment when you move).
 - a. Give him/her your lease agreement
 - b. Let him/her know what you need to furnish your room/apartment and other moving needs – ask your case worker to refer you to Furniture Bank of Ottawa. MHO can also refer you but you must get your case worker to approve your delivery fees.
 - The **waiting time to get a Furniture Bank appointment can be up to one month.** Plan in advance in order to visit Furniture Bank on a Monday, Wednesday or Friday closest to your moving date. You cannot select any furniture items until you are ready to move. Do not set an appointment that is more than three days from your moving date. Furniture Bank cannot hold your furniture for more than three days.
 - The furniture you choose is absolutely free, if you have your own transport to take it away - but if you need Furniture Bank to deliver it to your new home there is a delivery charge; the current fee is \$190 (subject to change without notice) for a curbside delivery, meaning you have to take the furniture into your home with your own help. Ontario Works will pay the delivery fee if you ask.
2. Tell MHORS staff/volunteers of your move, giving your new address in full and the moving date in order to complete your change of address requirements. Also, give any new contact telephone numbers.
 - **Let Matthew House know at least 2 weeks before your move.**
 - Make the necessary arrangements to get to your new address (volunteers are not always available to drive you to your new home).
3. Before the day of your move, gather all your belongings and pack them in preparation for the day of leaving Matthew House. Clean out any closet space you have been using and tidy up the room.



Goodbye and Best Wishes

Dear _____,

We were so glad you were a part of Matthew House Ottawa: Refugee Services and hope you enjoyed your stay with us. We invite you to come back and visit if you are in the neighbourhood. Please notify the office whenever you need to come back because your door code will be deactivated.

Matthew House Network

Stay in touch with us, and other Matthew House Ottawa friends, by coming to the Matthew House Ottawa Network events. These events will likely be in the evening. Be sure to leave us with your contact information so we can keep you informed!

A Few Important Things!

There are a few things we would like you to know upon leaving us just to make sure your transition from Matthew House goes as smoothly as possible.

A) Change of Address

Please be sure to change your address from Matthew House to your new home. Be sure to change your address with

- Immigration and Refugee Board: (this must be done in your presence on departure). It's very important so that you do not miss any important mail from IRB or CIC.
- Legal Aid
- Ontario Works (inform your caseworker)
- Banking (take personal initiative to inform your bank or do your change of address online - ask the office to help you as needed.
- Ottawa Social Housing Registry
- Your lawyer
- Your employer
- Please tell friends, family & other organizations your new address and phone number as well.
- If any mail comes for you, we will call to let you know about it. It will be available for pick-up from the **"Former Residents' Mailbox"**. **Please note**, as we get a great deal of mail, if the mail is not picked up **30 days** after we notify you, it may be shredded or sent back to point of origin.

- B) **Food Banks:** If you are low on money in any particular month, you can find a Food Bank in your area where you can get a few days worth of free food. Call the Ottawa Food bank



at 613-745-7001 or go to www.theottawafoodbank.ca and use the on-line, confidential search tool The Ottawa Food Bank's Agency Look-up Tool.

- C) **Clothing:** If you need clothing, you could go to Salvation Army Thrift Stores for gently used clothing.
- D) **Your Hearing:** Please let us know the **date of your Immigration hearing** so we can pray for you. If you wish one of us to go with you, we may be able to do so as well. Also, be sure to let us know the results so we can celebrate and/or advise you on next steps!
- E) **60 Days Notice (Very Important):** If you plan to move from your apartment, landlords usually require you to notify them two months (60 days) in advance of your move out. Otherwise you cannot be guaranteed to get your deposit (last month's rent) back. **It is very important you keep this in mind when you plan on moving.**
- F) **Office Hours/Appointments:** After your move, we are glad to continue to help you by answering any questions you may have and/or with your next steps of life in Canada. As we are very busy, **please call first** before coming in and we will make an appointment to help you. Thanks!
- G) **Volunteering:** We are always in need of volunteers and welcome you to do so. We do have a policy that only after 3 months may a former resident volunteer with us. We want you to have the time and energy to build new bridges in your community. After 3 months, please, do come back and volunteer with us! It would be much appreciated!
- H) **Hand over:** Apart from the quilt, which you may take with you at the end of your stay at MHO, please clean your bed, wash all beddings, and hand them over to the staff and volunteer on duty.
- I) **Your last day** with us is on the last day of the month. **Please take out your personal belongings (shoes, clothes, coats from the closet; food from the fridge, food cupboard), by 11.00 am on 1st day of the month** following the expiry of your tenancy to allow us prepare the space for the next person. **Please kindly note that anything not taken out by 11am will be assumed abandoned and will be trashed.**

We wish you all the best as you leave us. May God bless you richly!
The Staff and Volunteers of Matthew House Ottawa.