



WRHN

Waterloo Regional
Health Network

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| Date: | January 6, 2026 |
| To: | Midtown Emergency Department |
| From: | Vince Carruthers, Clinical Manager, Christine McLellan Program Director, Dr. Lori Williams Chief of Psychiatry, Mental Health and Addictions Program |
| Regarding: | Substance Use Service Soft Launch Midtown ED |

Quick Details:

- Soft Launch of the of Substance Use Service (SUS) in the WRHN Midtown Campus Emergency Department.
- Addictions medicine consultation will be available during weekday morning hours, with phased expansion planned across WRHN campuses.

The Mental Health & Addictions Program will be soft launching a new **Substance Use Service (SUS)**, offering addictions medicine consultation within the **Midtown Campus Emergency Department**. This is an initial phase of a service that will support clinical teams in caring for patients presenting with substance use-related concerns—an existing and frequently encountered patient population.

The Substance Use Service is a consultative, addictions medicine model that provides bedside assessment, brief intervention, and support for withdrawal management, harm reduction, and treatment initiation when appropriate. The service also supports navigation and warm hand-offs to community-based substance use and mental health services, while building capacity among ED clinicians through real-time consultation.

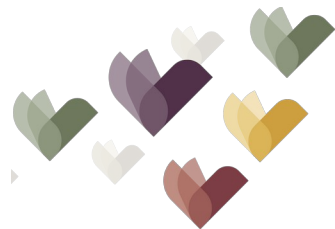
Soft Launch Details

- **Launch Date:** January 12, 2026
- **Location:** Midtown Campus Emergency Department
- **Initial Hours of Operation (for Soft Launch):**
 - o **Monday - Friday mornings** — from 8:30 AM-10:30AM
 - o Hours will expand as staffing and workflow stabilization progress.

The soft launch will allow SUS to begin service delivery, test workflows, refine referral processes, and onboard the Emergency Department to the model before full-scale implementation. Implementation phases include Phase 1- Midtown Emergency Department, Phase 2 - Queen's Blvd Emergency Department, Phase 3 - Available to all departments across our three campuses.

How to Refer (Soft Launch)

During soft-launch hours, ED clinicians may refer patients using the ED referral process outlined in the Substance Use Service - FAQ (distributed separately).



During the soft launch Please contact Danielle Coffin Social Worker in Emergency Department.

