

LISTENING BECAME ACTION

Neighbourhood Liaison Table (NLT) Accomplishments

Community feedback helped shape
the HART Hub Hamilton Residential
Treatment & Recovery Program.



Started
building trust
before the
facility opened

Created a
safe forum for
difficult
conversations

Corrected
misinformation
through direct
dialogue

Improved
operational
planning

Increased
transparency
on
construction,
operations, and
timelines

Demonstrated
responsiveness
through
tangible
changes

Built long-
term
relationships

Developed a
model for
future HART
Hubs

WHAT CHANGED

Privacy enhancements
Policy revisions

FAQs and public education
Neighbourhood relations

Operational clarifications
Ongoing accountability

Monthly NLT meetings

Quarterly community engagement sessions

Direct communication

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A foundation for ongoing partnership.

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