

COAST (Crisis Outreach and Support Team)

1-866-550-5205

<http://coastniagara.ca>

Central Intake takes referrals from clients, families, health care or social program service providers, police, as well as community members at large. Clients are provided with telephone and/or outreach/mobile assessment and support. Program operates **24 hours per day, seven days per week**. Outreach assessment usually within 24 hours. **No cost**, no Health Insurance Number required. No age or diagnostic criteria required to access the program.

Pathstone Mental Health Crisis Services

1-800-263-4944

<http://www.pathstonementalhealth.ca/services/crisis-services>

Crisis Services is a mobile crisis intervention service providing immediate telephone counselling and, if necessary, on-site crisis intervention in the home, school, hospital, or other community location. It operates **7 days a week, 24 hours a day** for children and youth up to the age of 18 and their families. Counsellors have access to psychiatric and psychologist consultation. Crisis Services staff are able to go out to a crisis situation after information is collected over the phone and an on-site intervention is assessed as appropriate.

Kids Help Phone

1-800-668-6868

<http://www.kidshelpphone.ca/Teens/home.aspx>

- Phone counseling
- Web counseling
- For ages 20 & under
- Free, 24/7
- Anonymous & Confidential
- Non-judgemental

The KHP Promise

- Anonymous means you don't have to tell us who you are.
- Confidential means whatever you tell us is safe.

Mental Health Helpline

1-866-531-2600

<http://www.mentalhealthhelpline.ca>

The Mental Health Helpline provides information about mental health services in Ontario. We are funded by the Government of Ontario. A helpful Information and Referral Specialist will answer your call, email or web chat 24/7. Our service is free and confidential.

Services:

- Provide information about counselling services and supports in your community
- Listen, offer support and provide strategies to help you meet your goals
- Provide basic education about mental illness

TeenMentalHealth.org

<http://teenmentalhealth.org>

Online resources for youth mental health: Education, strategies, and self-help materials

eMentalHealth.ca

<http://www.ementalhealth.ca>

Online database/directory for mental health supports in your community

Contact Niagara

905-684-3407

TollFree: 1-800-933-3617

Fax: 905-684-2728

<http://www.contactniagara.org>

Referral (youth age 0-18):

Anyone can contact us directly, including family members, school personnel, physicians, or community agencies. A physician's referral is not required to initiate a referral to services.

Individuals calling Contact Niagara to seek information and / or a referral will speak with a Resource Coordinator. The Resource Coordinator will ask for a brief description of the situation. If it is determined that a referral to one of our Service Partners, listed below, is required, a formal intake appointment will be scheduled.

In partnership with the Niagara Regional Police Services, Contact Niagara also completes referrals for youth, who would otherwise be charged with a criminal offence, to programs available to them.

Contact Niagara also serves to register individuals into some children's community services.

Contact Niagara completes intake for:

- Niagara Children's Mental Health Services
- Pathstone Mental Health
- Niagara Health System
- Niagara Children's Developmental Services
- Bethesda Children's Services
- Community Living (St. Catharines, Fort Erie, Welland/Pelham, Grimsby, Lincoln, West Lincoln, Port Colborne/Wainfleet)
- Niagara Support Services
- Niagara Training & Employment Agency
- Child Parent Resource Institute – CPRI
- McMaster Child and Youth Mental Health Program
- Lynwood Charlton Centre
- Woodview Children's Centre, Canada House
- Centre de santé communautaire-Hamilton/Niagara

Intake:

The intake interview involves documenting the current situation, service providers who are / have been involved, and resources being sought to address it.

The intake interview is usually completed over the phone and takes approximately 30- to 40 minutes. Intake can also be arranged at the Contact Niagara office, various community agencies or in your home if necessary.

Registrations into some community programs require very little information, and may only take a few minutes to complete with individuals.

Quest Community Health Centre

905-688-2558

www.questchc.ca

Priority populations are residents who live within the identified catchment area and who are not registered with a primary healthcare practitioner. Within this target population, emphasis is placed on the following populations: isolated seniors, sexually and gender diverse residents, persons who are homeless/under-housed, and people with mental health/addiction issues, as well as at-risk children and youth.

Canadian Mental Health Association

905-641-5222

www.cmhaniagara.ca

Services (16 years old or older):

- Urgent Support Services
- Walk-in Counselling
- Short-term Counselling
- Safe Beds
- Employment Services

West Niagara Mental Health - West Lincoln Memorial Hospital

905-309-3336

www.wnmh.ca

Services - 16 years or older, 14 for early psychosis intervention, living in West Niagara (Grimsby to Jordan Station/Smithville to Caistor Centre). They may accept referrals if turning 16-years-old in the near future:

Referral Process

Ask your family physician to refer you to our program, he/she can **fax us a referral** with your information and problem to **905-309-4446**. Doctors in the area should have a referral form already, but if they do not, they can simply write a letter requesting access to the above service(s). **For more information, please call the hospital directly at: (905) 309-3336**

Community Addiction Services Niagara (CASON)

905-684-1183

www.cason.ca

CASON provides access to relevant treatment resources for individuals and their families living in the Niagara Region with alcohol and drug concerns.

Family and Children Services (FACS) - Family Counseling Centre

905-937-7731

<http://www.facsniagara.on.ca/en/counselling>

<http://fccniagara.on.ca/>

We offer individual, couples and family counselling at several locations in Niagara. Our counsellors are fully qualified and have the expertise to address a wide variety of concerns such as depression, stress, anger and grief. We can also assist with personal, relationship and parenting issues, as well as incidents related to violence and trauma. Our Family Counselling Centre services are available with a variety of funding and payment options

Employee/Family Assistance Program (EAP/EFAP)

If you have coverage through work benefits, there may be some counselling options available. Check with your provider to determine what coverage you have, and if there are agreements with health and/or counselling organizations outlining which services you can access.

Parents for Children Mental Health

www.pcmh.ca

Niagara Chapter: COPE Niagara

Sonia: 905-931-5249

Julie: 905-932-7802.

cope.niagara@pcmh.ca

- Peer support for parents
- Education and workshops
- Online Resource Centre: <http://www.pcmh.ca/ResourceMaterialPage>

McMaster Children's Hospital - Child and Youth Mental Health Program

905-521-2100

<http://www.mcmasterchildrenshospital.ca/body.cfm?id=69>

<http://www.mcmasterchildrensmentalhealth.ca/>

Offers services for children, youth and families dealing with mental health concerns
Strives to provide the best, most compassionate care that is evidence-based
Provides outpatient, inpatient, day hospital and emergency mental health services
Offers services at two sites: the Chedoke Hospital and McMaster University Medical Centre

For more information on the referral process, please contact the Central Referral line at 905 521-2100, ext. 74382.

Additional Supports/Workshops/Information:

Growing Together Guide (Workshops, Courses, Groups, Parent Education):

<http://www.mcmasterchildrensfamilyresourcecentre.ca/files/2015GrowingTogetherGuideJan-AugFinal.pdf>

Workshops for Parents: <http://www.mcmasterchildrenshospital.ca/body.cfm?id=46&eformid=3>

Workshops for Youth: <http://www.mcmasterchildrenshospital.ca/body.cfm?id=46&eformid=2>

Niagara Region Mental Health

905-688-2854, ext. 7262

https://www.niagararegion.ca/living/health_wellness/mentalhealth/

Mental Health Support Groups:

Mental Health operates a number of support groups for individuals who have concerns about mental health wellness.

- Borderline Personality Group - For people who have trouble handling their emotions or controlling their impulses
- Anxiety Group - For people who experience difficulties facing activities of daily living due to anxiety or phobia
- Hope Recovered - For people with post-traumatic stress disorder or are experiencing trauma symptoms
- Seniors Wellness Group - For seniors to increase knowledge related to anxiety, depression and coping skills and strategies for overall wellness

Case Management Services:

Mental Health offers case management services for area residents.

These services focus on providing support to individuals with serious, ongoing mental health needs.

Early Intervention in Psychosis:

Psychosis refers to a loss of contact with reality. The sooner someone seeks treatment for psychosis, the better the outcome.

Referral Process:

Anyone can make a referral to the services offered by us.

A family doctor must be willing to participate in the treatment plan for early intervention in psychosis referrals

All group services are by self-referral only

905-688-2854 ext. 7262

Monday to Friday (excluding holidays)

8:30 a.m. - noon

We do not accept written referrals.