

Renfrew County Mesa Hart Hub



mesa

A collaborative approach
to compassionate care

Mesa is a collaborative approach to compassionate care

Borrowing from the Portuguese approach to addictions management and the Finnish Housing First Model, this approach represents a novel, Ontario based model of care for people experiencing mental health and or substance use and toxicity related crises as well as those challenged by precarious housing situations.

To positively impact these complex challenges, community partners and municipal departments are working together to provide coordinated, wrap-around care.

Mesa is a shared purpose that moves beyond silos and leverages the collective expertise and resources of the community.

The Mesa Model – A Collaborative Approach



Mesa was designed as a coordinated and integrated approach to address the intersections of the mental health and addiction, housing and homelessness crises



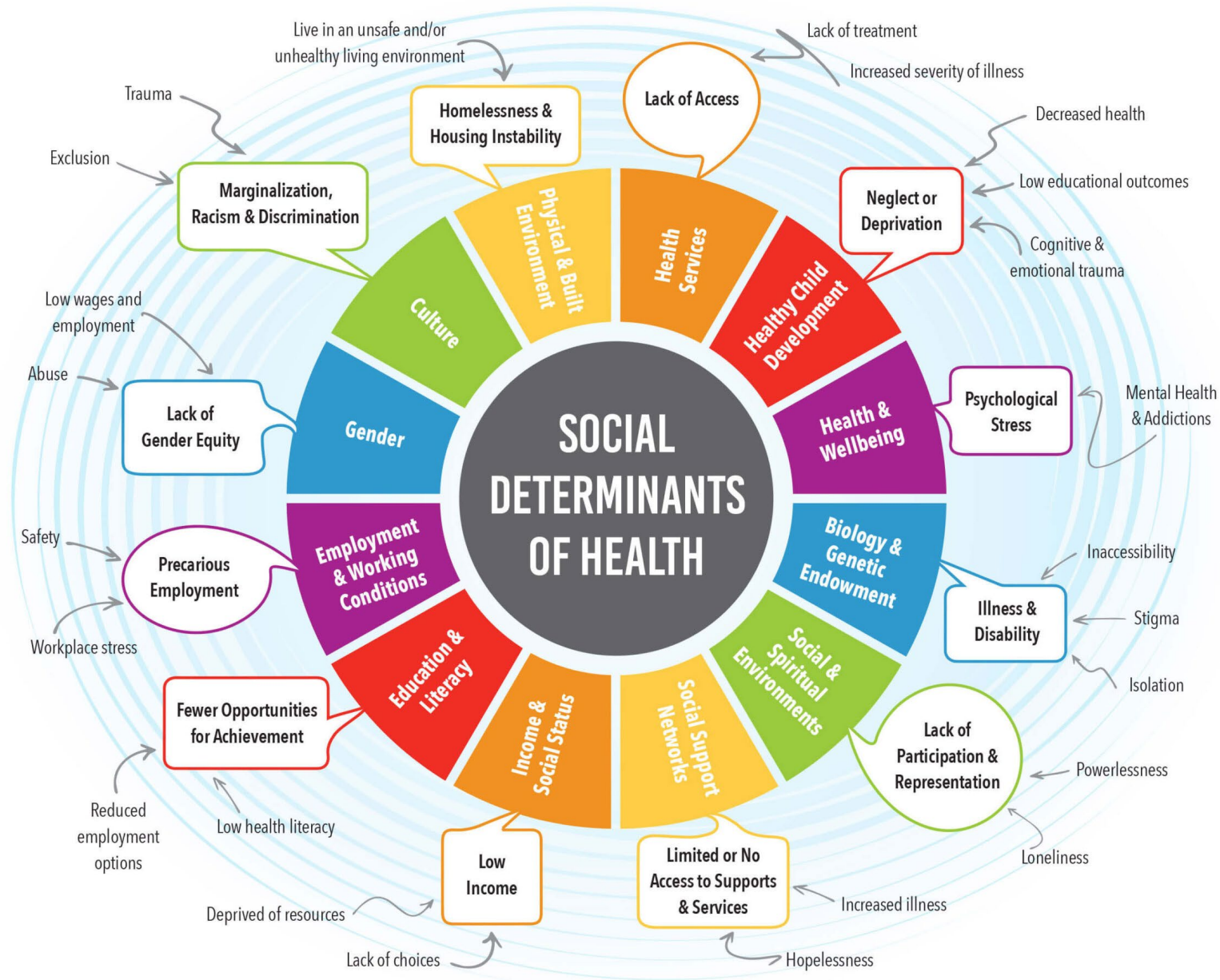
It is an innovative and evidence-informed collaborative model that focuses on compassionate, trauma-informed care and local needs



This collaborative approach aligns Emergency Services, Community Services and Development and Property resources with community partners' expertise and programs



The Mesa team works collaboratively to coordinate services and navigate a pathway for vulnerable community members to receive the right support and resources at the right time and in the right place



Timeline



How We Got Here



ANNOUNCEMENT
OF HART HUB CALL
FOR PROPOSALS
AUGUST 29TH, 2024



JOINT LETTER
OF INTENT TO
APPLY
SEPTEMBER
20TH, 2024



COLLABORATIVE
SUBMISSION
OCTOBER 18TH,
2024



CONFIRMATION
OF FUNDING
JANUARY 27TH,
2025



SERVICES
OPERATIONAL
BY APRIL 1ST,
2025



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Renfrew**
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Where we are now

The Mesa Intake Centre and 24/7 Hub is a low barrier centre that offers temporary shelter and connection to services for people who are actively homeless. The centre serves as a triage point for accessing mesa supportive housing options, health, and financial supports. Although the hub is in Pembroke, Community Outreach Workers are mobile throughout the County to assist people with accessing hub services.

Mesa Landing – A safe place to land, with support to move forward.

Located within the hub is a quiet resting space with reclinable chairs. Guests are welcome to stay as long as needed. Inclusion criteria: active/acute homelessness with no other options (i.e.. no friends or family to stay with).

Health and Housing Supports – mesa team connected care.

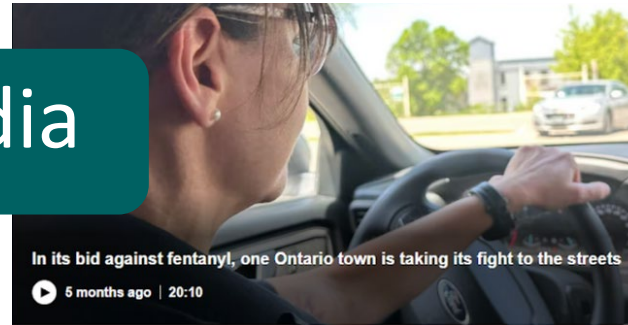
The mesa team is a collaborative group of addiction treatment workers, mental health workers, community outreach workers, and paramedics. They provide assessments, referrals, and direct services based on individual needs and readiness. Supports may include detox, addiction treatment, medical care, housing, and financial assistance.

Supportive Motel Stay – An assessment will be completed by mesa team staff to determine if a motel stay is an option. The assessment will evaluate risk level in the areas of active illegal drug use and mental health.

- High Risk Result-motel stay contraindicated, Mesa Landing recommended, ongoing evaluation
- Low Risk Result-motel stay approved

The motel database will show details regarding occupied and vacant units. It is anticipated that there will be high need/demand for these units and that a waitlist will be used to determine who can get the next vacancy. If a motel room is not available or contraindicated, hub guests may remain within Mesa Landing.

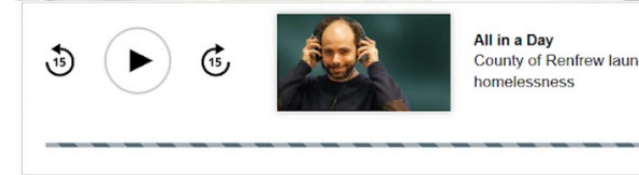
Mesa in the Media



In its bid against fentanyl, one Ontario town is taking its fight to the streets

5 months ago | News | 20:10

When you are a town of just 14,000 people, every opioid overdose is personal. CBC's Omar Dabaghi-Pacheco visited Pembroke, which is trying a new solution to combat the rising drug crisis. CBC went behind the scenes with paramedics during life-or-death calls and saw firsthand how their approach works.



County of Renfrew launches compassionate care initiative to address homelessness

8 months ago | Radio | 8:57

The initiative, named mesa, is now focused on developing mobile response teams that will support people experiencing mental health crises, addiction and homelessness. The chief of the county's paramedic service tells us more.

Stakeholders gather to officially launch County of Renfrew Mesa initiative

Pembroke Observer and News

Published Jun 05, 2024 • Last updated Jun 05, 2024 • 3 minute read

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Mobile team checking in on homeless people in Renfrew County

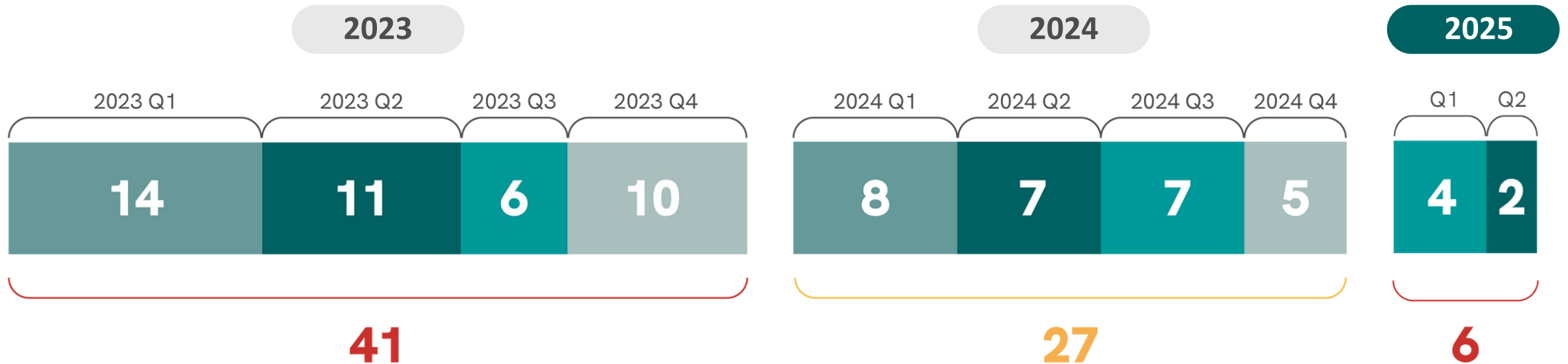
Team to include paramedic, addictions counsellor and crisis worker roaming streets and encampments

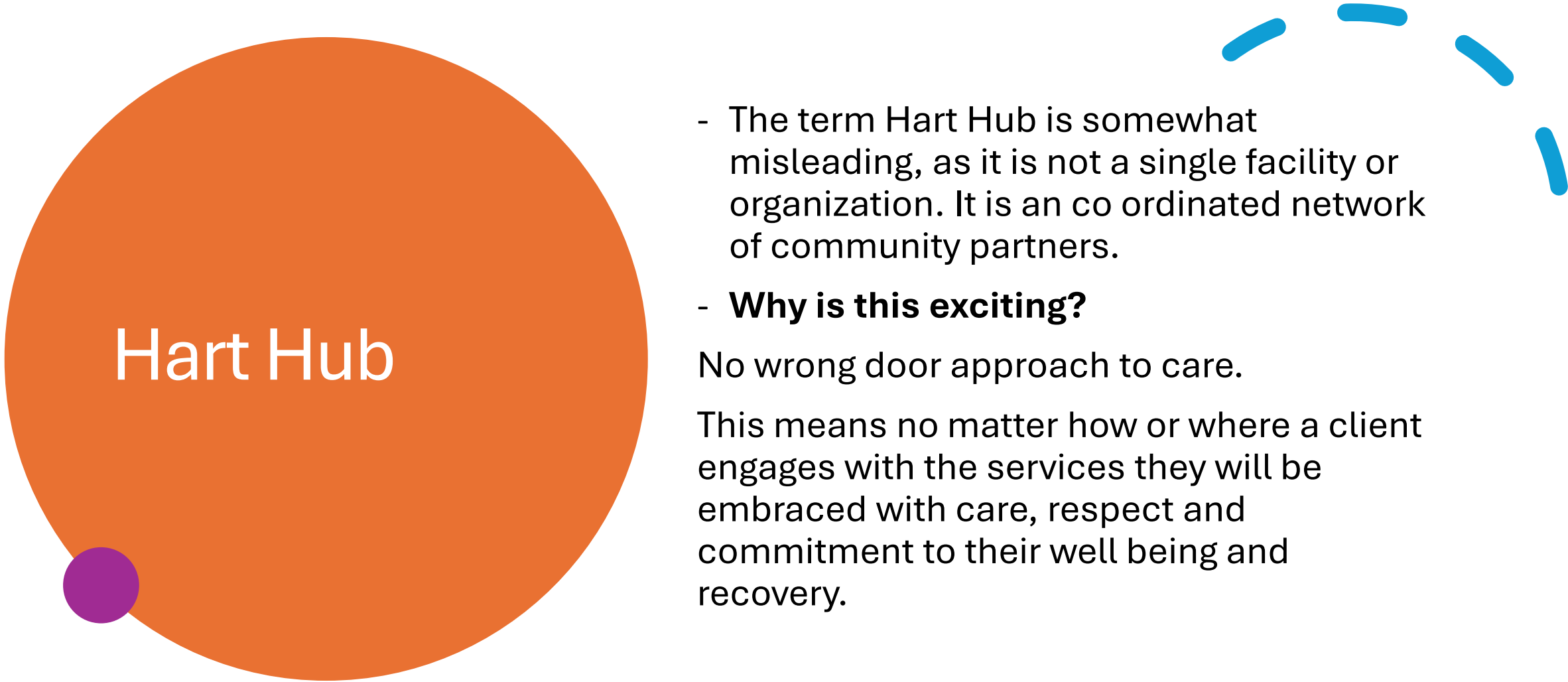
[Giacomo Panico](#) · CBC News · Posted: Mar 12, 2024 5:24 PM EDT | Last Updated: March 13



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Suspect Drug Toxicity Deaths, 2023–2024





Hart Hub

- The term Hart Hub is somewhat misleading, as it is not a single facility or organization. It is an co ordinated network of community partners.

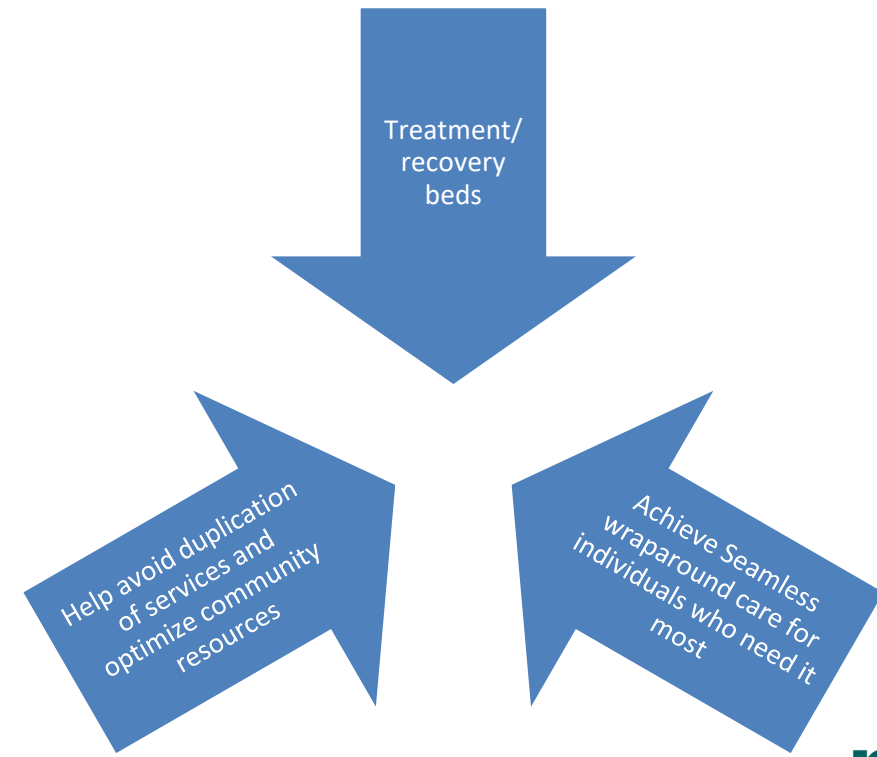
- **Why is this exciting?**

No wrong door approach to care.

This means no matter how or where a client engages with the services they will be embraced with care, respect and commitment to their well being and recovery.

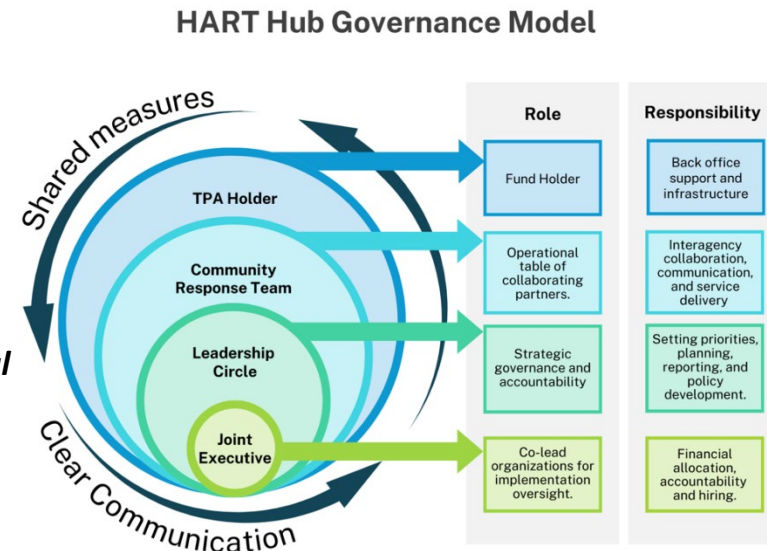


Moving Forward



Governance Structure

- **Joint Executive:**
 - Senior leaders from the Hub's co-leads, CAO of County of Renfrew, CEO of Pembroke Regional Hospital, and CEO of Carefor, the Joint Executive.
- **Leadership Circle:**
 - Co-chairs: Craig Kelley and Sabine Mersmann
 - Members: Core Operational Partners including services integral to an inclusive, co-ordinated, intersectoral and seamless continuum of care.
- **Community Response Team (*Possible future state of 3 situational tables*):**
 - Co-chairs: Andrea Patrick and Sarah Selle (PRH Mental Health Services representative)
 - Members: Operational and service staff from Core Operational Partners and service organizations.
 - Situational table(s) focused on operational issues such as triage, service coordination, and streamlining pathways.
- *Involve **people with lived and living experience** throughout planning, implementation and service delivery.*



Components

The components of the Mesa Hart Hub include funded components and collaborative services.

- Mesa Mobile Outreach teams
 - SUAP funds the expansion of these teams
- Mesa HART Hub
 - Provincial HART Hub funding supports access hub & housing components
 - 'Warming Centre' = 24/7 access hub (15)
- Community withdrawal Management beds (10)
- Supportive Housing (23)
- Bridge housing/ transitional living (12)

Mobile/ Outreach Teams

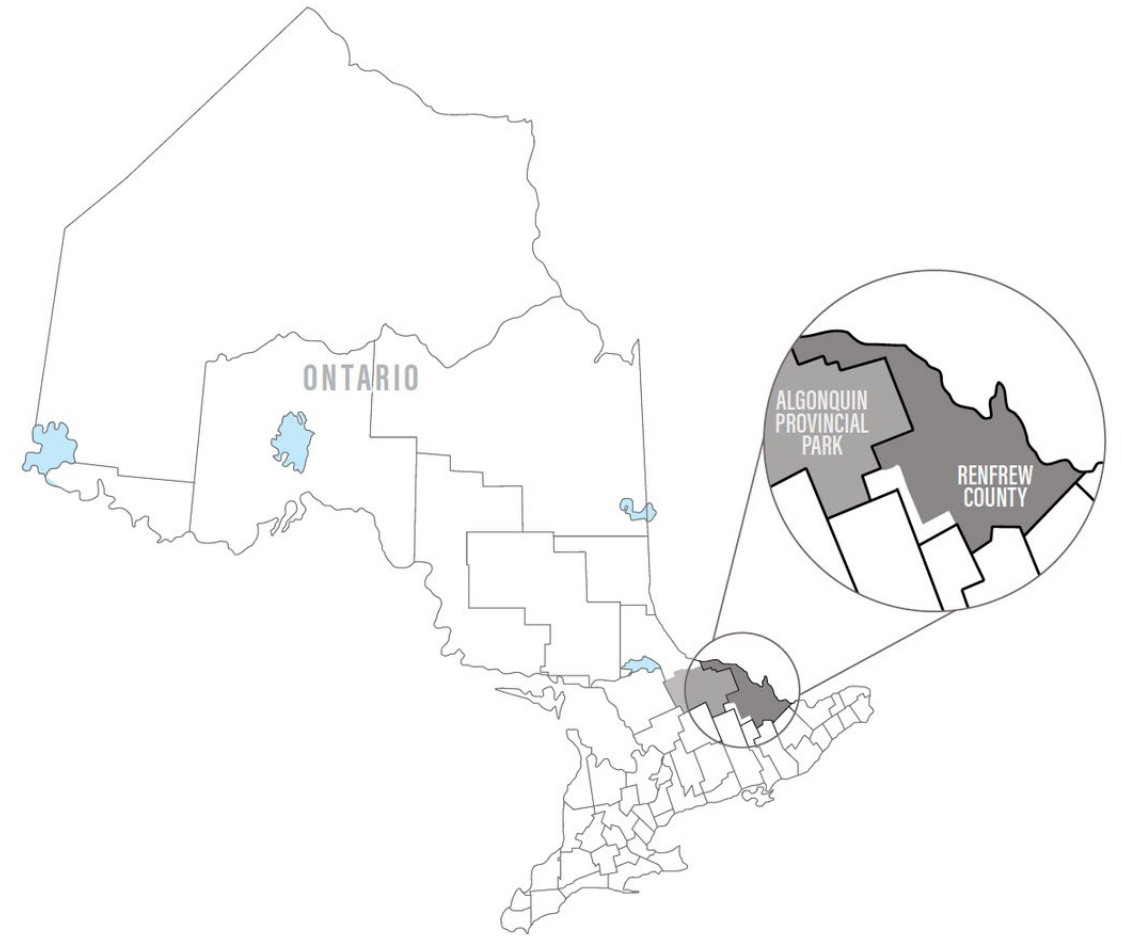
Mesa mobile teams are comprised of community paramedics, community mental health professionals from Pembroke Regional Hospital, addictions treatment partners through the Renfrew Victoria Hospital (Addiction Treatment Services) and MacKay Manor. Teams are dedicated to supporting a smooth pathway to a safe, secure place to call home and well-being through case management, psychosocial support, clinical care and housing.



Community Outreach

Outreach teams were created to service over 7,500 square kilometers of Renfrew County.

Critical to the success of these teams are the compassionate relationships with the people that we serve. A focus on stabilizing immediate needs, providing just in time access to services, offering housing choices, and de-escalating crisis, stabilization and maintenance of care plans.



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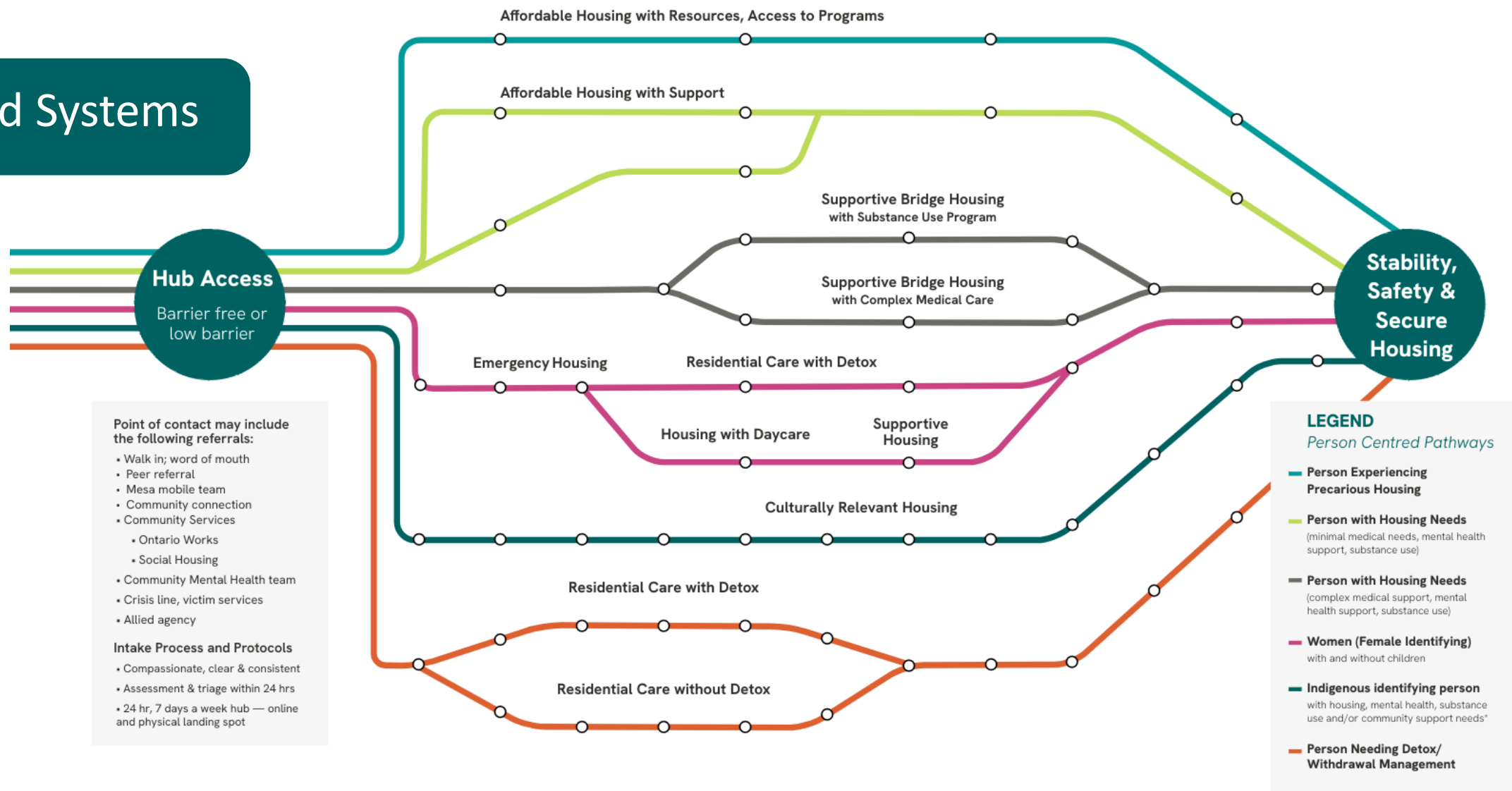
Access Hub/ Intake

- Aka the Warming Centre: Haven of Hope Hub
- 24/7 access point for individuals in need
- Staffed by RPN's, Concurrent disorder specialist, indigenous care co ordinator, and peer support.
- Nightly security monitoring to maintain a safe environment for clients, staff and community
- Warm, safe environment to rest





Coordinated Systems



Foundation of trust, equity, inclusion, culturally relevant care and safe spaces. Each pathway is supported by psychosocial support, wellness clinics, primary care, mental health and peer support. Co-ordination and navigation is aligned, continuous and informed by shared data, measurement and effective collaboration.

● **Services, Supports & Resources**

Income Support
Mental Health Support

Social Connection
Housing Programs
Elder Support
Peer Support

Daycare
Parenting Programs
Education
Employment Programs

Urgent Care
Stabilization
Detox
Food Security

DRAFT

Withdrawal Management Beds/ Supportive Beds

Table 6. Mead Hall proposed bed-based programs

Program	Description of Services	Length of Stay
10 Withdrawal Management Beds	Medication supported withdrawal and detox where clients are monitored by nurses, substance use workers, and prescribers	1-2 weeks
23 Supportive/Relapse Prevention Beds	Extended stay with additional stabilization support for individuals needing more time before entering residential treatment or establishing outpatient treatment connections. Offers a safe, structured environment to work on recovery goals and progress through the stages of change.	3-12 Months
12 Supportive Bridge Housing	Offers a safe, supportive, and semi-independent environment to rebuild lives and make the transition from residential substance use programs or homelessness and marginalization to stable housing and meaningful engagement with the community	Up to 24 Months

Bridge Housing

12 beds located at 700 Mackay St
Pembroke





Ending Chronic Homelessness

In collaboration, health sector, community organizations, public health, and both upper and lower tier municipalities have supported many community members who previously had no housing and/or needed a ‘warming’ centre to move into temporary and secure housing over the later part of 2024 and into 2025.

Short-term and long-term stays are based a mutually agreed social contract with community members who are choosing housing options.

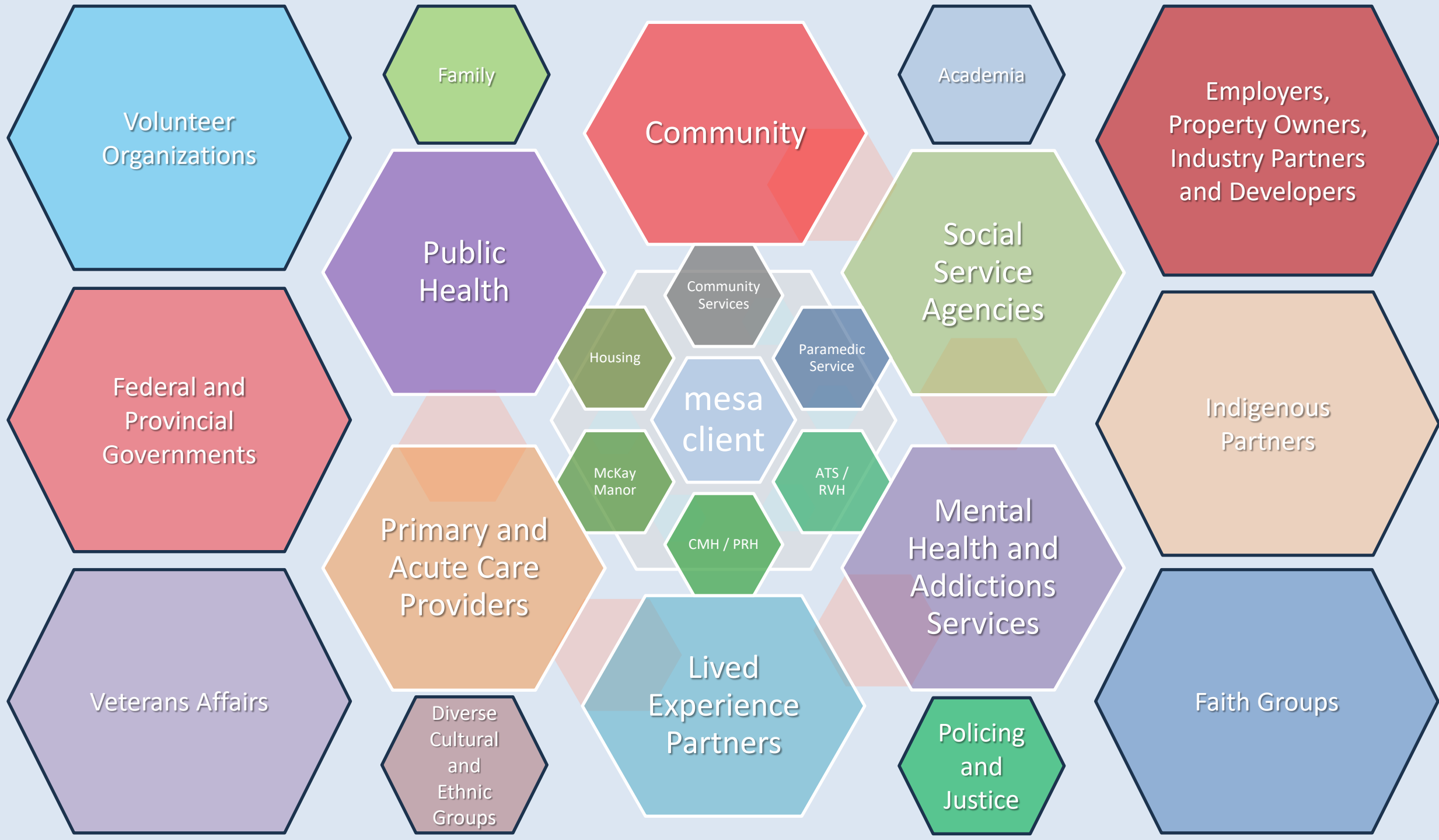
Each social contract is reviewed and adjusted as necessary for each person's needs at the time of entering the program and is reviewed and adjusted on an ongoing basis by the Mesa team.



Source: University Health Network

Considerations:

- Programs need stable financial support from the Government of Ontario for team development, operations, expansion and sustainability.
- Outreach programs are ideally positioned to support the development and expansion of HART Hubs.
- A coordinated approach to compassionate care must acknowledge the intersection of mental health, addictions and homelessness as representing some of the most vulnerable people in Ontario.
- The Structural Determinates of Health; Governance, Policies, Culture and Values, must be examined by policy makers to reduce barriers and promote wellness.





In closing

- When people receive the care and assistance they need, the safety and wellbeing of the entire community are strengthened.

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