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(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 2025-2026 Fiscal Year)

Service Wait Times As Of: 5/6/2025 1:28:14 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	78	62	36	50
Addictions Day Treatment	249	611	0	112
Addictions Residential Treatment	270	1,309	87	110
Addictions Supportive Housing - Transitional	22	1,037		
Addictions Supportive Housing -Long Term	90	3,344		
Alcohol & Drug Info/Education Seminars	10	34	51	56
ASH Long-Term - Threshold - KW	179	2,787		
Assertive Community Treatment Team	27	1,789	0	1,146
Community Psychiatry -Adult	307	1,634	24	62
Dialectical Behaviour Therapy	483	728	0	622
Eating Disorders - Adults	182	531	436	580
Eating Disorders Treatment - Children/Youth	54	460		
Family Education & Supports	2	337	76	82
Men's Day Treatment Program - Out Of Catchment	3	741		
Mental Health & Justice Services	1	15	0	3
Mental Health Adult Intensive Services	182	540	16	51
Mental Health Counselling & Treatment -Adults	172	487	48	117
Mental Health Counselling & Treatment -Children/Youth	11	364	21	49
Mental Health Supportive Housing -Long Term	1,043	2,841		
Mental Health Supportive Housing -Transitional	139	2,619		
Peer Warmline	16	514		
Peers For Safer Living - Ideation Group	2	463		
Problem Gambling Counselling & Treatment	5	33	61	66
Skills for Safer Living	183	266	0	192
Women's Day Treatment Program - Out Of Catchment	3	389		
Youth Gambling Counselling & Treatment	0			
Grand Total	3,106	2,546	39	135

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