



Addiction Services

Waterloo Wellington

Here 24/7

Canadian Mental Health Association

1.844.437.3247

Service Type: Central Access / Crisis Services

Services Offered:

- Information, Assessment and Referral to mental health and addiction services in Waterloo Wellington region
- 24/7 Crisis Assessment and support
- Provides GAIN assessment for residential addictions treatment
- Over the phone, face to face and walk in support available

Locations:

80 Waterloo Ave. Guelph, ON N1H 0A1	3-9 Wellington St. Cambridge, ON N1R 3Y4	67 King St. E. Kitchener, ON N2G 2K4
1 Blue Springs Dr. Waterloo, ON N2J 4M1	234 St. Patrick St. E. Fergus, ON N1M 1M6	

More information: here247.ca/

Community Withdrawal Support Services

House of Friendship / Stonehenge

1.844.722.2977

Service Type: Outpatient Withdrawal (aka “detox”) Management

Services Offered to clients:

- In person assessment
- Telephone support through acute withdrawal
- Telephone support/counselling for up to six sessions through post-acute withdrawal
- Support in accessing other services
- An educational workshop for friends/family supports

Open to clients who:

- Are 18 years of age or older; have a stable place to stay in the Waterloo Wellington community;
- Have reliable access to a phone
- Are willing and able to follow treatment recommendations
- Have a supportive person to assist through acute withdrawal (as needed)
- Do not have a history of complicated withdrawal symptoms or other significant health concerns

More Information: <https://stonehengetc.com/overview-of-stonehenge-programs/community-services-programs/withdrawal-support-service/>

Withdrawal Management Centre

Grand River Hospital

519.749.4318

Service Type: Residential Withdrawal (aka “detox”) Management

Services Offered:

- Voluntary, non-medical residential service for persons who are intoxicated, in withdrawal and/or in crisis related to their substance use
- Residential Program provides 24 hour monitoring and support, 7 days a week
- Day Program provides support, education and enhancement of recovery principles for patients who are 72 hours or more sober from all substances

Open to Clients who:

- Are 16 years of age or older
- Not in benzodiazepine or methadone withdrawal
- Does not have a history of complicated withdrawal symptoms or other significant physical / mental health concerns requiring medical intervention

More Information: <http://www.grhosp.on.ca/care/services-departments/mental-health-addiction/withdrawal-management>

Rapid Access Addictions Clinic (RAAC) Waterloo Wellington

1-844-722-2977

Service Type: Multi-disciplinary Addiction Medicine Clinic

Services Offered:

- Assessment of substance use concerns
- Review of treatment options including harm reduction and abstinence
- Education and support related to withdrawal
- Brief individual counselling and peer support
- Education on overdose prevention and the use of Naloxone
- Referral to longer-term supports for ongoing care
- Addiction Medicine consultation for physicians via E-Consult
- The RAAC Medical Team provides support to the Primary Care upon discharge from RAAC
- RAAC does not offer:
 - Diagnosis and treatment of chronic pain
 - Narcotic prescriptions outside of those intended for management of withdrawal symptoms
 - Long-term medical or addiction counselling services

Open to:

- Self-referral and walk-ins are welcome
- Health care providers can refer to the RAAC
- Medical services are paid for by OHIP
- Supports available to those who may need to obtain an Ontario Health Card
- For people of all ages, including youth



When & Where:

Sanguen Health Centre
176 Wyndham St. N (lower level)
Guelph, Ontario N1H 8N9

Every Monday 9am – 3pm*

*Closed statutory holidays

More Information: <http://raacww.ca/>

Grand River Hospital Withdrawal
Management Centre
52 Glasgow St
Kitchener, Ontario N2G 2G7

Every Monday & Wednesday
9am – 3pm*

Waterloo Region Nurse Practitioner-
Led Clinic
13 Water St North
Cambridge, Ontario N1R 3B2

Every Friday 9am – 3pm*

House of Friendship Counselling Services

House of Friendship

519.742.8327

Service Type: Outpatient Counselling

Services offered:

- Family, individual and group counselling services for addiction and substance use, problem gambling, gaming and internet use
- Specialized services are also offered to women who are parenting children age 0 to 6, and to those who are pregnant

Open to:

- Services offered in both Kitchener-Waterloo and Cambridge
- Adolescents and adults who have questions or concerns about addictions
- Family, friends, caregivers, supporters and professionals who have questions or concerns regarding an individual's addiction

Individual and Group services are accessed through Here 24/7 (1.844.437.3247); ALL services relating to Concerned Families & Significant Others, please call intake directly to register at 519 742-8327 x216.

More Information: <https://www.houseoffriendship.org/how-we-help/addiction-treatment/>

Homewood Community Addiction Services (CADS)

Service Type: Outpatient Counselling

Services Offered:

- Outpatient counseling for individuals and families who are concerned about their loved ones
- Support for alcohol, substance use, internet, gaming and / or gambling
- Individual counseling sessions
- Group Sessions
- Assessment and Referral
- ADAPT Problem Gambling Outpatient Treatment Program
- Specialized services for Older Adults and Youth
- To access services please contact Here 24/7 at 1.844.437.3247



Locations:

155 Delhi Street
Guelph, Ontario, N1E 4J3
519.836.5733

392 Main Street North, Suite 1
Mount Forest, Ontario, N0G 2L2
519.323.4558 ext 7508

160 St. David Street South
Fergus, ON N1M 2L3
1.844.264.2993 ext. 7508

32 First Avenue, Upper Floor
Orangeville, Ontario, L9W 1H8
519.942.2361

More Information: <http://www.homewoodhealth.com/health-centre/resources/community-addiction-service/overview>

Bridges to Health Day Treatment

House of Friendship

519.742.8327
x276

Service Type: Day Treatment

Services Offered:

- Specific Male & Female Intensive Day Treatment programs
- Holistic health approach
- Offered across Waterloo-Wellington
- Gender is self-identified
- Also offer Wellness Work Shops, Open Discussion Groups and Aftercare
- Referrals accepted through Here 24/7 (1.844.437.3247)

More information at: <https://www.houseoffriendship.org/how-we-help/addiction-treatment/>

Moving Forward Program

House of Friendship

519.742.8327

- Community treatment for women who are pregnant and / or parenting children age 6 and under
- Residential treatment options for women who are pregnant
- Individual and Group counseling
- Outreach for Women living in the Waterloo, Wellington and Dufferin areas

Youth Addiction Services

Ray of Hope

519-743-2311

Service Type: Community-based, Day & Residential Treatment; Parental Support

Services Offered:

- Community-based treatment
 - Youths age 12 and up
 - Need support to address substance abuse problems, but who don't need (or aren't ready to consider) the more structured treatment offered by the Day Treatment or Residential programs.
 - Are transitioning out of Residential or Day Treatment and would like follow-up support



- Day treatment
 - The Day Treatment program is for youth aged 13 and up who need structured support to overcome addiction and substance abuse, but who don't need (or are not ready to consider) more intensive support offered in a residential program
 - Once they've completed this program, youth are invited to participate in Ray of Hope's Community-Based Treatment Program for continued support
- Residential treatment
 - Residential Treatment is offered at Ray of Hope's residence in downtown Kitchener
 - This program is for males aged 13 and up, from anywhere in Ontario
 - four to six months in length
 - Once they've completed this program, youth are welcome to join the Community-Based Treatment Program or Day Treatment Program for continued support
- Offers supports for parents
 - An opportunity to learn and grow with others through weekly parent support groups.
 - Knowledge about addictions, self-care and parenting approaches for dealing with at-risk youth.
 - Ongoing support, even if their child chooses not to stay in treatment. Parent engagement in treatment alone can make a significant difference to the quality of the parent's life and also improve family relationships

More information: youthaddictions.ca

174 King Street North

House of Friendship

519.742.8327

Service Type: Residential treatment for men

Services Offered:

- 5 to 6 months in length for men 21 years and older
- Abstinence based program
- Weekly individual counseling sessions
- Group counseling, including: relapse prevention, communication skills, spiritual discovery, healthy relationships, family and childhood issues, masculinity and sexuality, positive life skills, goal setting, 12 step meetings, leisure and recreation activities
- Final 1-2 months of program focus on community re-integration
- Aftercare available
- Referrals to program can be made through Here 24/7 (1.844.437.3247)

More information at: <https://www.houseoffriendship.org/how-we-help/addiction-treatment/>

Alcontrol

House of Friendship

519.742.8327

Service Type: Residential treatment program for Women

Services Offered:

- Abstinence based program
- Strengths based approach



- Individual counseling
- Group counseling, including: relapse prevention, coping with anxiety and stress, anger management, relationships, family issues, spirituality, women’s wellness, goal setting, planning and recreation
- Program length varies from 4 to 10 weeks based on individual needs
- Aftercare available upon completion of program
- Addiction Assessments required and referrals to program can be made through Here 24/7 (1.844.437.3247)

More information at: <https://www.houseoffriendship.org/how-we-help/addiction-treatment/>

Stonehenge Therapeutic Community Residential Programs

Stonehenge

519.837.1470

Service Type: Residential Treatment

Services Offered:

- offers 4½ to 6 month residential program that are tailored to the unique needs of adult men and women
- Holistic approach that challenges deeply ingrained behaviours and teaches healthy alternatives
- Able to support patients on Opioid Substitution Therapy
- Offers a monthly Family Group.
- Offers an Aftercare group and Alumni Association
- Service can be accessed through Here 24/7 (1.844.437.3247)

Eligibility Criteria:

- All admissions to Stonehenge are voluntary
- Referrals are accepted from individuals, doctors, addiction treatment professionals and the criminal justice system
- Men and Women over eighteen with acute or chronic substance abuse issues will be considered for eligibility
- Previous substance abuse treatment is highly recommended
- Prior to admission, a medical exam establishing ability to participate in the program is required
- Applicants must be adequately withdrawn from drugs and alcohol before coming to Stonehenge

More information: <https://stonehengetc.com/overview-of-stonehenge-programs/stonehenge-residential-programs/>

Specialized Addiction Support Coordination

519-837-1470

- Specialized service that provides support coordination for specialized populations (geriatric, acquired brain injury, developmental disability, complex mental health) living with addiction issues
- Provides education and consultation to professionals working with these populations
- Services are voluntary and are provided to clients 18 years of age and older in Guelph, Cambridge, and Kitchener-Waterloo
- ***Referrals are accepted from service providers only and not from individuals directly***



Addiction Supportive Housing (ASH) & Supportive Addiction & Mental Health Housing (SAMH)

Service Type: Supportive Housing

Services Offered:

- Program aims to increase quality of life of people with problematic substance use issues by securing and maintain permanent housing and individual support
- Weekly meetings with counselor to assist with recovery goals and case management needs
- Client centered, flexible and responsive approach that values the unique strengths and needs of each individual
- Offered throughout Waterloo-Wellington Region through House of Friendship and Stonehenge
- Services accessed through Here 24/7 (1.844.437.3247)

Eligibility Criteria:

- Committed to active participation in counseling and support services
- Recent involvement in or have completed an addiction treatment program
- Recent experience with homelessness or at risk of homelessness
- History of or are currently dealing with chronic and / or problematic substance use concerns
- Frequent use of withdrawal management and other addiction treatment services
- Frequent use of emergency rooms and contact with the criminal justice system

Women's Concurrent Disorders Group

Grand River Hospital

519.749.4300

x3605

Service Type: Support/ Psychoeducational Group

Services Offered:

- support group for women over the age of 18 struggling with substance use and mental health diagnosis
- trauma informed programming
- ongoing Wednesday's over the course of 12 weeks
- operates from both abstinence and harm reduction philosophies, focusing on coping skills, resiliency, and accessing support.
- accepts new group members on a bi weekly bases

Men's Open Recovery Discussions

House of Friendship

519.742.8327

X276

Service Type: Support / Discussion Group

Services Offered

- An open discussion group for men 18+ in search of healing and support in recovery or who are concerned about their substance use
- Refreshments and bus tickets will be available
- Participants are asked to abstain from substances for 24 Hours
- Every Wednesday from 6pm to 8pm at 71 Anne St, Kitchener ON



Self Help & Peer Support

Canadian Mental Health Association Waterloo Wellington

Service Type: Peer Support Groups

Services Provided:

- Provide peer based support groups on a wide variety of topics, including substance use and addictions
- Monthly calendar of groups available online at: cmhawwselfhelp.ca

Locations:

67 King Street E.
Kitchener ON N2G 2K4
519.570.4595

9 Wellington Street, Unit 1
Cambridge ON N1R 3Y4
519.623.6024

207-147 Wyndham Street N.
Guelph ON N1H 4E9
519.763.4014

12 Step Resources

- Peer based support groups based on the 12 Step Philosophy
- Meet lists / information can be found at:
 - Alcoholics Anonymous KW*: 519.742.6183 or <http://www.kwaa.ca/>
 - Alcoholics Anonymous Cambridge*: 519.658.8222 or <http://www.aacambridge.org>
 - Alcoholics Anonymous Guelph*: 519-836-1522 or <http://www.centralwest2district3aa.org>
 - Narcotics Anonymous Waterloo-Wellington*: 1.888.811.3887 or <http://www.orscna.org>
 - All Addictions Anonymous*: <http://www.alladdictionsanonymous.org/>
 - Sex and Love Addicts*: <http://www.slaa-ontario.org/>
 - Gamblers Anonymous*: <http://gamblersanonymousontario.org>
 - Al-Anon*: <https://al-anon.org/>
 - Nar-Anon*: <http://www.nar-anon.org/>
 - Adult Children of Alcoholics/ Dysfunctional Families*: <https://adultchildren.org/>

Self-Management And Recovery Training (SMART Recovery)

- Abstinence oriented support group open to individuals struggling with any type of addiction
- More information at: <https://www.smartrecovery.org/>
- Local meeting information:
 - Church of the Good Shepherd (basement)
 - 116 Queen Street N., Kitchener, ON N1S 2K6 Canada
 - Thursday 7:30 PM to 8:30 PM
 - <https://www.smartrecoverytest.org/local/meeting/kitchener-ontario-thursday-730-pm-to-830-pm/>

Concurrent Disorders Family Support Group

Grand River Hospital

519.749.4300
X7087 / 2366 / 3605

Service Type: Support Group

Services Offered:

- Free open support group for anyone supporting someone with a concurrent disorder
- Can attend on an ongoing or casual basis
- Takes place at Freeport Hospital on Grand River Terrace 2, Day Hospital
- Runs on the 4th Tuesday of every month from 6:30-8:00pm



GRASP

Service Type: Support Group

Services Offered:

- Support group for individuals who have lost a loved one to substance use or addiction in Waterloo Region
- Pre-registration is required for new attendees
- There is no charge for GRASP groups
- For more information on registration, meeting times, etc. visit grasphelp.org

Outreach Van

Sanguen

519.603.0223

Service Type: Outreach

Services Offered:

- Mobile van that provides:
 - snacks and drinks
 - clothing
 - hygiene products
 - referrals to community agencies and supports
 - supportive counselling
 - testing for Hepatitis A, B, C and HIV and some STIs
 - pregnancy testing
 - emergency contraception
 - nursing services, including vein and wound care
 - harm reduction supplies and information
 - condoms and lube (including latex-free)
 - Naloxone (“narcans”) kits / overdose prevention training
 - pick-ups for filled sharps containers (please do not throw them out!)
- Schedule:
 - Tuesday: Cambridge – 4:15 to 6:00 pm
 - Wednesday nights: Waterloo and Kitchener – 5:00 to 7:00 pm
 - Thursday nights: Kitchener – 6:00 to 9:00 pm
- Home deliveries may be available by request in Cambridge, Kitchener, or Waterloo, with 24 hours’ notice
- Call or text 519-591-4826 to get an update as to the van’s location

More Information at: <http://sanguen.com/outreach-program/mobile-van-outreach/>



Consumption and Treatment Services

Region of Waterloo

519.575.4400

x5613

Service Type: Supervised Consumption & Harm Reduction Services

Services Provided:

- supervised consumption; not be able to smoke drugs on site but able to inject, snort, or swallow them
- judgment-free space with supportive staff, including a registered nurse, a social service worker and a peer worker
- Staff support in event of overdose including provision of oxygen, naloxone and referral to emergency medical services
- Supports and referrals to other services
- Safer substance use education
- Provision of harm reduction supplies, naloxone kits, sharps containers; returns accepted
- Wound care

Location and Contact Information:

150 Frederick St., Kitchener, Ontario N2G 4J3

www.regionofwaterloo.ca/CTS

cts@regionofwaterloo.ca

Consumption and Treatment Services

Guelph Community Health Centre

(519) 821-6638

Service Type: Supervised Consumption & Harm Reduction Services

Services Provided:

- Distribution of harm reduction supplies, naloxone and the sharing of health education.
- Supervised injection services. The site includes two injection booths where medical and site staff provide immediate medical oversight and ongoing monitoring to ensure safety of individuals using the service.
- Space for quiet activities, extending the length of supervision by trained staff.
- Foot and wound care, Hep C/HIV/STI screening and care, medical assessments.
- Support and referrals to addiction treatment, primary care, mental health supports and other community resources

Location and Contact Information:

176 Wyndham Street North

Guelph, ON, N1H 8N9

<http://guelphchc.ca/healthy-living/support-programs/ops/>



Service Type: Harm Reduction Services

Services Provided:

- Provides new syringes, filters, alcohol swabs, tourniquets, cookers, vitamin C, abscess kits and safe drug inhalation materials
- information and referrals to reduce the spread of HIV and Hepatitis B and C through injection and inhaled drug use
- Disposal of used needles
- Services Wellington Region
- Harm reduction oriented Outreach Services

More information at: <http://www.archguelph.ca/>

Waterloo Region Public Health

519-575-4400

Services Type: Harm Reduction Services, Public Health

Services Offered:

- Needle Syringe services which include provision of clean and sterile drug-using equipment including new needles, sterile water, alcohol swabs, cookers, filters, vitamin C, tourniquets and sharps containers
- Public Health will also take back used syringes and containers
- Naloxone Dispensing Program for individuals at risk for opioid overdose, or for family/friends that are concerned about someone at risk for overdose.
- Client-centered counselling
- Providing skill-building and education sessions
- Referrals to treatment, health services and other social services
- Immunization including Hepatitis B, Hepatitis A, pneumococcal and seasonal influenza
- Education on assessing skin infections or abscesses
- Sexually Transmitted Infection (STI) testing and HIV testing
- Condom distribution

When and Where:

99 Regina St. South, 2nd Floor
Kitchener, ON

150 Main Street, 1st Floor
Cambridge, ON

Monday, Wednesday, Friday: 8:30 am - 4 pm
Tuesday and Thursday: 8:30 am - 7 pm

Monday, Wednesday, Thursday, Friday:
8:30 am - 12 pm and 1 pm - 4 pm
Tuesday: 9:30 am - 12 pm



Wellington-Dufferin-Geulph Public Health

Service Type: Harm Reduction Services, Public Health

Services Offered:

- Counseling, support and referrals to appropriate resources
- Needle exchange including sharps disposal kiosks, new needles, sterile water, alcohol swabs, filters, cookers, acidifiers, and tourniquets
- Provision of harm reduction supplies such as pipes, stems, pipe screens, latex condoms and lubricant

When & Where:

160 Chancellors Way
Guelph,
Ontario N1G 0E1

167 Centre Street
Shelburne, Dufferin County,
Ontario L0N 1S4

311 Foster Street
Mount Forest, Wellington North,
Wellington County N0G 2L1

M-F: 8:30 a.m.-4:30 p.m.
Phone: 519-822-2715

Services by appointment.
Phone: 1-800-265-7293

Call ahead for specific hours
Phone: 1-800-265-7293

180 Broadway
Orangeville, Dufferin County,
Ontario L9W 1K3

474 Wellington County Road 18
Fergus, Centre Wellington,
Wellington County N1M 2W3

M – F: 8:30 a.m. - 4:30 p.m.
Closed for lunch: Noon -1 p.m
Phone: 1-800-265-7293

M-F: 8:30 a.m.-4:30 p.m.
Closed for lunch: Noon -1 p.m.
Phone: 1-800-265-7293

More Information at: <https://www.wdgpUBLICHEALTH.ca/locations>

Waterloo Integrated Drug Strategy

- Access information about naloxone, overdose, local supports and services and prevention information online: www.waterlooregiondrugstrategy.ca
- Follow @DrugStrategyWR on twitter to receive overdose Alerts and substance use-related information/news/updates



Specialized Outreach Support (SOS)

Stonehenge & The Working Centre

Service Type: Outreach

Services Offered:

- Integrated team of peers and professionals that offer flexible outreach services to homeless or street-involved individuals with addiction, mental health, or concurrent issues
- Provides supportive nursing and counselling, connections to a family doctor, and referrals to other community services
- Services are provided to individuals living in Kitchener-Waterloo, Guelph, Cambridge, and surrounding areas
- Referrals can also be made by contacting team members directly by calling:
Kitchener: 519.575.5282
Cambridge: 519.841.3811
Guelph: 519.212.7824

Eligibility Criteria:

- 18 years of age or older
- Disconnected from services, and
- Street-involved, homeless or at risk of homelessness, and
- Living with mental health/ addiction/ concurrent issues, and
- Experiencing physical health issues

More Information at: <https://stonehengetc.com/overview-of-stonehenge-programs/community-services-programs/sos-outreach-services/>

Ontario Addiction Treatment Centre (OATC)

Service Type: Opiate Substitution Therapy Provider

Services Offered:

- Provide Opiate Substitution Therapy such as methadone or suboxone
- Clinics available in Kitchener, Cambridge and Guelph
- For specific clinic locations, program information and office hours visit www.oatc.ca

Towards Recovery

519-579-0589

Service Type: Opiate Substitution Therapy Provider

Service Offered:

- Provides a comprehensive assessment and treatment plan, incorporating pharmacological, psycho-social and lifestyle intervention support
- Provide Opiate Substitution Therapies such as methadone and suboxone
- Team consisting of health care professionals with the credentials, training, and expertise necessary to treat patients who have become addicted or dependent on prescription or street narcotics
- Offers continuing education programs, and provides addiction medicine related consultation services to healthcare professionals and related agencies
- For more information visit <http://www.towardsrecovery.com/>



Virtual Support Resources & Pandemic Updates

Online 12 Step Meetings:

- KW Alcoholics Anonymous: <https://www.kwaa.ca/zoom-meeting-directory>
- Narcotics Anonymous: <https://virtual-na.org/meetings/>
- Other 12 Step Groups: <https://www.12step.org/social/online-meetings/>

Online Support Groups:

- SMART Recovery: <https://smartrecovery.zoom.us/j/5020739817>

CCACF Telemedicine Addictions Counselling Network

- Free & Confidential Addiction Counselling sessions will be conducted through chat, video conferencing or a phone call
- Services overviewed by the Canadian Addictions Counsellor Certification Federation
- visit www.caccf.ca and click Book an Appointment
- open 7 days a week 9am to 9pm

Self Help and Peer Support CMHA WW

- currently providing telephone based support only
- Accessing telephone peer support:
 - Kitchener: 519.570.4595
 - Cambridge: 519.623.6024
 - Guelph & Wellington: 519.763.4014
- When calling please leave a message with your name and phone number and a Self Help & Peer Support staff member will call you back

Canadian Centre on Substance Abuse

- Handouts and educational information on safer substance use and COVID
- <https://www.ccsa.ca/audiences>

Local Resources Updates:

- House of Friendship individual services continue to run over the phone; all group & day treatment programming is on hold. Services can be accessed through Here 24/7 (1.844.437.3247)
- GRH Withdrawal Management is currently closed
- Rapid Access Addictions Clinic office is currently closed but virtual care options are available; contact info@raacww.ca or 1-844-722-2977
- CMHA & Here 24/7 services are currently be offered through phone, but offices are closed to walk ins
- Sanguen Outreach Van is currently unavailable for home deliveries or pickups
- **Please connect with services directly for the most up to date information regarding an changes in services or closures**

