

About The Access Point

The Toronto Mental Health and Addictions Access Point (known as The Access Point) provides service navigation and streamlined access to a network of over 45 community mental health and addictions organizations in Toronto.

With just one application, you can apply for supportive housing and individual support services that can work with you in the community.

Once we receive your application, our team will review your eligibility and support needs so we can match you to the appropriate services within our Provider Network. We also offer information and service navigation to community resources that may be helpful to you. Once a spot becomes available in your requested service, we'll connect your application to that Service Provider.

The Access Point is a phone-based service, but we are committed to accessibility for all. If you need accommodations or assistance to access our services, please let us know—we are happy to support you.

What is:

Provider Network?

The network of community mental health and addictions service providers who receive applications for their services through The Access Point waitlist

A Service Provider?

A community mental health and addictions organization that is partnered with The Access Point to receive referrals from our waitlist



About Loft

Since 1953, LOFT has offered dignity and hope to individuals living with complex challenges.

LOFT is one of the largest community service providers in Ontario, supporting people facing a combination of mental health, physical health and substance use challenges, poverty, and/or homelessness. LOFT's teams build customized supports that specifically address a person's needs and offer them for as long as there is a need.

With our partners, we are proactive in finding solutions to community challenges. By doing so, we are able to reach individuals who fall through the gaps of our social and healthcare systems.



The Access Point

The Toronto Mental Health and Addictions Access Point

For this program:

145 Front Street E., Unit 301
Toronto, ON M5A 1E3

Email: info@theaccesspoint.ca

Call: 416-640-1934

Fax: 416-499-9716



For our head office:

Call: 416-979-1994

or Visit: loftcs.org

15 Toronto Street, 9th floor
Toronto, ON M5C 2E3

Charitable Business Number
13058 6605 RR001



The Access Point

The Toronto Mental Health and Addictions Access Point

The Access Point

helps you connect to individual mental health and addiction support services and supportive housing in Toronto



Access

Support from The Access Point is free. Here's how you can access the program:



Call:
416-640-1934
Mon.–Fri.
9am–5pm



Apply online:
www.theaccesspoint.ca



Email:
info@
[theaccesspoint.ca](mailto:info@theaccesspoint.ca)

You can apply to The Access Point yourself, or have a professional refer you. Once your application is received, The Access Point will contact you to confirm your eligibility and/or gather additional information if needed. Eligible applications are placed on a centralized wait list for the service requested, and The Access Point follows your application until you are connected to a Service Provider. You can contact our office to update your application and receive information and service navigation to other community resources while you are on the wait list for service.

To view the list of our Community Provider Partners, follow this QR code, or visit:
www.theaccesspoint.ca/partners/



Eligibility criteria

The Access Point supports individuals who are 16 years of age or older, and are experiencing mental health or substance use concerns. There are six different services types that individuals can apply for through The Access Point:

Intensive Case Management (ICM):

One-on-one support for people living with severe and persistent mental health concerns who are:

- 16 years or older
- living within the Access Point boundaries (Port Union Rd. to Highway 427, Lake Ontario to Steeles Ave.)

Early Psychosis Intervention (EPI):

Support for youth and young adults who are experiencing their first episode of psychosis. Applicants must be:

- 16-34 years old (age criteria may differ by program)
- Experiencing their first episode of psychosis, or have had less than one year of treatment for psychosis from other services

Assertive Community Treatment Teams (ACTT)

Multi-disciplinary teams provide treatment, rehabilitation and support to people living with severe mental health concerns. Applicants must:

- Be 16 years or older
- Have a specific diagnosis with a priority for those experiencing psychosis
- Have a history of hospitalization for mental health concerns – supporting hospital records are required

Mental Health Supportive Housing

These programs offer a variety of unit types including boarding homes, shared houses and independent apartments. Various levels of support are available: occasional support, daily support and 24 hour support onsite. Applicants must be:

- 16 years or older
- Living with serious and persistent mental health concerns

Mental Health and Justice Housing Initiative

Supportive housing for people currently involved in the criminal justice system who are homeless or at risk of homelessness. This housing program offers low support, independent apartments only. Applicants must be:

- 16 years of age or older
- Living with serious and persistent mental health concerns
- Currently involved in the criminal justice system
- Be referred by, or connected to, a priority referral source working in the justice system

Supportive Housing for People with Problematic Substance Use

Supporting housing for people with severe and active substance use challenges who are also homeless or at risk of homelessness. This housing program offers low support and independent apartments only. Applicants must be:

- 16 years or older
- Living with a severe and active substance use concern
- Homeless or at risk of homelessness
- A high-intensity service user of hospitals, withdrawal management programs and/or the justice system