



Application Guide

Indigenous Shelters and Transition Housing Initiative

Canada



[CMHC.ca](https://www.cmhc.ca)

Before Applying

Before you begin an application, please contact an [Indigenous and Northern Housing Solutions Specialist](#)¹ who will help you understand the Shelter and Transition Housing Initiative, the mandatory requirements and documents and assist you with completing your application. If you have difficulties finding a Specialist, you can send a message to NewShelterInitiative@cmhc-schl.gc.ca

About This Application Guide

This guide will help you complete the application process for shelters or transitional housing. It provides an overview of the mandatory requirements, clarifications on questions and answers you will find in the online application and explanations on costs found in the capital costs worksheet and the operating expenses worksheet.

You can use the same application for both shelter and transitional housing only if you will construct a single building with both types of accommodation in it. If you wish to apply to build a shelter and a separate transitional housing, please complete two separate applications.

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¹ <https://www.cmhc-schl.gc.ca/en/about-us/contact-us/cmhc-departments/indigenous-housing-specialists>

1 Definitions

Shelter

Defined as a facility providing temporary shelter and emergency services to support women and children and/or 2SLGBTQQIA+ people facing gender-based violence. They function in a crisis capacity with short stay duration.

Transitional housing/Second stage housing

Housing that is intended to offer a supportive living environment for its occupants in need for additional time and support to heal from their trauma, offering them the experience, tools, knowledge and opportunities for living independently and violence-free. It is considered an intermediate step between emergency shelter and supportive housing, and has limits on stay duration. Transitional housing and second stage housing under this initiative are interchangeable terms that designate the same housing purpose.

Units

For the purpose of shelters, a “unit” is a room, regardless of the number of beds in the room that shares kitchen and/or bathroom facilities with other rooms in the shelter.

For the purpose of transitional housing, a “unit” is in the form of a self-contained unit. A self-contained unit is a facility that contains cooking, eating, living, sleeping and bathroom facilities.

Beds

For the purpose of shelters, a “bed” is an individual bed in a shelter program that supports overnight sleeping accommodations.

2SLGBTQQIA+

Two Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, Intersex, Asexual, and others.

This term is intended to include non-binary people and people with diverse sexualities, and as an explicit reminder that gender-diverse people’s needs must equally be taken into account. The “+” at the end of “2SLGBTQQIA+” is a way of being inclusive, honouring and celebrating how languages are expanding and offering choices for sexual and gender diverse individuals to identify.



2 Mandatory Requirements

The following requirements apply to all shelter and transitional housing projects under this initiative.

Intended Use

Confirm that the proposed project will be a shelter or transitional housing primarily intended to provide services and supports for Indigenous women, children or 2SLGBTQIA+ people facing gender-based violence.

Application

The application must be completed in full in order to be reviewed by Canada Mortgage and Housing Corporation and Indigenous Services Canada. If some information is unavailable at the time you would like to submit an application, discuss with your CMHC Specialist the readiness of your application.

Proposals must demonstrate an adequate level of consideration throughout the application for the distinction based group(s), geographical location and type of clientele the proposal is intended to serve, including (but not limited to) culturally appropriate programming and access to the shelter and/or transitional housing.

Loan Security

If your project is selected, you may need to obtain appropriate loan security to cover the value of the forgivable loan received. For example, loan security can be in the form of first pledge of property not subject to a prohibition against seizure, a mortgage secured by a leasehold interest, the use of distributions/disbursements from business revenues or a letter of credit. To better understand these options, please speak with your Indigenous and Northern Housing Specialist.

Operational Funding

Indigenous Services Canada will provide operational funding to selected proponents who must be eligible under the Family Violence Prevention Program's Terms and Conditions.

For information on the Family Violence Prevention Program, please see: [Family Violence Prevention Program](#)²

Terms and Conditions can be found here: [Contributions to improve the safety and security of Indigenous women, children, families and 2SLGBTQIA+ people](#)³

Program Guidelines are available at: [Family Violence Prevention Program National Guidelines: 2018 to 2019](#)⁴

Support From Indigenous Community(ies) and Local Indigenous Partners

Provide evidence of support for the project from the Indigenous community(ies) that will be served (e.g. a signed letter endorsing the proposed project from local Indigenous leaders). Letters of support demonstrating engagement and consultation have been conducted with the appropriate authorities and/or Indigenous Government. This includes the potential to extend service coverage to neighboring communities and any agreement between all parties.

Budget Worksheets

Two budget worksheets must be completed. These worksheets will inform the selection committee of your funding request for the construction costs and the annual operating expenses.

1. The capital/construction costs budget worksheet is located at the end of the online application in the portal.
2. The annual operating budget worksheet can be found in the Documents section at (link to Documents section on website page) and must be completed and uploaded as an attachment to the application before submitting. Estimates provided for the operating budget should only reflect the ongoing, annual operational costs for the project and refrain from including one-time expenditures specific to the purchase of various goods and services necessary to furnish and setup the facility.

² <https://www.sac-isc.gc.ca/eng/1100100035253/1533304683142>

³ <https://www.sac-isc.gc.ca/eng/1588799372117/1588950658626>

⁴ <https://www.sac-isc.gc.ca/eng/1519748029765/1533306028656>

Energy Efficiency

Proposed projects must have a minimum 25% reduction in energy consumption as compared to the 2015 National Energy Code for Buildings (NECB) or a minimum 15% as compared to the 2017 building code. If the proposed project is for the conversion of an existing building, it must have a minimum 25% reduction in energy consumption relative to past performance levels.

Accessibility

The proposed project's common areas (including but not limited to the kitchen and washrooms) must be barrier-free and a minimum of 20% of units must meet accessibility standards, or the project must have full universal design. Universal design makes built environments usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.

For projects where it is not feasible to meet the energy efficiency and/ or accessibility requirement, flexibility may be considered. Provide a rationale to seek consideration for the application of this flexibility.



3 How to Complete the Online Application and the Financial Worksheets

In addition to meeting the above listed mandatory requirements, the online application must be completed in full and submitted along with documents listed in Appendix 2.

Login Screen

In order to create an application online, you must create an account.

To do so, click the link that reads “Sign Up Now”

You will need to provide a valid email address. You will receive a confirmation email with a link to activate your account.

You can take as long as you want to complete your online application. Each time you return, you must use the same email address and password.

Do not create a new login each time you sign in. It is very important to use the same login information each time you access your application.

Each time you log in to your application to make changes, you will have to go through the “CONTACT” and “PROPONENT” screens and click the Next button at the bottom of the screen. Your application will then appear on screen. You will be able to navigate within the different sections of your application by using the Previous or Next buttons.

It is best for organizations that will submit multiple applications to use the same login and password for all of their submissions. If you wish to apply to build a shelter and a separate transitional housing, please complete two separate applications.

My Applications Screen

- Click “Start A New Application”
- Click “Continue”



Add Your Organization Screen

Question	Actions to Take/How to Respond
Organization Name	Input the name that your organization is known by.
Organization Legal Name	Input the legal name of your organization as registered with the Government of Canada.
Main Phone	Input the main phone number for your organization.
Legal Entity Type	Choose the answer appropriate for your organization.
Fax	If applicable.
Web Site	If applicable.
Office Address	
Street Number and Name	Input the number and name of the street. The type of street (i.e. road, avenue) is filled in the next box "Street Type".
Street Type	Click the magnifying glass. You will need to search for the correct street type. When you find it, check the box on the left and click "Select".
Street Direction	If applicable. Click the magnifying glass. You will need to search for the correct direction. When you find it, check the box on the left and click "Select".
Unit	If applicable. Input the unit number for the office address for your organization.
City	Input the city your organization is located in.
Province/Territory	Click the magnifying glass. You will need to search for the province/territory. When you find it, check the box on the left and click "Select".

STEP 1 – Review Your Contact Information

Question	Actions to Take/How to Respond
Preferred Language	Select English or French.
Salutation	Select the appropriate salutation.
First Name	Input the first name of the primary contact for the application.
Last Name	Input the last name of the primary contact for the application.
E-mail	Input the email address of the primary contact for the application.
Business Phone	Input the business phone number of the primary contact for the application.
Mobile Phone	Input the mobile phone number of the primary contact for the application.
Office Address	This should pre-fill from the information input on the previous screen.

STEP 2 – Select the Program and Provide Proponent Information

Question	Actions to Take/How to Respond
Program You're Applying For	Click magnifying glass and select INDIGENOUS SHELTER AND TRANSITIONAL HOUSING INITIATIVE .
Is your organization the proponent organization on this application?	If you represent and work for the organization that will be signing the agreement and own the project, select YES . If you are a consultant applying on behalf of the proponent organization, select NO .
Are you the Proponent contact for this application?	If you work for the proponent organization select YES . If you are a consultant applying on behalf of the proponent organization, select NO .

STEP 3 – Project

Question	Actions to Take/How to Respond
Project Name	Input a name that represents the project for your organization.
Expected Project Start Date	Choose the preferred and expected start date by clicking the calendar icon on the right.
Expected Project Completion Date	Choose the preferred and expected end date by clicking the calendar icon on the right.
Contract Process Type	Choose the type of Contract the project will use.
Project Type	Choose New Construction if you're building a new shelter or transitional housing. Choose Renewals if you are converting an existing building into a shelter or transitional housing. Repairs is not an eligible response.
Previous renovation projects complete?	This can be left blank.
CMHC Contact(s)	This is a free form field. If you work with a CMHC Specialist already, input their name. If not, this can be left blank.
How will the construction/repair contract be managed?	Choose the type of construction contract you will use.
Type of Shelter	Only select BOTH if you will be building a single building with both Emergency Shelters and Second stage housing spaces in it. If you wish to apply to build an emergency shelter and a separate second stage housing, please complete two separate applications. PLEASE NOTE* Consider the terms "second stage housing" and "transitional housing" as interchangeable terms for this application.
Property currently receiving assistance under Section 26, 27, 61 or 95?	This question relates to other funding programs that use the same software and does not apply to this initiative This can be left blank.
Maximum Loan Amount per Unit	This question relates to other funding programs that use the same software and does not apply to this initiative. This can be left blank.

Additional Information	Select the appropriate response for each of the 15 questions. Once completed, click "Save & go to Next question" until all are completed. Then click "Save & Close".
	* Please ensure that all 15 criteria based questions are completed before clicking "Save & Close" *.

STEP 4 – Building

Question	Actions to Take/How to Respond
Building	<ul style="list-style-type: none"> Click “ADD BUILDING TO APPLICATION”. Click “Create Building”.
Building Identifier	Open field to provide the description of the building name.
Date Built	Only applicable if you are converting an existing building into a shelter or transitional housing.
Location	Click on the magnifying glass.
Location	Click on "New Location".
Does a physical address exist for this location	Select YES if there is an address that can be found by Canada Post. If not, select NO.
Land Identifier	If applicable. Can be a PID/PIN number that identifies the land that the project will be built on.
Latitude/Longitude (optional)	<ul style="list-style-type: none"> This information can be found using Google Maps if you can not find your lot location on a map. Click “Create”
General	
Number of Stories	List the number of stories above ground that the building will have.
Building Type	Select SHELTER from the drop down list whether your project is shelter or a transitional housing.
Total Units/Beds in Building	Only list the number of separate units the project will have.
Structure Type	Select the type of building.
Construction Type	Select the Construction type.
Building Components	
Utilities	<ul style="list-style-type: none"> Is the land that the facility will be built on fully serviced, partially serviced or not serviced at all. If it has potable water and electricity but does not have sewer and will require a septic system to be installed, select PARTIALLY SERVICED. Click Save.

STEP 5 – Units

Question	Actions to Take/How to Respond
	Click ADD UNIT TO APPLICATION .
	Click CREATE UNIT .
Unit Number	Units can be listed in ascending order. If the building has 10 units for example, list the units 1-10. Click submit after you have added each unit.
Unit type	Select bachelor unless there are multiple private rooms in the unit.
Level	Select if the unit will be above ground or in the basement.
Square Footage	List the size of each unit.
Site Servicing for Project/Lot	You can input multiple options here. List all of the services that will be available to each unit respectively.
Building	Select the building you created in the previous stage.
	Click Submit.
	Once all units for your project have been added, click NEXT .

STEP 6 – Unit Information

This screen to be left blank. Click **NEXT**.

STEP 7 – Construction Costs

Actions to Take/How to Respond

This screen is where you will input all of the relevant costs to **CONSTRUCT** your facility/project.

Do not input costs to **OPERATE** your facility/project. Those are completed on a separate form.

It is good to click **REFRESH GRID** from time to time to ensure your information is updating.

Any funding or equity provided into the project should be input with a negative sign in front from section 27 to 33.

The bottom of the screen should display the total cost of your project less any money coming from other sources of funding.

Click **REFRESH GRID** upon completion. Click **NEXT**.

STEP 8 – Proposed financing

Question	Actions to Take/How to Respond
	This screen will display the Total Estimated Costs from the Construction Costs input on the previous screen.
	The Total Estimated Costs should be equal to or less than the Total Expected Funding.
	Click ADD FUNDING SOURCE/COLLABORATOR .
What is the type of collaborator/partner?	Select CMHC first.
Collaborator Organization Name	Type CMHC .
Funding Type	Select CONTRIBUTION .
Capital Funding Amount Expected	Input the amount you are asking for from CMHC to construct your facility/project.
	Click SAVE AND ADD ANOTHER FUNDING SOURCE/COLLABORATOR .
What is the type of collaborator/partner?	Select GOVERNMENT OF CANADA .
Collaborator Organization Name	Type INDIGENOUS SERVICES CANADA (ISC) .
Funding Type	Select SUBSIDY .
Capital Funding Amount Expected	Input the amount you are asking for from INDIGENOUS SERVICES CANADA (ISC) to operate your facility/project, as calculated in Appendix A- Annual Operating Budget in the Mandatory Application Worksheet
	If there are no other sources of funding to be input, click DONE WITH ADDING FUNDING SOURCES/COLLABORATORS .
	Click NEXT .

STEP 9 – Attachments

Actions to Take/How to Respond

Click **CHOOSE FILES**.

Select all the files you wish to attach to your application. These will be visible and available for review by the CMHC shelter team.

Click on **UPLOAD FILES**. This may take several minutes for your files to upload. You will see them listed once the process is complete.

Documents should include:

- Your completed Mandatory Application Worksheet (the worksheet is available on CMHC's webpage in the section Application Documents)
- Your preliminary designs for your shelter
- Your Class C cost estimate
- Your Construction Schedule showing milestones and estimated time to complete the project.
- All Letters of Support for your project including Indigenous Government, Indigenous organizations or communities that will have access to your shelter or transitional housing project

Any other documents you would like to provide should be attached in this section.

STEP 10 – Submit

Actions to Take/How to Respond

You may click **SAVE FOR LATER** if your application still requires more work.

If you are confident you have completed all the necessary fields and provided all necessary documents, you can click **SUBMIT NOW**.

Once you click **SUBMIT NOW**, the application can no longer be edited. You will receive a summary of your responses that can be printed for your records.

4 Capital Costs Budget Worksheet

You will find the capital/construction costs budget worksheet at the end of the online application in the portal.

Eligible capital costs include:

- Land acquisition/purchase
- Construction, purchase and rehabilitation of facilities
- Soft costs (i.e. architect, engineer, or project management fees, other consultants' fees, the cost of development fees and/or permits, taxes, course of construction insurance, interest charges on interim financing, legal fees, audits, enrolment in recognized warranty programs if applicable, and advertising costs for tenders.)
Accessibility for persons with disabilities
- Hard furnishings required for the operation of the project (i.e. appliances, built-ins, non-movables and major pieces of maintenance equipment.
- Appropriate building security
- Children's areas indoors and outdoors
- Landscaping

The information below provides details on a few of the cost lines you will find in the Capital Costs Budget Worksheet.

Cost line 8. Transportation fees for construction

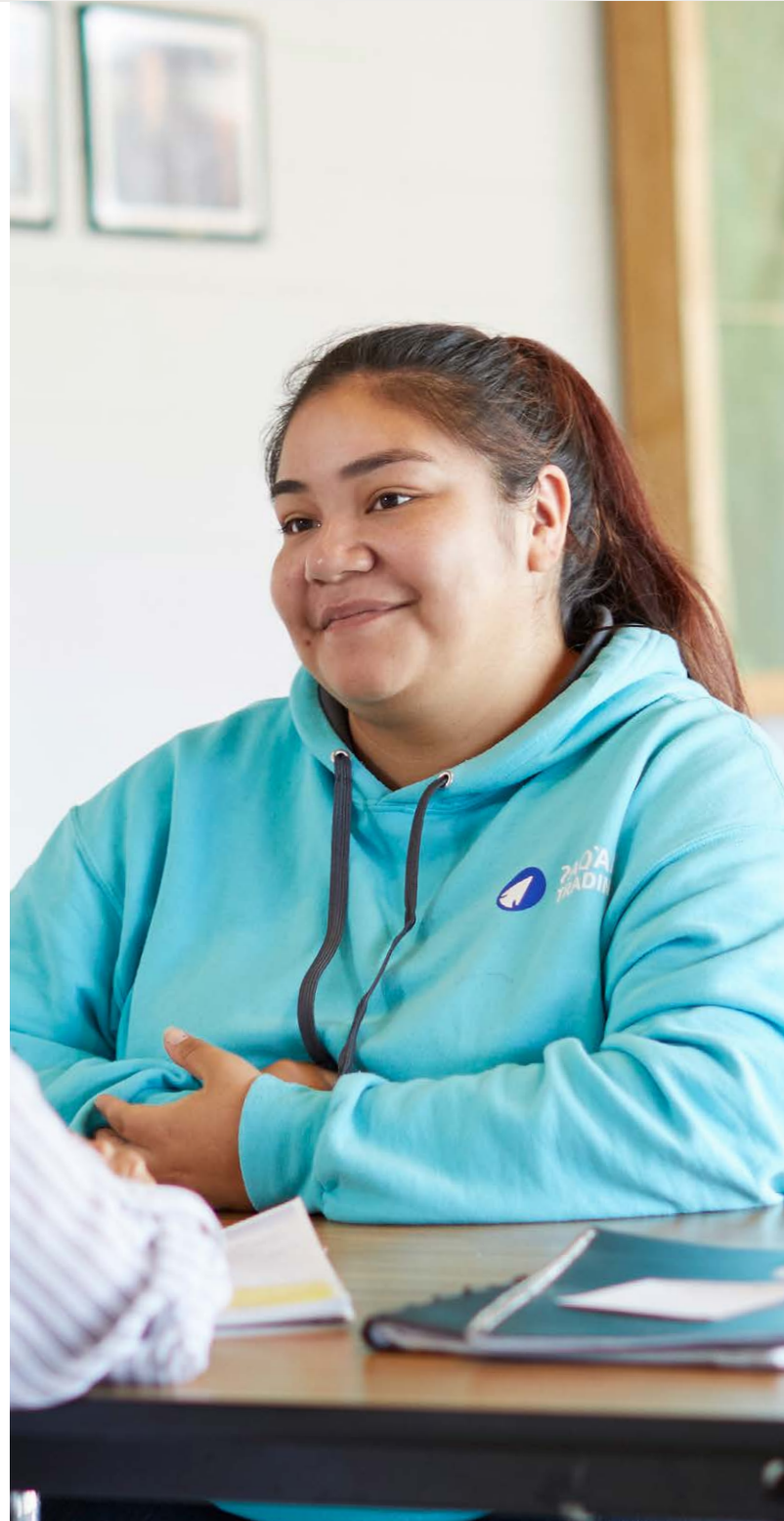
Fees for transportation of materials for the construction, including searift or air delivery costs.

Cost line 9. Insurance fees for construction (include all types of insurance)

Builders Risk Insurance, Contractor General Liability Insurance, Transportation Insurance, Contractor License Bonds.

Cost line 11. Architect and consultant fees

Fees for services provided by architects and consultants before and during construction. The fees can include costs associated with food, lodging and transportation for in-coming professionals.



Cost line 15. Other

Fees associated with professional fees (other than architects and consultant fees), activities not related to building materials or project management fees or trades/construction labour costs.

Cost line 20. Hard furnishings

Items such as appliances, built-ins, non-movables and major pieces of maintenance equipment. (e.g. fitted kitchen units, cupboards, sinks, wall mounted ovens, fitted bathroom sanitary ware, central heating systems, intruder alarm systems, etc.)

Cost line 22. On-site servicing

The costs to connect the shelter to utilities.

Cost line 25. Contingency

A percentage of money reserved to cover unanticipated project costs during the construction phase. Please note that contingency fees differ from the Replacement Reserve, which is used to cover the unanticipated costs for existing builds.

5 Annual Operating Budget Worksheet

The annual operating budget worksheet can be found in the Mandatory Application Worksheet to be attached to the application.

For details on eligible expenditures, please refer to the [Contributions to improve the safety and security of Indigenous women, children, families and 2SLGBTQIA+ people](#).⁵

A feasibility assessment will be completed to determine whether the operating budget is reasonable and realistic according to the established funding levels.

Cost line 1. Staff Salaries and Benefits

Proposals should clearly demonstrate an understanding of shelter or transitional housing operations through staffing. This includes providing realistic and reasonable staffing breakdowns for the facility in accordance to their size, whether it be small, medium or large, hours of operation, off-hour shifts, and expected volume of intake.

For reference, the standard size classifications for shelters can be found in table **Standard Shelter Size Classification** below. The figures are reflective of the typical size classifications found among the existing network of shelters supported by Indigenous Services Canada and are solely meant to be a point of reference for proposal development.

Standard Shelter Size Classification

Shelter Size	Number of Units	Number of Beds
Small Shelter	1 to 2 units	1 to 5 beds
Medium Shelter	3 to 5 units	6 to 13 beds
Large Shelter	6 units +	14+ beds

Figures on shelter size classification are for example only and reflect the standard ranges found among the existing network of shelters supported by Indigenous Services Canada.

Cost line 2. Professional Fees

Costs to hire professional consultants including lawyers, accountants, architects, engineers, site surveyors, etc.

Cost line 8. Property Taxes (excluding water and sewer)

Taxes generally paid to a municipality/local government for shared services like garbage collection, etc.

Cost line 11. Replacement Reserve

A separate account funded by annual contributions out of operating budget to pay for large property expenses. This fund exists to deal with long-term major repairs and unexpected expenses. You will find in Appendix 1 the list of items that can be paid out of a replacement reserve account.

For this process, the replacement reserve will be 0.5% of the total construction costs of the project as indicated in cost line #26 (total capital costs) in the construction costs section of the worksheet. For example, if the total construction costs of a facility is \$6 million, then \$15,000 would be set aside each year in the replacement reserve. In time, this will allow for enough funds to accumulate in order to pay for major repairs or emergency repairs.

Cost line 15. Transportation Costs (Vehicle, Insurance, maintenance, fuel, driver)

Costs related to the purchase, ownership, and maintenance of vehicles, including insurance as applicable, to support operation of the facility are eligible.

⁵ <https://www.sac-isc.gc.ca/eng/1588799372117/1588950658626>

Cost line 23. On-going Contribution Required

The on-going operational budget must be captured within line 23: On-going Contribution Required of the Annual Operational Budget Worksheet.

It excludes the amount that will be provided for start-up costs.

Note: The On-going Contribution line should only reflect the annual costs associated with the operation of the shelter and/or transitional housing on an ongoing basis. One time expenditures should only be added to cost line 24 (Start Up Costs).

Cost line 24. Start Up Costs

One time expenditures to address the start up funding needed the year before the facility is operational. Available start up costs are usually up to 50% of the average annual operating budget. For example, with an average annual allocation of \$800,000 to operate shelters in southern geographic areas, the maximum start up costs are expected to be approximately \$400,000, which will be allocated one year in advance to the facility's operation. These costs may include items such as furniture, computers and software, vehicle, etc.

An itemized list of start up costs must be submitted. If a vehicle is part of the operations, the initial purchase should appear in the start up costs. Maintenance costs for the vehicle are included in the on-going operational budget.

APPENDIX 1 – Capital Items Paid Out From a Replacement Reserve

STANDARD LIST CAPITAL ITEMS

The following is the **STANDARD LIST** of capital items that can be paid for out of the replacement reserve:

A. Major Building Components

- roofs, including coating, flashing, eavestrough and downspouts
- exterior wall finishes, including exterior painting and stucco exterior doors and windows
- exterior caulking where accessibility is a major restriction (e.g., requiring scaffolding) and the replacement is therefore a major undertaking

B. Major Building Services

- heating systems, including boilers (hot water or steam), forced air furnaces, radiant heat components, solid fuel burning systems, chimneys and related components
- domestic hot water tanks, booster pumps and circulating pumps (fittings and controls replaced during the course of regular, routine maintenance are not eligible)
- septic tanks and tile beds
- required air handling systems (e.g. HRV systems)

C. Basic Facilities

- kitchen facilities such as stoves and refrigerators, sink and faucet installations, counter tops and cabinets
- bathroom facilities such as toilets, sinks and fixtures, vanities, tubs and fixtures

D. Safety Features

- fire alarm systems such as carbon monoxide detectors, hardwired smoke alarms, smoke and heat detectors linked to central alarm
- required firefighting or prevention equipment (e.g. fire extinguishers)
- emergency lighting
- intercom system in multiple unit buildings
- other safety items

E. Other Major Facilities, Equipment And Features

- garages or storage areas, driveway, walkway and parking surfaces
- interior floor coverings, including common areas and suites
- exterior fences
- playground equipment
- laundry equipment
- water softeners where hardness of well water makes these a necessity

Regulated Changes

- requirements for changes that apply to existing buildings and where the authority having jurisdiction requires replacement or upgrading within a definite period of time (e.g. fire safety)

Extensions To The Standard List

Because of the variety of construction types and ages within the portfolio, some units may have repairs or replacements that would be considered eligible extensions to the Standard List. Items which were designed, manufactured and installed to function and perform indefinitely but due to a construction or manufacturing deficiency or to external environmental factors, are failing or are about to fail can be added to Standard List. Examples might be the investigation and remediation required as a result of serious structural deterioration or settlement problems affecting the foundation and walls.

If this is the case, the deficiency should be investigated and reported on by a qualified technical expert. The cost of consulting or engineering fees would be eligible for funding from the replacement reserve. Use of the replacement reserve to pay for the cost of replacement or major repair to these items must be approved by CMHC on a project specific basis. In these cases, CMHC may assist in determining the most effective solution and, if necessary, a site visit.

Extensions to the Standard List can include:

- repairing foundations or significant sections of foundations
- other structural components such as wall, floor and roof framing
- brickwork
- retaining walls
- plumbing systems
- electrical installations including project transformers, emergency generators
- balconies

Emergency Replacements

Shelters should proceed immediately with emergency replacements of, or repairs to capital items, where delay would create a health or safety hazard. Examples include an essential building system failure, such as failure of a heating system in the winter or a structural failure that endangers the physical safety of the residents.