



**1 844 437 3247**  
(HERE247)

Call anytime to access  
Addictions, Mental Health  
& Crisis Services  
Waterloo-Wellington

## WWLHIN Wait Times Detail

Residents requiring ongoing care who were connected to care during reporting period (including residents who accessed Here 24/7 prior to 2024-2025 Fiscal Year)

Service Wait Times As Of: 4/1/2025 12:30:16 PM

\*\*Data for addictions services does not reflect clients waiting for services who reside outside of the WWLHIN and have not registered through Here 24/7

Service (group)	Unique Clients Waiting	Percentile (90) of Days Currently Waiting	Avg. Days Waited Between Waitlist Start Date and Service Initiation (Wait 2)	Avg. Days Waited Between Waitlist Start and End Date (Total Wait)
Addictions Community-Based Counselling & Treatment -Adults	92	67	22	52
Addictions Community-Based Counselling & Treatment -Child..	0			
Addictions Day Treatment -Adults	242	582	3	249
Addictions Day Treatment -Children/Youth	0			
Addictions Residential Treatment -Adults	276	1,276	100	258
Addictions Residential Treatment -Children/Youth	0			
Addictions Supportive Housing - Transitional	21	966	0	1,650
Addictions Supportive Housing -Long Term	91	3,314	0	2,533
Alcohol & Drug Info/Education Seminars	10	193	25	47
ASH Long-Term - Threshold - KW	182	2,761	0	1,770
Assertive Community Treatment Team	32	1,766	15	446
Community Psychiatry -Adult	318	1,637	28	138
Dialectical Behaviour Therapy	497	754	0	758
Eating Disorders Treatment -Adults	203	564	484	486
Eating Disorders Treatment -Children/Youth	46	435	576	577
Family Education & Supports	6	160	33	71
Men's Day Treatment Program - Out Of Catchment	3	711	0	2
Mental Health & Justice Services -Adult	0		0	4
Mental Health & Justice Services -Youth	0		0	1
Mental Health Adult Intensive Services	200	518	46	164
Mental Health Counselling & Treatment -Adults	165	489	31	144
Mental Health Counselling & Treatment -Children/Youth	11	364	21	139
Mental Health Supportive Housing -Long Term	1,032	2,818	0	2,322
Mental Health Supportive Housing -Transitional	137	2,592	0	2,114
Peer Warmline	17	441	0	269
Peers For Safer Living - Ideation Group	2	433	0	301
Problem Gambling Counselling & Treatment	3	70	29	63
Skills for Safer Living	0			
Skills for Safer Living - Past Attempt	120	181	0	224
Skills for Safer Living - No Attempts	23	216	0	203
Skills for Safer Living Youth 13 - 17	16	465	0	37
Women's Day Treatment Program - Out Of Catchment	3	359		
Youth Gambling Counselling & Treatment	0			
<b>Grand Total</b>	<b>3,138</b>	<b>2,525</b>	<b>39</b>	<b>204</b>

### Definitions:

Residents = Number of unique residents

90th Percentile of Current Wait Times - Average days between Waitlist Start Date and the End of reporting period for 90% of clients who are currently on waitlist

Wait 2 = Average days between Waitlist Start Date and Service Initiation (for residents requiring ongoing services during reporting period)

Total Wait = Average days between Waitlist Entry Added - Waitlist Entry Closed (resident attended appointment at receiving service) for residents removed from waitlists during reporting period