

Ministry of Health

Homelessness and Addiction Recovery Treatment Hubs (HART Hubs): Call For Proposals Reference Document

January 2025

Homelessness and Addiction Recovery Treatment (HART) Hubs Locations

Stream 1 – Mainstream HART Hubs

1. Fourcast – Four Counties Addictions Services Team (Peterborough)
2. CMHA Peel Dufferin (Brampton)
3. Health Sciences North/Horizon Santé Nord (Greater Sudbury)
4. The HART of Simcoe (Barrie)
5. Hôtel-Dieu Grace Healthcare (Windsor)
6. CMHA Hastings and Prince Edward County (Belleville)
7. Durham Community Health Centre (Oshawa)
8. CMHA Thames Valley (London)
9. CMHA Algoma (Sault Ste. Marie)
10. Services and Housing in Province (Dufferin County)
11. Lanark, Leeds and Grenville Addictions and Mental Health (Lanark, Leeds and Grenville)
12. Oxford Ontario Health Team (Oxford County)
13. County of Renfrew (Renfrew County)
14. Gateway of Niagara (Niagara)
15. CMHA Lambton Kent Sarnia (Sarnia)
16. Pinecrest Queensway Community Health Centre (Ottawa)

Stream 2 – Indigenous-led HART Hubs

17. Kenora Chiefs Advisory (Kenora)
18. Maamwesying (Sault Ste. Marie)

Stream 3 – HART Hubs Transitioning from Consumption Treatment Service (CTS) Sites

19. Guelph Community Health Centre (Guelph)
20. Toronto Public Health (Toronto)
21. Hamilton Urban Core Community Health Centre (Hamilton)
22. NorWest Community Health Centre (Thunder Bay)
23. Somerset West Community Health Centre (Ottawa)
24. Community Healthcaring Kitchener-Waterloo (Kitchener-Waterloo)
25. Parkdale Queen West (Toronto)
26. Regent Park (Toronto)
27. South Riverdale Community Health Centre (Toronto)

Stream 1 – Mainstream HART Hubs

Fourcast – Four Counties Addictions Services Team (Peterborough)

- The Peterborough HART Hub brings together local service delivery partners to provide a continuum of services in Peterborough for individuals with complex service needs on their recovery journey from addictions and homelessness.
- The **proposed services** to be delivered within the Peterborough HART Hub include:
 - Primary and psychiatric care
 - Mental health and addictions services including case management, Rapid Access Addiction Medicine (RAAM), withdrawal management, bed-based addictions treatment, and aftercare
 - Peer recovery coaches
 - Mental health and addictions supportive housing (transitional and permanent) and dual diagnosis supportive housing with 24/7 community wrap around services
 - Occupational therapy
 - Vocational services
- The **key objectives and outcomes** of the Peterborough HART Hub are:
 - Increase system capacity to primary care, psychiatric care, and assessments for system navigation, to the homeless population that typically experience barriers to services
 - Increase access to housing supports and income supports
 - Improve quality of life

CMHA Peel Dufferin (Brampton)

- The HART Hub in Brampton aims to serve the entire community: marginalized individuals, those working within the system, and community residents affected by these challenges. This initiative is designed to help individuals transition safely indoors into shelters, transitional beds, and supportive housing, thereby reducing encampments and stabilizing their circumstances.
- The Brampton HART Hub proposes access to comprehensive services 12 hours a day, 7 days a week.
- The Brampton HART Hub **proposed services** include:
 - Primary and psychiatric care
 - Mental health and addictions services such as assessment, brief treatment, counselling, structured psychotherapy, Rapid Access Addiction Medicine, detox, addictions medicine prescription
 - Mental health and addictions supportive housing and shelter/transitional beds
 - Case management for social assistance, employment finding services
 - Diversion supports
- The **key objectives and outcomes** of the Brampton HART Hub are:
 - Reduce encampments by helping individuals transition into shelters, transitional beds and supportive housing and stabilizing their circumstances
 - Reduce risk of overdose by enhancing low-barrier, immediate, and coordinated mental health and addictions care
 - Improve access to primary care and social services and foster a sense of community

Health Sciences North/Horizon Santé Nord (Greater Sudbury)

- The HARTbeat Health and Wellness Centre (HBHWC) will provide services to Greater Sudbury. The acronym BEAT stands for “Building Empowerment and Advancing Treatment,” capturing the centre’s mission to empower every individual they serve while advancing innovative and effective approaches to mental health, addictions, and recovery.
- The HBHWC **proposed services** include:
 - Primary care
 - Mental health and addictions services, including assessment and system navigation
 - Mental health and addictions supportive housing
 - Social and employment services
 - Services to meet basic needs
- The **key objectives and outcomes** of the HBHWC are:
 - Reduce gaps in services
 - Decrease drug related incidents, first response calls, and encampment sheltering
 - Address homelessness, mitigate high-risk situations
 - Enhance community safety and well-being
 - Improve integrated service delivery, data collection, and evaluation
 - Alleviate emergency department strain
 - Enhance system coordination

The HART of Simcoe (Barrie)

- The HART Hub in Simcoe County, the HART of Simcoe, aims to provide comprehensive services for individuals in Simcoe County with a primary physical hub located within the City of Barrie.
- The core HART Hub **proposed services** include:
 - Primary care
 - Indigenous health and wellness services
 - Mental health and addictions services including bed-based addictions treatment, bed-based supportive treatment, Rapid Access Addiction Medicine
 - Peer support
 - Mental health and addictions supportive housing and transitional housing
 - Vocational, employment and support services
- **Key objectives and outcomes** of the HART of Simcoe include:
 - Implementation of an integrated approach that spans the care continuum
 - Increasing capacity of bed-based treatment
 - Creating capacity to support individuals facing homelessness through bed-based/community-based treatment

Hôtel-Dieu Grace Healthcare (Windsor)

- The goal of the Windsor-Essex HART Hub is to bring community partners together, through a shared model of care, to effectively and compassionately support individuals experiencing homelessness, addictions issues, and other complex issues.
- The Windsor-Essex HART Hub **proposed services** include:
 - Primary care
 - Mental health and addictions services including, assessment, care coordination withdrawal management
 - Peer support
 - Mental health and addictions supportive housing
 - Services to meet basic needs
- The **primary objective** of the Windsor-Essex HART Hub is to divert repeated/inappropriate emergency department visits by providing individuals with more immediate access to help and efficiently using local community resources.

CMHA Hastings and Prince Edward County (Belleville)

- This HART Hub will offer safety and support for the entire community across Hastings and Prince Edward Counties, including those who are most marginalized, individuals working within the system, and community members—such as businesses—who are also affected by the ongoing crisis.
- The Hub **proposed services** include:
 - Primary and emergency care
 - Mental health and addictions services including rapid access to addictions medicine clinics
 - Mental health and addictions supportive housing and transitional housing
 - Social services and employment support
- The Hub will also provide in-person and virtual access points.
- The **key objective** for the Hastings and Prince Edward Counties HART Hub is to rapidly and significantly enhance access to supportive, culturally safe/relevant addictions services that support recovery in Hastings and Prince Edward counties.

Durham Community Health Centre (Oshawa)

- The Durham Community Health Centre (DCHC) HART Hub will address the needs of the Region's homeless population, through an integrated, person-centered approach. The Durham HART Hub will provide comprehensive, integrated services by creating pathways towards stability and recovery for vulnerable populations.
- The HART Hub in Durham Region proposes low-barrier, co-located integrated services that address the unique and complex needs of those facing homelessness. **Proposed services include:**
 - Primary care and health education
 - Mental health and addiction services including treatment
 - Mental health and addictions supportive housing
 - Employment and income support
- The **key objectives and outcomes** of the Durham HART Hub are to:
 - Increase affordable housing options (including supportive housing)
 - Increase access to mental health and addictions services
 - Improve collaboration/coordination across local organizations (including to organizations that provide employment and social services)
 - Provide culturally competent services and equitable care

CMHA Thames Valley (London)

- The goal of the HART Hub in London is to improve the health and well-being of people who use substances and/or have mental health needs. This is being done through increased access to high quality, evidenced informed care that is respectful, trauma-informed, and compassionate.
- The HART Hub in London **proposed services** include:
 - Primary care
 - Integrated care planning
 - Mental health and addictions services, including crisis support, recovery and treatment support
 - Peer support
 - Housing access support and mental health and addictions supportive housing
 - Income and employment support
 - Transportation
 - Justice system services
 - Services to meet basic needs
- The HART Hub is dedicated to providing culturally safe and relevant supports will offer services in French to meet the needs of Francophone clients.
- The HART Hub in London seeks to fulfill the following **key objectives and outcomes**:
 - Provide low barrier access to integrated health care
 - Implement culturally safe services/approaches for underserved populations

CMHA Algoma (Sault Ste. Marie)

- The Sault Ste. Marie HART Hub will support the entire community; those who are most marginalized, those working in the system, and those trying to provide support, including businesses and community members who also experience the impacts of this crisis.
- The Sault Ste. Marie HART Hub **proposed services** include:
 - Primary care
 - Mental health and addictions services including counselling and psychotherapy, crisis services, Rapid Access Addictions medicine, detox, bed-based treatment referral, addictions medicine prescriber
 - Peer support
 - Mental health and addictions supportive housing and shelter referral services
 - Ontario Works/Ontario Disability Support Program case management
 - Employment supports
 - Justice system supports
 - Access to Indigenous specific supports
 - Services to meet basic needs
- The **key objectives and outcomes** of the Sault Ste. Marie HART Hub are:
 - Improve quality and enhance services
 - Expand services
 - Fill in gaps of care by implementing innovative solutions
 - Improve access to services

Services and Housing in Province (Dufferin County)

- The goal of the Dufferin HART Hub is to assist individuals experiencing complex and overlapping issues in Dufferin County with rapid, low barrier support to address substance use, mental health and homelessness challenges to increase quality of life and overall physical health and well-being.
- The **proposed services** at the Dufferin HART Hub include:
 - Primary and psychiatric care and access to other allied health professionals
 - Mental health and addictions services including intensive case management
 - Peer support
 - Mental health and addictions supportive housing, housing support case work and transitional bed case management
 - Employment support
- The **key objectives and outcomes** of Dufferin HART Hub are:
 - Secure housing and reduce encampments
 - Emergency room visits
 - Improve population health
 - Reduce health care costs
 - Enhance health equity

Lanark, Leeds and Grenville Addictions and Mental Health (Lanark, Leeds and Grenville)

- The HART Hub will address significant gaps in services for individuals with complex needs by offering a centralized, coordinated approach to care. The Hub will consolidate these services under one roof, ensuring clients receive immediate and continuous care, from withdrawal management to housing referrals.
- The **proposed services** at the HART Hub include:
 - Primary care
 - Mental health and addictions services including case management, withdrawal management beds, medical detoxification, and structured relapse prevention
 - Peer support
 - Mental health and addictions supportive housing and transitional living and overnight shelters
 - Vocational and employment support and guidance
- The **key objective** of the HART Hub is to provide a comprehensive, integrated care model that addresses mental health, addictions, housing, and employment needs.

Oxford Ontario Health Team (Oxford County)

- The Oxford HART Hub will provide evidence-based programs and services essential for recovery and hope among complex populations.
- The **proposed services** at the Oxford HART Hub include:
 - Primary and psychiatric care
 - Mental health and addictions services including counselling, brief therapy, assertive community treatment, addictions treatment, Mental Health Emergency and Response Team crisis services, Rapid Access Addictions Medicine, withdrawal management
 - Mental and addictions supportive housing, emergency shelter, housing stability/eviction prevention and housing case management
 - Income support
 - Family services and supports
 - Community policing
- The Oxford HART Hub **key objectives and outcomes** are to:
 - Reduce emergency department visits
 - Lower homelessness rates
 - Improving overall health outcomes for Oxford residents

County of Renfrew (Renfrew County)

- The Renfrew County Mesa HART Hub follows Mesa, a collaborative, multi-sector approach to providing compassionate care.
- The Mesa HART Hub follows a Hub-and-Spoke model where clients will be able to move fluidly between the Mesa Hub to a Spoke (pre-existing community-based access points) for continued care.
- The **proposed services** at the Renfrew County Mesa HART Hub include:
 - 24/7 access to wellness services
 - Primary care and health outreach
 - Concurrent disorder specialist
 - Mental health and addictions services including case management, intensive stabilization and onsite care for clients with complex mental health and addictions needs
 - Peer support
 - Mental health and addictions supportive housing
 - Indigenous client care coordination
 - Life skills training and vocational and employment counselling
- The **key objectives and outcomes** of Renfrew County Mesa HART Hub are to:
 - Increase access to mental health and substance use services and ensure timely access to services
 - Integrate culturally safe and inclusive approaches to treatment and recovery for Indigenous clients and equity deserving communities
 - Create a network of supportive housing solutions
 - Support clients and family throughout their recovery journey

Gateway of Niagara (Niagara)

- Niagara's HART Hub would increase access to addictions and mental health treatment for individuals experiencing chronic homelessness, while simultaneously increasing access to and stability in supportive housing.
- Niagara's HART Hub **proposed services** include:
 - Primary and psychiatric care
 - Outreach
 - Mental health and addictions services including case management, Rapid Access to Addiction Medicine, addictions/bed-based treatment, withdrawal management, crisis services
 - Peer support
 - Mental health and addictions supportive housing
 - Employment services
 - French language supports
- The **key objectives and outcomes** for the Niagara HART Hub are:
 - Enhancing system coordination
 - Increased collaboration to reach “hard to reach” clients
 - Increased ability for flow through to necessary treatment options

CMHA Lambton Kent Sarnia (Sarnia)

- The Lambton County HART Hub is poised to play a crucial role in addressing the housing, mental health and addictions needs of the community by providing low barrier access to a myriad of needed services co-located and integrated in one space.
- The Lambton County HART Hub **proposed services** include:
 - Primary care
 - Mental health and addictions care
 - Mental health and addictions supportive housing
 - Employment and other social services
 - Services to meet basic needs
- The **key objectives and outcomes** for the Lambton County HART Hub are:
 - Improve quality of services
 - Expand existing services
 - Implement innovative solutions
 - Improve access

Pinecrest Queensway Community Health Centre (Ottawa)

- The West Ottawa HART Hub is designed to deliver low barrier, personalized care for those experiencing addictions challenges while optimizing health care resources and improving long-term wellness outcomes.
- The West Ottawa HART Hub **proposed services** include:
 - Primary care, community health service navigation and wellness check-ins
 - Mental Health and addictions services including crisis support, withdrawal management, addictions counselling, group therapy, bed-based treatment and stabilization, and aftercare support
 - Peer support
 - Mental health and addictions supportive housing and housing caseworkers
 - Family support services
 - Financial literacy, employment and vocational support
 - Educational workshops and community building activities
 - Virtual care options
- The **key objectives and outcomes** of the West Ottawa HART Hub are:
 - Provide low-barrier health and social services at the right time and place
 - Provide comprehensive navigation services
 - Provide housing stability and prevention for those at risk of losing housing
 - Reduce emergency department volumes and collaborate with paramedic services
 - Integrate primary care services

Stream 2 – Indigenous-led HART Hubs

Kenora Chiefs Advisory (Kenora)

- Rooted in an Anishinaabe worldview, the Hub will expand upon the existing Kenora Emergency Shelter & Clinical Services Hub, enhancing its capacity to offer a seamless continuum of care that integrates cultural practices and traditional healing methods. This model emphasizes cultural safety, ensuring that services are delivered in ways that respect and incorporate Indigenous knowledge, practices, and community values.
- This Hub focuses on the delivery of a culturally responsive care model, tailored to the needs of Indigenous individuals, who are overrepresented in homelessness and addictions statistics.
- **Proposed services** include:
 - Primary care
 - Mental health and addiction services, including treatment and case management
 - Peer support
 - Mental health and addictions supportive housing and housing navigation
- The Hub will leverage existing local resources and partnerships to ensure service efficiency and avoid duplication while introducing new services to fill identified gaps, such as culturally appropriate transitional housing and harm reduction initiatives. An integral component of the project is to engage Indigenous communities and individuals with lived experience in the planning, governance, and delivery of services, ensuring cultural safety and relevance at every stage.

Maamwesying (Sault Ste. Marie)

- Maamwesying’s proposed continuum of care is designed to provide a comprehensive and flexible approach to support individuals in their recovery journey. This proposal will use HART “spokes” across the region with existing service providers with strong track records, leveraging existing services and local knowledge:
 - Spoke 1: Sagamok Anishnabek with the First Nation
 - Spoke 2: Benbowopka Treatment Centre in Blind River with Mamaweswen (North Shore Tribal Council)
 - Spoke 3: Sault Ste Marie with the Indigenous Friendship Centre
- The proposal focuses on the delivery of a culturally responsive care model tailored to the needs of Indigenous individuals.
- This Hubs plan integrates culturally safe services, including transitional beds and supportive housing units.
- **Proposed services** include:
 - Primary care
 - Mental health and addictions services including traditional healing practices such as access to Elders, ceremonies, and land-based programs (including land-based detoxification)
 - Mental health and addictions supportive housing

Stream 3 – HART Hubs Transitioning from Consumption and Treatment Service (CTS) Sites

Guelph Community Health Centre (Guelph)

176 Wyndham Street North

- The Guelph-Wellington HART Hub will serve adults and youth (age 16 years and older) living in Guelph and Wellington County with multiple health conditions, including moderate to severe mental health and/or addictions challenges and experiencing homelessness, being at-risk of homelessness, or requiring intensive services to maintain access to housing (such as supportive housing).
- The Guelph-Wellington HART Hub will include an Intensive Housing and Treatment Team and Integrated Crisis Centre, co-located at Guelph Community Health Centre. Existing specialized mental health, addictions, and housing services will also be co-located and/or integrated with the Guelph-Wellington HART Hub, including Rapid Access Addiction Medicine (RAAM), the Flexible Assertive Community Treatment Team (FACTT), Guelph Community Health Care Pharmacy, Integrated Mobile Police and Crisis Team (IMPACT), Hive Health Services (which provides health services to people with HIV/AIDS as well as gender-affirming care), and Housing Support Workers from the County of Wellington.
- The Integrated Crisis Centre will include a 24/7 integrated crisis service, crisis stabilization beds, and medically supported withdrawal management beds. For people who identify as Indigenous, access to the Guelph-Wellington HART Hub will be supported through Indigenous Support Coordinators embedded within, and Indigenous Housing First Workers co-located with the Guelph-Wellington HART Hub.

Toronto Public Health (Toronto)

- Toronto Public Health and several City of Toronto Divisions are proposing to establish a HART Hub that will include 24/7 Intake, Medical Monitoring and Referrals; Outreach, Wrap Around Services, and Supportive Housing Connection; Substance Use Treatment and Primary Care; Outpatient Medical Specialty Services.
- This HART Hub will respond to urgent and complex health needs in Toronto's downtown core including the drug toxicity epidemic and homelessness by increasing treatment and health care pathways for people who use drugs and/or who are experiencing homelessness, improving client-centered health service delivery, facilitating rapid access to treatment, recovery, and culturally appropriate wrap around and mental health and community supports.
- This Hub will bring both clinical and operational expertise in de-escalation approaches and partnerships which will offer increased reassurances and improve community safety and well-being by providing convenient and connected mental health and addictions services.
- Indigenous clients can access services directly or through several referral partners within Toronto that are focused on providing culturally appropriate care to Indigenous clients.
- The funding will enable supportive housing opportunities; the Hub will have access to affordable rental units through existing buildings owned by the City of Toronto.

Hamilton Urban Core Community Health Centre (Hamilton)

430 Cannon Street East

- The objectives set for the Hamilton Urban Core HART Hub are to provide client-centered care for Hamilton’s most vulnerable populations facing overlapping challenges related to mental health, addiction, homelessness, and barriers to care, while addressing key social determinants of health. The HART hub aims to serve individuals that are 18 years and older who are homeless or at risk of homelessness, require complex services, and are at high risk of fatal overdoses, with a special focus on vulnerable and marginalized groups, including BIPOC, 2SLGBTQIA+, Indigenous, and Francophone individuals.
- Onsite services will include: Comprehensive primary care and specialty services; culturally safe and relevant care for equity-deserving populations; mental health supports; social assistance and wrap around supports; employment support and pathways to education; social re-integration, skills building, and community sense of belonging.
- Other services proposed include: Safe Beds and Recovery Transition Beds to stabilize high-risk individuals immediately and provide a pathway for addictions recovery and community reintegration; and Therapeutic Recovery Maintenance, a unique pathway toward permanent housing paired with rent support, wrap around supports, integrated health care, and long-term case management.
- For Indigenous clients, collaboration with the local Aboriginal Health Access Centre will create a seamless care pathway.
- For the Black community, the Hub will integrate Black Health Cultural Ambassadors to engage communities, build trust, and partner with Black-led organizations to create culturally resonant care pathways aligned with the Afrocentric model of health and well-being.
- Services will be offered in multiple languages, with interpretation available to eliminate language barriers, including French, Somali, Spanish, Kiswahilli, Farsi, Mandarin, Pashto, Igbo, Cree, Inuktitut, Ojibway.

NorWest Community Health Centre (Thunder Bay)

212 Miles Street East

- NorWest Community Health Centre (CHC) and partners are proposing a HART Hub model that leverages existing collaborations, and that will enable enhanced access to a suite of integrated, locally tailored health and human services supporting the treatment and recovery of individuals with complex service needs.
- Four clusters of services will be provided: Drop-in/Intake Centres (basic needs such as food, laundry, clothing and showers); a low-barrier Mental Health and Substance Use Health Clinic (e.g., Hep C/HIV testing, IV antibiotics, advanced wound care); navigators and case managers will support access to social services, including housing and employment; cultural services provided through programming at the Centre, referrals to partner agencies, or by Elders and cultural practitioners.
- The Thunder Bay & District Hub will deliver client- and systems-based outcomes such as increased ability for clients to function independently through community-based supports; better integrated service delivery through on-site, integrated, and co-located services; stabilized or improved mental health outcomes through treatment and recovery care; and reduced pressure on hospitals and other services systems (including the justice system).
- Low barrier services will allow immediate and timely access to care. Referral pathways to the Hub will be developed from a number of access points, which include health services, social services, and the Care Bus.
- The organization's commitments are aligned with addressing the priorities of Noojmawing Sookatagaing. This includes addressing mental health and substance use, stigma and discrimination, embedding cultural care, and utilizing evidence based and trauma-informed practice.
- To support this work, dedicated staff such as Indigenous Health Associate, Cultural Practitioner and Indigenous Counsellor will be hired through St. Joseph's Care Group to lead this area of care for HART Hub clients. Clients will also have access to Elders/Knowledge Keepers, facilitated through the St Joseph's Care Group program.

Somerset West Community Health Centre (Ottawa)

55 Eccles Street

- The Ottawa HART Hub is designed as a low-barrier, trauma-informed, culturally responsive, 24/7 health care model that integrates primary care, mental health, substance use treatment, housing with supports, and health systems navigation. By combining targeted community outreach and co-located services, they will address increasing community needs and ensure individuals with complex health and housing challenges can access the care and support they need for stability, recovery, and long-term success.
- Proposed net new or expanded services include: Substance Use Management and Addictions Counselling, Group Counselling; Life Process Program; and Deep Trauma Healing Interventions.
- Through rapid referral pathways and partnerships, the following will be made available: withdrawal management beds; access to mental health and addictions programs; and community support.
- This HART Hub will continue serving Ottawa's urban residents within the downtown core but is accessible to anyone across Ottawa.
- Partnerships with Indigenous Practice Facilitators will ensure that Somerset West Community Health Centre develops and implements culturally responsive programming tailored to the needs of Indigenous and equity deserving groups.

Community Healthcaring Kitchener-Waterloo (Kitchener-Waterloo)

44 Francis Street South

- The HART Hub will prioritize system navigation to ensure people can identify and access the care they need, increase the number of outreach teams, and enhance longer service hours, expand services (particularly mental health and addictions care), and add more locations served to meet the changing needs in our community.
- Services include: Mental Health Services; Addiction Care and Support; Shelter and Transition Beds; Primary Care; Supportive Housing; Social Services, ID, and Employment; Naloxone and Satellite Hubs will be located at carefully selected locations where the HART Hub's target population already gathers, including places where support for basic needs are provided.
- The Waterloo Region HART Hub will ensure distinct pathways are available for equity deserving groups to access culturally safe and relevant care from organizations that specialize in supporting a specific equity deserving community. For example, Indigenous people who choose an alternate way of treatment will be able to access cultural outreach services from The Healing of the Seven Generations, land-based healing from Crow Shield Lodge, and supportive and affordable housing from K-W Urban Native Wigwam Project. At the same time, the HART Hub will make it easy for these agencies to easily refer their clients for specialized services offered by Implementation Partners.
- Local partnerships have been leveraged to secure fixed site transitional housing units and scattered site supportive housing units for HART Hub clients.

Parkdale Queen West (Toronto)

168 Bathurst Street

- The Parkdale Queen West (PQW) Community Health Centre HART Hub will focus on clinical and social care services led by inter-professional care team with physicians, Nurse Practitioners, mental health practitioners, housing support workers, social workers and peer support and offer comprehensive primary care, substance use treatment, housing and shelter support and mental health assessments. These services will include treatment planning and referrals to specialized services. Registered Nurses will provide triaging, acute care, preventive services, health and substance use assessments, and follow-up care, under the guidance of clinical leadership. Clinical case managers will work with each client to address deficits in their social determinants of health (such as lack of housing, income, employment and basic needs supports) thereby enhancing stabilization and recovery efforts.
- The Hub will provide rapid access to primary care and allied health services and providing essential stabilization services such as food security, money management, employment support, psychiatric care, access to treatment and outpatient addictions support. Housing partners will offer units in supportive housing environments, designed to accommodate the expansion of the Hubs clinical and social health services. In collaboration with hospitals, the Hub will enhance its efforts to divert individuals experiencing intoxication and drug overdose from emergency departments to stabilization sites managed by University Health Network and staffed by PQW and other partners.
- The Hub partners recognize the importance of addressing systemic racism and ensuring culturally competent care for all clients, particularly those from marginalized communities, including Black, Indigenous, and racialized populations. Indigenous clients will be provided with access to traditional healing practices alongside access to Western medical services. Hub partners will ensure spaces for ceremonies, smudging, and talking circles, creating an environment of healing and cultural respect.
- In addition to new supportive housing units, housing support would also be provided in continued partnership with St Michael's Homes (access to Transitional Housing Program for men) and PARC (access to their rent-geared-to-income).

Regent Park (Toronto)

465 Dundas Street East

- The Hub will employ a Hub-and-Spoke model, with services also offered at partner locations (spokes). It will prioritize individuals who have experienced homelessness for over six months and face complex challenges, supporting their stabilization, treatment, and recovery.
- The Hub will support individuals to receive primary health care and intensive case management, and support clients with tenancy management and eviction prevention, and access services like psychiatric care, substance use treatment, and recovery programs.
- The Hub will serve individuals and families experiencing homelessness, mental illness, and addictions, including a significant portion of refugees. Special care will be provided to Indigenous clients by ensuring culturally relevant and appropriate supports. Regent Park CHC has made a commitment to the Indigenous Council to ensure that Indigenous Health remains in Indigenous hands.
- The HART Hub will formalize partnerships with Fred Victor, Unity Health, Inner City Health Associates, Covenant House, Margaret's Housing, St. Michael's Homes, Gerstein Crisis Services, Dixon Hall, and Fife House. These partnerships aim to address service gaps, improve access for the most vulnerable, and ensure continuity of care.
- At Regent Park CHC, advancing Black Health is an identified strategic priority. 100% of Senior Leadership roles are held by BIPOC individuals. Regent Park CHC is a true reflection of the diversity of communities that it serves and policies against discrimination are in place.
- Regent Park CHC, in partnership with the Downtown East Toronto Ontario Health Team, proposes to create the HART Hub, utilizing existing infrastructure to offer longer-term mental health and addictions supportive housing units, transitional housing units, and crisis beds.

South Riverdale Community Health Centre (Toronto)

1156 Danforth Avenue

- The South Riverdale HART Hub will aim to provide evidence-based health care, treatments, social services, and housing support for individuals struggling with addictions, mental health, housing and other related issues. Clients will have low-barrier access to primary care, mental health and addictions treatment with direct referral to housing and other support services.
- The Hub will serve clients with a variety of needs and a wide range of substance use and addictions treatment goals from pre-contemplation to post-recovery.
- The partners led by St. Michael's Homes will establish a drop-in space on Danforth that will provide access to food, shower, and basic supplies, as well as access to day treatment services offered by the Hub. The drop-in will serve as a low-barrier entry to HART Hub's complement of services with the availability of drop-in workers, addictions counselling, case management, voluntary trustee services, housing support and placement, assistance with social assistance, employment supports and psychotherapists on-site to support clients' immediate access to day treatment, support services and housing.
- The Hub will collaborate with Indigenous partners, 2-Spirited Peoples of the 1st Nation and Anishnawbe Health, to host culturally safe programming at the Hub's drop-in. Workers will support the use of traditional medicines in the space, connection to Elder support, and connections to specific services for 2-Spirited and Indigenous peoples such as counselling or support groups.
- Housing support will be provided by St. Michael's Homes, Alpha House, Salvation Army Harbour Light and Fontbonne Ministries.
- The Hub is proposing new supportive housing opportunities as well as a dedicated referral pathway for clients with mental health and substance use challenges to WoodGreen Community Services for permanent housing.