

# YMCA Housing & Newcomer Services **All Under One Roof**

Presentation to P2P  
Nov. 24, 2025





# About the YMCA of the National Capital Region

The YMCA has been providing services in Ottawa and Gatineau for over 150 years. Our services address the evolving needs of communities, spanning Housing, Childcare, Employment & Newcomer Services, Children's Programs, Youth Services, & Fitness/Aquatics.







## Our mission:

The Y contributes to a vibrant and inclusive community by providing individuals with equitable access to the services, supports, and opportunities they need to thrive.

## Our values:

- Excellence
- Compassion
- Dignity
- Accountability
- Inclusion



## About YMCA Housing Services

YMCA of the National Capital Region provides housing for approximately 250 individual youth and adults at risk of homelessness.

**We provide transitional and supportive housing to people in transition from homelessness, newcomers to Canada, and those living with physical, mental and/or substance use health challenges.**



# Our Housing Programs

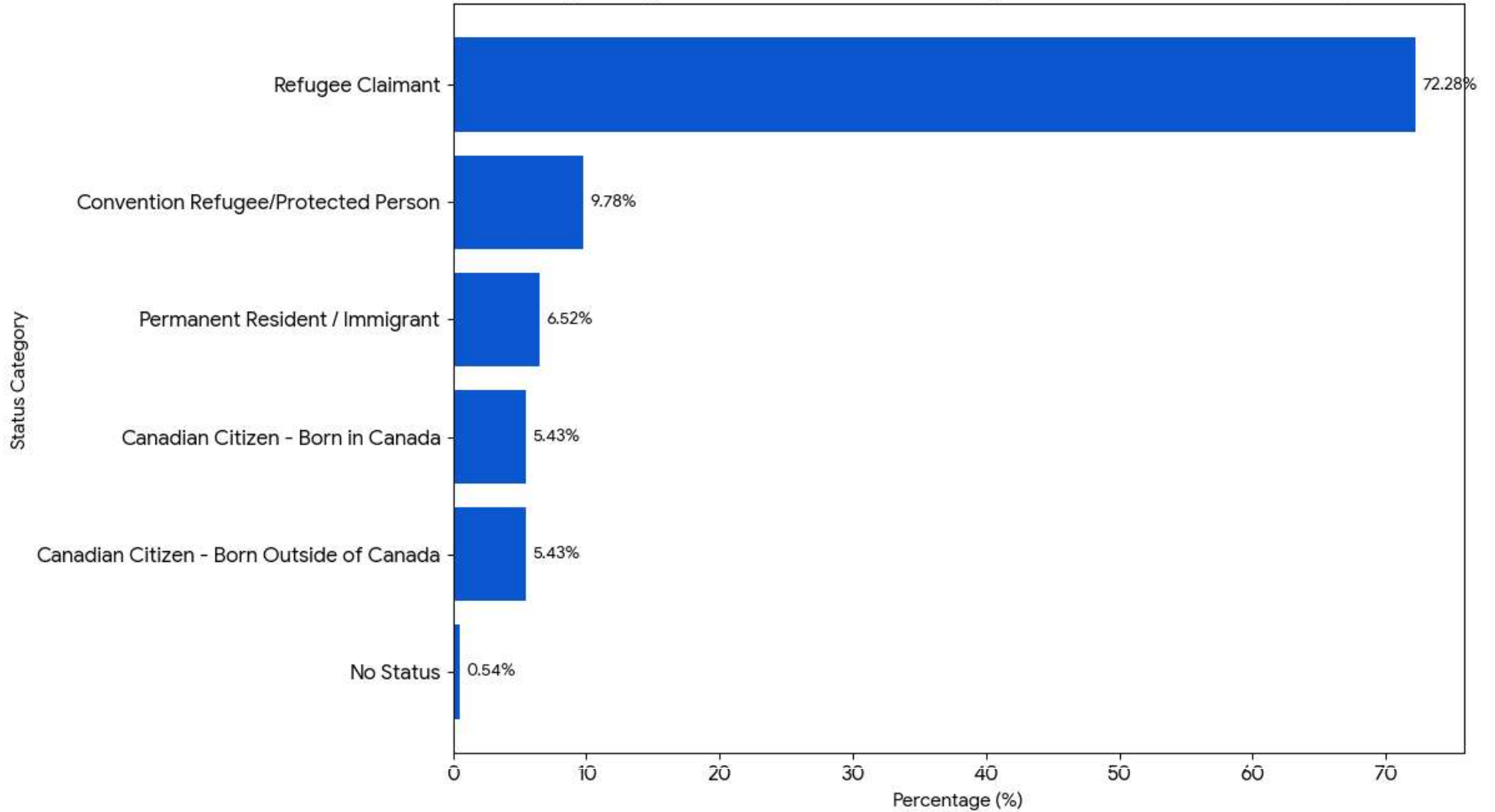
Second Stage Housing for Youth (17 residents)

Supportive Housing Programs (80 adults with mental health/addiction challenges)

Transitional Housing for Newcomer Individuals (over 175 residents)



Citizenship/Immigration Status of YMCA Housing Clients: Oct 30 to Nov 5, 2025 (Total 184)





## How we work with the City of Ottawa

The City is our primary funder of housing programs, with support from other levels of government.

The YMCA has been responsive to City requests to change the demographics of who we serve.

In 2024, we closed our emergency family shelter when the City leased a new property. We took in over 150 newcomer individuals at the City's request.

We are now retrofitting 4 floors of office space to accommodate up to 67 newcomer families.



# Context

- Rapid growth in newcomers
- Ottawa's declared housing crisis
- Pandemic use of community centres as shelters
- From emergency family shelter to transitional housing for newcomer individuals
- From social housing waitlist to housing searches in the private market





## Wraparound supports

- The welcome stage
- Newcomer services
- Employment services
- Life skills & workshops
- Health, Fitness and Aquatics
- Health care
- Social connections



# Our staffing model

- Staff complement and coverage
- Diverse and multi-lingual staff
- Staff often have long tenures
- Training opportunities
- Pension and benefits
- Intentional career paths and leadership opportunities.







## Newcomer Services

Settlement and life stabilizing supports:

- Portal assistance
- One-on-one support
- Access to legal advice and support
- System navigation
- General settlement support





## Landlord relations

Landlord relations liaison:

- Support residents in securing market housing
- Provide education on Tenants Rights and Responsibilities
- Build and maintain landlord relationships
- Support case managers and strengthen internal collaboration



# Partnerships for Permanent housing

Partnership on Master Leasing  
Program (Operation Come  
Home)

Pilot project – Ottawa  
HomeShare



## Challenges and solutions

Conflict resolution (shared spaces)

Language (not all speak English or French)

Vulnerable to scams

Helping residents balance family responsibilities (e.g., sending money home) vs. building a new life here.







## Success stories & after-care

Transfer to NL

Finding a roommate

Employment opportunities

Light touch after-care support

Client satisfaction survey

# Learning and evaluation

Our data journey

Community of practice with YMCA  
Housing Services across Canada

Areas for further learning





## Discussion & questions

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