

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

Guelph Community Health Centre

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 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-centred health service delivery, facilitating rapid access to treatment, recovery, and culturally appropriate wraparound 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 addiction 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

430 Cannon Street East

- The objectives set for the Hamilton Urban Core HART Hub are to provide client-centred 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 addiction recovery and community reintegration; and Therapeutic Recovery Maintenance, a unique pathway toward permanent housing paired with rent support, wrap around supports, integrated healthcare, 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, Kiswahili, Farsi, Mandarin, Pashto, Igbo, Cree, Inuktitut, Ojibway.

NorWest Community Health Centres (Thunder Bay)

212 Miles St East

- NorWest 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 healthcare 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 addiction 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

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, 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 supports 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 addiction 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 addiction 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 addiction, mental health, housing and other related issues. Clients will have low-barrier access to primary care, mental health and addiction 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 addiction 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, showers, 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, addiction 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 Nations 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.