

# HOW TO HELP SOMEONE WHO'S EXPERIENCING HOMELESSNESS

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## 1. Helping Someone Experiencing Homelessness Starts with Empathy

### Approach with Kindness and Respect

Acknowledge that the person (or family) may feel vulnerable or unsafe. Listen to them and validate their feelings. Your presence and willingness to listen can be a **powerful** first step.

## 2. Offering a Connection to Resources

**Ask if they would like to be connected with resources**  
With their consent you can offer to help them find resources

**Nova Scotia:** Resources can be found by calling or visiting [211.ca](https://211.ca)

**Halifax Regional Municipality (HRM):** Resources can be found at [ahans.ca](https://ahans.ca)



## 3. What to Expect: Connecting Housing Services

**Explain that organizations can connect them to opportunities for housing and essential services**  
Inform them that organizations can help them with more than just temporary shelter.

**In Halifax,** we have a resource called The By-Name List. This Supports a coordinated system that connects people experiencing homelessness with housing and services. Learn more at [ahans.ca](https://ahans.ca)

(These resources are designed to provide long-term support and a path toward stable housing)