



My ACTION PLAN

Call CENTRAL ACCESS
1-866-366-9513
Toronto Area: 416-864-5040

I spoke to: _____

Date/time: _____

The right service at this time is:

Residential (bed)

Day/Community withdrawal

Other

My follow up steps are:

Other numbers to call:

Thank you for using the
Toronto Withdrawal Management System Central Access Number.

Program Affiliates:



Leading with Innovation
Serving with Compassion

ST. MICHAEL'S HOSPITAL
A teaching hospital affiliated with the University of Toronto



**TORONTO EAST
GENERAL HOSPITAL**



University Health Network
Toronto General Hospital Toronto Western Hospital Princess Margaret Hospital

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Toronto Withdrawal Management Services System



HELP WITH
WITHDRAWAL
from
ALCOHOL and/or OTHER DRUGS:

ONLY A CALL AWAY.

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Central Access

Central Access is a toll free number for those who need to connect to the Toronto Withdrawal Management Services System.

Our Central Access staff will help you find the right location and level of service for you or your client's withdrawal management needs.

Who We Serve

The Toronto Withdrawal Management Services System Central Access number is for:

- Any person needing to withdraw from alcohol and/or drugs
- 16 + years of age
- Social service and health care professionals seeking to refer clients
- Anyone requiring information about Withdrawal Management Services

The Toronto Withdrawal Management Services System Central Access number is your connection to Day, Community and Residential Withdrawal Management Services.

- Available 7 days a week / 24 hours a day
- Central Access professionals help clients find the right level of service for their withdrawal needs



Residential Withdrawal Management

Residential withdrawal management centres are places of rest and recovery staffed by sensitive, respectful, well-trained professionals to support you through your withdrawal process. There are four sites in Toronto: two for men, one for women, and one that serves both men and women.

Residential Withdrawal Management Services are for:

- Persons who are intoxicated or in severe withdrawal from alcohol and/or other drugs
- Persons whose usual place of residence or home environment is not conducive to recovery
- Persons who are assessed to be suitable for non-medical withdrawal

Centres operate 24 hours a day / 7 days a week

Centres provide non-medical withdrawal services; medications will not be prescribed

Clients should bring any prescribed medications at the time of admission



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Community and Day Withdrawal

Community and day withdrawal programs offer structured day-time withdrawal management programming and support. Day withdrawal is offered on-site at some Withdrawal Management Services centres and at other locations in the community.

Community and Day Withdrawal Management Services are for:

- Persons in withdrawal from alcohol and/or drugs who have passed the crisis stage, and are able to participate in a structured program
- Persons with family, significant other, or social service worker support at their usual place of residence

Clients will be educated around issues of addictions, life skills, and relapse prevention in order to make healthier lifestyle choices.

Residential, Day and Community Withdrawal Management Services provide:

- Non-medical assistance for withdrawal from alcohol and/or other drugs
- Individual/group/family/significant other counselling
- Individualized care plans
- Stress management and relaxation techniques
- Assessment and referral services

All Withdrawal Management and Central Access Services are staffed by qualified professionals.