Ontario Housing with Supports Network Association
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Commitment to Residents

Revised November 5, 2026

As an OHSNA member home, we make these commitments to the people who live here. We will explain them in a way you can understand.

1. **Respect and inclusion.** Treat you with dignity and consideration. Respect your individuality, beliefs and choices, and address discrimination, harassment, abuse and neglect.
2. **Clear information before moving in.** Explain the accommodation, services, supports and costs in writing before you agree to move in. Identify what is included, optional charges and how changes are handled. Help you understand the agreement and seek advice.
3. **Participation and support.** Involve you in decisions about your home and supports. Respect your choices, address accommodation needs and involve people you choose with your consent or other lawful authority.
4. **Privacy and relationships.** Respect your private communications, visitors and relationships, and your ability to send and receive correspondence. Protect your personal information and respect lawful privacy and entry requirements.
5. **Personal belongings.** Respect your belongings and your choice to use them in your home. Address specific safety or space concerns with you and consider reasonable accommodation.
6. **Concerns without reprisal.** Explain how to raise a concern or suggest a change. Listen, respond and explain next steps. Support access to an advocate or external complaint process without coercion, discrimination or retaliation.
7. **Your money and fees.** Where we are authorized to handle money for you, keep accurate records and provide regular statements and explanations. Give at least 90 days' written notice of proposed rate increases and meet any additional legal or program requirements.
8. **Changes in housing or support needs.** Discuss concerns early and explore supports and accommodation with you. Follow applicable law and required notice, review and decision processes for any proposed transfer or end of occupancy. Work with you and relevant providers to plan a safe transition when a move is necessary.

This commitment does not limit your legal rights or replace your housing agreement or applicable program requirements.

Member acknowledgement

Home or organization: _____

Authorized representative and role: _____

Signature: _____ Date: _____