

# Coordinated Access to Addiction Services

## What is the Coordinated Access to Addictions Services?

Coordinated Access to Addictions Services is a central number (1-855-505-5045) that individuals, family members and community agencies can call for addiction support within the City of Toronto.

## What happens when a call is received?

When a client calls they are asked a few brief questions about their situation. Based on this information, a range of options are presented and referrals are made to programs within the community.

A face-to-face visit with a community transition worker can also be arranged for those who would rather discuss their options in person.

## What services can Coordinated Access connect me with?

Coordinated Access has links to 35 addiction support providers as well as a number of community based networks, including:

- Residential, day and community withdrawal services
- Residential and community treatment
- Services for people with concurrent mental health and substance use problems
- Services to minimize the harm caused by an addiction (e.g. needle exchange programs)
- Rapid access to medical clinics
- Community case workers
- Family programs

## How can I access the service?

Just call (toll free) 1-855-505-5045 between 9 a.m. to 4:30 p.m., Monday to Friday.