



HAMILTON URBAN CORE COMMUNITY HEALTH CENTRE
Strong Core Healthier Lives

HART Hub Residential Treatment & Recovery Services Community Engagement Open House June 23, 2026

Frequently Asked Questions

What level of criminality will be housed at this facility?

Response: The HART Hub Residential Treatment and Recovery Services program is not a correctional facility, detention centre, or forensic mental health program. It is a voluntary treatment and recovery program designed to support individuals who are seeking help for substance use, mental health, and related health challenges.

Admission to the program is based on established eligibility criteria, comprehensive assessments, and an individual's readiness to participate in treatment and recovery services. The program is intended for individuals who can safely engage in a structured, recovery-oriented residential environment.

As part of the intake and admission process, staff assess a range of factors, including health needs, treatment goals, behavioural considerations, safety risks, and the individual's ability to participate in the program. Individuals whose needs cannot be safely or appropriately supported within the program may be referred to other specialized services that are better equipped to meet their needs.

The primary focus of the HART Hub Residential Treatment and Recovery program is treatment, recovery, and wellness. Participants are expected to follow program rules, respect staff and fellow residents, and contribute to a safe and supportive environment. The facility will operate with trained staff providing oversight, established safety protocols, and security measures to support the well-being of clients, staff, and the surrounding community.



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Given the very close proximity to 3 schools, will there be sex offenders or murderers residing at this Hub?

Response: The safety and well-being of the community, including nearby families, children and schools, is a priority for Hamilton Urban Core Community Health Centre.

The HART Hub Residential Treatment and Recovery program is a highly structured residential treatment and recovery program that operates with 24/7 staffing, management oversight, security measures, and established program expectations. Individuals participating in the program are supported by a multidisciplinary team of healthcare and recovery professionals and are expected to adhere to program rules and behavioural expectations throughout their stay.

The Centre is committed to maintaining a safe, respectful, and a well-managed environment for participants, staff, neighbours, and the broader community, and will continue to work closely with community members to address any concerns that may arise.

Who will be responsible for site inspections, will it be the municipality or the province?

Response: The responsibility for site inspections depends on the nature of the inspection and the regulatory requirements involved.

During the construction and renovation phase, inspections related to building, fire, electrical, and other applicable code requirements are conducted by the appropriate municipal and regulatory authorities to ensure compliance with all applicable legislation, standards, and permit requirements.

Once the facility is operational, Hamilton Urban Core Community Health Centre will be responsible for maintaining the property and ensuring ongoing compliance with all applicable health, safety, building, fire, and operational requirements. The facility may be subject to inspections, reviews, or audits by various authorities, including municipal departments, public health officials, fire services, and provincial ministries or agencies, depending on the area being assessed.



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As a provincially funded program, the HART Hub is accountable to Ontario Health and the Ministry of Health for meeting applicable program, quality, and reporting requirements. Hamilton Urban Core Community Health Centre is committed to maintaining the facility in accordance with all regulatory and operational standards to ensure a safe environment for clients, staff, and the surrounding community.

Where you funded at all by our city?

Response: No. The Hamilton HART Hub is a provincially funded initiative supported by the Government of Ontario through the Ministry of Health.

Hamilton Urban Core Community Health Centre, as the lead partner for the Hamilton HART Hub, received provincial funding to establish and operate the program as part of Ontario's broader investment in homelessness, mental health, addictions treatment, and recovery services.

The City of Hamilton is not providing operational funding for the HART Hub Residential Treatment and Recovery Services program at 276 Aberdeen Avenue. However, as with many community-based initiatives, the project is implemented within the local community and involves ongoing collaboration with municipal representatives, community partners, healthcare providers, and other stakeholders to support successful implementation and positive outcomes for program participants and the neighbourhood.

What level of education, if any, will the support workers have?

Response: The Hamilton HART Hub is staffed by a multidisciplinary team of professionals with specialized education, training, and experience in mental health, addictions treatment, recovery support, and community healthcare services.

Depending on their role, staff may include registered healthcare professionals, social workers, addictions counsellors, nurses, case managers, peer support workers, life skills and recovery coaches, and other support staff. Staff will possess a range of



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qualifications, including college diplomas, university degrees, professional certifications, and registration with applicable regulatory bodies where required.

In addition to their formal education, all staff will receive training relevant to their roles, including areas such as trauma-informed care, mental health and addictions counselling, crisis intervention, de-escalation techniques, cultural safety, harm reduction, recovery-oriented practice, and client-centred service delivery.

Hamilton Urban Core Community Health Centre is committed to ensuring that individuals accessing the Hamilton HART Hub receive support from qualified, compassionate, and highly skilled professionals who are equipped to meet the complex needs of people seeking treatment and recovery services.

What training will the security team have?

Response: Security personnel assigned to the Hamilton HART Hub will be selected and trained to work within a healthcare and recovery-oriented environment. In addition to meeting all provincial licensing and regulatory requirements for security professionals, security staff will receive training that supports safe, respectful, and trauma-informed interactions with clients, staff, and community members.

Training requirements are expected to include areas such as de-escalation and conflict resolution, crisis intervention, mental health awareness, substance use and addiction awareness, trauma-informed care, cultural safety and sensitivity, workplace violence prevention, and emergency response procedures.

The role of security staff is not only to help maintain a safe environment, but also to support a therapeutic and recovery-focused setting. Security personnel will work closely with program staff and will be expected to approach situations with professionalism, respect, compassion, and a focus on preventing and de-escalating incidents whenever possible.



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This level of residence, one would think, would require specialized security employees that know how to keep our community safe and deescalate some very serious situations.

Response: Please see response to the previous question.

Is Dr. Robin Lennox one of the staff physicians?

Response: No. Dr. Robin Lennox is the local Member of Provincial Parliament (MPP) and is not a member of the HART Hub clinical team. She will not be working as a staff physician at the facility.

As the local elected representative, Dr. Lennox has been involved in community discussions and has attended public engagement events related to the HART Hub initiative. However, the medical and clinical services provided through the HART Hub, located at our 430 Cannon Street East location, will be delivered by qualified healthcare professionals who are recruited and contracted through Hamilton Urban Core Community Health Centre.

What supports are needed from community members to keep things going?

Response: There are several ways community members can be supportive:

- Participating in ongoing community engagement opportunities, including the Neighbourhood Liaison Table and community meetings.
- Sharing feedback, concerns, and ideas through established communication channels so that issues can be addressed proactively and collaboratively.
- Supporting a culture of respect, inclusion, and understanding toward people experiencing mental health and substance use challenges.
- Helping to identify volunteer, employment, educational, recreational, and social connection opportunities that can support participants in their recovery journey.
- Working together to promote community safety, accountability, and positive neighbourhood relationships.



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Once the HART HUB is active, how often will you hold open community meetings to keep the flow of communication, concerns & questions transparent?

Response: The Centre's leadership has previously committed to hosting quarterly community engagement sessions to provide updates on program operations, share information, answer questions, and receive feedback from residents and community members.

In addition, the Neighbourhood Liaison Table (NLT) will continue to serve as an important forum for ongoing dialogue and issue resolution. To support a smooth program launch and ensure timely communication during the initial implementation period, monthly NLT meetings will be maintained for the first six months of operations. These meetings will provide opportunities for community members to raise concerns, share observations, and receive updates directly from HART Hub leadership and partner organizations.

We remain committed to listening to our neighbours and working collaboratively to address concerns and support positive outcomes for both program participants and the surrounding neighbourhood.

What is the staffing model and the number of staff who will be working at the facility on a daily basis?

Response: The Residential Treatment and Recovery Program operates with a staffing ratio of approximately **1 staff member to every 3 residents**, ensuring a high level of supervision, support, and individualized care.

Staffing is provided **24 hours a day, 7 days a week**, with a multidisciplinary team that includes Nurses, Counsellors, Security, Life Redesign Coach, Administrator, and program leadership. The exact number of staff on-site at any given time will vary based on occupancy levels, client needs, and the activities scheduled throughout the day; however, staffing levels are designed to maintain safe operations, provide continuous support, and respond promptly to resident needs.



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What is the process for referring someone to the program at 276 Aberdeen Avenue?

Response: The referral process will occur through a coordinated intake process designed to ensure residents are appropriately matched to the service by emailing mhathub@hucchc.com or completing a referral form through the HART Hub website <https://hucchc.com/hart-hub>.

Referral sources may include partner organizations such as:

- Hospitals and emergency departments
- Primary care providers
- Community health centres
- Withdrawal management services
- Mental health and addictions agencies
- Community outreach teams
- Self-referrals, where appropriate

All referrals will undergo a standardized screening and assessment process to determine program suitability, readiness for treatment, and any additional support requirements.

The program will operate under a "No Wrong Door" philosophy, ensuring individuals seeking support are connected to the most appropriate service, even when the residential program may not be the best fit for their needs.

No drop in or walk in is allowed at 276 Aberdeen Avenue.

Street parking is a major issue for our community. What are the arrangements for staff parking when they are working at the facility?

Response: We understand that street parking is an important concern for residents in the neighbourhood and have taken this into consideration in our operational planning.

Staff working at the facility will be encouraged to park on-site. The property includes driveway parking areas with sufficient capacity to accommodate staff vehicles, which will help minimize the need for staff to utilize street parking in the surrounding neighbourhood.



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The HART Hub Residential Treatment and Recovery program is also designed to operate with a modest staffing complement, and staffing levels will vary throughout the day, evening and night shifts based on operational needs. As a result, we do not anticipate significant parking demands associated with the facility.

In addition, residents will not be permitted to drive their own vehicles to the facility.

Hamilton Urban Core Community Health Centre is committed to being a responsible neighbour and will continue to monitor parking impacts following program implementation. Should any concerns arise, we will work collaboratively with residents and community partners to identify appropriate solutions.

Is smoking allowed on the site and can you share the smoking policy?

Response: No, smoking is not permitted on site. There will be a no smoking policy in place that reflects current best practices in withdrawal management, addiction treatment, and health promotion, which increasingly support tobacco-free treatment environments. Research suggests that addressing nicotine dependence alongside other substance use concerns can contribute to improved health outcomes, reduce exposure to second-hand smoke, and support overall recovery and wellness.

As part of the residential treatment and recovery program at 276 Aberdeen Avenue, clients are expected to adhere to the smoke-free policy throughout their stay. The policy is intended to promote a safe, healthy, and therapeutic environment where individuals can focus on their recovery goals, participate fully in treatment, and develop sustainable strategies that support long-term wellness.

Are you expecting to get supplies delivered on a daily basis? If not, what will be the frequency for deliveries as there is a concern that this will affect the availability of street parking.

Response: No, we do not anticipate receiving supplies on a daily basis.

The majority of deliveries to the facility will consist of food and household supplies, which are expected to occur on a bi-weekly basis. From time to time, there may be



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occasional deliveries of program materials, office supplies, or maintenance-related items; however, these are expected to be infrequent and limited in scope.

We do not anticipate a level of delivery activity that will have a meaningful impact on neighbourhood traffic or the availability of street parking. Deliveries will be scheduled, where possible, to minimize disruption and inconvenience to nearby residents, and staff will work with suppliers to ensure that loading and unloading activities are completed efficiently and respectfully.

As part of our commitment to being a good neighbour, Hamilton Urban Core Community Health Centre will continue to monitor operational impacts and respond to community feedback should any concerns arise following the opening of the program.