

**Tenancy Risk Reduction Services (Hoarding)**

Tenancy Risk Reduction Service is an important program, offered by CHATS-Community & Home Assistance to Seniors in partnership with YSSN (York Support Services Network) and VHA Home Healthcare, that works with eligible adults with low to moderate income who are living in poor cluttered environments and are at risk of losing their housing due to excessive clutter.

Utilizing a harm reduction approach, customized service plans and teams are put in place to reduce risks and /or address the behaviours contributing to clutter.

**Program Components**

Program is delivered over the course of approximately

4-6 months depending on the needs of the client. Components of the program include:

- ✓ Assessment and Care Coordination (CHATS)
- ✓ Case Management (YSSN)
- ✓ Physical Clutter Remediation (CHATS)
- ✓ Occupational Therapy (VHA)
- ✓ Education and Training (All)
- ✓ Client Advocacy (All)
- ✓ Minor Repairs (CHATS)

**Program Eligibility**

- ✓ Adults
- ✓ York Region resident
- ✓ Consent to service
- ✓ Low or moderate household income
- ✓ Health and Safety Risks present
- ✓ Risk of tenancy loss

**Referral Process**

- ✓ Self-referrals accepted
- ✓ Consent required for referral
- ✓ Electronic referral via the [trrs@chats.on.ca](mailto:trrs@chats.on.ca) email
- ✓ Intake to confirm eligibility
- ✓ In-home assessment booked with Program Coordinator

**Contact**

Please send all inquiries and referrals to [trrs@chats.on.ca](mailto:trrs@chats.on.ca)

**Program Coordinator:** Alda Melo 905-751-5715  
**Program Manager:** Gaynor McCredie 905-726-5602

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