

Prepared for the Coalition on Hoarding in Peel

## EXECUTIVE SUMMARY

# Hoarding in the Region of Peel:

Strategic Framework, Coordinated Model,  
Implementation Plan, & Performance  
Measurement Framework

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## **Purpose of the Project**

The purpose of this research project was to co-develop a comprehensive response to support individuals with collecting behaviours and hoarding disorder in Peel Region. The work was guided by Hub Solutions, a social enterprise of the Canadian Observatory on Homelessness, and the Coalition on Hoarding in Peel (CHIP), in partnership with Service and Housing in the Province (SHIP).

## **Project Methods**

The evidence base for this project was developed through:

1. A literature review on collecting behaviours and hoarding disorder;
2. A policy review;
3. Interviews with individuals with lived experience of collecting behaviours;
4. Interviews with key stakeholders in Peel Region; and
5. An environmental scan of other community responses.

## **Key Findings**

### **Service Delivery**

→ **Best practices for service provision include strengths-based, client-centered approaches.** Best practices when supporting individuals with collecting behaviours were identified as taking a strength-based approach, working at a pace that is comfortable for the individual with collecting behaviours, and developing a strong relationship with individuals with collecting behaviours built on mutual respect.

→ **Building trusting, non-judgmental relationships is key when addressing collecting behaviours in the community.** Developing trust between individuals with collecting behaviours and service providers, including Fire Services Officers, Bylaw Officers, Paramedics, and Police Officers, is essential. One key stakeholder shared:

**“The first approach is being non-judgmental. Having somebody allow you to go into their home and having you actually see it, so just taking all of that in and not being judgmental.”**

→ **A breadth of services is required to support individuals with hoarding disorder and collecting behaviours, including those for family members and other natural supports.** Individuals with collecting behaviours appreciated the support they were provided by Hoarding Specialists in Peel Region. They found these supports to be convenient and easily accessible. Having access to mental health services, Hoarding Specialists, and peer support groups were understood to be particularly important. Providing peer support groups for family members and other supports were also identified as important services that should be made available in Peel Region.

## Policy

Efforts should be made to enhance knowledge on collecting behaviours and hoarding disorder in Peel Region among policy makers, frontline workers, first responders, and the public. Public education is one way CHIP can support community members in Peel Region. Enhanced knowledge in four main areas were recommended:

1. Educating frontline workers and first responders on hoarding disorder and collecting behaviours in order to better support their clients who may exhibit collecting behaviours;
2. Educating frontline workers, frontline workers, and policy makers about hoarding services to facilitate a coordinated response;
3. Educating the general public on hoarding disorder and collecting behaviours to reduce stigma; and
4. Educating the general public about hoarding resources and services available to them and their family.

Through education, stigma related to collecting behaviours will be addressed, awareness of service offerings will increase, policies will be adapted, and the skills and knowledge of service providers will be improved.

→ **Coordination of services is needed in Peel Region.** A key theme uncovered was the need to improve coordination of services within the Region. Methods to help achieve this goal were advertising available resources, training service provider across the Region via workshops, and creating a protocol of how and when each service provider can provide support and who they can refer clients to. Moreover, having service providers informed on how to assess, prioritize, support, and refer community members will help to create effective coordination of services in the region.

→ **CHIP can play an important role in addressing collecting behaviours in Peel Region through facilitating the coordination of services across sectors and increasing awareness of hoarding disorder/collecting behaviours in the public, emergency service providers, and policymakers.** A coordinated approach to hoarding, led by CHIP, can yield several benefits as it addresses the limited resources available when there is a division of labor across different groups. Coordination can also lead to a cross-pollination of information and ideas, and consequently a deeper understanding of an individual's collecting behaviours when multiple perspectives are involved. Expanding coalition membership, sharing knowledge, developing care paths, and creating methods of measuring the success of coalition efforts will all be important to providing improved coordination of services in Peel Region.