

A photograph of a rural landscape. In the foreground, a person is riding a tractor on a dirt road that stretches into the distance. To the left of the road, there is a large metal silo and a fence. The background is filled with green trees and a sky with large, white, fluffy clouds. The overall scene is bright and open.

**WESTERN – ELGIN
MENTAL HEALTH & ADDICTIONS
RESOURCE GUIDE**

**Adult
2018**

Acknowledgements

This resource guide was created by the Mental Health and Addictions Task Team in Western Elgin.

In February 2016, a half day retreat focused on a number of indicators that determine wellbeing, specifically in West Elgin and Dutton Dunwich. Three areas of need were identified, food insecurity, mental health and addictions, and youth, including mental health and addictions. As a result, a Mental Health and Addictions Task Team was created. An identified area of need was surrounding resources available in and to the community, leading to this guide being created.

About the Mental Health and Addictions Task Team

The Mental Health and Addictions Task Team meets semi-regularly, stimulating discussion to implement ideas, activities and solutions to the identified needs through the Canadian Index of Wellbeing survey that is completed. If you are interested in participating in this action-focused team, please contact elginmhtaskforce@gmail.com.

Notice – Please Read

This guide has been created for information purposes only. The information included has been gathered through various methods including websites, search engines and contact with organizations. For confirmation of resources, and to gather any further information on services, please contact the organization directly.

Date of Last Revision to content: March 2018

Please contact elginmhtaskforce@gmail.com if corrections or additions are required to make this document accurate.

Index

About this Document.....	1
Crisis.....	3
CONSENT AND CAPACITY.....	9
INPATIENT SERVICES	12
OUTPATIENT SERVICES	21
HOUSING	45
SOCIAL REHABILITATION	61
PROGRAM BASED SUPPORTS	68

About this document and How to use it

About:

This booklet was created with the goal of helping residents and care providers in Western Elgin learn about programs available in our region for mental health or addictions concerns. It was created in 2017 by gathering the knowledge of local service providers and surveying programs listed on www.southwesthealthline.ca and CONNEX Ontario. The booklet may contain errors or may have missed a service. If you notice an error or omission please contact us at:

elginmhtaskforce@gmail.com. Attempts will be made to update this document periodically. The currency of the document is not guaranteed. Please contact services directly to verify information provided in this document.

Please note that while the goal of this book is to help increase awareness of services – you do not have to figure out how to use it to access the right service. We encourage anyone to call Reach-Out (1-866-933-2023) or speak to a healthcare provider to inquire about mental health and addictions services in our area.

How to use:

The Table of Contents lists the different types of services you might be looking for (E.g. Housing, Outpatient, or Inpatient). The different types of service are further grouped into service focus (e.g. addiction, mental health, eating disorders). A brief description of the service type and each sub- group is provided on the first page for every service type. Reading the descriptions

provided can help you gain an understanding of how our mental health system works.

You may notice small icons (house, car, suitcase) beside the listing name. The icons are to help identify where the service is provided. A house indicates that the service is within Western-Elgin. A car indicates that the service is likely in London or St. Thomas (transportation is needed to access). A suitcase indicates that the service is a long-drive away and there will likely be significant travel expenses involved in accessing the service. We have not included an exhaustive list of services in this (the suitcase) category because these are usually very specialized services that would be accessed with the help of a front-line care provider.

Resource Master Document (Adult):

Legend			
Phone	Western Elgin	Elgin-Middlesex	Outside Elgin-Middlesex
			

CRISIS

What is a mental health or addiction crisis? A mental health and/or addictions crisis can include: a serious, immediate mental health or addictions problem, a situational crisis, psychosis, risk of self-harm or harm to others, emotional trauma, agitation (or inability to sleep resulting from agitation), severe depression or anxiety, symptoms of moderate withdrawal, or suicidal thoughts.

Resources are categorized into A. “Phone-in” or B. In-person services.

A. Phone in

Name of program	 Reach Out
Name of organization	Reach Out
Phone Number	519-433-2023 or 1-866-933-2023
Web site	www.reachout247.ca
Address including site(s)	N/A
Description/how to access	Reach Out is a 24/7 bilingual information, support and crisis service for those living in London, Middlesex, Oxford and Elgin counties. Reach Out connects you to the help you need including the CMHA Elgin mobile crisis team.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	This service is for people of all ages. No referral needed and 24/7.
Languages	Interpretation Services Available

Name of program	 Violence Against Women
Name of organization	Violence Against Women, Service Elgin County
Phone Number	1-800-265-4305 or 519-633-0155
Web site	http://www.vawsec.on.ca/
Address including site(s)	Please Call
Description/how to access	VAWSEC offers a 24-hour helpline, a 24-hour emergency shelter with emergency transportation, drop-in counselling and free legal consultation for those in a crisis.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	This service is for woman/children involved in an abusive environment. No referral needed and 24/7

Name of program	 Regional Sexual Assault and Domestic Violence Treatment Centre
Name of organization	St Joseph's Health Care London
Phone Number	519-646-6100
Web site	https://www.sjhc.london.on.ca/sexualassault
Address including site(s)	St. Joseph's Hospital Room B0-644 268 Grosvenor Street London
Description/how to access	<p>RSADVTC provides care at the time of the assault and in the months following the initial incident. They can help address your medical, emotional and safety concerns in a caring and supportive environment.</p> <p>Program administration (Monday to Friday: 8 a.m. to 4 p.m.) 519 646-6100 ext. 64224 After hours: 519 646-6100, press "0" and ask switchboard to page the nurse-on-call for sexual assault and domestic violence</p>
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	The Regional Sexual Assault and Domestic Violence Treatment Centre provides care for women, children, and men experiencing sexual assault and/or domestic violence living in Oxford, Elgin, Huron-Perth and Middlesex counties. No referral needed.

Name of program	 Victim Services Elgin
Name of organization	Victim Services Elgin
Phone Number	519-631-3182
Web site	http://www.victimserviceselgin.org/
Address including site(s)	146 Centre Street St. Thomas
Description/how to access	Victim Services Elgin provides assistance and referrals for victims of crime and tragic circumstances in Elgin County.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	This service is for any victim whose life has been affected by a criminal act, traumatic event or disaster, regardless of the severity. Available 24/7 by referral through emergency services. No referral needed for service during business hours, Mon-Fri, 9am-4pm.

B. In- person

Name of program	 Crisis Outreach/Mobile Team
Name of organization	CMHA Elgin
Phone Number	(519) 434-2023 (through Reach Out)
Web site	http://www.cmhaelgin.ca/services/crisis-outreach/
Address including site(s)	<ol style="list-style-type: none"> 1. Main Office: 110 Centre Street, St. Thomas 2. Walk-In Support Office: St. Thomas Elgin General Hospital (STEGH), Room 183 – 189 Elm Street, St. Thomas <ul style="list-style-type: none"> - first floor to the right after getting off elevator
Description/how to access	We provide mobile and walk-in support to people who are feeling overwhelmed, unable to cope, or who are experiencing a crisis. We offer someone who can listen and who can provide practical support such as helping replace lost health cards, linking to housing and income supports, referrals to counselling or addictions services, etc.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	<p>Any person 16 and older. No referral is needed.</p> <p>Main office: Monday – Friday, 8:30AM – 4:00PM, excluding holidays</p> <p>STEGH: 8am-11pm, including holidays</p> <p>*** PHONE AND MOBILE SUPPORT AVAILABLE 24/7</p>

Name of program	 Walk-In Crisis Centre
Name of organization	CMHA Middlesex
Phone Number	(519) 434-9191
Web site	https://cmhamiddlesex.ca/programs-services/mental-health-and-addictions-crisis-centre/
Address including site(s)	648 Huron Street London
Description/how to access	Walk-in 24/7
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Any person 16 and older experiencing a mental health or addictions crisis can walk in to the Crisis Centre. No referral is needed.

Name of program	 Regional Sexual Assault and Domestic Violence Treatment Centre
See description in 'Phone in' section.	

Consent and Capacity

General Comments:

“Consent and capacity” are words used to describe a person’s ability to understand and appreciate the range of consequences that can come from decisions they make. Mental Health issues can act as barriers to consent and capacity. When symptoms are severe a capacity assessment may be required. Please speak to a physician, lawyer, or rights advisor for help taking the right steps in this process.

Decisions about Treatment:

The Province of Ontario has a number of laws that identify situations where decisions can be made about someone’s treatment without their consent. This can include requiring a person to be admitted to an inpatient treatment facility for assessment. Generally speaking these laws require a healthcare professional to follow specific steps when deciding what decisions can be made without consent. In all cases the decision can be reviewed by the Ontario Consent and Capacity Board. Ontario Law also requires that in all cases the affected individual will have an opportunity to speak with a rights advisor.

Information about “Form 1”

Is typically used in a crisis situation where an Officer of the Peace or a Physician believes that an individual is at risk of causing serious harm to themselves or others. A completed Form 1 requires a minimum 24hr in-hospital assessment.

Information about “Form 2”

It is possible that an individual’s mental health has significantly deteriorated and they are so unwell they are not agreeable to seeing a physician and calling 911 is not warranted.

In this case, it may be possible for a third party to have a Justice of the Peace issue an “Order for Psychiatric Evaluation” - otherwise referred to as a Form 2.

Two local options to request a **Form 2** are:

1. The Elgin County Court House located at 4 Wellington St., St. Thomas is open Monday-Friday 8:30 to 4:30pm* where an application for an Order of Psychiatric Evaluation can be obtained from the Justice of the Peace office along with directions to complete the Form
 - * The Justice Of the Peace responds to applications when court is not in session. The first morning break is between 10am-11am.
2. The London Courthouse located at 824 Dundas Street is open Monday-Friday 8:30 to 4:30 pm where an application for an Order of Psychiatric Evaluation can be obtained from the Justice of the Peace office along with directions to complete the Form.

If the Justice of the Peace grants the form, it is taken to the police station and the police facilitate the transfer of the individual to the hospital for up to a 72 hour evaluation by a psychiatrist.

Decisions about Finances:

Ontario law also identifies that there are times when people require another person to take responsibility for their finances. Generally speaking this decision can be made after a capacity assessment for finances is completed. A physician caring for someone in hospital is allowed to conduct this assessment and designate a substitute decision maker for finances. In the community, capacity assessments must be done by a provincially designated capacity assessor and the person undergoing the assessment must agree to take it. Provincially designated capacity assessors normally charge a fee that is not usually covered under benefit plans. Similar to decisions about treatment – all cases can be reviewed by the Ontario Consent and Capacity Board. Again, Ontario Law requires that the opportunity to meet with a rights advisor is offered in all cases.

Psychiatric Patient Rights Advocate Office

Provides access to Rights Advice (as mentioned above):

<https://www.sse.gov.on.ca/mohltc/ppao/en/default.aspx>

Please see the following resources for more information:

A Guide to Consent and Capacity in Ontario:

www.healthcarehome.ca/eriestlair/en/care/Documents/Consent%20and%20Capacity%20Package.pdf

Office of the Public Guardian and Trustee:

<http://www.attorneygeneral.jus.gov.on.ca/>

The Capacity Assessment Office:

<https://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/capacityoffice.php>

Inpatient Services

General Description:

Inpatient services usually require a referral or undergoing a screening process from a healthcare professional (Doctor or Nurse Practitioner) prior to admission. Generally speaking, all attempts are made to find treatment solutions that do not include staying overnight in a treatment centre. There are many reasons why overnight stays are avoided if possible. One important reason is that life inside of treatment centres can be very different than day-to-day life and it can be a challenge to find a treatment solution that works once people return to their lives.

A healthcare professional follows professional guidelines to make decisions about when inpatient services are required. Most often this includes a consideration of safety risks and how successful past treatment attempts have been in the community. Speak to a Doctor, Nurse Practitioner, or Addictions Counselor to find out more about inpatient treatment options.

How this section is categorized:

- A. MH General - lists local programs that are generally accessed through the Emergency Department; Crisis Service or helpline (1-866-933-2023.)
- B. Addiction – lists the closest “Residential Rehabilitation” Centres that provide addiction treatment. There are many more in the province that can be accessed – Please ask an Addiction Counselor for more information and/or a referral.

- C. Eating Disorders – Highly specialized programs usually accessed through referral from Doctor, Psychiatrist or Psychologist.
- D. Criminal Justice - Highly specialized programs that are normally accessed through a court order.
- E. Indigenous – Programs that are designed to respect and honor traditional healing and cultural values.
- F. First Responders – Programs that are only open to Police and EMS personnel.

A. MH General

Name of program	 Inpatient Psychiatry
Name of organization	St. Thomas Elgin General Hospital
Phone Number	519-631-2020
Web site	www.stegh.on.ca/hospital-services/mental-health
Address including site(s)	189 Elm Street St. Thomas Accessible via doors to the left of Emergency department, on the 3 rd floor (admission via emergency department)
Description/how to access	Provides hospitalization for acute illness of up to two weeks. The Unit is recovery-oriented and will provide short-term acute care. Admissions decisions are made by Physicians with Privileges at STEGH. Admissions occur after assessment in the Emergency room or through arrangements made by an Outpatient Psychiatrist with Privileges.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Adults requiring acute psychiatric care.

Name of program	 Geriatric Psychiatry Program
Name of organization	St. Joseph's Healthcare London
Phone Number	519 646-6100 ext. 47033
Web site	https://www.sjhc.london.on.ca/mental-health-care
Address including site(s)	Parkwood Institute, Mental Health Care Building 550 Wellington Road London
Description/how to access	The Geriatric Psychiatry Program provides specialized care and support to older-adult patients who live with late onset mental illnesses or severe behavioural concerns. The program provides care and support for patients in hospital, in their own residence or in long-term care homes.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Referrals from acute mental health facilities (such as St. Thomas Elgin General Hospital-Mental Health Unit) or referrals from primary care providers such as family physicians

B. Addiction*

* All inpatient addiction programs in the province require a referral from an addiction professional. To access any addiction inpatient program in the province, please contact Addiction Services of Thames Valley at 519-675-3242 ext. 222 to learn more about the assessment and referral process.

Name of program	 The Residence
Name of organization	Homewood Health Centre
Phone Number	1-877-290-3317
Web site	http://www.homewoodhealth.com/health-centre/referral
Address including site(s)	150 Delhi Street Guelph
Description/how to access	The Residence offers fully individualized treatment plans for mental health, addiction and concurrent conditions. The Residence has a team of 24/7 dedicated professionals
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Admission to The Residence is determined based on each individual's needs however all clients must be medically stable, not present as harm to themselves or others and must be over the age of 18. Referral from a physician is not necessary.

Name of program	 Problem Gambling Service
Name of organization	Hôtel-Dieu Grace Healthcare
Phone Number	(519) 254-2112
Web site	https://www.hdgh.org/problemgamblingservices
Address including site(s)	1st Floor Emara Building 1453 Prince Road Windsor
Description/how to access	The residential program is a structured 21-day closed cycle.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	All referrals to the residential treatment program MUST be made through the Problem Gambling Designated treatment system. Addiction Services Thames Valley provides this service in Elgin & Middlesex. Call 519-673-3242 ext. 234.

Name of program	 Treatment and Recovery Programs
Name of organization	Westover Treatment Centre
Phone Number	800-721-3232
Web site	http://www.westovertreatmentcentre.ca/
Address including site(s)	2 Victoria Street S Thamesville
Description/how to access	Clients must be sober from alcohol for seven days and two weeks for drugs prior to admission and maintain contact with intake worker on a weekly basis. Most assessments are done by referral sources such as assessment and referral offices.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	16 and up, all genders, meet client medical guidelines

C. Eating Disorders

Name of program	 Adult Eating Disorders Service (AEDS)
Name of organization	London Health Sciences
Phone Number	519-685-8500 ext. 74793
Web site	http://www.lhsc.on.ca/About_Us/AEDS/
Address including site(s)	54 Riverview Avenue London
Description/how to access	A wide range of programming that includes outpatient, day treatment, residential and relapse prevention services
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	The AEDS requires a physician referral by completing the AEDS referral sheet or by contacting our program secretary at 519-685-8500 ext. 74793

Name of program	 Eating Disorders Program
Name of organization	Homewood Health Centre
Phone Number	519-824-1010
Web site	www.homewoodhealth.com
Address including site(s)	150 Delhi Street Guelph
Description/how to access	This program helps patients increase their self-awareness, take responsibility for their recovery, and restore healthy attitudes and eating and exercise behavior.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Dedicated to people 16 years and older who are diagnosed with Anorexia Nervosa or Bulimia Nervosa (or both). Referral from a doctor or other healthcare professional.

D. Criminal Justice

Name of program	 Southwest Centre for Forensic Mental Health Care
Name of organization	St. Joseph's Health Care London
Phone Number	519 646-6100 ext. 49354
Web site	https://www.sjhc.london.on.ca/directions/southwest-centre
Address including site(s)	401 Sunset Drive St. Thomas
Description/how to access	Forensic programs assess mental capacity to stand trial and treat individuals found 'Not Criminally Responsible due to Mental Disorder'.
Admission criteria :	Forensic treatment is accessed solely by court order.

E. Indigenous

Name of program	 Nimkee NupiGawagan Healing Centre
Name of organization	Nimkee NupiGawagan Healing Centre Inc.
Phone Number	519-264-2277
Web site	n/a
Address including site(s)	20850 Muncey Road, RR1 Muncey
Description/how to access	Solvent addiction treatment centre * 4-month residential treatment program * alternates between gender-based groups
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	First Nations youth, 12-17 years

F. First Responders

Name of program	 Inpatient Program
Name of organization	The Stable Grounds
Phone Number	905-717-5921
Web site	www.thestablegrounds.com
Address including site(s)	Rodney
Description/how to access	At The Stable Grounds you will be exposed to a variety of opportunities where you can engage in supportive therapeutic options to enhance your healing journey. 30, 60 or 90 day residential programs are available.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Doctor or self referral. Must be First Responder/Emergency Response Worker (as outlined under Bill 163)

Outpatient Services

General Description:

Outpatient Services are community-based offering services to assist individuals overcome problems, cope with mental health signs and symptoms, improve their well-being, learn to stay well and enhance their quality of life. For serious mental illness services, referrals are often required from a doctor, however for community services, individuals can typically self-refer.

How this section is categorized:

- A. Addiction – For people who are affected by problematic substance use and/or find that behaviours like gaming, internet use, sex, etc.
- B. SMI (referral needed) – for individuals who have had a longstanding mental health diagnosis and continues to experience symptoms that affects daily living
- C. MH General (no professional referral needed) – for individuals with a mental health concern who are not looking for programs that are restricted to a particular diagnosis
- D. Criminal Justice- services available to those who have had interactions with the court system or police
- E. Indigenous – specialized programs to honour and respect traditional healing and cultural values
- F. Dual Diagnosis – specialized programs for people with an intellectual impairment and have a diagnosed mental health condition

A. Addiction

Name of program	 Community Opioid Addiction Program (COAP)
Name of organization	Addictions Services Thames Valley (ADSTV)
Phone Number	519-673-3242 ext. 222
Web site	http://adstv.on.ca/
Address including site(s)	<p>10 Mondamin Street St. Thomas (walk in)</p> <p>Services available in West Lorne, after connected to intake</p>
Description/how to access	<p>This program is for individuals who have historical or current use of opioids that may or may not be accessing substitution therapies. Counseling services will be provided in a variety of locations depending on client need. Community Education is also available as requested. Clients are booked for assessment appointments based on needs identified in clinical screening protocol. Length of appointment may vary based on client need and circumstances.</p>
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	<p>12 and up</p> <p>Walk-in intake is offered at this location on the first and third Tuesday of each month at 1:00pm. Expect to stay for up to two hours). Intakes can also be accessed by phone or email for those who may have restrictions or barriers to access the walk-in intake.</p>

Name of program	 Substance Abuse Community Treatment
Name of organization	Addictions Services Thames Valley (ADSTV)
Phone Number	519-673-3242 ext. 222
Web site	http://adstv.on.ca/
Address including site(s)	<p>10 Mondamin Street St. Thomas</p> <p>Services available in West Lorne, after connected to intake</p>
Description/how to access	Treatment models offered are cognitive-behavioural, stages of change, harm reduction, multidisciplinary, and solution-focused (AA, bio-psychosocial models are supported by staff but not offered as treatment modalities). Guided self-change and structured relapse prevention activities offered.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	<p>12 and up</p> <p>Walk-in intake is offered at this location on the first and third Tuesday of each month at 1:00pm. Expect to stay for up to two hours). Intakes can also be accessed by phone or email for those who may have restrictions or barriers to access the walk-in intake.</p>

Name of program	 Internet, Gaming Disorders & Problem Gambling Services
Name of organization	Addictions Services Thames Valley (ADSTV)
Phone Number	519-673-3242 x234
Web site	http://adstv.on.ca/our-programs/internet-gaming-disorders-problem-gambling-services/
Address including site(s)	10 Mondamin Street St. Thomas (walk in) Services available in West Lorne, after connected to intake
Description/how to access	This program is designed to improve the health, social outcomes and quality of life of people with internet, gaming or gambling concerns through offering both direct client services and community education.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	12 and up Walk-in intake is offered at this location on the first and third Tuesday of each month at 1:00pm. Expect to stay for up to two hours). Intakes can also be accessed by phone or email for those who may have restrictions or barriers to access the walk-in intake. Call the Ontario Problem Gambling Helpline at 1.888.230.3505 or visit www.connexontario.ca

Name of program	 Needle Exchange Program
Name of organization	West Elgin Community Health Centre
Phone Number	519-768-1715 x2241
Web site	www.wechc.on.ca
Address including site(s)	153 Main Street West Lorne
Description/how to access	In partnership with the Elgin-St. Thomas Public Health Unit, this program has been developed to reduce the burden and transmission of blood-borne pathogens like HIV, Hepatitis B and Hepatitis C while improving safety in our community. We believe in harm reduction and providing a safe place for people to access clean supplies and dispose of used drug equipment.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	No appointment required – just come by 2nd and 4th Thursdays from 1pm to 3pm. Come in front door. No need to report to reception. Turn to your left – services are in Long Term Care Room

B. SMI

Name of program	 Case Management (intensive or transitional)
Name of organization	Canadian Mental Health Association-Elgin
Phone Number	519-633-1781
Web site	http://cmhaelgin.ca/services/case-management/
Address including site(s)	Main Office: 110 Centre Street, St. Thomas Services provided within the community
Description/how to access	Case Managers provide advocacy and one-to-one help and support to people learning how to live with and manage their mental health. Case managers can assist with improving relationships, managing money, getting a job, finding housing, and accessing addictions or other support services. Services are client-directed and are based on individual need. Services are provided using a psychosocial rehabilitation model focused on recovery.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	16 and up with serious mental illness for intensive services, general diagnosis for transitional services

Name of program	 Prevention and Early Intervention Program for Psychoses (PEPP)
Name of organization	Canadian Mental Health Association- Elgin
Phone Number	519-633-1781
Web site	http://cmhaelgin.ca/services/pepp-early-intervention/
Address including site(s)	Main Office: 110 Centre Street, St. Thomas Services provided within the community
Description/how to access	This program is available to anyone in Elgin County who has been showing signs of psychosis (hallucinations, delusions or disorganization of thinking) and has not been treated or has not been treated for less than one month. Early recognition is a key factor so that individuals receive prompt assessment and treatment. Young people (men ages 14-25 and women ages 14-35) are at particularly high risk. The program is committed to working in partnership with clients and their families.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Age 14-35, diagnosis of psychosis

Name of program	  CTO Case Management
Name of organization	Canadian Mental Health Association- Elgin
Phone Number	519-633-1781
Web site	http://cmhaelgin.ca/services/community-treatment-orders/
Address including site(s)	Main Office: 110 Centre Street, St. Thomas Services are provided within the community
Description/how to access	A Community Treatment Order (CTO) is a community-based treatment plan for care and supervision of a person with serious mental illness. CTOs are an alternative to long-term hospital treatment and are especially an option for people who have a pattern of stopping treatment or care after being discharged from a hospital. CTOs are issued by psychiatrists and involve a community support team. Our CTO Case Manager assists in the implementation of the plan within the community.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	16 and up Must be on a CTO to be eligible for services

Name of program	 Mental Health Outpatient Program
Name of organization	St. Thomas Elgin General Hospital
Phone Number	519-631-2020
Web site	http://www.stegh.on.ca/hospital-services/programs-and-services/outpatient-services
Address including site(s)	189 Elm Street St. Thomas
Description/how to access	The outpatient service is a multidisciplinary unit staffed by Psychiatrists, Psychologists, Social Workers and Registered Nurses, and Support Staff. Its aim is to provide outpatient support to people suffering from Acute Mental Health problems. Individual and group counseling is provided, as well as medication management.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	18 and up Referral by physician is required.

Name of program	 Behavioural Supports Ontario Response Team (BSO)
Name of organization	St. Thomas Elgin General Hospital
Phone Number	519-631-6511
Web site	http://www.stegh.on.ca/node/324
Address including site(s)	189 Elm Street St. Thomas
Description/how to access	This program provides short-term, timely assessment and recommendations for older adults with responsive behaviours related to dementia, mental health, and/or addictions. This program collaborates with the SW LHIN, Canadian Mental Health Association - Elgin Branch (CMHA Elgin), and Addiction Services of Thames Valley (ADSTV).
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	50 and up

C. MH General

Name of program	 Counselling and Treatment
Name of organization	Canadian Mental Health Association- Elgin
Phone Number	519-633-1781 1-855-633-1781
Web site	www.cmhaelgin.ca
Address including site(s)	Main Office: 110 Centre Street, St. Thomas Services available throughout the county
Description/how to access	Individual and group therapy sessions provide an opportunity for some individuals to work through the impact of early problematic or traumatizing relationships.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	16 and up

Name of program	 Elgin Postpartum Mood Group
Name of organization	Elgin Postpartum Mood Disorder Coalition
Phone Number	519-631-9900 Ext. 1400
Web site	n/a
Address including site(s)	St Thomas Public Library, Lower Level, Carnegie Room, 153 Curtis St, St. Thomas
Description/how to access	If you are feeling sad, angry, guilty, alone, worried, inadequate, irritable, overwhelmed, unable to cope, a loss of self, a desire to “run away”, exhausted, concerned about scary thoughts or images you may be having, come join us on Thursdays to connect with other moms who may be having a similar experience.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	New mothers

Name of program	 Health Groups
Name of organization	Thames Valley Family Health Team
Phone Number	519-473-0530
Web site	https://thamesvalleyfht.ca/program-category/mental-health/
Address including site(s)	Multiple sites across London and St. Thomas – see website or call
Description/how to access	See website for group descriptions. Referrals for groups can be made from website.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Open to patients of our affiliated physician groups.

Name of program	 Mental Health Services
Name of organization	West Elgin Community Health Centre
Phone Number	519-768-1715
Web site	http://wechc.on.ca/programs/mental-health-services/
Address including site(s)	153 Main Street West Lorne
Description/how to access	We provide free, private counselling services to support people addressing many different challenges. In addition to counselling, the Mental Health team can help clients to access housing, financial and crisis management services, or provide Psychiatry or Psychology services to children and youth clients of the Health Centre.
Admission criteria:	All ages

Name of program	 Systems Navigation
Name of organization	West Elgin Community Health Centre
Phone Number	519-768-1715 x 2203
Web site	http://wechc.on.ca/programs/health-promotion/
Address including site(s)	153 Main Street West Lorne
Description/how to access	Systems Navigators assist people to understand and find their way through health care, community and social service systems. There are times when people facing life's challenges do not know what kinds of help are available to them, so Systems Navigators support individuals and families to discover and access appropriate programs and services.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Systems Navigation services are available to everyone living in Dutton-Dunwich and West Elgin Municipalities

Name of program	 Assisted Living
Name of organization	West Elgin Community Health Centre
Phone Number	519-768-1715 x2316
Web site	http://wechc.on.ca/programs/community-support-services-for-seniors/
Address including site(s)	153 Main Street West Lorne
Description/how to access	PSW assistance with personal care (grooming, bathing), light housekeeping/laundry services, medication reminders and checks, security checks and social support. There is no cost for services to eligible clients.
Admission criteria (age, gender:	Supported Living Assessment from CCAC/LHIN required.

Name of program	 The Warm Line
Name of organization	Psychiatric Survivors Network of Elgin (PSNE)
Phone Number	519-631-1580
Web site	http://www.psne.ca/
Address including site(s)	499 Talbot Street St. Thomas
Description/how to access	Peer support phone line for people with mental health issues. This service is not a replacement for emergency supports. Services are provided by trained volunteers and peer supporters who can also provide resources or referrals to local services. Topics for discussion include everyday life concerns and issues for any reason, including but not limited to mental health and addictions
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Provides services 24 hours a day

D. Criminal Justice / Court Related

Name of program	 Court Support
Name of organization	Canadian Mental Health Association- Elgin
Phone Number	519-633-1781
Web site	http://cmhaelgin.ca/services/court-support/
Address including site(s)	Main Office: 110 Centre Street, St. Thomas St. Thomas Courthouse: 4 Wellington St, St. Thomas
Description/how to access	Our Court Support Worker offers support directly at attendances at court, and will work collaboratively with the participant, the courts, lawyers, probation, income assistance providers, and anyone else whose involvement is important to recovery. We provide advocacy and case coordination services.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Individuals who have been charged with a criminal offence in Elgin county, who have a serious mental illness, concurrent disorder, developmental disability, or brain injuries

Name of program	 Forensic Case Management
Name of organization	Canadian Mental Health Association- Elgin
Phone Number	519-633-1781
Web site	http://cmhaelgin.ca/services/forensic-case-management/
Address including site(s)	Main Office: 110 Centre Street, St. Thomas Services provided within the community
Description/how to access	The service is offered in collaboration with the Southwest Centre for Forensic Mental Health Care. Forensic services include assessment, treatment, and rehabilitation of individuals with serious mental illness who have been in significant contact with the law. Our Forensic (Transitional) Case Manager assists with the successful transition of forensic unit inpatients to community placement through counselling, follow-up, crisis intervention, and community service linking.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Available to people aged 16 or older with a serious mental illness residing in Elgin, Middlesex, Grey-Bruce, Essex, Kent, Lambton, Oxford, Huron, or Perth Counties, or in Kitchener-Waterloo Region.

Name of program	 Individual, Couple and Family Counseling
Name of organization	John Howard Society London
Phone Number	519-438-4168
Web site	http://johnhoward.on.ca/london/
Address including site(s)	601 Queens Avenue London
Description/how to access	Clients are assisted in managing their crisis, solving problems and developing new coping skills. Longer term counseling is also available to clients. Offers a crisis intervention service whereby clients are seen for brief service, usually the same day.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Counseling is provided to offenders, individuals who are at risk of offending and their families.
Special Note	Please consult website to see additional services.

Name of program	 St. Leonard's Community Services
Name of organization	St. Leonard's Community Services – London and Region
Phone Number	519-850-3777 x 229
Web site	http://www.slcs.ca/programs/adult-community-programs.html
Address including site(s)	Program Specific
Description/how to access	A community agency dedicated to promoting positive change in all persons who are or could be in conflict with the law to realize their potential, contributing to a safer and healthier community
Admission criteria:	Adults and Youth

E. Indigenous

Name of program	 Mental Health Counselling
Name of organization	Southwest Ontario Aboriginal Health Access Centre
Phone Number	1-877-672-4079
Web site	http://soahac.on.ca/service/mental-health-adult/
Address including site(s)	London, Chippewa, Owen Sound
Description/how to access	Services include screening and assessment, crisis intervention and planning, community referrals, client advocacy and follow-up, and the development/implementation and monitoring of treatment plans. Access to services starts by contacting the intake team.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Please note that you may be asked for proof of lineage in order to be eligible for services. This may be a status card, proof of Métis registration, or a letter from the band office in your community.

Name of program	 Transitional Case Management
Name of organization	Southwest Ontario Aboriginal Health Access Centre
Phone Number	1-877-672-4079
Web site	http://soahac.on.ca/service/mental-health-adult/
Address including site(s)	London, Chippewa, Owen Sound
Description/how to access	TCM services include short term and interim counseling and support, crisis intervention and prevention, care planning and treatment planning, service coordination and collaboration with community services, and referrals and advocacy
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Please note that you may be asked for proof of lineage in order to be eligible for services. This may be a status card, proof of Métis registration, or a letter from the band office in your community.

Name of program	 Family Social Worker
Name of organization	Southwest Ontario Aboriginal Health Access Centre
Phone Number	1-877-672-4079
Web site	http://soahac.on.ca/service/mental-health-adult/
Address including site(s)	London, Chippewa, Owen Sound
Description/how to access	The Family Social Worker is linked to our clinical health services in order to support families with identified needs related to social work or Traditional Healing. This service is focused on assisting families to improve wellness, achieve stability, and increase resilience. It may include care planning; assistance with housing, employment, or income needs; brief counseling; crisis intervention and prevention; referrals; forms assistance; and advocacy.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Please note that you may be asked for proof of lineage in order to be eligible for services. This may be a status card, proof of Métis registration, or a letter from the band office in your community.

Name of program	 Addictions Counsellor
Name of organization	Southwest Ontario Aboriginal Health Access Centre
Phone Number	1-877-672-4079
Web site	http://soahac.on.ca/service/mental-health-adult/
Address including site(s)	London, Chippewa, Owen Sound
Description/how to access	<p>Addictions services include prevention, treatment, and aftercare with a Traditional-knowledge based approach for those affected by addiction. One to one counseling addresses substance abuse issues and assists individuals to develop a plan of care, and identify group and family support. In-community supports like Wellness Support Circles, Traditional Healing and educational support groups are also available resources we may refer you to.</p> <ul style="list-style-type: none"> • Screening and Assessment • Care Planning • Referrals to Treatment Centre and Healing Lodges <p>One to One Counseling</p> <ul style="list-style-type: none"> • Wellness Support Circles • Traditional Healing and Educational Support Groups
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Please note that you may be asked for proof of lineage in order to be eligible for services. This may be a status card, proof of Métis registration, or a letter from the band office in your community.

Name of program	The National Native Alcohol and Drug Abuse Program (NNADAP)
Name of organization	The National Native Alcohol and Drug Abuse Program (NNADAP)
Phone Number	(519) 692-4755
Web site	http://ontarionnadap.org/
Address including site(s)	(See website)
Description/how to access	See website for directory of NNADAP workers for your community
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	All ages, genders.
Languages	English, Ojibway

Name of program	 Mental Health Services
Name of organization	TSI' THUWATITSTA' TA' KHWĀ - Oneida Health Services
Phone Number	(519) 652-0500
Web site	https://oneida.on.ca/homepage/healthservices/
Address including site(s)	2213 Elm Avenue Southwold
Description/how to access	<p>The Mental Health Program is a community-based program, providing a range of mental health programs and services that address mental health promotion and education, and counseling support.</p> <p>The Mental Health Program is a community based program that provides a range of mental health programs and services that address mental health promotion, education and counseling support. The program provides for a comprehensive approach using both western and holistic healing methods.</p>
Admission criteria:	Please contact service.

Name of program	 Wulaawsuwiikaan Healing Lodge
Name of organization	Munsee-Delaware Nation
Phone Number	519-289-0148
Web site	https://www.facebook.com/Wulaawsuwiikaan/
Address including site(s)	275 Jubilee Rd Muncey
Description/how to access	Multiple programs – includes Walk-In Mental Wellness Counseling & Men’s Healing Circle. Please visit Facebook page.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Services open to all First Nation and Metis People in southwestern Ontario.

F. Dual Diagnosis

Name of program	 CREST Connections
Name of organization	CREST Support Services
Phone Number	519-227-6766 x231
Web site	http://www.crestsupportservices.com/
Address including site(s)	13570 Elginfield Road Lucan
Description/how to access	Crest Support Services Connections operates three small business segments designed to provide training and employment opportunities.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Crest Support Services promotes employment equity and encourages women, Aboriginal persons, persons with a disability, and members of visible minority groups to apply.

Housing

General Description:

The agencies listed in this section ensure that people with mental health and addictions issues have the opportunity to access safe and affordable housing. Often times services that offer emergency-short term housing will also support people in securing long-term housing. Different levels of support are available to meet individual needs. Support can range from occasional check-ins, social programming, medication monitoring, to assistance with daily living activities, and meal preparation.

How this section is categorized:

- A. Emergency – Typically a ‘shelter’ setting. Provides a safe place to sleep or stay warm. Length of stay is limited.
- B. Short Term / Transitional – Stays can range from a couple of weeks to less than 2 years. Often have supports available to help people develop the living and coping skills required to live as independently as possible.
- C. Long term – Programs that focus on providing living accommodations without time limits. Support is provided as per individual need.

*Note on Group Homes and Homes for Special Care (HSC):

The term “Group-Home” is used to describe a very wide range of housing options. There is no Provincial Standard of care that must be met (other than minimum building code & safety standards) to operate a group-home. Many group homes are run for profit. This ensures that people have the freedom to choose where and how

they want to live. It can also present the challenge of determining what standard of care/service is to be expected.

Homes for Special Care (HSC) designated group homes are required to meet a provincial standard of care. They are given a licence to operate under the agreement that they will meet or exceed the standards identified.

** Ontario Works Emergency Funds

Ontario works may provide money for emergency housing needs. The housing stability fund is intended to prevent homelessness and help obtain and retain housing. To learn more please contact the local Ontario Works Office. In Elgin the number is (519) 631-9350.

A. Emergency

Name of program	 Inn Out of the Cold
Name of organization	Inn Out of the Cold St. Thomas-Elgin
Phone Number	Daytime: 519-633-2638 Ext 220 Shelter: 519-637-9898
Web site	http://innoutofthecoldstthomasegin.com/
Address including site(s)	Central United Church 135 Wellington Street St. Thomas
Description/how to access	This program is designed to provide shelter during the winter months and to meet needs of those most abandoned of our community's poor and homeless people. These needs include the basic physical needs of the shelter, food, warm clothing and deeply human needs of compassion, dignity and feelings of self-worth.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Open 6pm-8am, 7 days a week during the winter months. Adults 16 and over. Call or Drop in

Name of program	 Women's Residence Transitional Housing
Name of organization	YWCA St. Thomas-Elgin
Phone Number	519-631-9800
Web site	http://www.ywcastthomaselgin.org/programs/supportive-housing/
Address including site(s)	16 Mary St W St Thomas
Description/how to access	A facility that provides emergency, transitional and long-term housing
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Women 16 and older. Can self refer. Call intake: Mon-Fri 9am-5pm

Name of program	 Emergency Shelter for Youth
Name of organization	Youth Unlimited Elgin
Phone Number	519-633-6538
Web site	http://yfcelgincounty.com/
Address including site(s)	21 Edward St St Thomas
Description/how to access	Designed to assist youth in Elgin County who are homeless or at risk of becoming homeless in finding a safe place to stay and to receive the supports needed to find safe long-term housing
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Ages 16-22 Access through 211

Name of program	 Safebed Program
Name of organization	Canadian Mental Health Association - Elgin
Phone Number	519-633-1781
Web site	http://cmhaelgin.ca/housing/safe-beds/
Address including site(s)	110 Centre Street St. Thomas
Description/how to access	SafeBed program provides short-term residential support to people in crisis who need more intensive crisis support. Provides short-term accommodation usually lasting up to one week. Will also help with finding permanent housing, applying for income support, and anything else needed to help with the transition to stable housing.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Can access support outside of our regular business hours by contacting Reach Out (519-433-2023) who can help you get access to a SafeBed. Referrals from other sources accepted. Adults and youth 16 years and older with a serious mental illness.
Languages	English; low German

Name of program	 Rotholme Women's and Family Shelter
Name of organization	Mission Services
Phone Number	519-673-4114
Web site	https://missionservices.ca
Address including site(s)	42 Stanley Street London
Description/how to access	24-hour emergency shelter for homeless parents and their children; single women with no other shelter options may also reside at shelter. In some cases, they are able to work with clients to divert a shelter stay, and provide support while a family works towards stability.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Self or agency referrals are accepted. Twenty-four hour emergency admission is provided for families and single women age 16 and over, who are homeless or in personal crisis and in need of temporary emergency accommodation. *PLEASE NOTE THAT THE CITY OF LONDON HAS ADVISED LONDON SHELTERS TO NOT TAKE REFERRALS FOR PEOPLE FROM OUTSIDE OF LONDON-MIDDLESEX*
Languages	English, French Interpretation available upon request

Name of program	 The Centre of Hope Shelter
Name of organization	Salvation Army London
Phone Number	519-661-0343
Web site	www.centreofhope.ca
Address including site(s)	281 Wellington Street London
Description/how to access	<p>Services to help with basic needs including shelter, housing assistance and material aid.</p> <p>Residents are supported by 24 hour staff.</p> <p>Once an individual is registered in an emergency bed they may request to be put on the waiting list for a private room.</p>
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	<p>Men, women, families.</p> <p>Youth from the ages of 16 and up can be accommodated in the emergency shelter and are separated from the adult population.</p> <p>Call or Drop In</p> <p>*PLEASE NOTE THAT THE CITY OF LONDON HAS ADVISED LONDON SHELTERS TO NOT TAKE REFERRALS FOR PEOPLE FROM OUTSIDE OF LONDON-MIDDLESEX*</p>

Name of program	 Unity Project Shelters - London
Name of organization	Unity Project
Phone Number	519-433-8700
Web site	www.unityproject.ca
Address including site(s)	717 Dundas Street London
Description/how to access	Provides emergency shelter and transitional housing. Also offer “drop in” services to have a shower, eat a meal, use the phone, get support, etc.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Men and women aged 18 and over. Shelter is open 24 hours every day. Drop In – no referral required. *PLEASE NOTE THAT THE CITY OF LONDON HAS ADVISED LONDON SHELTERS TO NOT TAKE REFERRALS FOR PEOPLE FROM OUTSIDE OF LONDON-MIDDLESEX*

B. Short-term/ Transitional

Name of program	 Transitional Housing Program
Name of organization	St. Thomas-Elgin Second Stage Housing
Phone Number	519-637-2288
Web site	www.secondstagehousing.net
Address including site(s)	15 Golding Place, St. Thomas
Description/how to access	This program provides transitional supports and safe housing to women with or without children, who are leaving abusive relationships. A woman who has experienced physical, psychological, emotional, sexual, verbal abuse or neglect or has identified a need for ongoing support and counselling for herself and her children can access this organization.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Referrals are accepted from individuals, agencies, and professionals. It can be as simple as making a phone call to the office Monday to Friday, between the hours of 8:30 am to 4:30 pm.

Name of program	 Group Home
Name of organization	Fresh Start Maternity Supports
Phone Number	519-637-7775
Web site	http://fsms.ca/
Address including site(s)	118 Centre St. St. Thomas
Description/how to access	Typically the residents here are facing challenges related to parenting and life skills, addictions, mild mental health issues, abuse, and homelessness.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Women & children only. Can apply independently or be referred through an agency. Operate 24 hours each day.
Languages	English; low German

Name of program	 Supportive Housing Apartments
Name of organization	Fresh Start Maternity Supports
Phone Number	519-637-7775
Web site	www.fsms.ca
Address including site(s)	118 Centre St. St. Thomas
Description/how to access	Stays can be for a term of approximately one year, based on the individual needs and apartment availability.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Only available to residents of the group home as they progress through the program. Suitability will be determined based on compliance with program expectations, progress and feedback from service providers.
Languages	English; low German

Name of program	 Second Story Men's Transitional Housing
Name of organization	YWCA St. Thomas-Elgin
Phone Number	519-631-9800
Web site	http://www.ywcastthomaselgin.org/programs/supportive-housing/
Address including site(s)	16 Mary Street W St Thomas
Description/how to access	Residents requiring support are provided with housing, food, toiletries and access to in-house programs, including tutoring, literacy, computer training and life skills coaching.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Men, 18 years and older. Can self-refer. Contact for intake, Monday to Friday during business hours

Name of program	 Homes for Special Care * This program is expected to undergo significant changes in 2018.
Name of organization	Ministry of Health and Long-Term Care
Phone Number	519-873-1277
Web site	http://www.health.gov.on.ca/en/pro/programs/hsc/
Address including site(s)	N/A
Description/how to access	The homes offer limited supervision and assistance with activities of daily living for adults with serious mental illness.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	This program is for adults with a psychiatric diagnosis and current or prior psychiatric hospital admission(s), at least eighteen years of age, and voluntarily agreeing to enter Homes for Special Care (HSC) Program. Self-referrals are accepted, as well as referrals from families, and professionals. Applicant must have a psychiatrist and family doctor providing or willing to provide follow up.

Name of program	 Harmony House & Fairwinds
Name of organization	YWCA St. Thomas-Elgin
Phone Number	519-631-9800
Web site	http://www.ywcastthomaselgin.org/programs/supportive-housing/
Address including site(s)	16 Mary Street W St Thomas
Description/how to access	These are homes for youth ages who find themselves without the supports necessary to make a healthy transition from youth to adulthood. Provides a private room, supportive resources and individuals who will encourage you to set goals and become your own decision maker.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Harmony House is for young women while Fairwinds is for young men. Youth ages of 16-24. Can self-refer. Contact office for intake during regular business hours.

C. Long-Term

Name of program	 Housing & Group Home Initiative
Name of organization	Canadian Mental Health Association (CMHA) -Elgin
Phone Number	519-633-1781
Web site	www.cmhaelgin.ca
Address including site(s)	110 Centre Street St. Thomas
Description/how to access	Offers a variety of shorter term and longer term housing options to support people living with and recovering from mental illness.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	16 years and older. Some housing options require individuals to have a diagnosed mental health condition.

Name of program	 CREST Accommodations Supports
Name of organization	Crest Support Services
Phone Number	519-227-6766
Web site	http://www.crestsupportservices.com/crest-ss-accommodation-support
Address including site(s)	13570 Elginfield Road Lucan
Description/how to access	Crest Support Services offers a range of accommodation supports to meet individual needs. Supports can range from highly supervised environments to supported living arrangements.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Persons with serious mental illnesses, including those with a dual diagnosis (mental health and developmental disability).

Name of program	 Ontario Aboriginal Housing
Name of organization	Ontario Aboriginal Housing Services
Phone Number	705-256-1876
Web site	www.ontarioaboriginalhousing.ca
Address including site(s)	500 Bay Street Sault Ste. Marie Housing available through West Elgin and Dutton Dunwich
Description/how to access	Provide safe and affordable housing to urban and rural First Nation, Inuit and Métis people living off-Reserve in Ontario. Rent geared-to-income units (houses) and assisted homeownership and home repair assistance.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	You can apply by calling, faxing, mailing or completing an online application. If there is no housing need for those identifying as indigenous, units are open to the general public.

Name of program	 Family Central Apartments
Name of organization	Fresh Start Maternity
Phone Number	519-637-7775
Web site	www.familycentralapartments.com
Address including site(s)	62 Talbot Street E. Aylmer
Description/how to access	This service provides some assistance to attain goals around employment, education and life skills. The staff provides formal supports on a weekly basis through individual and group support meetings and activities.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	18 years and older, preference given to those who have ties to Aylmer and who have low-income. Apply through the website.
Languages	English, some services/support in low German

Name of program	  Social Housing
Name of organization	St. Thomas – Elgin Ontario Works, City of St. Thomas
Phone Number	(519) 631-9350
Web site	http://stthomas.ca/content/social-housing
Address including site(s)	423 Talbot St. St. Thomas
Description/how to access	Social Housing means rent-gearred-to-income or subsidized housing programs and have over 1,300 units available in St. Thomas and Elgin County.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	-16 years of age or older -A Canadian citizen, landed immigrant (or applicant), or refugee claimant -Able to live independently * check website for more details

Social Rehabilitation

General Description:

The “Social Rehabilitation” section identifies a wide range of organizations that host regular meetings, events, or drop-ins for opportunities to socialize in a safe environment. The importance of healthy social interaction is often overlooked. Being alone and having no opportunities to socialize can make symptoms worse and more difficult to live with. Generally speaking referrals from healthcare providers are not required to access these services.

How this section is categorized:

- A. LGBTQ2S – For Individuals who identify as lesbian, gay, bisexual, transgender, queer and questioning, and/or two-spirited.
- B. Criminal Justice – Services to those who have interactions within the court system.
- C. Mental Health General – For individuals with a mental health concern who are not looking for programs that are restricted to a particular diagnosis.
- D. Peer support – Support from another individual with lived experience of a mental health and/or addiction concern.
- E. Indigenous – Individuals who are seeking specialized programs to honour and respect traditional healing.

A. LGBTQ2S

Name of program	 LGBTQ2S Social Group
Name of organization	West Elgin Community Health Centre
Phone Number	519-768-1715 x2282
Web site	http://wechc.on.ca/lgbtq2s-social-group/
Address including site(s)	153 Main Street West Lorne
Description/how to access	Join this group for snacks and conversation, movies or potluck, etc.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Meets on the 3 rd Tuesday of each month from 6:30-8pm

Name of program	 PFLAG Canada – London Chapter
Name of organization	PFLAG Canada
Phone Number	519-686-7691
Web site	www.pflagcanada.ca
Address including site(s)	Middlesex-London Health Unit 50 King Street London
Description/how to access	Telephone support and information to anyone with questions or concerns about sexual orientation and/or gender identity/gender expression issues.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Call or go online for assistance. Peer Support Meetings – 3 rd Monday of each month, 7pm-9pm

B. Criminal Justice

See Listings in Social Rehabilitation Section

C. Mental Health General

Name of program	 My Sisters' Place
Name of organization	Canadian Mental Health Association – (CMHA) Middlesex
Phone Number	519-679-9570
Web site	www.cmhamiddlesex.ca/about-cmha/msp/
Address including site(s)	566 Dundas Street London
Description/how to access	Support centre for women providing a safe place to go with groups and programs on site. Services include information and referral, a nutritious meal, shower and laundry services, counselling, computer and phone access, day beds, basic needs, harm reduction, “CounterPoint” needle exchange program, case management, native women's program and nurse practitioner clinic. Hospitality meal, Monday to Friday 12noon-1pm for women only.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Women 16 years and older experiencing challenges of homelessness, mental illness, substance abuse, poverty, hunger, abuse or trauma. Call or Drop In; Office Hours: 8:30 a.m. – 4:30 p.m. Monday – Friday
Languages	English; Spanish

Name of program	 Social Rehabilitation
Name of organization	Canadian Mental Health Association (CMHA) - Elgin
Phone Number	519-633-1781
Web site	www.cmhaelgin.ca/services/social-rehabilitation
Address including site(s)	110 Centre St St Thomas Program Sites across Elgin County
Description/how to access	This program provides a variety of daily recreation and skill development activities for people with serious mental illness. Promotes healthy living, relapse prevention, coping and life skill development, community integration, and healthy interpersonal relationships.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Ages 16 or older living in St. Thomas or Elgin County Call or Visit program sites; referrals from other sources accepted

Name of program	 Youth Unlimited
Name of organization	Youth Unlimited – Elgin County
Phone Number	519-633-6538
Web site	www.yfcelgincounty.com
Address including site(s)	21 Edward Street St Thomas
Description/how to access	Youth ministry providing friendship, support, problem-solving and conflict resolution. Services include: -one-on-one mentoring -summer camps -student leadership training -Church Integration - Connecting youth with church communities -Family Ministry - Parent seminars, whole family care -Project Serve - Cross-cultural mission trip -Emergency Youth Shelter for ages 16-22 * Access through 211
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Call, email, drop-in; no referral required Youth ages 11-25

Name of program	 Community Wellness Programs
Name of organization	Canadian Mental Health Association (CMHA)– Middlesex
Phone Number	519-434-9191
Web site	www.cmhamiddlesex.ca
Address including site(s)	371 Hamilton Rd London
Description/how to access	This program aims to help individuals access the skills, support, and encouragement required to find a sense of stability and wellness, and as well as meaningful community engagement. They offer structured and unstructured activities, groups, and educational opportunities as well as one-to-one assistance.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Call or referral from a mental health professional. Ages 16 years and older living with a mental illness. Sunday-Friday 11am-5pm
Languages	English; interpretation available upon request. French website

D. Peer support

Name of program	 Psychiatrics Survivors Support Network Elgin (PSNE)
See other listing	“Section E” - Program Based Support Groups

E. Indigenous

Name of program	 N'Amerind Friendship Centre
Name of organization	N'Amerind Friendship Centre
Phone Number	(519) 672-0131
Web site	http://www.namerind.on.ca/london/
Address including site(s)	260 Colborne Street London
Description/how to access	The objective is to promote the spiritual well-being, mental strength, intellectual capacity, emotional stability and physical health which will enable individuals to take positive steps to promote and secure their own good health.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	For indigenous people of all ages and genders.

Program Based Supports

General Description:

Program-based support groups are normally peer-lead groups that follow a manualized or pre-defined approach to providing support and opportunities for growth. This could range from regular group meetings to 1:1 support.

How this section is categorized:

- A. Caregivers – For people who offer care to loved ones with an illness, disability, or ongoing chronic condition
- B. Bereavement – For people who are experiencing grief due to a death
- C. Eating Disorders – For people who have unhealthy relationships with food
- D. Addictions – For people who are affected by problematic substance use and/or find that behaviours like gaming, internet use, sex, etc. , are negatively interfering with life satisfaction.
- E. MH General – Support programs that are not diagnosis specific OR are not included in the above categories.
- F. Indigenous – Services that incorporate traditional healing approaches.

A. Caregivers

Name of program	 Al-Anon/Alateen - London
Name of organization	Al-Anon/Alateen
Phone Number	24 hour phone line: 519-457-9393 Leave a Message and an Al-Anon Member will return your call
Web site	www.london-on-al-anon.org
Address including site(s)	Multiple Sites
Description/how to access	Support for family members of loved ones with alcohol dependence. In Al-Anon and Alateen, members share their own experience, strength, and hope with each other. You will meet others who share your feelings and frustrations, if not your exact situation. They come together to learn a better way of life, to find happiness whether the alcoholic is still drinking or not.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Everyone who has been affected by someone else's drinking is welcome in Al-Anon - parents, children, spouses, partners, brothers, sisters, other family members, friends, employers, employees, and coworkers of alcoholics. <u>Ala-teen</u> -- Young people aged 13 to 18 who . These meetings can be in-person or online.
Languages	English

B. Bereavement

Name of program	 Hospice and Bereavement Services
Name of organization	VON
Phone Number	519-637-6408
Web site	http://vonmiddlesexelgin.ca/hospice-services/
Address including site(s)	175 South-Edgeware Rd St Thomas
Description/how to access	Companionship, respite care, and emotional support to people and their family/caregivers living with a life-threatening illness at any stage of illness from diagnosis on.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	People who need end-of-life care or bereavement supports. No referral required but need to pre-register Call to register Monday-Friday 830am-430pm

C. Eating Disorders

Name of program	 Overeaters Anonymous - London
Name of organization	Overeaters Anonymous
Phone Number	Multiple
Web site	https://oa.org/
Address including site(s)	Multiple meeting locations and contact numbers, see website
Description/how to access	World-wide 12-step program to overcome compulsive eating compulsive food behaviours (e.g. anorexia nervosa, bulimia or weight preoccupation) Numerous meetings per week in various locations throughout London and area
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	People with the desire to stop compulsive eating habits or with eating disorders. Call or attend a meeting Face to face, telephone or online meetings available.
Languages	English; French; Spanish

D. Addictions

Name of program	 Narcotics Anonymous
Name of organization	Narcotics Anonymous
Phone Number	1-888-811-3887
Web site	www.glana.ca
Address including site(s)	Multiple
Description/how to access	For those learning to live without drugs. Meet regularly to help each other stay clean. Atmosphere of recovery where people can share their common problem and solutions.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Membership is open to all individuals who are addicted to substances. The only requirement for membership is the desire to stop using.
Languages	Narcotics Anonymous books and information pamphlets are currently available in 34 languages

Name of program	 Gamblers Anonymous – London Chapter
Name of organization	Gamblers Anonymous
Phone Number	519-434-8481
Web site	www.gamblersanonymous.org/ga/
Address including site(s)	First Baptist Church, main floor meeting room, 568 Richmond St, London AND Egerton St Baptist Church, 209 Egerton St, London
Description/how to access	Gamblers Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from a gambling problem.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Drop In The only requirement is a desire to stop gambling. Meets on Wednesdays and Sundays: Wednesdays: 7-8:30pm at the First Baptist Church; Sundays: 6:30-8pm at the Egerton St Baptist Church

Name of program	 Alcoholics Anonymous
Name of organization	Alcoholics Anonymous
Phone Number	519-633-0430 (24-hour helpline) St. Thomas 519-438-1122 London
Web site	www.aa.org
Address including site(s)	Multiple
Description/how to access	Meetings for people dealing with alcoholism. Meetings following the twelve steps to recovery to assist alcoholics to attain and maintain sobriety.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	No age requirements Open to anyone who wants to do something about his or her alcohol use.
Languages	English French and Spanish website available

E. MH General

Name of program	 Psychiatric Survivors Network of Elgin
Name of organization	PSNE
Phone Number	519-631-1580
Web site	www.psne.ca
Address including site(s)	499 Talbot Street St Thomas
Description/how to access	This Network helps people through their Mental Health, Addictions, Poverty & Homeless Journeys by providing supports from Lived Experience and trained Peer Supporters
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Drop in, call or email; no appointment required 14 years and older 24 hours a day with a Peer Support Worker always on shift Serves people with a mental illness or people who have survived a mental illness and their families Various programs available, more information available on website
Languages	English; interpretation assistance may be available upon request

Name of program	 Regional HIV/AIDS Connection
Name of organization	Regional HIV/AIDS Connection
Phone Number	1-866-920-1601
Web site	www.hivaidconnection.ca
Address including site(s)	#30-186 King Street London
Description/how to access	RHAC is community-inspired and dedicated to positively impacting the lives of individuals and diverse communities living with, at-risk for or affected by HIV/AIDS and Hepatitis C (HCV) with practical support, counselling services and programming.
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Service people living with HIV/AIDS and HCV, their partners/family/friends, as well as those concerned about HIV/AIDS and HCV or at risk for HIV. We also work with anyone who provides services to people with, or at risk for, HIV and HCV. Can call or drop in. Monday to Friday 9am-5pm
Languages	English; French; Spanish; interpretation services available upon request.

F. Indigenous

Name of program	 Medicine Wheel -Wellbriety Movement
Name of organization	Oneida Health Centre
Phone Number	519-652-3071
Web site	n/a
Address including site(s)	2213 Elm Avenue Southwold
Description/how to access	<p>Weekly Program every Tuesday 2 p.m. until 5 p.m. in the Board Room. Drop-in (no registration required).</p> <p>Workshops provide a Culturally Addictions program for First Nations people. Developed by White Bison, based upon Teachings of the Medicine Wheel, the Cycle of Life and the Four Laws of Change. These sessions provide sharing circle.</p>
Admission criteria (age, gender, area of concern, referral needed, hours of operation)	Ages 16 and over.