

Toronto Access to Navigation, Referral and/or Services Hubs

August 2019

Toronto Access to Navigation, Referral and/or Services Hubs
August 2019

Table of Contents

Mental Health and/or Addiction Related Services	3
ConnexOntario.....	3
The Access Point	3
Access CAMH.....	4
Concurrent Disorders Support Services (CDSS)	5
Coordinated Access to Addictions Services (CAAS)	5
Toronto Withdrawal Management Services System	6
Seniors Related Services.....	6
Toronto Seniors Helpline.....	6
Centralized Access to Senior Specialty beds (CASS)	7
Community Care.....	8
TC LHIN Home & Community Care (TC LHIN HCC) Dedicated Primary Care Line.....	8
Children and Youth Related Services.....	9
CITYKIDS	9
Mental Health T.O.....	10
Family Navigation Project at Sunnybrook	10
Centralized Access to Residential Services (CARS)	11
Services for People with Disabilities	11
Service Navigation Program at the Centre for Independent Living in Toronto (CILT) & Attendant Service Application Centre (ASAC).....	11
Developmental Services Ontario	12
Diabetes Services	13
Toronto Diabetes Care Connect	13
Access to Emergency Shelter	13
City of Toronto Emergency Shelter Central Intake	13

Mental Health and/or Addiction Related Services

Service Name	ConnexOntario
Population Served	People seeking information and/or referral to Addiction, Mental Health, and Problem Gambling Services for Ontario
Service Information	<p>ConnexOntario maintains an up-to-date and accurate database of detailed drug, alcohol, problem gambling, and mental health service information. This information includes:</p> <ul style="list-style-type: none"> • Where the service is located • How to access the service • How long the wait to access the service may be <p>ConnexOntario provides access 24-hours per day to all individuals seeking information on, for example, mental health, drug, alcohol, and gambling problems. ConnexOntario also provides data to service planners seeking access to quality health and human services information.</p>
Online Information	http://www.connexontario.ca/
Access Information	<p>Anyone can contact 24 hours per day via phone (1-866-531-2600) or Webchat https://livechat.connexontario.ca/ECCChat/connex_chat.html . Also can email requests for information at http://www.connexontario.ca/Home/Email</p>

Service Name	The Access Point (TAP)
Population Served	People 14+ who have mental health and /or addictions problems that are seriously affecting their lives and who live in the GTA
Service Information	<p>The Access Point provides coordinated, centralized access for supportive housing and individual mental health supports for youth and adults (age 14+) in the Toronto area. More than 50 service provider partners. Submit application form directly online for:</p> <ol style="list-style-type: none"> 1. Intensive Case Management 2. Assertive Community Treatment Teams 3. Supportive Housing for: <ul style="list-style-type: none"> • People with Mental Health concerns • People with Problematic Substance Use • Individuals at risk of homelessness and current involvement with the Criminal Justice system <p>Once application is received, applicant will be contacted for an intake assessment to determine eligibility for services – it may take several weeks due to volume of new applications. If eligible, applicant will be placed on the waitlist. The Access Point follows application until connected with a service provider agency.</p>
Wait Time	<ul style="list-style-type: none"> • Intensive Case management services: about 8-9 months depending on geographic area of the city

	<ul style="list-style-type: none"> • Assertive Community Treatment (ACTT): can be up to 1 year depending on geographic area of the city • Supportive Housing: <ul style="list-style-type: none"> ▪ 24 hour high support shared living can be up to 5 years ▪ Medium support / Daily support shared living can be up to 3 years ▪ Low support shared living can be up to 2 years ▪ Low support in a shared bedroom can be 1 year ▪ Shared room in a boarding home can be 2-3 months ▪ Independent self-contained apartment with low support for someone who meets homelessness criteria can be up to 3 years ▪ Independent self-contained apartment with low support for someone currently housed can be up to 7 years
Online Information	http://theaccesspoint.ca/
Access Information	Anyone can access online application by calling (416) 640-1934 or email info@theaccesspoint.ca

Service Name	Access CAMH
Population Served	People with Mental Health and/or Addiction Issues
Service Information	<p>Access CAMH provides centralized information, intake and scheduling for most services at CAMH. It is dedicated to providing patients, families, friends, and mental health and other professionals with a well-marked pathway to recovery. Access CAMH can provide access to centralized information, intake and scheduling of most CAMH services for mental illness, including addictions.</p> <p>Call Access CAMH for:</p> <ul style="list-style-type: none"> • Mental illness including addictions information • Eligibility requirements and instructions on making a referral to CAMH • To refer yourself for addictions services
Online Information	www.camh.ca
Access Information	<p>Phone: 416-535-8501, press 2; Calls answered Monday to Friday, 8:30 a.m. to 5 p.m. The line is closed weekends and statutory holidays. Interpreters are available to assist callers in their language of choice.</p> <ul style="list-style-type: none"> • Majority of mental health services at CAMH, patients require a referral form to be completed by a physician or nurse practitioner – clearly indicate the reason for your referral and attach any relevant materials as listed in the instructions. This will help Access CAMH process requests. The completed form should be faxed to 416-979-6815. • For addiction services, patients can refer directly by calling Access CAMH. • Family members and friends can contact this number if they are concerned about a loved one’s mental health or substance use.

Service Name	Concurrent Disorders Support Services (CDSS)
Population Served	<p>People having or suspected of having both substance use disorder and a psychiatric disorder and who are experiencing at least three of the following further complexities:</p> <ul style="list-style-type: none"> • Homeless (or precariously housed) • Actively psychotic • Polysubstance use (3 or more, excluding nicotine) • Dual diagnosis <u>OR</u> ABI <u>OR</u> dementia <u>OR</u> apparent cognitive impairment • Between ages of 16-24 years <u>OR</u> 65+ years • Limited daily functioning (self-care, meals, money management, housekeeping, mobility, transportation, medication management) • Transitioning from a more supportive environment (ex. hospital, residential treatment, jail) or out of child welfare • Women who are pregnant or parenting young children • Recent suicide attempt <u>OR</u> recent self-harm <u>OR</u> history of trauma <u>OR</u> involved in the criminal justice system • The client must also be inadequately served by their current support services
Service Information	CDSS is an agency referral network for people with both mental illness and substance addiction in the City of Toronto. CDSS offers a high-degree of support to its clients by helping them fast-track and navigate the system. Once accepted into the program, individuals are referred to a partner or external agency for a range of services, including case management, addiction medicine, psychiatric consultation, addiction stabilization, mental health counselling, housing access help and much more.
Online Information	https://www.fredvictor.org/what-we-do/health-services/concurrent-disorders-support-services/
Access Information	<p>Email cdss@fredvictor.org or call (416) 364-8228 ext. 3365; Monday to Friday from 9 a.m. to 4:30 p.m.</p> <p>Eligibility for CDSS is by referral from a medical practitioner or community-based agency that is working with an individual.</p> <p>Download and complete the referral and consent form here</p> <p>Fax the application and consent form to (416) 364-8526. You will be contacted within two business days to discuss service needs.</p>

Service Name	Coordinated Access to Addictions Services (CAAS)
Population Served	People 16+ with a substance use issue living in Toronto (including family, friends or professionals seeking guidance or information).
Service Information	<p>Clients can speak to an addictions counselor who will assist them in finding the appropriate level of care for their needs. When a client calls they are asked a few brief questions about their situation. Based on this information, a range of options are presented and referrals are made to programs within the community. CAAS connects individuals, family members, and community agencies to 35 addiction support providers in the City of Toronto, including services for:</p> <ul style="list-style-type: none"> • Residential, day and community withdrawal services • Residential and community treatment • Services for people with concurrent mental health and substance use problems

	<ul style="list-style-type: none"> • Services to minimize the harm caused by an addiction (e.g. needle exchange programs) • Rapid access to medical clinics • Community case workers • Family programs
Online Information	http://www.stmichaelshospital.com/pdf/programs/coordinated-access-addiction-services.pdf
Access Information	Anyone can access by calling (toll-free): 1-855-505-5045 Phone line available 9 a.m. to 4:30 p.m., Monday to Friday

Service Name	Toronto Withdrawal Management Services System
Population Served	<ul style="list-style-type: none"> • People ages 16+ that need to withdraw from alcohol and/or drugs • Social service and health care professionals seeking to refer clients • Anyone requiring information about Withdrawal Management Services
Service Information	The Toronto Withdrawal Management Services System Central Access number connects social services and health care professionals to Day, Community, and Residential Withdrawal Management Services. All Withdrawal Management and Central Access Services are staffed by qualified professionals.
Online Information	More information available here
Access Information	Anyone can access information by calling: 1-866-366-9513 Toronto Area: 416-864-5040 Service available 7 days a week / 24 hours a day

Seniors Related Services

Service Name	Toronto Seniors Helpline
Population Served	Seniors, their families, caregivers, care providers, and health care stakeholders
Service Information	<p>The Helpline is a single point of access for seniors and caregivers to receive information and access to community, home, and crisis services. Also provides supportive counseling over the phone, risk assessments, crisis de-escalation and triage to mobile crisis teams including COSS (Crisis Outreach Service for Seniors). Services provided by a network of over 30 non-profit agencies and many services are free to seniors. Services include:</p> <ul style="list-style-type: none"> • Adult Day Programs for frail seniors or those with dementias • Caregiver Relief/Respite for Caregivers • Case Management

	<ul style="list-style-type: none"> • Community Dining • Crisis Support and Assistance • Exercise and Falls Prevention • Foot Care • Friendly Visiting • Health Promotion and Education • Home Help and Homemaking • Home Maintenance and Repair • Hospice Care (Respite Care) • Meals on Wheels • Medical Escort Service • Personal Care or Personal Support • Security Check • Shopping Assistance/Shopping List Pickup/Shopping Trips • Snow Removal and Yard Work • Social and Recreational Activities • Social Work • Supportive Housing for Seniors • Transportation
Online Information	http://www.cnap.ca/
Access Information	Anyone can access by calling 416-217-2077 Monday to Friday 9 am – 8 pm; Saturday, Sunday and Statutory Holidays 10 am – 6 pm

Service Name	Centralized Access to Senior Specialty beds (CASS)
Population Served	People 65 years of age or older, some exceptions on younger individuals applied by specific sites
Service Information	<p>The Centralized Access (Intake and Referral) Process to Senior Specialty Hospital Beds is a single entry point for providing access to geriatric mental health beds at Baycrest, CAMH and Toronto Rehab Institute within the Toronto Central Local Integration Health Network (TC-LHIN).</p> <p>Admission criteria can be found at Seniors Specialty Hospital Beds Admission Criteria - General and Site Specific.</p> <p>General admission criteria and exclusions:</p> <ul style="list-style-type: none"> • Medically stable

	<ul style="list-style-type: none"> • Long-standing or newly diagnosed mental health and addiction disorder, concurrent disorder, Alzheimer’s disease or related dementia • Not critically medically compromised or requiring resources beyond the capacity of the GMHS, e.g., extremely violent individuals, that may impact on safety of the unit
Online Information	http://healthcareathome.ca/torontocentral/en/Getting-Care/cass
Access Information	Referrals can be made health care professionals (e.g. MD, Specialist, RN or Social Worker) using form available online at: Centralized Intake and Referral Form

Community Care

Service Name	TC LHIN Home & Community Care (TC LHIN HCC) Dedicated Primary Care Line
Population Served	Physicians and Nurse Practitioners
Service Information	<p>Information for physicians and nurse practitioners</p> <ul style="list-style-type: none"> • Ask about a patient currently on TC LHIN HCC caseload • Refer patients with chronic and complex needs • Connect with your Care Coordinator • Find out about all community services <p>Practices with a dedicated embedded Care Coordinator should speak to them first. If they are unavailable, this number gives you access to dedicated staff who can provide you with the information you require.</p>
Online Information	http://healthcareathome.ca/torontocentral/en/Partners/Health-care-Providers/Physicians-and-Nurse-Practitioners
Access Information	Physicians and Nurse Practitioners can access by calling 416 506-9888 Monday – Friday 8 am – 8 pm Saturday 8:30 am – 8 pm Sunday 8:30 am – 6 pm Statutory Holidays 8:30 am – 4:30 pm

Children and Youth Related Services

Service Name	CITYKIDS
Population Served	Children from birth to 6 years of age and children 6 to 12 years of age attending childcare where there are developmental concerns or where there are identified special needs that require services or supports within the home and the community.
Service Information	<p>CITYKIDS is a network of agencies that provide a single point of referral to programs and services that meet children’s developmental needs. Referrals can be made by families, physicians, and other professionals when there is a concern about a child’s development (language, motor, cognitive, social and emotional) or for children with identified special needs who require services or supports within the home and the community.</p> <p>CITYKIDS offers coordinated intake through Service Navigators based at Mothercraft that help families to find programs and services that meet children’s developmental needs. Once the referral is received a service navigator will work with the referrer and complete all pertinent referrals to the network agencies and provide a summary of all referral and intake activity to the family and to the referrer. Resources offered are OHIP covered or at no cost.</p> <p>CITYKIDS Service Navigators are responsible for ensuring integrated service delivery between all agencies involved. Service Navigators work with families and early childhood staff to develop and carry out programs at home and in early childhood settings.</p> <p>Children and families supported within CITYKIDS receive a range of specialized services from partner agencies that may include:</p> <ul style="list-style-type: none"> • Resource and consultative support to Child Care and Early Childhood Programs • Speech and language services • Occupational therapy • Behaviour consultation • Access to Infant Development Programs • Referral to specialized programs (Geneva Centre, Adventure Place, etc.) • Family counseling • Information and referral for Developmental Assessments
Online Information	<p>CITY KIDS information http://www.mothercraft.ca/index.php?q=ei-citykids</p> <p>Screening guidelines are available at Mothercraft website: http://www.healthykidstoronto.ca/pdf/S&LPoster_English_2017.pdf</p> <p>Website also offers more resources on child development and services: http://www.mothercraft.ca/index.php?q=CITYKIDS_pathway</p>
Access Information	<p>To ask questions or to make a referral, contact a CITYKIDS Service Navigator at 416-920-6543 or citykids@mothercraft.org</p> <p>Use link to complete the fillable Common Intake Referral form, print, and fax the completed document to 416-920-1543.</p>

Service Name	Mental Health T.O.
Population Served	Anyone under the age of 18 looking for mental health services or anyone who wants to support someone under the age of 18
Service Information	<p>A free phone service to help connect infants, children, youth up to 18 years old and their families to mental health and addiction services in their community in Toronto as efficiently and as quickly as possible. Mental Health T.O. is a partnership between 30 community-based mental health agencies serving infants, children, youth and their families in Toronto. They provide information about:</p> <ul style="list-style-type: none"> • Mental health services in your neighbourhood or in other parts of the city • Crisis lines • Self-help groups • Distress centres • Family services • Information and referral to other services <p>Phone calls are answered by experienced mental health workers who ask a short series of questions. Questions are designed to help the worker decide what type of service and agencies that will best help the person calling. If the caller agrees, the worker will contact them to the most appropriate agency and that agency will then follow-up directly.</p>
Online Information	https://www.mentalhealthto.ca/
Access Information	Call 1-866-585-6486, Monday – Friday 9 am – 5 pm

Service Name	Family Navigation Project at Sunnybrook
Population Served	Youth aged 13-26 – Mental Health
Service Information	<p>A call-in and email navigational service designed to provide expert navigation of the mental health and addictions service system for youth aged 13-26 and their families, who are living in the Greater Toronto Area</p> <ul style="list-style-type: none"> • Help to connect with the most appropriate treatment resources available • Partnering youth and/or families with a “family navigator”, who is a clinically trained health professional who will conduct a thorough assessment of concerns and assess needs • Navigator will explore options of treatment service offerings to provide information about service matches • Navigator will help connect to the services agreed upon • Will advocate for youth and/or family needs at all levels of the healthcare and social services system, when required. • Connect people with other families to build a sustaining peer network through which you can share what you have learned and offer support to one another

Online Information	https://sunnybrook.ca/content/?page=family-navigation-project
Access Information	Anyone can access by calling 1-800-380-9367 or email familynavigation@sunnybrook.ca Leave a message and response will be provided within one business day

Service Name	Centralized Access to Residential Services (CARS)
Population Served	Children & Youth 6 – 18 years
Service Information	Centralized Access to Residential Services (CARS) program provides a single point of entry for residential placement for youth who need a place to live for a variety of reasons that can include family breakdown, physical or sexual abuse, emotional trauma and/or mental health issues. It is operated by Skylark.
Online Information	Centralized Access to Residential Services (C.A.R.S.)
Access Information	Professionals (only) working with a youth or family can call C.A.R.S. at 416-482-7884 to make a referral to residential services

Services for People with Disabilities

Service Name	Service Navigation Program at the Centre for Independent Living in Toronto (CILT) & Attendant Service Application Centre (ASAC)
Population Served	People with Disabilities
Service Information	<p>The Service Navigation Program at CILT service people with disabilities, service providers, family members and researchers with information and referral for just about anything pertaining to disability issues; for example:</p> <ul style="list-style-type: none"> • Information regarding Independent Living • Housing information, referrals, vacancies • Attendant services options, Direct Funding Program • Attendant Service Application Centre (a central database) • Transportation options, accessible hotels, restaurants and • Employment information, referrals, job opportunities <p>Attendant Service Application Centre (ASAC) is the centralized point of access for individuals with physical disabilities applying for Attendant Services in Toronto and York Region. Through a single application, applicants can apply to a variety of projects and programs offered by different attendant service providers including supportive housing attendant services, attendant outreach services, and transitional and life skills program.</p> <p>ASAC</p>

	<ul style="list-style-type: none"> • Receives and assesses applications for basic eligibility • Forwards these applications to Attendant Service Providers • Manages the centralized waiting list for attendant services in Toronto and the York Region
Online Information	https://www.cilt.ca/programs-and-services/service-navigation/ https://www.cilt.ca/programs-and-services/asac/
Access Information	Anyone can access by calling: 416-599-2458 Fax referrals to: 416-599-3555

Service Name	Developmental Services Ontario
Population Served	People with Developmental Disabilities Adults who access services and supports through Developmental Services Ontario (DSO) must have a developmental disability as defined within the <i>Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act (2008)</i> . To confirm if a person has a developmental disability, DSO will need to review a copy of a psychological assessment
Service Information	<p>Developmental Services Ontario helps adults with developmental disabilities connect to services and supports in their communities. There are nine agencies across Ontario providing services. Wherever you live in Ontario, DSO can help you or someone you care for to connect with available</p> <ul style="list-style-type: none"> • residential supports • caregiver respite • community participation supports (like recreation, volunteering, employment, or in-home supports) • professional and specialized services • person-directed planning • other supports to help people with developmental disabilities become more involved in their communities <p>In Toronto, Developmental Services Ontario Toronto Region (DSO Toronto Region) makes it easier for adults with developmental disabilities and their families to apply for services and supports. Services are available in both English and French. DSO Toronto Region, located at Surrey Place Centre, is designed to help people live with more independence and choice by identifying what supports they need to achieve their goals. This means that adults with developmental disabilities will have:</p> <ul style="list-style-type: none"> • the ability to access information, confirm eligibility for services and support needs, and link to services and supports • an easy way to apply for developmental services in their community – one place to go to find information, have eligibility confirmed and be assessed for service needs • less duplication and a fairer, more consistent and transparent application process for everyone
Online Information	http://www.dsontario.ca/applying-for-services-supports https://www.dsotoronto.ca/
Access Information	DSO Toronto Region Anyone can access by calling 1-855-372-3858 or 416-925-4930, or email DSOTR@surreyplace.on.ca

Diabetes Services

Service Name	Toronto Diabetes Care Connect
Population Served	Refer persons for Diabetes management, Pre-Diabetes, and prevention support.
Service Information	<p>The TCRS is able to connect individuals to the following types of diabetes-related supports:</p> <p>Diabetes Education Programs Individual and group programs supporting adults with type 2 diabetes, prediabetes or at high risk of developing diabetes (led by healthcare providers)</p> <p>Diabetes Eye Screening (Teleophthalmology Program) Yearly diabetes eye screening for people with type 2 diabetes</p> <p>Choose Health Self-Management Program Group programs for adults living with long-term health conditions interested in improving their self-management skills (led by trained individuals with lived experience)</p> <p>Diabetes Prevention Programs Healthcare provider-led group programs for adults that help people learn how they can lower their risk of developing type 2 diabetes Special programs are available that focus on Aboriginal, Caribbean, East African, Latin American, and South Asian populations.</p>
Online Information	<p>www.TorontoDiabetesReferral.com.</p> <p>For information about diabetes support for children and youth access Pediatric Diabetes Network.</p>
Access Information	Anyone can access by calling 416-778-0676 x 242. Anyone can get connected by completing a referral (e.g. person living with or at risk of diabetes, caregiver, community support person, healthcare provider, etc.). Referrals forms can be accessed online and referral can be made by fax, on-line, through the mail, or over the phone .

Access to Emergency Shelter

Service Name	City of Toronto Emergency Shelter Central Intake
Population Served	Homeless individuals and families requiring emergency shelter
Service Information	The City of Toronto operates a central service for emergency shelter – coordinated shelter placement with family shelters, assaulted women's shelters, shelters for single women and single men, and youth 16 years and older.
Online Information	https://www.toronto.ca/community-people/housing-shelter/homeless-help/#shelters
Access Information	Anyone can access by calling 416-338-4766 (accepts collect calls) 1-877-338-3398; Monday – Sunday (24 hours)

