

Ontario

organizations and programs

Ontario features some unique centralization of relevant resources, including the Government of Ontario-funded **ConnexOntario**. Specific to the population of interest for this project are the regional and local **Human Services and Justice Coordinating Committees** (see hsjcc.on.ca). These committees coordinate services and resources, and develop better planning for people who come into contact with the criminal justice system. People living with serious mental illness or substance addiction are among priority populations for these committees.



Service navigation and crisis lines

ConnexOntario offers free and confidential health service information and navigation for people with needs related to substance use, mental illness, and gambling.

Visit: connexontario.ca

The **Ontario Addiction Treatment Centres** website is helpful for finding information on substance use treatment services throughout the province.

Visit: oatc.ca

Telehealth Ontario offers 24-hour support for people experiencing a mental health or substance use crisis.

Call: [1-866-797-0000](tel:1-866-797-0000) (toll-free)

Métis Nation of Ontario offers a 24-hour mental health and addictions crisis line for culturally specific supports.

Call: [1-877-767-7572](tel:1-877-767-7572) (toll-free)

Other services

The **Centre for Addiction and Mental Health** (CAMH) is the largest clinical, research, and teaching hospital setting specific to mental health and substance use in Canada. Its main phone line can be reached 24/7.

Visit: camh.ca

Call: [416-535-8501](tel:416-535-8501)

Call: [1-800-463-2338](tel:1-800-463-2338) (toll-free)

Based in Toronto, **Reconnect Community Health Services** provides supports for seniors, caregivers, and people living with mental health and addictions.

Visit: reconnect.on.ca/communityhealthservices

Culturally tailored services

Although not designed specifically for people transitioning from the criminal justice system to the community, included in this inventory are **Aboriginal Health Access Centres** (AHACs) and **Anishnawbe Health Toronto's Aboriginal Mental Health and Addictions Services**. These programs offer mental health and substance use services and supports specific to the needs of First Nations, Inuit, and Métis communities.

Other programs that offer culturally safe and appropriate services and supports to improve wellness for Indigenous communities (including broad services such as applying for status cards, housing, and life skills programs) include

Wabano Centre

wabano.com

Native Women's Resource Centre of Toronto

nwrct.ca

Minwaashin Lodge, Indigenous Women's Support Centre


minlodge.com

[Across Boundaries](#) offers a range of mental health services and supports that work within anti-racism and anti-oppression frameworks.

Also notable is the **Mental Health Court Support Program**. This court diversion program works through the Sinai Health System to provide culturally sensitive services to individuals from ethno-specific backgrounds who are involved with the criminal justice system for minor offences. For more information, see torontocentralhealthline.ca/display/service.aspx?id=145485.

Aboriginal Health Access Centres (AHACs)

Agency/organization/provider name: Aboriginal Health Access Centres		Province/territory where located: Ontario	
Geographic reach or focus of program: Provincial		Language of services: English	
Contact information: To find local members/sites and contact information, see allianceon.org/aboriginal-health-access-centres		Specific services available for:* <input checked="" type="radio"/> First Nations, Inuit, and/or Métis	
Website: For links to specific local AHACs, see allianceon.org/aboriginal-health-access-centres			
Main address: To find local addresses, see allianceon.org/aboriginal-health-access-centres			
Single or multi-site: Multi			
Specific focus on criminal justice-involved populations: No		Referral required: No	
Costs associated: No		Supporting evidence/evaluation available online: Yes	
Program description and objectives: AHACs are Indigenous, community-led, primary health care organizations that offer traditional healing, primary care, cultural programs, health promotion programs, community development initiatives, and social support services to First Nations, Métis, and Inuit communities. There are currently 10 AHACs in Ontario that provide services both on and off-reserve (including urban, rural, and northern locations).		Span of services and supports: Services and supports vary by location but may include <ul style="list-style-type: none"> ■ addiction programs ■ cultural programs ■ mental health counselling ■ traditional healing programs. 	

 This information is based on program information available online. Not all organizations indicate specific populations, but may still offer programs or services tailored to particular population groups.

Additional notes:

Evidence supports the efficacy of this type of community-based health care model and the need for Indigenous-led and culturally-specific health services.

Aboriginal Mental Health and Addictions Services

Agency/organization/provider name: Anishnawbe Health Toronto	Province/territory where located: Ontario
Geographic reach or focus of program: Local/municipal	Language of services: English, French, and other languages
Contact information: Phone: 1-855-242-3310 for 24/7 Mental Health Crisis Management Service <i>Note: Different locations have different telephone numbers</i> Email: info@aht.ca Website: aht.ca Main address: 225 Queen Street East, Toronto, ON M5A 1S4 Single or multi-site: Multi	Specific services available for:* <ul style="list-style-type: none"> ● First Nations, Inuit, and/or Métis
Specific focus on criminal justice-involved populations: No	Referral required: Not specified
Costs associated: Not specified	Supporting evidence/evaluation available online: None found

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Program description and objectives:

The organization's mission is to improve the health and well-being of Indigenous People in spirit, mind, emotion, and body through both traditional and Western healing approaches. Programs and services are offered by a multi-disciplinary team of dedicated health care professionals and service providers, and are based on culture and traditions.

The mental health and addictions program places Indigenous culture and tradition at its core, while taking a client-centered, strengths-based approach to recovery. The program supports individuals with co-occurring mental health and addictions on their wellness journeys by helping them construct their identity as Indigenous persons and learn about their culture and traditions.

Span of services and supports:

Elements of the program include

- assessment for substance use
- psychiatric consultation
- support and counselling groups
- individual and family counselling
- traditional ceremonies
- holistic care plans
- art therapy
- nutrition counselling
- recreation.

Some aspects of health and wellness explored in the program include

- stress management
- anger management
- coping with triggers
- coping with return to substance use
- improving communication skills.

Other services available include

- various primary health care services
- psychiatrist service
- psychologist service
- traditional counselling services.


For clients more comfortable speaking another language while communicating with health care providers, an interpreter can be arranged at no cost.

Additional notes:

Organization identified by [PASAN](#) for mental health services.

Across Boundaries

Agency/organization/provider name: Across Boundaries	Province/territory where located: Ontario
Geographic reach or focus of program: Local/municipal	Language of services: English, French, and other languages (see Additional Notes)
Contact information: Phone: 416-787-3007 Email: info@acrossboundaries.ca Website: acrossboundaries.ca Main address: 51 Clarkson Avenue, Toronto, ON M6E 2T5 Single or multi-site: Single	Specific services available for:* <ul style="list-style-type: none"> <input checked="" type="radio"/> First Nations, Inuit, and/or Métis <input checked="" type="radio"/> Women <input checked="" type="radio"/> 2SLGBTQ+ <input checked="" type="radio"/> Immigrant, refugee, ethno-cultural, and/or racialized communities
Specific focus on criminal justice-involved populations: Yes	Referral required: For some services
Costs associated: Not specified	Supporting evidence/evaluation available online: None found

 This information is based on program information available online. Not all organizations indicate specific populations, but may still offer programs or services tailored to particular population groups.

Program description and objectives:

Across Boundaries provides equitable, inclusive, and holistic mental health and substance use services for racialized communities within anti-racism, anti-Black racism, and anti-oppression frameworks.

Span of services and supports:

Across Boundaries provides community mental health and substance use supports and in-house programs that integrate

- individual support
- community outreach
- support groups
- alternative and complementary therapies
- skills building
- social and recreational activities
- and more.

Of strong relevance to this inventory, the Mental Health and Justice Initiative Supportive Housing Program provides community mental health support and housing services across Toronto for those involved in the criminal justice system. Across Boundaries has case managers to serve clients in the program housed in units operated by Canadian

Mental Health Association – Toronto. Clients in the program can also access other services and support programs at Across Boundaries.

The Mental Health and Justice Short-term Community Support Worker service offers case manager support to clients involved in the mental health court support system and assists with release planning out of incarceration and diversion out of the criminal justice system process.

More specific programming at Across Boundaries includes

- alternative healing
- art therapy
- peer support groups
- men's and women's support groups
- drop-in programs
- psychiatric consultation program
- QTBIPOC virtual programming and other 2SLGBTQ+ services.

Additional notes:

Across Boundaries currently provides services in many languages, including

- Caribbean dialects
- African languages:
 - Shona

- Amharic
- Harare
- Xhosa
- Tsonga
- Afrikaans
- Swahili

- Somali
- Twi
- Central Asian languages:
 - Dari
 - Pashto
 - Farsi (Persian)

- South Asian languages:
 - Punjabi
 - Hindi
 - Urdu
 - Bengali
- Mandarin.

The Bridge

Agency/organization/provider name: The Bridge		Province/territory where located: Ontario	
Geographic reach or focus of program: Local/municipal		Language of services: English	
Contact information: <i>Hamilton:</i> Phone: 905-522-0283 Email: info@hamilton-bridge.ca <i>Halton:</i> Phone: 905-634-2867 Email: info@halton-bridge.ca Website: hamilton-bridge.ca Main address: <i>Hamilton:</i> 319 Barton Street East, Hamilton, ON L8L 2X6 <i>Halton:</i> 125 Lakeshore Road East, Oakville, ON L6H 1A3 Single or multi-site: Multi		Specific services available for:* <input checked="" type="radio"/> Other (men)	
Specific focus on criminal justice-involved populations: Yes		Referral required: Yes	
Costs associated: Not specified		Supporting evidence/evaluation available online: None found	
Program description and objectives: The Bridge's vision is to facilitate community re-entry and reconciliation for men in the justice system and their families through advocacy, education, and restorative justice. The program's mission is to provide discharge planning, transitional housing, and rehabilitative programs for victims, people formerly involved in the criminal justice system, and their families.		Span of services and supports: The Hamilton locations offers, among other services, <ul style="list-style-type: none"> ■ family support groups ■ intensive case management, including <ul style="list-style-type: none"> • addictions and mental health counselling • referrals and connections to community supports including emergency food services, rehabilitative services, mobile crisis supports, harm reduction services, and more ■ on-site clinical counselling. The Halton location offers, among other services, <ul style="list-style-type: none"> ■ intensive case management ■ on-site counselling ■ life skills ■ social connection ■ family support groups. 	




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Additional notes:

Clients of Hamilton Transitional Housing and Outreach who require clinical classing can book appointments with an on-site registered social worker. The Bridge's clinical team works closely with various community-based counselling and mental health supports, and can provide referrals when further services are required.

Knowledge and Power of Women (KAPOW)

Agency/organization/provider name: Parkdale Queen West Community Health Centre		Province/territory where located: Ontario	
Geographic reach or focus of program: Local/municipal		Language of services: English	
Contact information: Phone: 416-537-2455 ext. 1361 Email: N/A		Specific services available for:* <input checked="" type="radio"/> Women <input checked="" type="radio"/> 2SLGBTQ+ <input checked="" type="radio"/> Other (people engaged in sex work and/or drug use)	
Website: pqwchc.org/programs-services/harm-reduction/kapow-knowledge-and-power-of-women			
Main address: 1229 Queen Street West Toronto, ON M6K 1L2			
Single or multi-site: Single			
Specific focus on criminal justice-involved populations: No		Referral required: No	
Costs associated: No		Supporting evidence/evaluation available online: None found	
Program description and objectives: KAPOW is a harm reduction-based, sex-positive, trans-inclusive, peer-supported drop-in centre.		Span of services and supports: Weekly activities are developed with KAPOW members and include health education workshops, safer sex and drug use information, mindfulness-based stress reduction, bad date reports, safer sex work strategies, social justice activism, and recreational activities. The program, which is offered in partnership with Sistering , also includes a nutritious breakfast.	

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Additional notes:

The larger organization was identified by [PASAN](#) for substance use services.

KAPOW services are available to women-identified people who do sex work or use drugs. This population is often likely to come into contact with the criminal justice system.

Mental Health and Justice Initiative

Agency/organization/provider name: LOFT Community Services	Province/territory where located: Ontario	
Geographic reach or focus of program: Local/municipal	Language of services: English	
Contact information: Phone: 416-757-1565 Email: info@loftcs.org	Specific services available for:* <ul style="list-style-type: none">Other (people with serious mental health needs who are homeless or at risk of becoming homeless)	
Website: loftcs.org/what-we-do/specialized-services/specialized-community-services torontocentralhealthline.ca/display/service.aspx?id=147888		
Main address: 903 O'Connor Drive Toronto, ON M4B 2S7		
Single or multi-site: Multi		
Specific focus on criminal justice-involved populations: Yes	Referral required: Yes	
Costs associated: For some services	Supporting evidence/evaluation available online: None found	
Program description and objectives: As a partner in the Mental Health and Justice Program, this program provides supportive housing and case management to individuals with mental health, substance use, and homelessness challenges who are in contact with the criminal justice system. The goal is the recovery of independence and dignity for each client.	Span of services and supports: Services include supportive counselling, advocacy, information, and referrals to other services.	

Additional notes:


Referrals are made through Coordinated Access to Supportive Housing.



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Mental Health and Justice: Prevention Program and Release Planning Case Management Program

Agency/organization/provider name: COTA Health (Cota)	Province/territory where located: Ontario	
Geographic reach or focus of program: Local/municipal	Language of services: English	
Contact information: Phone: 416-785-9230 ext. 8793 Toll-free: 1-888-785-2779 Email: info@cotainspires.ca	Specific services available for:* <input checked="" type="radio"/> Other (men; people with severe mental illness)	
Website: cotainspires.ca		
Main address: 550 Queen Street East, Suite 201, Toronto, ON M5A 1V2		
Single or multi-site: Multi		
Specific focus on criminal justice-involved populations: Yes	Referral required: Yes	
Costs associated: Not specified	Supporting evidence/evaluation available online: None found	

 This information is based on program information available online. Not all organizations indicate specific populations, but may still offer programs or services tailored to particular population groups.

Program description and objectives:

Cota's Mental Health and Justice: Prevention Program provides individualized support to adults (aged 16 years and older) living with serious mental illness who are at significant risk of contact or re-involvement with the criminal justice system. Service providers work collaboratively with clients to provide client-centred support that helps them minimize the probability of future involvement with the justice system and live safe, active, and fulfilling lives within the community.

The Release Planning Case Management Program is designed for people living with serious mental illness and about to be released from the Toronto South Detention Centre. Cota provides services to men on remand (awaiting trial, sentencing, or other proceedings) and on short-term sentences. The program provides short-term support for clients as they transition into the community. Individuals requiring or requesting support beyond the term of the program are referred on to other community-based mental health services prior to discharge from the Release Planning Case Management Program.

Span of services and supports:

Not specified in detail on website.

Additional notes:

Organization identified by [PASAN](#) for mental health services.

The release planning service is available to adult males (18 years and older) who are living with serious mental illness, are incarcerated at the Toronto South Detention Centre, are approaching release, and are assessed by Cota as being able to be safely supported in the community through this service. Referrals to this service are received directly through the staff at the Toronto South Detention Centre.

Psychiatric Survivors of Ottawa

Agency/organization/provider name: Community of peers with lived experience (also supported by Champlain LHIN and United Way East Ontario)		Province/territory where located: Ontario	
Geographic reach or focus of program: Local/municipal		Language of services: English	
Contact information: Phone: 613-567-4379 Toll-free: 1-877-550-4379 Email: info@pso-ottawa.ca		Specific services available for:* <input checked="" type="radio"/> None Specified	
Website: pso-ottawa.ca			
Main address: 211 Bronson Avenue, Suite 313/314, Ottawa, ON K1R 6H5			
Single or multi-site: Single			
Specific focus on criminal justice-involved populations: No		Referral required: No	
Costs associated: No		Supporting evidence/evaluation available online: None found	
Program description and objectives: The program is a community of peers using their lived experiences with the mental health system to support one another. It offers a safe and non-judgmental environment for consumers/survivors of the mental health system and their families to come together, support one another, and build upon their skills. Psychiatric Survivors of Ottawa is a non-profit, member-driven organization.		Span of services and supports: Psychiatric Survivors of Ottawa offers peer support groups that can be joined online. All peers ages 16 and older with mental health or substance use needs are welcome. Online, telephone, and email peer support is also available for friends and family of people experiencing mental health or addiction needs.	
Additional notes: N/A			

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Propose a new resource to be included in this inventory

This inventory represents mental health and substance use services and supports identified during a relatively short period of time (September 2020 to February 2021). One notable gap is a lack of programs and services specific to First Nations, Inuit, and Métis peoples. As such, this inventory is by no means an exhaustive list of services and supports. The MHCC may update this inventory as other resources are identified that address gaps.

Please submit a program, service or resource that is not included in this first edition of the inventory. All submissions will be reviewed for inclusion in the next edition of the inventory.

[Click here to propose a program to be included in the inventory.](#)

The inventory includes:

- community-based mental health and substance use services and supports specific to people who are transitioning away from the criminal justice system.

The inventory does not include:

- mental health and substance use programs embedded in correctional institutions or therapeutic residences run by the Correctional Service of Canada (but some programs are included that are available only to people who are or have been recently incarcerated)
- mental health and wellness courts
- drug treatment courts
- forensic mental health hospital settings (those designed primarily for people found not criminally responsible on account of mental disorder or unfit to stand trial).



Appendix: Glossary of terms

Alcoholics Anonymous (AA) is an international self-support network for individuals seeking a sobriety approach to alcohol-related problems.

Assertive community treatment (ACT) is a model of care designed to improve community-based care for people living with a serious mental illness or associated complexities such as difficulty with following treatment.

Cognitive behavioural therapy (CBT) is a highly structured and time-limited form of psychotherapy focused on addressing challenging thoughts and behaviours.

Concurrent disorders refers to co-occurring problems or illnesses, particularly co-occurring mental health and substance use concerns.

Continuity of care refers to the quality of health and social service care that individuals receive over time.

Critical time intervention (CTI) is an intervention model designed to help individuals through critical transitional periods such as the transition to the community from correctional settings, shelters, and hospitals.

Dialectical behaviour therapy (DBT) is a form of psychotherapy focused on building healthier ways to manage stress, mood, and relationships.

Discharge or **release planning** refers to the process of preparing individuals for their release from incarceration and community re-entry.

Diversion refers to processes and opportunities for redirecting people away from the criminal justice system.

The **federal correctional system** in Canada oversees people who have been convicted of criminal offences and sentenced to two years or more. The Correctional Service of Canada manages federal correctional institutions and supervises persons under conditional release in the community.

Forensic assertive community treatment (FACT) is a type of specialty mental health program for individuals living with one or more serious mental illnesses who are involved in the forensic care system.

The **forensic care system** provides service to individuals who have been involved in the criminal justice system while experiencing one or more serious mental illnesses. Typically in Canada, this system provides mental health care for persons who have been found not criminally responsible on account of mental disorder and those deemed unfit to stand trial.

A **halfway house** is a type of setting designed for people who have been involved in the criminal justice system to assist with their community re-entry.

Harm reduction comprises an array of policies, services, and practices that aim to reduce the negative health and social impacts associated with substance use, drug policy, and drug laws.

Health equity is the principle that all people should have equal access to opportunities to achieve their highest health potential, independent of differences in social, economic, and demographic status.

Mental health court is a type of criminal law court for people with lived and living experience of mental illness or mental health concerns.

Naloxone is a medication used to counter the effects of opioid overdose.

Narcotics Anonymous (NA) is an international support network for people seeking recovery from use of drugs other than alcohol.

The **provincial/territorial correctional systems** in Canada are responsible for managing people who are on remand, are convicted and sentenced to less than two years, or are in immigration detention.

Rapid-access addiction medicine (RAAM) clinics offer quick access to care for people living with substance use concerns.

Recidivism refers to the tendency for people who have been previously involved with the criminal justice system to be re-exposed to the criminal justice system.

Reintegration refers to the transition away from criminal justice settings such as correctional facilities and back to the community.

Transitional and supportive housing includes temporary types of accommodation designed to help people move away from homelessness or precarious housing to permanent housing. Supportive housing includes affordable community housing combined with dedicated support from mental health and/or substance use program staff.

Trauma-informed practice and policies recognize the complexities of personal, family, and community experiences of trauma. They incorporate what is needed to prevent re-traumatization including acknowledgement of the contributing cultural and systemic forces and power dynamics such as colonialization, social exclusion of diverse people, and systemic racism. These policies facilitate journeys of mental health recovery through compassionate care, consumer choice, flexibility, and opportunities for self-mastery and resilience-building.