HERE 24 SEVEN

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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: 6/3/2025 9:09:25 AM

**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 Initition (Wait 2)	Avg. Days Waited Between Waitlist Start and End Date (Total Wait)
Addictions Community-Based Counselling & Treatment	44	91	36	47
Addictions Day Treatment	263	630	0	206
Addictions Residential Treatment	268	1,336	54	320
Addictions Supportive Housing - Transitional	21	1,027		
Addictions Supportive Housing -Long Term	2	2,223	0	2,606
Alcohol & Drug Info/Education Seminars	5	74	34	47
ASH Long-Term - Threshold - KW	158	2,809	0	2,606
Assertive Community Treatment Team	23	1,796	0	1,146
CMH 11-18 Single Session	0	14		
Commmunity Psychiatry -Adult	339	1,584	18	75
Dialectical Behaviour Therapy	474	736	0	677
Eating Disorders - Adults	176	511	490	587
Eating Disorders Treatment - Children/Youth	49	487	74	74
Family Education & Supports	0	499	64	70
Men's Day Treatment Program - Out Of Catchment	4	768		
Mental Health & Justice Services	0		0	3
Mental Health Adult Intensive Services	187	472	13	72
Mental Health Counselling & Treatment -Adults	187	503	43	102
Mental Health Counselling & Treatment -Children/Youth	11	515	24	66
Mental Health Supportive Housing -Long Term	1,013	2,812	0	2,745
Mental Health Supportive Housing -Transitional	141	2,639	0	2,440
Peer Warmline	18	376		
Peers For Safer Living - Ideation Group	2	494		
Problem Gambling Counselling & Treatment	2	12	47	53
Skills for Safer Living	174	280	0	180
Women's Day Treatment Program - Out Of Catchment	4	413		
Youth Gambling Counselling & Treatment	0			
Grand Total	**3,013**	**2,406**	**28**	**576**

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