

Child and Adolescent Mobile Crisis Teams

Wellington County

Child and Adolescent Mobile Crisis Team is available for Wellington County residents only. Hours of availability are from 9am to 11pm daily. Child and Adolescent MCT is for youth 0- 17 years of age. 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*, hospitals, police stations school or other locations to assess the needs of the client and formulate an intervention plan.

MCT is a service of Trellis Mental Health and Developmental Services.

* To access Monday-Friday 9am-5pm contact Trellis Intake directly. Trellis Intake #: **519-821-3582**

** 5-11pm access is through Crisis Line.

** After 11pm (11pm- 9am) refer callers to their local hospital for support.

Dufferin County

Service is available through Dufferin Child and Family Services, 7 days a week. Dufferin Child and Family Services #: **519-941-1530 After Hours 519-941-1530, press 3**

Crisis service is provided 7 days a week. Monday to Friday it is available from 0830-2200 hours. Saturday and Sunday it is available 1200-2200 hours.

This is not an emergency service and clients are referred to 911/directed to go to hospital if needed.

Waterloo Region:

• Access through crisis line. **Waterloo Region #: 519-744-1813 or 1-866-366-4566**

OR

• Children's Mental Health Access Centre: 519-749-2932.

- Offers stabilization to children and youth in crisis using a community based outreach approach.
- Rapid response service which delivers support based on the individual needs of a client.
- Individuals under the age of 16 will be assisted to connect with kidsLINK/Lutherwood.

Family and Children

Services

(aka Children's Aid)

There are three child protection agencies that serve the Wellington/Dufferin area. They are:
Family & Children's Services of Guelph and Wellington County,
Dufferin Child and Family Services and
Family and Children's Services of Waterloo Region.

Each agency offers a range of services, including child protection, family support, foster care, pregnancy counselling, adoption services and prevention services.

How to make a report

If you have concerns about a child, you must promptly make a report to: (24hrs/7 days a week)
Family & Children's Services of Guelph and Wellington at 519-824-2410
Dufferin Child and Family Services at 519-941-1530
Family and children's Services of Waterloo Region at 519- 76-0540

If the call that has prompted your concerns was anonymous, and the caller does not provide any identifying information for the family/child, you must still make a report. It is possible that F&CS has received other information and can determine which child may be in need of protection.

Family and Children Services are very open to consulting on concerns or questions of suspected child abuse.

GUELPH-WELLINGTON WOMEN IN CRISIS

Office Phone: 519-836-1110
Fax: 519-836-1979
Crisis Lines: 519-836-5710 TTY/TDD Accessible
1-800-265-7233 TTY/TDD Accessible

Hours of Service: Admin Office: Monday – Friday, 9am – 5pm
Crisis Lines: 24 – hours

Description of Services:

Guelph-Wellington Women in Crisis is a dynamic, community-based feminist organization providing services on woman abuse and sexual violence to women and their children in Guelph and Wellington County. Guelph-Wellington Women in Crisis works from an integrated feminist, anti-racist, anti-oppression framework. We believe our services must be inclusive and equitable for all individuals accessing our programs* while being responsive to issues of race, gender, religion, age, sexual orientation, socio-economic status and/or abilities.

***Programs:**

Marianne's Place – Shelter
Rural Women's Support Program
Sexual Assault Centre
Transitional and Housing Support Program
24 – Hour Crisis Lines

(Detailed descriptions of programs begin on next page)

In 1997-1998, 15,257 women and 13,455 dependent children were admitted to shelters in Ontario.

[Juristat: Canada's Shelters for Abused Women, Vol. 19, no. 6] (Ontario Women's Directorate webpage)

1) Marianne's Place – Shelter (Guelph-Wellington Women in Crisis)



Office Phone: 519-836-6831
Fax: 519-836-4949
Crisis Lines: TTY/TDD Accessible
519-836-5710
1-800-265-7233

Hours of Service: 24 hours/day, 7 days/week

Description of Services:

Marianne's Place is a fully accessible 28 bed emergency shelter for women and children leaving violence. We offer temporary shelter for women and their children experiencing physical, emotional, sexual, verbal and/or financial abuse and stalking. The location of the shelter is confidential.

Services: (no fee)

- Primary services are safety and shelter, in a communal setting
- Safety planning
- Interpreters for various languages, ASL
- Immediate telephone support and information through our 24-hour crisis lines
- Assistance with housing, legal (2 hour free legal-aid form available), financial and custody issues
- Accompaniments/Advocacy to police, court, hospital, lawyers, social services and community agencies
- One to one support as well as group support, recreational, social and educational opportunities for women and their children throughout their stay
- Daily programming for children
- Library and resource materials
- Practical assistance, including dietary and cultural foods, clothing donations
- Education and training to community groups, schools and agencies on all aspects of woman abuse
- Access to all other programs of Guelph-Wellington Women in Crisis

2) Sexual Assault Centre (Guelph-Wellington Women in Crisis)

Office Phone: 519-823-5806 or 836-1110
Fax: 519-836-1979
Crisis Lines: TTY/TDD Accessible
519-836-5710
1-800-265-7233

Hours of Service: Monday – Friday, 9:00 am – 5:00 pm

Evening Groups and appointments
Crisis Lines – 24 hours

Description of Services:

The Sexual Assault Centre offers individual and group counselling and support to women 16 years of age and older who have experienced sexual assault, childhood sexual abuse/incest or sexual harassment recently or in the past. Support is also available for family, partners, and friends of survivors.

Services: (no fee)

- Immediate telephone support and information through the 24 hour crisis lines
- Immediate crisis and information appointments
- Long term individual counselling
- Group counselling
- Workshops on selected issues
- Accompaniments to police, court, hospital and other appointments
- Assistance with criminal injury compensation and victim impact statements
- Advocacy, court preparation and community referrals
- Sexual harassment support/information
- Support and information for friends and family of survivors
- Information about sexual assault, sexual harassment, childhood sexual abuse/incest and stalking
- Information on legal and medical procedures and options
- Practical assistance
- Client library and other resource materials
- Public education and professional training on a variety of topics

3) Rural Women's Support Program (Guelph-Wellington Women in Crisis)

Crisis Lines: TTY/TDD Accessible
519-836-5710
1-800-265-7233

Hours of Service: Office, Monday – Friday, 9:00 am – 5:00 pm
Evening Groups
Crisis Lines – 24 hours

Location:	Phone:	Fax:
Fergus	519-843-6834	519-843-9945
Erin	519-833-2301	519-833-7421
Rockwood	519-856-2191	519-856-2160
Palmerston	519-343-5192 or 800-661-6041	519-343-5197

Description of Services:

The Rural Women's Support Program provides services for women and their children living in rural Wellington County who have been or are in an abusive relationship, or have experienced childhood sexual abuse/incest, recent or past sexual assault, harassment and stalking.

Services: (no fee)

- Immediate telephone support and information through 24-hour crisis lines
- Individual counselling and support
- Group counselling
- Connection to Marianne's Place – shelter
- Safety planning
- Transportation/accompaniment to court, police hospital, shelter and rural services
- Transportation/childcare may be provided if needed during counselling or group
- Advocacy, support for criminal injuries compensation, victim impact statements
- Information and referrals to other community agencies and supports if requested
- Information concerning sexual assault, incest, woman abuse
- Client library and resource materials available
- Practical assistance
- Harassment support and information
- Education and training on issues related to woman abuse or sexual violence
- Assessment, implementation and ongoing support for the Domestic Violence Response System (DVERS)

4) Transitional & Housing Support Program (Guelph-Wellington Women in Crisis)



Phone: 519-836-6865 TTY/TDD Accessible

Fax: 519-836-1979

Crisis Lines: TTY/TDD Accessible
836-5710 and 1-800-265-7233

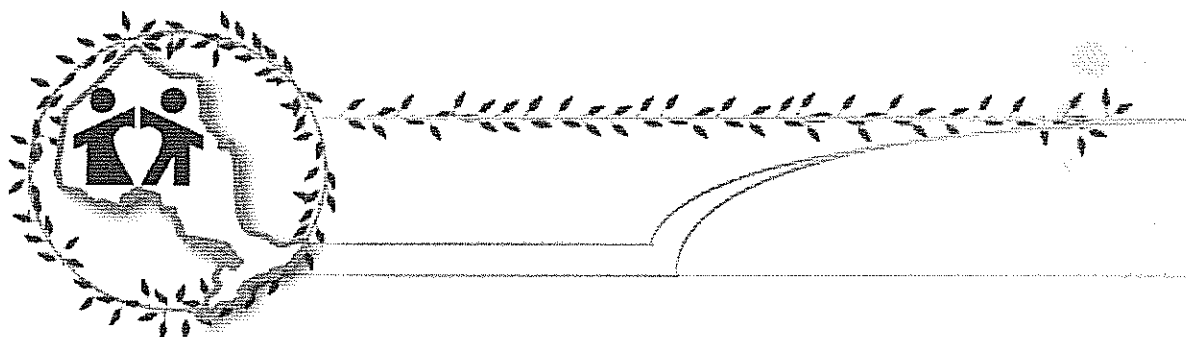
Hours of Service: Office, Monday – Friday, 9:00 am – 5:00 pm
Crisis Lines – 24 Hours

Description of Services:

The Transitional and Housing Support Program offers a range of services to women in the community who are experiencing violence as well as those who have left violent relationships and want to establish violence-free lives.

Services: (no fee)

- Immediate telephone support and information through 24-hour crisis lines
- Individual support
- Support groups (in home child care subsidy available)
- Safety planning for women and their children
- Development of transition plans
- Legal information and referrals
- Advocacy and support in accessing other community supports
- Accompaniment to lawyers, court, legal aid and hospital
- Support for parenting, income, housing, health and wellness
- Practical assistance
- Assessment, implementation and ongoing support for the Domestic Violence Response System (DVERS)
- Education about violence, abuse and harassment
- Cultural Interpretation



Kitchener

Program **Waterloo Region Sexual Assault / Domestic Violence Treatment Centre**
 St. Mary's General Hospital
 911 Queen St. Boulevard
 Kitchener, Ontario
 N2M 1B2

Location Queen and Spadina

How to Contact Us

Phone	519-749-6994	
Counselling	519-749-6994	(By Appointment)
Fax	519-749-6857	
Website	www.keepingssafe.ca	

Our Hours

Emergency Service: 24 hours, 7 days a week through the Emergency Department.
 Office: Monday – Friday 8:30 AM – 4:30 PM
 Counselling and Follow-up Clinic: By appointment.

Who We See

- Treatment provided for children, women, men who have experienced a recent sexual assault for women 16years and older who have experienced domestic violence.

What We Do

- Acute treatment (STDS, pregnancy, photography, etc) crisis and short term counselling for victim, friends, family.
- Public Awareness presentations to schools, agencies, service clubs etc consultation and referral.

Languages

- English.
- Interpreters available in multiple languages.

Contact Person Casey Cruikshank, Director

Last update June 29, 2008
www.sacc.to

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Women's Crisis Services

of Waterloo Region

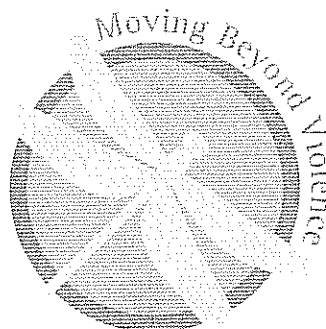
24 Hour
(519) 742-5894
(519) 653-2000



Thursday
February 5, 2009

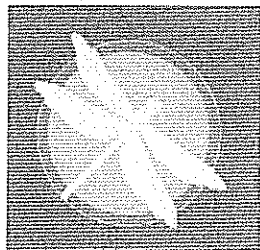


CONTACT WOMEN'S CRISIS SERVICES



- About Us
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To remove this site from your computer history click here



c/o Anselma House
PO Box 2453, Stn C
Kitchener, ON N2H 6M3

c/o Haven House
PO Box 3200
Cambridge, ON

24 Hour Crisis Line
(519) 742-5894

24 Hour Crisis Line
(519) 653-2000

Administration (519) 741-9184
Toll Free 1-877-419-1517
Fax (519) 741-1478

Administration (519) 653-2000
Toll Free 1-877-419-1517
Fax (519) 653-2000

Website: www.wcswr.org
E-mail: info@wcswr.org

Website: www.wcswr.org
E-mail: info@wcswr.org



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Click here to contact womens crisis services by e-mail.

Site best viewed under 1024 x 786 resolution

Responsing to Abuse of Older Adults

Consider the risk of imminent harm and the immediate safety of the senior. Assist with the development of a safety plan.

Consider the wishes of the individual and assist the senior to consider options. Consider support for the senior through Seniors Offering Support
767-4445

Consider referral to community partners i.e health/social service, legal & informal seniors groups.
For assistance contact
Coordinator -843-6191 ext 303

Remember :

Elder abuse is the responsibility of the community as a whole.

In Wellington we are committed to a collaborative response to abuse.

Contact the Seniors At Risk System Coordinator to assist with linkages and to discuss next steps.

843-6191 ext 303

Seniors at Risk Community Response Network of Guelph/ Wellington

Working together to address
abuse of older adults.



If you suspect that an
older adult has been
mistreated.....

Contact the
Seniors At Risk System
Coordinator
843-6191 ext 303

The Wellington

Community response to
abuse represents a

**collaborative,
multi-disciplinary
approach**

across health/social
services, legal and police
services as well as the
informal seniors support
network.

For more information on the
coordinated community
response and partnerships
contact:

Seniors At Risk System Coordinator

Trellis

234 St. Patrick St. E
Fergus, Ontario
N1M 1M6

843-6191 ext 303

soconnor@trellis.on.ca

Abuse of Older Adults

Mistreatment of a vulnerable older adult can include:

- Financial Abuse – taking money from seniors bank account, misuse of power of attorney, forcing to sell property, items, frauds and scams
- Physical Abuse – pushing, shaking, hitting, over-medicating, restraining
- Psychological Abuse – threatening, bullying, humiliating, treating like child
- Neglect – denying adequate nutrition, aids, medical attention, safe shelter, clothing,
- Sexual – inappropriate touching, forcing to engage in sexual behaviour not agreed to

POSSIBLE Indicators

- Cuts, bruises, bites or burns, repeated or unexplained injuries,
- Withdrawal, depression, anxiety, fear of caregiver,
- Missing personal belongings, unusual bank account activity, unpaid bills,
- Untreated bedsores, poor hygiene, inappropriate clothing, unsafe environment.

It is essential that older adults know THERE IS HELP AVAILABLE.....

Our NETWORK includes the following RESOURCES (For more information contact Seniors At Risk System Coordinator 843-6191 ext 303):

Wellington Elder Abuse Network—meets regularly to improve communication and coordination within the system of services, identifying gaps and heightening awareness of the issue of abuse.

Community Consultation Team - a multi disciplinary group of professionals that meets regularly to discuss and provide consultation on complex cases involving older adults.

Wellington Emergency Shelter for Older Adult Victims of Abuse—In partnership with specific retirement homes, Wellington County Social Services will provide emergency accommodation on SHORT term basis. Daytime call 837-2670 ext 3520. After hours contact Victim Services Wellington 824-1212.

SOS Seniors Offering Support—Trained and caring senior volunteers are available in a confidential setting to listen, support and assist senior callers/concerned family in addressing a variety of issues including abuse. Caring senior volunteer will also make daily calls to seniors in their homes. Mon-Fri 11am -3pm **767-4445**

Education— Speakers for presentations and training. Resources and videos also available.

The goal is to **PROVIDE** seamless **COORDINATION & ACCESS** to help for vulnerable older adults and their families, especially those who have experienced or are at risk of abuse.

What the Seniors At Risk System Coordinator can do for you....

- Provide consultation to seniors, concerned family & service providers.
- Review agency alternatives; assist with linkages to community resources.
- Assist in accessing emergency shelter for a vulnerable senior.
- Facilitate a case review at the Consultation Team.
- Facilitate a forum for collaboration among senior managers and decision makers
- Provide information, education and training on elder abuse & related issues.

843-6191 ext 303

Seniors - Waterloo

Elder Abuse Response Team of Waterloo Region (E.A.R.T.)

Websites: Wrps.on.ca
 Fvpwaterloo.ca
Phone: **519-579-4607**

E.A.R.T. is a collaborative partnership between the Waterloo Regional Police Service and the Waterloo-Wellington Community Care Access Center. Core funding is provided by each agency. E.A.R.T.'s mission is to prevent and respond to elder abuse by working in partnership with the community and by providing an opportunity for change and healing to people affected by elder abuse, thereby enhancing the safety and well-being of older adults. E.A.R.T.'s mandate includes providing information and consultation, direct intervention, education, training and community development.

Community Support Connections: 420 Weber St. N Waterloo, N2L 4E7
Phone Number: 510 772-8787

Crisis Intervention Assistance Services (CIAS)

Linda Flemming: Program Co-ordinator

This service provides intervention and assistance to older adults who may be vulnerable or at risk. Such risks could include homelessness, elder abuse, isolation, alienation, grief and trauma from losses. The goal is to provide support and crisis intervention in critical situations, assist to stabilize a person's environment using linkages in the community, and help to establish a long term living plan. There is no fee for this service. This service is provided in the Waterloo Region only.

Guelph-Wellington Care & Treatment Centre for Sexual Assault & Domestic Violence

Service description: Guelph General Hospital is the designated sexual assault centre for the region. GGH has been working with a community co-ordinating committee, and the program is being recognized as a model for integrating community and institutional support services.

The Centre has a team of specialized nurses who have training and experience caring for people who have experienced sexual assault and/or domestic violence. Its services are available 24 hours a day, seven days a week.

To get services offered by the Centre, come directly to the Emergency Department and ask to see our Domestic Violence Nurse. She will be paged immediately. Clients are offered a private waiting area until the nurse arrives - usually within one hour. Any injuries requiring immediate attention are looked after in the Emergency Department first.

Contact Information: 115 Delhi St Guelph, ON N1E 4J4

519-837-6440 Ext 2728 (Administration)

519-836-5710; 1-800-265-7233 (crisis number)

519-837-6440 Ext 2210 (after hours)

Other Dufferin Services

"The Dufferin Connects Partnership is pleased to launch a website on Mental Health and Addiction Services in Dufferin County. The purpose of the Dufferin Partnership is to develop capacity to serve individuals with mental health and/or addiction needs who are in crisis or require community based supports in Dufferin County. The Dufferin Connects Partnership approach was developed through a participatory consultation and planning process completed during early 2008 as part of a Mental Health and Addictions Planning Project. The project was initiated because of the recognition that there are significant delivery gaps, and because of the reconfiguration of system management alignment within the emerging Local Health Integration Networks (LHIN) jurisdictions." Mohamed Badsha, Reconnect Mental Health Services

Please Visit <http://dufferinconnects.ca>