

TENANT HANDBOOK

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IMPORTANT INFORMATION

Gignul Office Number:

(613) 232-0016

Monthly rent payments are to be made payable to:

Gignul Non-Profit Housing Corporation

Monthly Rent payments are to be sent to:

**Gignul Non-Profit Housing Corporation
396 MacLaren Street
Ottawa Ontario K2P 0M8**

INTRODUCTION

This handbook is written to assist tenants who reside in houses owned and operated by Gignul Non-Profit Housing Corporation. The houses are available as part of the Urban Native Housing Program which is designed to help lower income Aboriginal individuals or families to obtain adequate, affordable housing. Rental charges are based on tenants' incomes.

The contents of this handbook deals with the rights and responsibilities of both the Tenant and Gignul (your Landlord). It is hoped this handbook will help make the occupancy of your new home a more enjoyable experience by briefly discussing what is expected of you and what you can expect from Gignul.

If you need further information, please feel free to contact the Gignul office.

Gignul Non-Profit Housing Corporation Mission Statement

Gignul Non-Profit Housing Corporation will provide adequate and affordable rental home services for Aboriginal families and individuals in the Ottawa-Carleton area.

GLOSSARY OF TERMS

Some of the terms used in this Handbook may be unfamiliar. They are listed below, in alphabetical order, for easy reference.

Community Relations Committee	A volunteer group of Board Members who meet regularly each month. The Committee is responsible for allocating Gignul units, as they become available, to eligible applicants. The Committee also deals with tenant concerns, maintaining tenant confidentiality at all times.
Household Income	The total amount of income for each member of the household. This includes employment income, child tax benefits or insurance claims, inheritance, scholarships, bursaries or from any other source, and social assistance.
House Lease	The legal contract that outlines the responsibilities of tenants and Gignul.
Landlord	The landlord is the owner of the house. In this case, Gignul Non-Profit Housing Corporation is the landlord.
Multi-unit Building	Gignul Housing building that contains more than two housing units (e.g. triplex and apartment building).
Occupants	The people who live in the house, as listed on the lease.
Tenants	The person(s) who are renting the house from Gignul.
Tenant Damage	Damage to the house that is done by the tenant(s) and/or their guests.
Tenant Relations Officer	A Gignul staff member who works with tenants to assist them in understanding and fulfilling their housing responsibilities. This includes advice on home maintenance, repairs, and referrals to other programs and services.

GIGNUL HOUSING RESPONSIBILITIES

Gignul is committed to providing safe, adequate and affordable housing to Aboriginal individuals and families living in the Ottawa area. Following are some of the Gignul's responsibilities:

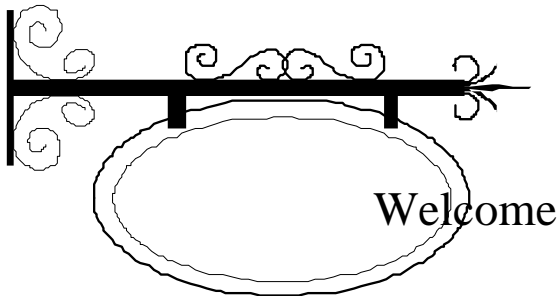
Confidentiality

Gignul ensures confidentiality of all tenant files and records. No personal information will be released without the consent of the tenant, unless Gignul is required to do so by law. Your privacy will be respected by giving you advance notice, wherever possible, of any visit to be made by Gignul staff.

Property Insurance

Gignul is responsible to provide fire and liability insurance for the building and property. The insurance obtained by Gignul does not cover the contents of the house or any personal belongings of the occupants.

Should a fire occur, Gignul will contact the insurance company and determine how they will restore the building.



Note: Gignul is not responsible to arrange for, or cover the costs of alternate accommodation while the building and/or unit is being restored. The tenant is responsible for all of his or her personal property and personal belongings (furniture, clothing, etc.) on the premises and should insure them accordingly. It is strongly recommended that tenants obtain basic tenants insurance coverage for such items.

Condition of the House

Gignul is responsible for ensuring that the house meets minimum health and safety standards. Gignul will also keep the home in good condition by making sure that required repairs are done as soon as possible. The fridge and stove, which are included in the home, will also be maintained in good working order.

Tenant Counselling

Tenant counselling is a service provided by Gignul for its' tenants, to assist them in understanding and fulfilling their housing responsibilities. This includes advice on home maintenance, repairs, and referrals to other programs and services.

TENANT RESPONSIBILITIES

As a tenant of Gignul Non-Profit Housing Corporation, you have agreed to accept certain responsibilities regarding the house you are renting. Some of these responsibilities are identified below. Feel free to discuss and ask questions you may have about these or other related matters, with your Tenant Relations Officer.



Financial Responsibilities

Under the Urban Native Housing Program, Gignul had to borrow money to build or buy the house that you are renting, and this money must be repaid. The Government of Canada makes up the difference between the actual cost of repaying this money, and what you pay each month (according to your income). This subsidy enables Gignul to provide affordable housing for Aboriginal people.

Government subsidy + rental revenues = Gignul total loan payment

Monthly Rent

The monthly rent is calculated based on the income of the household. Rent charges are based on the Federal Rent-to-Income Scale, which determines rent based on a percentage of the tenant's household annual gross income.

If, at any time, you have questions or concerns regarding your monthly rental payment, please contact your Tenant Relations Officer. He/she will be pleased to work with you to resolve the matter.

Verification of Household Income

Gignul will ask you to provide proof or verification of income on a regular basis. If your income has changed, your monthly rent may be adjusted. All occupants in the house (as listed on the lease) must declare their income.

You will be required to sign a "Tenant/Applicant Consent to Release Information Related to Income Verification" form (refer to Appendix "A"). This form provides your consent for Gignul to obtain verification of income from your employer, social worker or other related agency.

Monthly rent is set, and will remain in effect for one year unless there is a change in the amount of income you receive. This change must be reported immediately to Gignul.

Rent Reductions

If your household income is reduced at any time during the year, you may be eligible to have your monthly rent reduced to reflect the lower income. You must provide Gignul with written verification or proof of the change in income and a new declaration of income form. If the change in income results in a rent reduction of ten dollars (\$10.00) per month, or more, Gignul will adjust your monthly rent.

Rent Due Date

Rent is due and payable on the **first** of each and every month. As your rent payment is a prime source of revenue that supports the operation of Gignul Non-profit Housing Corporation, it is essential that rent be paid on time each month.

Eviction

Eviction of the tenant by Gignul (or termination of tenancy) can occur for the following reasons: current rent not paid; frequent late rent payments; the tenant or the tenant's guest have committed an illegal act or carried on an illegal business in the house; the tenant has

misrepresented their income or that of family members who live in the house; damage to property by the tenant or occupant, or guest(s); disturbing others (including keeping animals or pets); demolition, conversion of use, or major repairs or renovations.

Prepaid Rent

When signing the house lease, you will be required to pay the first and last months' rent, before you move into the house.

Last Month's Rent Deposit

The last months' rent deposit (equal to one months' rent payment) that was paid to Gignul when you moved into the house may be reimbursed to you if the following two conditions are met:

- Two months advance written notice of move-out has been provided; and
- There are no outstanding, or unpaid, rent payments from your tenancy.

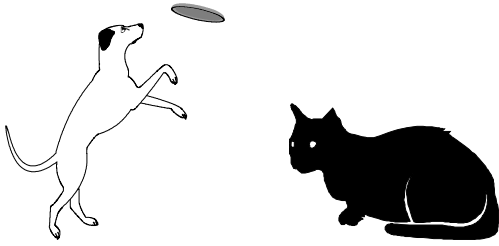
A portion of, or the full amount of the last month's rent deposit may be kept by Gignul to cover any loss resulting from you vacating the house without sufficient notice or for any other costs owed.

Rental Payment Verification

At the request of the tenant only, after the end of each calendar year (December 31) Gignul will provide a letter that confirms the amount of rent paid by the tenant, for income tax purposes.

Sub-lease

Tenants **cannot sub-lease** the house they are renting from Gignul. Should you decide to leave the house, you must send a letter to Gignul confirming that you will be moving, at least 60 days in advance of your departure.



Pets

It is the tenant's responsibility to maintain control and clean up after pets, both inside and outside of the house. Any repairs required to the house as a result of damage by a pet will be charged to the tenant. This includes the cost of cleaning carpets, repairing damaged screens, etc.

In addition, it is the tenant's responsibility to ensure that:

- Pets, especially dogs, are kept on a leash at all times when outside of the house; and
- When a contractor is scheduled to visit the house and you will not be at home during the visit, the pet must be put into a room or area that will not be used by the contractor.

Guests

If you expect to have a guest live in the house for more than 60 days, please notify Gignul in writing. Guests who remain longer than 60 days are considered a permanent occupant and a revision to your lease must be made. A verification of income will be required from the new occupant and the total household income and monthly rent may have to be adjusted.

Under no circumstances are you allowed to charge your guest room and board. You can however charge for food costs at a reasonable fee.

Utility Costs

Your house lease will indicate your responsibility for payment of utility costs. The cost of heat, hydro and water is included in your rent. You are responsible for the cost of telephone and cable television.

High Energy Appliances (e.g. air conditioners, space heaters)

Appliances such as air conditioners, space heaters and apartment-size washer and dryers, are considered “high energy appliances”. Because of the high-energy cost of using these appliances, you must obtain written consent from Gignul before installing them in your house.

Insurance

As a tenant, you are not required to have insurance on the building or the property. This is provided by Gignul. However, you are **encouraged** to have insurance on your furniture, clothing, and other personal belongings to protect yourself in case of fire or other damage or loss, such as theft. Gignul **is not responsible** to reimburse costs related to such losses.

Smoke Detectors

Each house is equipped with smoke detectors. Always ensure that the smoke detectors are functioning properly at all times. Studies have proven that they save lives and prevent loss of property. Remember to change the batteries every six months and to test the smoke detector on a regular basis. Removal of the smoke detectors or failure to replace a battery jeopardizes the lives of your family and neighbors.

For multi-unit buildings, the maintenance of smoke detectors in the common areas and hallways are the responsibility of Gignul. **If you notice or suspect problems with the smoke detectors in these areas, please contact Gignul immediately.**

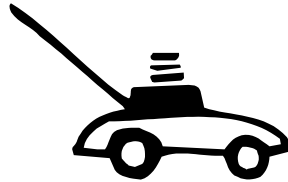
Parking

Parking is available only for those tenant vehicles that are registered on the lease. Guests are not allowed to park in lane ways, parking lots or areas near the building designated for the use of other tenants. Unlicensed and/or abandoned vehicles shall be removed at the tenant’s expense.



Garbage

Garbage must be secured in plastic bags and then placed into garbage bins until the garbage collection day. It is the tenants’ responsibility to take the garbage bins and recycling boxes to the curb in time for regular collection. If you are unsure of the date of collection, please contact the City of Ottawa by phone at 580-2400.



Snow Clearing and Lawn Maintenance

Tenants who reside in single or semi-detached homes are responsible for snow clearing and lawn maintenance. Tenants who may be exempt from this requirement will be notified by Gignul and may include the elderly, handicapped persons and single mothers.

In multi-unit buildings, snow clearing and lawn maintenance are part of the services provided by Gignul.

Possession of Illegal Weapons and/or Illegal Substances

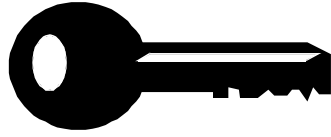
Any individual using any type of weapons either on or near the property will be subject to immediate notice of eviction. Any individual possessing or using illegal substances/drugs will be subject to immediate notice of eviction.

MOVE-IN

The Tenant Relations Officer will arrange a move-in inspection with you, before you move into the house. The purpose of the move-in inspection is to ensure that both the tenant and Gignul (the landlord) are aware of and agree on the condition of the house at the time the tenant is moving in. A move-in inspection report will be completed and signed by both the tenant and Gignul. When the tenant moves out of the unit, the information on the condition of the house at move-in will be compared against the condition of the house at move-out.

During the move-in inspection, the Tenant Relations Officer will review the location of gas and water main shut-off valves, electrical panels, operating instructions for thermostats and any special features in the house.

Keys



At move-in, Gignul Housing will provide the tenant with one set of keys to the house. Gignul Housing recommends that you have an extra set of keys available in the event that you are unexpectedly locked-out of the house. The tenant is responsible to cover the cost of extra key sets.

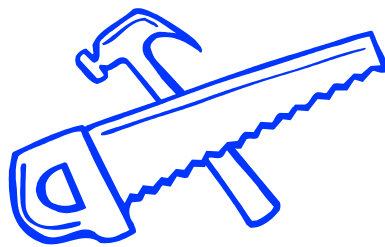
Lock-Outs

Gignul holds one set of keys to each house. In the event that you are locked out of the house, you can arrange to pick up the key from Gignul (during regular business hours) in order to have a new key cut. The tenant is responsible to pay for the cost of cutting extra keys. The Gignul key must be returned to the Gignul office during regular business hours.

In the event of a lockout after business hours, you should contact the “On Call Emergency” number. You will be responsible to pay the cost of unlocking the door.

MAINTENANCE AND REPAIRS

Every house requires ongoing maintenance and repairs to ensure that accommodations are suitable and free of health and safety hazards. This is an ongoing process that requires the cooperation of both Gignul and all tenants.



Gignul Housing Maintenance and Repair Responsibilities

Gignul is responsible to maintain the property and to ensure that it continues to be a safe and healthy environment.

Gignul has the right to inspect the house you are renting and will do so from time to time. You will be provided with a notice and a Gignul representative will come to the house at a reasonable time. When a Gignul representative visits, you may request identification, such as a business card that you can keep.

Electrical, plumbing, sanitation, heating, ventilation and other appliance repairs requested by the tenant shall be scheduled with a contractor and acted upon as soon as possible. Priority will be given to those repairs believed to be hazardous to the tenant(s) health or safety or those repairs that, if left unattended, could result in further damage to the house/property.

In emergency situations, Gignul has the right to enter the house, without permission, in case of emergency (example; fire, and flood).

Tenant Maintenance and Repair Responsibilities

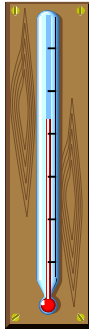
Tenants are responsible to keep the inside and outside of the house and property in good condition and free from health and safety hazards. Tenants are responsible to inform Gignul of any and all required repairs such as leaking taps, minor maintenance defects and major repairs (example: foundation wall is cracked and leaking).

The office of Gignul is open between the hours of 8:30 a.m. and 5:00 p.m. Maintenance and repairs must be reported during these hours. Gignul will respond to your request as soon as possible.

Energy Conservation Tips

Here are some tips you can consider to conserve energy in your house:

- Ensure that taps are turned off completely (e.g. no dripping).
- Report any leaking taps to Gignul.
- Turn out lights and turn off electrical appliances (e.g. t.v. stereo) when not in use; and
- During the heating season, set the thermostat at 68 to 70 degrees Fahrenheit / 20 degrees Celsius.



Tenant Damage

As a tenant you are responsible to keep the house in a similar condition as it was at the time you moved in. In accordance with the house lease you will be held responsible for any damage caused willfully or by neglecting the house. Examples of such damage include defacing, damaging or removing any part of the house or property, broken windows, doors, holes in the walls, graffiti on walls, damages caused by pets, missing equipment or appliances, and foreign objects blocking the toilet and drains. Any costs that Gignul incurs to pay for these repairs will be billed to the tenant.

Reporting Required Repairs

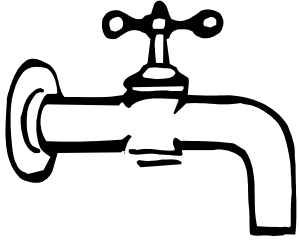
Gignul will provide you with a 24-hour advance written notice to confirm that a Gignul representative will be entering the home, during regular business hours, to complete repairs. Depending on the timing, and nature of the work, Gignul may contact the tenant by telephone instead of a written notice, as long as the tenant agrees.

The tenant is responsible to make arrangements for someone to let the contractor in the house. If the tenant is unavailable, Gignul may provide a key to the contractor and permission for them to enter to the home.

EMERGENCY ON-CALL

For emergency repairs required after 5:00 p.m. on weekdays, weekends and holidays, you can use the Gignul pager service. Depending on the nature of the emergency and the scheduling and availability of a contractor, Gignul will attend to your problem as quickly as possible.

Please remember that this service is intended for emergency situations only. Examples of emergencies include broken plumbing lines, failure of heating appliances or electrical equipment, fire, flood, lock-out and break-ins.



Paging System for Emergency On-Calls

Please call 232-0016 after business hours for emergency on calls. When you reach this number, a message will instruct you on what to do.



Remember: During our regular working hours (8:30 a.m. to 5:00 p.m.), please call the Gignul office for assistance.

Charge for Non-Emergency Calls

There will be a charge of \$50 (plus GST) billed to the tenant for non-emergency calls or for calls where the tenant was aware of the emergency during Gignul regular working hours.

FIRE SAFETY

Fire Prevention

One of your responsibilities is to practice health and safety precautions in the house. Accidents will happen but the majority of them can be prevented. The most common causes of fire in the house are careless smoking, children playing with matches or unattended cooking.



Follow these simple precautions to prevent fires.

- Keep all matches and lighters out of the reach of children.
- Store gas and other highly flammable materials and products in airtight containers that meet safety standards. Keep these materials away from furnaces and heating systems.
- Keep areas near the furnace clean and safe from fire hazards.
- Avoid placing anything on or near baseboard and portable electric heaters.
- Never use flammable substances (e.g. gasoline) inside the house.
- Consider purchasing a fire extinguisher and keeping it in a central location.
- Keep the stove and surrounding area free of grease; this will reduce the risk of grease fires.
- Fire escape routes should be kept clear at all times.
- Ensure that gas valves electrical panels and water shut-off valves can be easily accessed in case these need to be turned off in an emergency.

Smoke Detectors

Please ensure that your smoke alarm is functioning at all times. Smoke detectors have been proven to save the lives of many people. Always ensure that the smoke detectors are functioning properly at all times. Studies have proven that they save lives and prevent loss of property. Remember to change the batteries every six months and to test the smoke detector on a regular

basis. Removal of the smoke detectors or failure to replace a battery jeopardizes the lives of your family and neighbors.

Emergency Escape Plan

Every household should prepare an emergency escape plan. Work with all household members and develop a plan that will assist you and your family in escaping from every room in your house. Make sure you can open windows easily, especially in freezing weather, or that you have something available to break them out. Pick a designated meeting place away from the house. If you have small children, elderly family members or someone requiring special assistance, pre-arrange someone to assist them during the escape. Make fire drills a family affair. Be sure everyone knows what to do.

What To Do In Case of Fire

- If a fire starts, don't try and put it out unless it is small and manageable and you are certain that you can handle it. Use a fire extinguisher to fight a fire only if you are not in danger ... and if the fire is limited to a small area.
- Don't waste time getting dressed or packing any personal belongings.

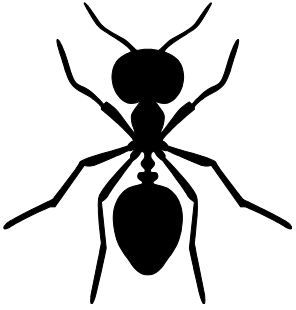


- Shout "FIRE" to alert all other tenants if you should see a fire, smell smoke or gas. If you believe the fire is in a room, a cupboard or in the basement keep the doors closed. Before vacating the house, shut any doors or windows but don't lock them. This will help to confine the fire, cut down the draft and prevent the spread of deadly gases. This will give you and other tenants more time to escape with your families.
- If you have to go upstairs or away from exits to rescue children and you are unable to return to the ground floor, and you become trapped, get to a room with a window, quickly shut the door between you and the fire. Make your way to the window and shout for help.

- Summon the Fire Department as soon as possible, by telephone from a neighbour's house. Never re-enter the house until the fire department confirms that it is safe to do so.

PEST CONTROL AND FUMIGATION

There are occasions when houses must be fumigated. Infestation and pest control require immediate attention.



Prevention

You can reduce the chance of these pests coming into your house by taking the following steps:

- Wrap up food and put it away after meals.
- Keep kitchen waste and other garbage in containers with tight fitting lids and take it to an outside storage area everyday.
- Keep the stove; counter tops floors and walls clean of grease, crumbs and other foods.
- Vacuum the rugs regularly to remove dirt and dust.
- Store rice and other dry foods in sealed containers or plastic bags.
- Pick up food when your pet is finished eating.
- Report all cracks or holes in your house to the Gignul office and request repairs are done in order to prevent cockroaches or mice from getting into unit.

Used Furniture

Should you buy used furniture, be sure it does not carry cockroaches or bedbugs or their eggs. In order to eliminate any possible pests, you can buy sprays to use on the furniture. You can buy either Chlordane 2% or Diazonon, which come in two (2) litre and four (4) litre containers. Two (2) litres should be enough to spray all your furniture. You can buy the spray from an

exterminating company. Check the phone book, under “Exterminators” for addresses and phone numbers.

Be sure to follow the directions for use of the product. Four or five hours after you spray your used furniture, use a vacuum cleaner or stiff brush and clean it very well in all the cracks. Do this prior to moving the article into the house. Throw all of the dirt (it may have eggs in it) in the outside garbage. Remove and discard the vacuum bag and spray the vacuum cleaner inside.

Fumigation Response

Fumigation is a treatment that is used to control pests. If you notice any pest problems in your house, please contact Gignul immediately to determine whether fumigation is required.

Once Gignul confirms that fumigation is necessary, an appointment is arranged with a qualified exterminator. You will receive information describing what you must do to prepare your home for fumigation treatment.

Typical preparation for fumigation includes:

General

- Clear all closet floors and top shelves
- Clear out linen closet
- Remove shelf paper
- Remove pets from the house, cover plants and fish tanks
- Disconnect filters in fish tanks
- Tie up drapes
- Move furniture 2 feet away from walls in all rooms.

Kitchen

- Clear your kitchen cupboards, top and bottom, of all dishes and food
- Do not place dishes etc. on kitchen counter
- Remove old shelf paper
- Remove kitchen drawers
- Keep countertop clear

Bathroom

- Clear all items from bathroom cupboard and vanity

After Fumigation is Complete

Don't wash shelves or baseboards for at least four weeks after fumigation service.
Put shelf paper on all shelves before replacing contents.

Any infestation noted after that period is to be reported to the Gignul office.

Note: It will be necessary for you and any pets to stay out of the house for approximately 4 hours after the serviceman arrives.

GRIEVANCE PROCEDURE

If you have a concern or a complaint and wish to file a grievance, please contact the Gignul staff by telephone. It is recommended that you follow up your telephone call with a letter that outlines your complaint or concern in detail. Keep a copy of the letter, for your records. The Gignul staff will respond to tenant complaints and every effort will be made to resolve the issue.

Should the Gignul Tenant Relations Officer not be successful in resolving the matter to your satisfaction, your next step will be to send a letter to the Community Relations Committee outlining the grievance and the steps that you have taken to try and resolve the issue. The letter should be stamped "Confidential", addressed to the Community Relations Committee and sent to the Gignul office.

The Community Relations Committee will perform a complete review of the grievance. A written response will be sent to the tenant outlining the action that is proposed to resolve the matter. Should this not satisfy the tenant, the matter can be appealed to the Board of Directors of the Corporation who may cause a review to be conducted.

Note: A reminder that, during a grievance process, you must continue to meet all of your responsibilities as a tenant (e.g. monthly rent charges must continue to be paid).

TERMINATION OF THE HOUSE LEASE

Gignul may terminate a lease before its' expiry date where the tenant commits a breach of the lease agreement. A breach of the house lease is where the tenant fails to honour any clause that is contained in the lease. Such clauses include, but are not limited to damaging the house, non-payment of rent, illegal activities, endangering other tenants, and misrepresentation or failure to report income.

If a breach of the lease agreement occurs, a Notice of Early Termination will be served and delivered to the tenant according to the terms of the Tenant Protection Act. The date of lease termination will be no less than 20 days from the date it is served.

As a tenant you may be entitled to dispute the application for eviction. If the Tribunal gives a judgment in favour of Gignul Housing, a default order may be issued. The default order is enforced by the Sheriff and the terms and conditions of the order must be met within 10 days. Failure to comply with the default order will result in the Sheriff proceeding with eviction of the tenant. A Sheriffs Order to Vacate will be issued, requiring the tenant to vacate within 7 days. Failure to vacate as requested will result in physical eviction of the tenant(s) by the Sheriff.



MOVE-OUT

Notice to Vacate

You are required to provide a written notice that you are vacating the premises at least sixty (60) days prior to your move-out date. The written notice should be submitted to Gignul, with your rent payment on the due date, two (2) months prior to your planned move-out date. The written notice should include the date of the notice, your name, the address of the unit, the reason(s) for the move, the date you will move-out, and a forwarding address.

If you fail to provide two months advance notice to move-out, the last month's rent you provided at move-in will be used to cover the rent due for the notice period.

Refund of Last Month's Rent

The last month's rent, or security deposit, that was paid to Gignul when you moved into the house may be reimbursed to you if the following two conditions are met:

- Two months advance written notice of move-out has been provided; and
- There are no outstanding, or unpaid, rent payments from your tenancy.

If these conditions have not been met Gignul will deduct related costs from your last month's rent. You will be provided with a written statement of such charges providing that you have given a forwarding address to Gignul.

Move-Out Inspection

Before the tenant's move-out date, the Tenant Relations Officer will conduct a move-out inspection with the tenant. The purpose of the inspection will be to confirm whether there are any repairs required and, if so, whether any repairs are required as a result of tenant damage or neglect. The cost of any repairs required, as a result of tenant damage will be billed to the tenant.

After the house has been vacated, the Maintenance Supervisor will inspect the unit to ensure that additional repairs are not required as a result of damage that occurred between the move-out inspection and the date the tenant vacated the house.

ADDITIONAL HOUSING RESOURCES

There are a number of associations in the municipality of Ottawa-Carleton that are available to assist tenants by providing them with additional housing information.

Ontario Rental Housing Tribunal

Phone (Toll Free) 1-888-332-3234

The Tribunal is an independent body established to administer the Tenant Protection Act. They process applications filed under the Act and ensure Orders to resolve Landlord/Tenant disputes.

Federation of Ottawa-Carleton Tenant Association

Phone: 247 – 7588

The Federation is an umbrella group comprised of local tenant associations. They represent tenant rights, help to educate tenants and help to organize tenant groups.

Housing Help

Phone: 563 – 4532

Housing Help provides advice on legal matters and property standards and will assist individuals in completing applications for subsidized housing. They also maintain a rent registry and vacant registry for the Ottawa-Carlton region.

Community Legal Service Clinics

Phone: 241 – 7008

This group provides advice on legal problems such as evictions, housing conditions and rent reviews.

ABORIGINAL COMMUNITY SERVICES

Minwaashin Lodge – Aboriginal Women’s Support Centre

Aboriginal Women’s Support Centre
Oshki Kizis Shelter
1105 Cadboro Rd.
Ottawa, ON K1J 7T8
Phone: (613) 741-5590

The Aboriginal Women’s Support Centre provide culturally appropriate assistance and support services to Aboriginal women and children who are victims of abuse and family violence. The services include; community resource and treatment centre referral, counselling, Elder guidance, healing circles, food bank services and working with area shelters. Information sessions, workshops and children’s programs are offered throughout the year.

Aboriginal Health

The Wabano Centre for Aboriginal Health
299 Montreal Road
Vanier, ON K1L 6B8
Phone: (613) 748-5999

The purpose of the Centre is to create and deliver services that will improve ill health, treat illness and provide support and aftercare. Services are offered in a culturally sensitive way that welcomes, accepts and represents all Aboriginal people. Services offered include traditional and western health programs, health promotion through a holistic health program, consultation, treatment, counselling and establishing links with other health care service providers.

Family Services, Recreation, Youth Programs, etc.

Odawa Native Friendship Centre
12 Stirling Avenue
Ottawa, ON K1Y 1P9
Phone: (613) 722-3811

The Odawa Native Friendship Centre offers programs such as, family support, seniors outreach, Dreamcatchers Youth, employment training and referral, and pre/post-natal care. Other programs held within the Centre include Career Trails, AIT Worx-both computer programs, Odawa Neeskak Toastmasters Club.

Inuit Services

Tungasuvvingat Inuit
Inuit Community Centre
604 Laurier Ave. W
Ottawa, ON K1R 6L1
Phone: (613) 563-3546

Tungasuvvingat Inuit provides a social and cultural centre for Inuit residents. Services include orientation to city living, referrals, advocacy, counselling and support. Special activities such as socials and workshops are offered throughout the year. Services are available in Inuktitut.