City of Hamilton
Mental Health and
Street Outreach
Service

To make a referral
to Street Outreach call
IntÃ¢

905-528-0683

To contact a Street Outreach
Worker about a person already
referred to them phone
905-546-3597.

We do not provide crisis
services. COAST (905-972-8338)
or the Police (911) or
(905-546-4925) should be
contacted if immediate
assistance is required.

Case Management services for adults living
with a diagnosed serious and persistent mental
illness are also arranged through IntÃ¢ and
include the Mental Health and Street Outreach
Service; Hamilton Program for Schizophrenia;
Canadian Mental Health – Hamilton; Wellington
Psychiatric Outreach Program.
For more information call
IntÃ¢ at 905-528-0683.
The Street Outreach Team, part of the City of Hamilton’s Mental Health and Street Outreach Service, engages with individuals experiencing homelessness.

A multi-disciplinary and multi-agency team works in the community by:

- engaging with individuals on the streets and in shelters who are experiencing homelessness
- assisting individuals experiencing homelessness and having difficulty in navigating the system, to access: income sources; health care resources; housing; and additional support services where appropriate
- using a person-centred and harm reduction approach
- working collaboratively with clients and service providers in identifying and negotiating systemic challenges

Street Outreach Service

- focuses on persons 16 years of age and older who are experiencing homelessness and have barriers that make it difficult for them to navigate the health, housing and or social systems
- accepts referrals from community agencies; families; clients; health agencies; community members; Emergency Shelters re: individuals who are experiencing homelessness
- has had a consistent presence on the streets of the downtown core of Hamilton since 1998
- accesses shelters and drop-ins in the downtown core of Hamilton

REFERRALS can be made by calling IntAg at:

905-528-0683 (Mon-Fri 8:30 am to 4:30 pm)
Referral sources will be contacted within one business day to gather additional referral information.

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