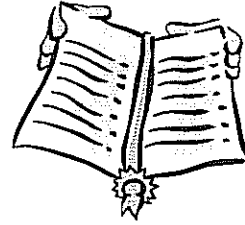


Menu of Crisis Services



From Least to Most Intensive

Adult Mental Health Crisis Services

In providing the more detailed information on the services within the Waterloo Wellington crisis system, it is important to remember that the model described in the previous section is the ideal and we still have some 'wrinkles' to address in our services.

Our goal as a partnership of stakeholders providing the services is to work toward further development and improvement to move us closer to the ideal.

A big wrinkle is that our planning is targeted to adult mental health services and the services for children are not the same. We attempt to coordinate as much as possible but the type of service and hours of operation are different. We will provide the information on children's services in the manual as well.

Another wrinkle is that services in Wellington and Waterloo counties are not the same. We have tried to set out clearly the information by area so you can get the contact and access information accurately.

Changing Lives



What is the Self Help Alliance?

Peer support, self help, and recovery are the values by which the activities of the Self Help Alliance are deeply rooted. In 2003, four consumer/survivor organizations in Waterloo Region and in the counties of Wellington and Dufferin decided to form a partnership. This unique joining combined collective resources in efforts to better meet the needs of individuals in the respective areas.

We believe in "change through partnership". By sharing resources and staff, we have been able to develop a distinct and dynamic approach to providing services.

By coming together to share resources and staff, the Self Help Alliance has been able to develop a dynamic approach to providing services. The services offered at the different sites include, but are not limited to Self Help Recovery Centres, One-to-One Peer Support, Self Help Resource Centres, and Peer Support Groups.

Shared Staff Contact Info

p: 519.766.4315
a: 5420 Highway 6 North, RR #5
Guelph, ON N1H 6J2

Kathy Briggs - Executive Director
e: kbriggs@self-help.ca | p: ext. 268

Carherine Bassarab - Administrative
Assistant to Executive Director
e: bassarabc@self-help.ca | p: ext. 263

Deborah Deforest - Recovery
Coordinator
e: ddeforest@self-help.ca | p: ext.

Tom Moull - Self Help Entrepreneurship
e: tmoull@self-help.ca | p: ext.

Paul Reeve - Advocacy Coordinator
e: reevep@self-help.ca | p: ext.

Mikayla Goving - Self Help Coordinator
e: govingm@self-help.ca |
p: 519.623.6024

Allan Strong - Recovery Education
Coordinator
e: stronga@self-help.ca | p: ext. 244

Peer Support

Self Help

Recovery

Changing Lives



Who are the Partner Organizations?



CASH offers information and services in Cambridge and North Dumfries including a Self Help Recovery Centre, One-to-One Peer Support and Peer Support Groups, a Self Help Resource Centre, and a Community Access Program computer. An example of some of the groups offered include Support Group for those experiencing Bi-Polar, and Belonging.

Cambridge Active Self Help
1-9 Wellington Street
Cambridge, ON N1R 3Y4
p: 519.623.6024
w: www.cambridgeactiveselfhelp.ca
e: general@cambridgeactiveselfhelp.ca



MDAWR has services that include a Resource Centre, a monthly Speaker's Series which presents educational information on mood disorders, and multiple self help peer support groups. An example of some of the groups offered include Concurrent Disorders Support Group, Sister's Support Group, and Youth Peer Support Group.

Mood Disorders Association Waterloo Region
67 King Street East, 2nd Floor
Kitchener, ON N2G 2K4
p: 519.884.5455
w: www.mdawr.ca
e: general@mdawr.ca



WRSH offers information and services in the Waterloo Region including a Self Help Recovery Centre, One-to-One Peer Support and Peer Support Groups, and a Self Help Resource Centre. This organization also supports the project Opening New Doors. An example of some of the peer support groups offered include Draw Out Your Feelings, and Wellness Recovery Action Plan.

Waterloo Region Self Help
67 King Street East, 2nd Floor
Kitchener, ON N2G 2K4
p: 519.570.4595
w: www.wrsh.ca
e: general@wrsh.ca



WDSH has two sites that offer a Self Help Recovery Centre, One-to-One Peer Support, and Peer Support Groups. An example of some of the peer support groups offered include Laughter Group, and People Acquiring Intimate Relationships. The Guelph site also offers a Community Access Program computer.

Wellington-Dufferin Self Help
www.peersupport.ca

24 Douglas Street
Guelph, ON N1H 2S9
p: 519.623.6024
e: guelph@peersupport.ca

295 A Broadway
Orangeville, ON L9W 1L2
p: 519.940.4811
e: orangeville@peersupport.ca

Peer Support

Self Help

Recovery

Primary Care – The Role of the Family Doctor

The restructured health care system in Ontario puts the family doctor at the hub of health care services for individuals.

In this context it is essential that mental health workers and crisis workers keep the doctor's role in mind when doing crisis planning and crisis intervention.

When people have a doctor, there should be regular communication/updates when they present to the crisis services.

If people need medical assessment or follow up on any medical issues related to the crisis, the first line of response is the family doctor. Family health teams have out-of-hours access and also have a team of related professionals to provide support and follow up. If a person needs medical follow up and can wait to the next day arrange for follow up with their family doctor.

In preparing a Recovery Support Plan the doctor or family health team can be a key player in the plan.

Keep the family doctor in the loop!

The Recovery Support Plan (RSP)

What is it?

The Recovery Support Plan form and process has been developed across the Waterloo-Wellington-Dufferin crisis system to encourage recovery-focused crisis services that keep the person at the centre of individualized service planning. This form replaces the form previously called the Registered Individual Crisis Plan or RICP.

The revision process has been led by the Self Help Alliance together with the Public Relations and Training working group, a sub-committee of the Waterloo Wellington Dufferin Regional Crisis Committee. It was developed with a lot of input from consumers, service providers and families and has been piloted by key agencies which provide crisis services.

Purpose of the Recovery Support Plan

The purpose of this plan is to equip the individual as well as providers and supporters (whether they are formal or informal) with a mental health directive in the case of a crisis. This information would include the individual's wants and needs and the direction that the individual deems most helpful for their recovery in time of crisis. It may also include information regarding the existence of important legal documents, and whom the individual would want notified in the crisis.

The Recovery Support Plan can be downloaded as a paper copy or a Microsoft Word format document.

Ensure to review the Guidelines to assist in filling out your recovery support plan.

Recovery Support Plan Pocket Cards

Pocket Cards are available. For those who may need a shorten version of their recovery support plan. For pocket cards, contact your support worker within the regional crisis system.

THE CRISIS LINE

What is the Crisis Line?

- Trained crisis line staff available 24/7 providing confidential help.
- Streamline access to appropriate mental health services.
- Linkage to mobile crisis response and emergency services. The Line is the after hours entry point for all community services (Hospital, Police, etc.) and individuals to access Mobile Crisis for both Child/Adolescents (Wellington only) and Adult services.
- Crisis and risk assessment.
- ANYONE CAN CALL. The Crisis Line will support individuals, families, 3rd party callers and professionals.

Important information about the Crisis Line

1. The Crisis line is a call in telephone service only.
2. The Crisis Line is a must answer line. Callers will speak to a staff member within 15 minute of calling the line.
3. The Crisis Line is a confidential service, not an anonymous service. Staff can trace calls under the following circumstances: A suicidal call where the caller loses consciousness prior to giving permission to send help; or call where the caller makes an explicit, imminent threat to themselves or harm another person or persons or extreme abuse of service.
4. The Crisis Line is a member of the "Circle of Care". The "Circle of Care" is when an agency is providing, or assisting in providing, health care to a person. Information can be collected, used and disclosed within the "Circle of Care" on the assumption of having the client's implied consent.
5. In Wellington/Dufferin the Crisis Line is operated by Community Torchlight. We work very closely with Trellis Mental Health and Development Services however we are not Trellis.
6. In Waterloo the Crisis Line is operated by Canadian Mental Health Association.

Wellington-Dufferin Crisis Line #: 519-821-0140 or 1-877-822-0140

Waterloo Region Crisis Line #: 519-744-1813 or 1-866-366-4566



CRISIS LINE

Call if you or someone you are concerned about is:

- ▶ at high risk of danger or harm to self or others
- ▶ experiencing extreme emotional disturbance
- ▶ needing intervention

Guelph + area

519-821-0140

Toll-Free

1-877-822-0140

Trained Crisis Line staff provides you with:

- ▶ one-call access to Crisis Intervention Services
- ▶ 24-hour confidential service at no cost to you
- ▶ after hours direct referral to specialized services
- ▶ help in slowing the crisis spiral

The Crisis Line provides free service to all residents of Guelph, Wellington County, Orangeville and Dufferin County. TTY Accessible on all Crisis Lines. If you require emergency serv please call 911.



CRISIS LINE

**24-hour
confidential service
at no cost to you.**

Guelph + Area

519-821-0140

Toll-Free

1-877-822-0140

**One-call access to
Crisis Intervention Services**



Community Torchlight
CRISIS LINE
Wellington / Dufferin

One-call access to Crisis Intervention Services
Call us. Anytime.



CANADIAN MENTAL
HEALTH ASSOCIATION
Grand River Branch

Crisis Services of Waterloo Region Crisis Intervention 24/7

519-744-1813
1-866-366-4566 (toll free)

Prevention, assessment, intervention
and resolution for urgent
crisis situations within Waterloo Region

Services provided for people 16 years of age or older

- Crisis Line 24/7
- Mobile Crisis Response Team 24/7
 - Crisis and Risk Assessment
 - Linkages to Emergency Services

www.cmhagrb.on.ca

ADDITIONAL SERVICES

Distress Line
(Supportive Listening)
519-745-1166

Youth Line
(18 Years and Younger)
519-745-9909

Ears Line
*(Advocates for Male Victims
of Sexual Assault)*
519-570-3277 or 1-800-553-2377

Community Links
(Mental Health Information)
519-744-5594



Region of Waterloo



United Way



Funded by Ontario Ministry of Health
and Long-Term Care

Crisis SERVICES

OF WATERLOO REGION

Crisis Intervention 24/7

Mobile Crisis Team 24/7
519-744-1813
1-866-366-4566 (toll free)

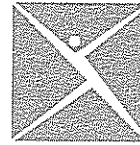
MOBILE CRISIS TEAM

WALK IN:

The Centre for Mental Health in Kitchener
67 King St. East, Kitchener, ON
519-744-7645

The Centre for Mental Health in Cambridge
9 Wellington St. #3, Cambridge, ON
519-740-7782

Monday to Friday from 1 p.m. to 5 p.m.



Crisis Services of Waterloo Region

Population Served:

- Individuals 16 years of age or older who are experiencing an acute emotional upset or a mental health crisis which might include thoughts of suicide, self-harm behaviour or thoughts of aggression toward others.
- Individuals under the age of 16 will be assisted to connect with kidsLINK/Lutherwood
- Third party callers (family members, friends, community service agencies or police) who are supporting individuals experiencing a crisis.

Accessing Service:

- 24/7 Crisis Line at 519-744-1813 or toll free at 1-866-366-4566
- Walk in services are available at the following locations:
 - The Centre for *Mental Health* in Kitchener, 67 King St. East
Monday to Friday from 9 am to 5 pm excluding statutory holidays
 - The Centre for *Mental Health* in Cambridge, 9 Wellington St. #3
Monday to Friday from 1 pm to 5 pm excluding statutory holidays

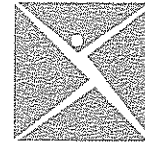
Services Provided:

- Trained volunteers and staff answer the crisis line and, when necessary, connect with the Mobile Crisis Team.
- Crisis Services operates from a least intrusive to most intrusive manner.
- An intervention may include a telephone connection or face to face visit.
- The Crisis Services team provides prevention, assessment, intervention and resolution of crisis situations.
- Resolution ensures that linkages to community supports and treatment providers are facilitated so that ongoing work can be done to encourage recovery.
- The Mobile Crisis Team develops individualized plans to enhance coping skills and facilitates linkages to community supports.
- Emergency services may be contacted in high-risk situations.

Additional Services:

- Distress Line (Supportive Listening): 519-745-1166
- Youth Line: 519-745-9909
- AMVOSA (Advocates for Male Victims of Sexual Assault) EARS Line:
519-570-3277 or 1-800-553-3277
- Community Links (Mental Health Information): 519-744-5594

Note: Participation is voluntary. MCT does not respond to emergencies, provide medical advice or psychiatric care, diagnose illness or issue prescriptions. A person in the act of attempting suicide would require an *emergency service* whereas a person who is contemplating suicide would require an *urgent service* such as Mobile Crisis Team.



CANADIAN MENTAL
HEALTH ASSOCIATION

Grand River Branch

Who We Are An Overview

One in five people in Ontario has experienced a mental health issue. They range from difficulty coping with life's stressors, to the effects of a persistent mental health issue such as depression. If these challenges are not addressed, they can impact one's physical, emotional, spiritual and/or mental health.

The *Centres for Mental Health* provide resources to the community at large, individuals with mental health issues and their families. Resources include information, education, referral and support services.

Locations:

67 King St. E.
Kitchener, ON N2G 2K4
(519) 744-7645

147 Wyndham St. N.
Guelph, ON N1H 4E9
(519) 836-6220

9 Wellington St., Unit 3
Cambridge, ON N1R 3Y4
(519) 740-7782

295A Broadway
Orangeville, ON L9W 1L2
(519) 938-8776

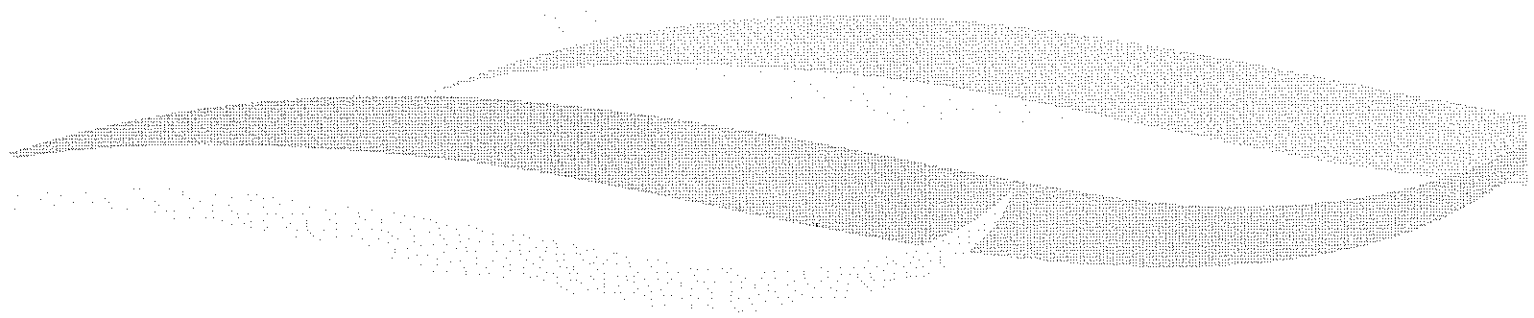
The Canadian Mental Health Association, Grand River Branch, works with the communities of Wellington, Dufferin and Waterloo Region to provide:

- Easy access to information and services
- Referral services
- Support Services
- Education regarding mental health for individuals, family and community
- Mental health promotion
- Workshops and presentations
- Community development
- Individualized, flexible and holistic support
- Advocacy for individuals and for improved services
- Crisis support
- Employment support
- Access to housing

Our Vision

An inclusive community which promotes emotional well being, human dignity and social justice and where all people are valued and have equal opportunities to participate in all aspects of life.

www.cmhagrb.on.ca



Walk-In Locations

In Waterloo/Wellington/Dufferin, there is no 24/7 walk in location for mental health crisis.

The agencies providing mental health services, however, will respond to requests for walk in assistance.

Trellis Mental Health and Developmental Services – Wellington Dufferin

Guelph:

147 Delhi Street,

Phone: 519-821-2060

Fergus:

234 St. Patrick Street

Phone: 519-843-6191

Orangeville:

28 Mill Street

Phone 519-941-0465

Canadian mental Health Association, Grand River Branch: Centres for Mental Health

Guelph:

147 Wyndham St.

Phone: 519-82196139

Orangeville:

295 A Broadway

Phone: 519-938-9923

Kitchener:

67 King St., East.

Phone: 519-744-7645 or

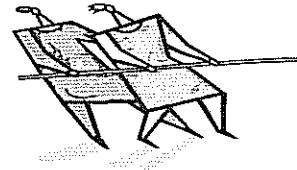
1-877-627-2642

Cambridge:

9 Wellington St.

Phone: 519-740-0461

MOBILE CRISIS TEAMS



What is the Mobile Crisis Team (MCT)?

- MCT staff connects with the individual and/or their family, by phone or in person to provide a crisis assessment and explore options.
- MCT provides less intensive service or support options for people in crisis. The purpose is to divert people from Hospital emergency rooms and police contact where appropriate.
- MCT staff can connect with other service providers.
- Creation of community-based intervention support plans, including referral & follow-up.
- Provide joint services with police, hospital and emergency services as needed

Adult Mobile Crisis Teams (MCT)

Adult Mobile crisis is available 24/7 through the Crisis Lines*.

The team members are from various professional backgrounds and are trained to deliver crisis intervention services out in the community. MCT workers may attend at a *client's home*, other community locations, hospitals and police stations to assess the needs of the client and formulate an intervention plan.

* In Wellington, to access Monday-Friday 9am-5pm contact Trellis Intake directly.
Trellis Intake @ #: **519-821-3582**

CRISIS RESPITE BEDS



What are Crisis Respite Beds?

Crisis Respite beds are short term residential support for adults who are experiencing a mental health crisis or are in need of a respite service. The Respite Program provides a short-term, voluntary, non medical, safe and supportive environment offering intake 24hr/7 days a week

Beds are located in the east end of Kitchener, serving adults living in the Waterloo, Wellington and Dufferin Counties and in Guelph at Dunara house. There are 6 beds in Waterloo and 3 beds in Guelph.

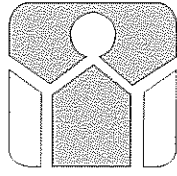
Crisis Respite Beds are operated by Waterloo Regional Homes for Mental Health.

Waterloo Regional Homes for Mental Health #: 519-576-7431

Who can access Crisis Respite Beds?

Anyone! You don't need to have a mental health diagnosis to access Crisis Respite Beds. Crisis Respite Beds take self referrals and they do their own assessments.

You don't have to be a part of the "system" however priority for beds does go to those with a mental health diagnosis.



WATERLOO REGIONAL HOMES FOR MENTAL HEALTH INC.

CRISIS/RESPITE RESIDENTIAL SERVICE

Waterloo Regional Homes for Mental Health Inc. Crisis/Respite Residential Service is for adults living in the Waterloo, Wellington and Dufferin Regions who are experiencing a psychosocial crisis or are in need of a planned respite stay. This 24hr/7 days a week residential service provides a short-stay, voluntary, non-medical, safe and supportive environment for people in need of a crisis/respite stay. Presently, there are 8 short-stay beds available.

The crisis component provides:

- Support in meeting basic needs during times of crisis.
- Linkages to supports and resources to address immediate crisis needs.
- Assistance to initiate a crisis plan or review an existing crisis plan.

The planned respite stay component provides:

- Help for individuals in the form of relief from daily responsibilities and associated stresses.
- Help for family members in the form of relief from their day-to-day care giving responsibilities.

Regular communication between individuals in respite, existing supports and respite staff are essential to successful crisis resolution.

Individuals who are not well connected to their community will be provided with an opportunity to identify and link with relevant supports and resources to address their future needs.

The Crisis/Respite Residential Service would be appropriate for individuals who are:

- Experiencing a psychosocial crisis or are in need of a planned respite stay.
- Experiencing mental health issues and are involved with the criminal justice system.
- Able to refrain from using drugs or alcohol while staying at the crisis/respite home.
- Willing to work with staff to identify ways to keep themselves safe.
- Able to respect other individuals in the crisis/respite environment.
- Willing to engage in a plan to address their immediate needs.

Centralized Intake (519) 576-7431

HOSPITALS

What Crisis Support Do the Local Hospitals Provide?

People experiencing a mental health emergency can receive assistance at any of the emergency rooms in our local hospitals.

All local hospitals within Wellington, Dufferin and Waterloo Region are linked to the crisis intervention services, available 24/7. Mobile Crisis Team workers can go to the hospitals to do assessments (Rural Wellington and Dufferin), can accompany individuals needing ER services or can link to individuals as part of discharge from the ER.

Each hospital has different mental health resources available to them within their hospital:

Grand River Hospital has a crisis team onsite 24/7.

CMH is linked to the Psychiatric Emergency Service on site.

The Guelph General Hospital (GGH) has an Emergency Mental Health Services (EMHS) on site. This includes a newly opened separate physical space with mental health beds near the GGH ER.

Contact #'s for Local Hospitals

Guelph General Hospital: 519-837-6440

Groves Hospital: 519-843-2010(Fergus)

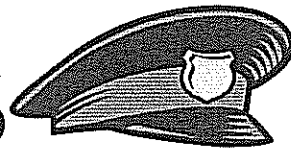
Headwaters Hospital: 519-941-2410 (Orangeville) or 519-925-3340 (Shelburne)

Grand River Hospital: 519-749-4318 (Kitchener)

Louis Marshall Hospital: 519- 323-2210 (Mount Forest)

Palmerston Hospital: 519- 343-2030

POLICE SERVICES



What Crisis Support Do the Local Police Services Provide?

All police services in Waterloo-Wellington-Dufferin have collaborate with their local mental health crisis services. They can refer individuals to crisis services or provide a joint intervention with the mobile crisis team.

Each police service has a process for 'pre-charge diversion' is situations where the offence is minor and the person has a mental health issue. They can be referred for mental health services rather than be charged.

Under the Mental Health Act, Local Police Services may exercise their powers to:

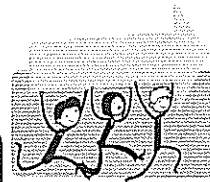
- apprehend an individual who is believed to be an imminent risk to him/herself;
- apprehend an individual who is believed to be an imminent risk to others;
- take a person to hospital to be assessed;
- contact persons who are potential victims to warn of threat of imminent harm; and
- remove weapons from a home; and/or
- Contact the Crisis Line to access services of MCT for a person in their control.

Police may also use their discretion to lay criminal charges where it is deemed warranted.

The six police services that operate in Waterloo, Wellington and Dufferin counties are:

- Guelph Police Services – jurisdiction: Guelph Contact #: 824-1212
- Ontario Provincial Police Wellington Detachment – jurisdiction: Wellington County, excluding the City of Guelph
Contact #: 519-343-5770 (Palmerston) 519-843-4240 (Fergus) 519-323-3130 (Mount Forest)
519-856-1506 (Rockwood)
- Orangeville Police Services – jurisdiction: Orangeville Contact# (519)941-5650
- Shelburne Police Services – jurisdiction: Shelburne Contact # 519-925-3312
- Waterloo Regional Police Services Contact 519-653-7700

Service Resolution



Note: currently under review – stay tuned for updates

What is Service Resolution?

Service Resolution provides a point of contact for individuals/families and service providers who are having difficulty accessing services due to the complexity or uniqueness of a person's needs.

Service Resolution advocates for individuals at the system level when existing resources are not meeting their needs. It also identifies gaps in service and communicates this information to pertinent service system planning groups.

Intake Criteria for Service Resolution

- The situation experienced by the individual, family and/or system must be urgent, complex and extraordinary.
- Person has mental health and/or addiction issues
- Resides in Wellington, Dufferin County or the Region of Waterloo
- 18 years old or by exception 16 – 18 when supporting transition between systems.
- Must have client consent as participation is voluntary
- Other collaborative efforts have been explored and the steps previous to system level conferencing have been implemented. (see model description for reference)

The Services Provided by the Program:

1. Consultation to community partners for service planning
2. Planning, facilitation and follow –up for interagency level conferencing in collaboration with the individual's primary service worker or their supervisor.
3. Planning, facilitation and follow –up for system level conferencing
4. Management of the Flex Fund.

Referral Information

*The referral source contacts Regional Crisis Services, 519-821-8089 ext. 233 or 519-576-2333 ext 233

CRISIS FLEX FUNDS



What is the Crisis Flex Fund?

The Flex Fund is emergency financial support provided through the Mobile Crisis Teams and other crisis service junctures.

Financial support is temporary in nature and must enhance an already existing long-term case management plan and/or solve a short-term crisis situation. Requests must reflect the unique needs of the individual requiring service.

Intake Criteria for the Crisis Flex Fund

- All other services have been exhausted and the need cannot be met elsewhere in the system. There must be no other option available.
- Requests will reflect the unique needs of the individual requiring service. As a result, a precedent setting model will not be established.
- Requests are reasonable and available.
- A primary worker in the community must be in place to monitor the request and subsequent implementation of plan.
- Supervisor of worker is to be aware/approve of the request.
- Support is intended to support a crisis resolution plan.
- Funding will be used on a short term basis, often one-time support.

Referral Information

*The referral source contacts the Regional Crisis Services, 519-821-8089 ext. 236 or 510-576-2333 ext. 236

Each partner agency has a key contact who is your contact person for emergency vouchers and emergency taxi, motels or medication information.

My contact is: _____