

FAQs

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What is the HART Hub? What is available at the HART Hub?

The Homelessness and Addiction Recovery Treatment (HART) Hub is a multi-agency partnership that will provide integrated, low-barrier, wrap-around services to ensure that individuals have access to primary care, social services, crisis support, addiction treatment, housing assistance, and mental health care, all under one roof.

HART Hub Brampton will provide treatment-oriented high-quality evidence informed care that is trauma-informed, culturally appropriate, and compassionate in nature.

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What are the hours of operation?

Services are available Monday to Sunday, including statutory holidays from 9:30 a.m. to 8:30 p.m.

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Are services free? Do I need an appointment?

Services are free. No appointment is required, community members are welcome to drop in anytime during our operating hours.

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How is privacy protected?

All services are provided confidentially. Personal information is not shared without consent, and consent can be withdrawn at any time. Individuals may contact privacy@harthubbrampton.ca with any questions or concerns regarding privacy best practices.

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Who is involved in delivering services at the HART Hub?

Services are delivered by the following partner agencies:

- Canadian Mental Health Association Peel Dufferin
- Indus Community Services
- Moyo Health and Community Services
- Peel Addiction Assessment and Referral Centre (PAARC)
- Punjabi Community Health Services
- Roots Community Services
- Services and Housing in the Province (SHIP)
- WellFort Community Health Services

The Hub is located in a Region of Peel building at 10 Peel Centre Dr.

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Is the HART Hub replacing the supervised consumption site that previously operated out of 10 Peel?

There will be no supervised consumption offered at the HART Hub. The HART Hub focuses on integrated care and treatment such as:

- mental health and addictions services
- primary care
- housing and social supports
- vocational and employment supports
- connections to treatment and community resources

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Who can use the HART Hub?

Populations of focus are individuals with complex needs, including those living with concurrent disorders, members of marginalized populations, and people who face challenges navigating transitional service pathways, while also experiencing housing instability. If someone's needs cannot be met at the Hub, staff will help connect them to other appropriate community services.

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Can someone be denied service at the HART Hub?

At the HART Hub there is no wrong door. If we are unable to provide support at the Hub, we will help connect people to a community service that can support their needs through a warm transition.

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How does the HART Hub address safety concerns?

Client, staff, and public safety is a priority for the HART Hub. The hub is committed to creating a safe and welcoming environment for everyone, both on site and in the community. We do not encourage loitering and public substance use. Safe disposal of paraphernalia is promoted through on-site needle drop-off services, and regular security sweeps will take place to support the upkeep and safety of the building exterior. All safety concerns can be reported directly to HART Hub staff.

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Will there be increased disinfection and cleaning?

Cleaning and disinfection will be completed according to agency standards and best practices to ensure a safe environment for everyone at the Hub.

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Will needle/sharps drop boxes be available?

Yes. We will have drop boxes on-site. There will be no needle distribution and the HART Hub will not be providing safe supply kits.

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Will there be noise?

Disturbance will be monitored and kept to a minimum. There may be noise at times, but it should be about the same as what you would hear in an office when clients visit.

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How is the HART Hub funded? Will local taxes increase?

The HART Hub is funded in its entirety by the Ministry of Health. There will be no increase to local taxes due to the HART Hub.

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How are staff trained to provide trauma-informed and culturally safe care?

In addition to legislated workplan training programs, the HART Hub has developed a comprehensive training plan for our staff aimed at enhancing skills and capacity to effectively serve our target populations.

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Are there other HART Hub locations?

Yes. While this is the only HART Hub located in Peel, there are other HART Hubs operating across Ontario.

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How can I make a referral?

Clients can drop in during operating hours without an appointment, or call our main line at 905-451-4278 (HART) to refer a client over the phone and a member of the HART Hub team will follow-up.

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Where can I go if I have a concern?

If you have a concern you can come into the Hub and speak with staff or email general inquiries to info@harthubbrampton.ca or call 905-451-4278 (HART)