

# Frequently Asked Questions (FAQ)



## Q - What is the H.O.M.E Program?

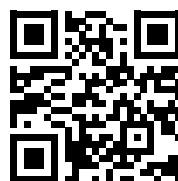
**A -** The Health Outreach Mobile Engagement (H.O.M.E) Program provides a multi-disciplinary, multi-sectoral mobile response to improve the health outcomes and health equity of highly marginalized individuals in London.

## Q - Which population does the program serve?

**A -** The H.O.M.E Program is for individuals who are experiencing homelessness, or are insecurely housed, or are clients rostered with the London InterCommunity Health Centre.

## Q - Which services are offered?

- Medical care (triage and assessment, episodic care and prescribing, wound care, flu shots, treatment for infections)
- Harm reduction support (equipment, supplies, services, and information)
- Relationship-building and engagement
- Infectious disease testing (HIV/AIDS + Hepatitis C)
- Healthcare system navigation and linkage (e.g., mental health care, support accessing services for which clients must attend appointments, support accessing hospitalization if needed)
- Social service system navigation and linkage, and assistance with forms (e.g., housing, income)
- Housing support
- Provision of basic needs (as available, e.g., food, water, clothing, hygiene products)
- Referrals in real time, as needed and possible, to our agencies and community partner services and care
- Peer support and referrals to Recovery Community Centre



## Q - What are the guiding principles?

**A -** Partners will work collaboratively from an anti-oppression, anti-racism, health equity framework anchored in the following guiding principles:

- **People who use drugs are experts:** People who use drugs are knowledgeable about the culture of drug use and their own goals and needs. Collaborating with people who use drugs is critical to developing successful programs and strategies to address the overdose crisis.
- **Participant-led and participant centred care delivery:** The program will aim to support people to meet their current goals in the safest way possible. Our aim is to provide compassionate and equitable healthcare to people.
- **Harm reduction:** The program recognizes that drug-related harms are largely driven by criminalization of drugs and the people who use them. Team members will respect people's autonomy and choices around substance use and accessing healthcare.
- **Low-barrier care:** The program is meant to be as accessible as possible. Team members will strive to meet client needs and ensure access to care through flexibility, problem solving, and collaboration.
- **Non-punitive approach:** The program recognizes that our clients' lives are complicated. All challenges will be addressed through dialogue and support and will not result in discharge from the program.

## Q - Where are services being offered?

**A -** Two days a week, services are offered from a converted bus. Outfitted to deliver multiple health services from three sectioned off areas offering privacy and the expertise of multiple health and social service providers. Three days a week, an SUV travels across the city providing care, initial and follow up, in a variety of locations to meet clients needs.

## Q - What are the hours of operation?

**A -** The H.O.M.E program is a mobile service. Locations and hours of operation are based on site availability and community-identified needs through our partnerships.

## Q - Where can I find more information?

**A -** Visit our website at [www.homeprogram.ca](http://www.homeprogram.ca). Call us at 519-660-0874. E-mail us at [djansen@lihc.on.ca](mailto:djansen@lihc.on.ca) or [hbrock@lihc.on.ca](mailto:hbrock@lihc.on.ca).



Canadian Mental  
Health Association  
Thames Valley  
Addiction and Mental Health Services



London  
InterCommunity  
Health Centre



Regional  
HIV/AIDS  
Connection

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