HAMILTON URBAN CORE COMMUNITY HEALTH CENTRE
Strong Core Healthier Lives

HART Hub Residential Treatment & Recovery Services
Virtual Community Engagement Meeting
October 29, 2026

Community Submitted Questions

What surprised you most with the first cohort, and what are you changing for the next one?

One of the most important lessons from our first cohort has been the significance of preparing residents for the transition into a structured, abstinence-based residential treatment environment. While many residents have responded positively to the therapeutic curriculum, daily routines, and supportive environment, we also experienced some early voluntary departures. This reinforced the importance of ensuring that prospective residents fully understand the program's expectations and are prepared for the commitment involved.

As we prepare for our next cohort, we are strengthening our pre-admission assessment, education, and orientation processes, particularly around program participation, shared living responsibilities, daily routines, personal electronic device use, and expectations related to recovery. We are also enhancing early engagement and individualized check-ins to identify concerns, provide timely support, and help residents adjust to the residential environment.

As a new program, we recognize that continuous learning and improvement are essential. Our priority is to create a therapeutic environment where residents feel informed, respected, supported, and empowered to take an active role in their recovery. The experiences and feedback from our first cohort are directly informing how we refine our approach to improve resident experiences, retention, and successful program completion.

How long may a person stay in the Hart Hub?

The Residential Treatment and Recovery Program at 276 Aberdeen Avenue is designed as a 12-week, abstinence-based residential program. During this period, residents participate in structured therapeutic programming, individualized recovery planning, life-skills development, and activities that support long-term recovery and successful community reintegration.

The residential component is one part of Hamilton Urban Core's broader HART Hub continuum of care. Following completion of the program, residents can continue to access aftercare, recovery maintenance, community-based supports, and assistance with housing and other social determinants of health to help sustain their recovery beyond their residential stay.

Admission criteria and exclusions

Admission to the Residential Treatment and Recovery Program is based on an individualized assessment to determine whether the program is appropriate for a prospective resident's needs, recovery goals, and readiness to participate.

The program serves adults aged 18 and older who are seeking structured, abstinence-based treatment for substance use challenges. During the assessment process, we consider the individual's motivation and readiness for recovery, willingness to participate in the 12-week therapeutic program, and ability to engage in a structured, shared therapeutic living environment while adhering to program expectations and safety guidelines.

We also assess medical, mental health, and personal care needs to determine whether they can be safely and appropriately supported within our residential setting. Individuals experiencing acute withdrawal, requiring hospital-level medical care, intensive psychiatric intervention, or a higher level of clinical supervision may require stabilization or specialized treatment before residential admission can be considered.

Our approach is centred on individualized assessment rather than blanket exclusions. Where the program is not immediately suitable, we work with individuals and community partners to identify appropriate services and pathways to care, with the possibility of reassessment when their needs and circumstances change.

Ultimately, our goal is to ensure that each person is connected to the right level of care at the right time, while maintaining a safe, supportive, and therapeutic environment for all residents.