

# A Guide to Addiction Information and Referral for Settlement Services Professionals

CITIZENSHIP AND  
IMMIGRATION CANADA

 **Ethnoracial  
Coalition:**  
Access to Addiction  
Services




Centre  
for Addiction and  
Mental Health  
Centre de  
toxicomanie et  
de santé mentale



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## Introduction

In the process of establishing a new life in Canada, people may encounter numerous challenges. Many of them face difficulties with basic settlement issues such as obtaining employment, housing or schooling for themselves or their children. Others may be concerned with immigration issues of legal status and family reunification. In addition, some people have other significant issues they need to address along with settlement issues. Unless they are resolved, such difficulties can impede the individual and the family in their settlement and integration into a new society.

Often, settlement counsellors are the first service providers to encounter newcomers. The settlement needs of these newcomers may be compounded by emotional and psychological upheaval, which often accompany uprooting and major life changes. As a result, settlement counsellors must respond effectively to a unique combination of issues including problems associated with the use of alcohol and other drugs. Through a basic understanding of how alcohol and drugs work and some familiarity with the addictions field, settlement service providers can recognize these problems and help clients confidently and effectively by providing useful information and referrals.

This guide provides an introduction to basic addiction issues and the current treatment system. It serves as a quick reference guide for professionals working in settlement services, who are accustomed to dealing with a range of issues. The contents are taken from a variety of information sources available at the Centre for Addiction and Mental Health (CAMH).

The authors are particularly indebted to the project teams who worked on:

- Alcohol and Drug Treatment in Ontario: A Guide for Helping Professionals
- Introduction to addiction training: a handbook for professionals working in settlement services (unpublished).

For more information on the topics in this guide, or these and other resources, contact the Centre for Addiction and Mental Health's 24-hour Information Line — Ontario toll-free: 1-800-463-6273 and Toronto: (416) 595-6111. Selected information for clients is also available in Cantonese, Mandarin, Farsi, Greek, Hindi, Italian, Polish, Portuguese, Punjabi, Serbian, Somali, Spanish, Tagalog, Tamil and Urdu.



# 1 Basic Drug Information

What Is a Drug?

Types of Drugs

1 - Basic Drug Information

# 1. Basic Drug Information

## What Is a Drug?

A drug is any substance that has the capacity to alter the mood, state of mind, or state of being of the user (*Youth and Drugs, 1991*). Alcohol is considered a drug.

## Types of Drugs

Drugs classified according to their psychoactive effects are divided into three categories: stimulants, depressants and hallucinogens.

**Stimulants** elevate a person's mood and eliminate or reduce fatigue by stimulating the central nervous system. Not all stimulants have the same effect: nicotine and caffeine have a much milder effect on the nervous system than cocaine. Examples of stimulants are caffeine, nicotine and cocaine.

**Depressants** have the opposite effect of stimulants. They slow down the body by depressing the central nervous system. In large quantities, depressants induce sleep, coma and even death. Some drugs within this category are more powerful than other ones: a glass of wine may relax a person; a dose of barbiturates will put a person to sleep. Combining two depressants has a much stronger effect and can be extremely dangerous. Examples of depressants are alcohol, sleeping pills, barbiturates and benzodiazepines.

**Narcotics** are often treated as a sub-category of depressants, although they have properties that set them apart from depressants. Narcotics are derived from the opium poppy and are sometimes called opiates. They alter a person's pain perception so that, although pain is still present, the sensation is perceived differently. Morphine and codeine are two naturally derived narcotics. Heroin is a semi-synthetic narcotic, made in the laboratory by altering the molecular structure of morphine. Heroin is three times more potent than morphine with fewer side effects. Examples of narcotics are morphine, codeine, heroin, dilaudid and Demerol.

**Hallucinogens** cause the user to hallucinate — to see, hear or feel things that are not there — yet they do not cause serious disturbances in the nervous system. Examples are LSD and marijuana.

**Inhalants** have characteristics in common with both depressants and hallucinogens. They slow down the central nervous system and they produce hallucinations. The effects depend on the amount of drug absorbed. In small quantities, inhalants are relaxing and cause euphoria; in large amounts, they cause hallucinations. Inhalants cause more severe psychological and physical damage than other hallucinogens. The sense of euphoria may induce a person to feel invincible, which could lead to actions resulting in accidental or deliberate injury. Long-term use appears to result in brain damage.



## 2

# When Use Becomes Misuse

### Why People Misuse

### Who Uses Drugs

Key Facts about Drug Use

Ethnocultural and Racial Minority Populations and Drug Use

Women and Children in Violent Relationships

### How to Tell If There Is a Problem

Indirect and Direct Signs of Drug Misuse

Teenagers and Drugs

Older Adults

Informal Tests

Formal Tests

## **2. When Use Becomes Misuse**

Misuse of drugs is defined as use that continues in spite of problems that it creates for the person or other people. Such misuse is sometimes sporadic but usually continuous.

### **Why People Misuse**

There are many theories and viewpoints about why people misuse drugs but there is not one explanation that applies to all cases of drug use. Different perspectives focus on different aspects of the problem: biological, psychological and sociological. The following are the most common perspectives in the field.

One perspective sees alcohol and drug abuse as a disease, which makes a person incapable of using alcohol and drugs in moderation. The primary symptom of the disease is that it is progressive. Use of alcohol or drugs leads to obsessive preoccupation with the substance(s), compulsion to use and inevitable loss of control. It is possible to control the disease and achieve recovery only through total abstinence. This perspective guides many alcohol and drug treatment programs and it is the foundation for Alcoholics Anonymous and numerous other mutual aid programs.

Another perspective is the idea of social learning. It focuses on the interaction between the individual and the environment and asserts that both are important in understanding and treating alcohol and drug problems. The social learning perspective suggests that problematic use occurs because consumption of alcohol or drugs is positively reinforced in society. Use of alcohol or drugs can become a strategy for coping with challenging situations or difficult emotional states such as anxiety, anger or guilt. Approaches to treatment focus on helping clients assume responsibility for their behaviour, with the expectation that they will gradually acquire the skills and attitudes needed for self-control. Both abstinence and controlled drinking are desirable outcomes. Interventions include behavioural skill training, so that the person does not rely on alcohol or drugs to cope; cognitive interventions, to change how the client thinks about alcohol or drugs; and lifestyle change processes. This perspective has become important in the area of relapse prevention.

The biopsychosocial perspective views a substance use disorder as a complex pattern with biological, psychological and sociocultural components. In this perspective, there is no single correct approach to treatment. A comprehensive biopsychosocial response to substance abuse makes a range of treatment options available. Treatment planning matches the needs, strengths and circumstances of each client.

### **Who Uses Drugs**

We can't generalize about who uses drugs but we can identify patterns of use and problems among specific groups.

## Key Facts about Drug Use

- ◆ Men and women differ in the types of drugs they use and in how much they use.
- ◆ Women are more likely to abstain from alcohol or drink less. More men are heavy drinkers.
- ◆ Women are more likely to use prescription drugs and they are three times more likely than men to use tranquilizers. Men are more likely to use illegal drugs such as cocaine and marijuana.
- ◆ Five out of 10 teenagers use alcohol. A smaller proportion use tobacco and marijuana, while very few ever use LSD, crack or cocaine, or other illegal drugs.
- ◆ The proportion of teenagers who have 15 or more drinks a week is similar to that of the general population.
- ◆ Cigarette smoking is equally common among boys and girls.
- ◆ Although overall drug use has declined dramatically since 1979, the past few years show the use of some drugs (including alcohol and marijuana) is beginning to climb.
- ◆ Seniors tend to use more tranquilizers, sleeping pills, stomach remedies, laxatives and insulin than the general population.
- ◆ The risk of compounding drinking problems by using alcohol while taking prescription drugs may be greater among seniors.
- ◆ Smoking is less common among seniors than in the general population, and seniors who smoke tend to smoke less.
- ◆ There is a significant relationship between physical limitations and the frequency of drinking and drinking problems.
- ◆ People reporting extensive physical limitations drink less often than those with moderate or no limitations. People with moderate physical limitations report the highest rate of alcohol problems.
- ◆ The use of sleeping pills or tranquilizers increases significantly with increased physical limitations.
- ◆ The proportion of smokers is higher among those at lower income levels whereas former smokers are more likely to have middle and upper level incomes.
- ◆ People with lower incomes are more likely to use prescription drugs. People with middle to upper level incomes are more likely to report using marijuana or hashish.
- ◆ Students, followed by retired people, are most likely never to have smoked. “Blue-collar workers” and housekeepers are most likely to be heavy smokers. Managers and professionals are the people least likely to smoke.

### **Ethnocultural and Racial Minority Populations and Drug Use**

Very little information is available about patterns of drug use in ethnocultural and racial communities. We do know that culture influences attitudes toward alcohol and drug use as well as definitions of problematic use. Cultural beliefs also determine how people respond to a drinker and how they define and deal with problems related to drinking. In examining the use and misuse of alcohol and other drugs among ethnocultural communities, it is important to note that such problems exist in all cultures.

Culture is not static; it is influenced by migration, settlement and integration, and changes in socioeconomic conditions. These factors may result in changes to the accepted behaviours and practices regarding consumption rates and the social acceptability of drugs and alcohol. For example, in certain cultures alcohol is not readily available and it is not an acceptable part of social interaction. People from these cultures may be unfamiliar with North American social drinking practices, and as newcomers it may be difficult to distinguish the limits between use and abuse.

Patterns of alcohol and other drug use often change after migration due to complex, interrelated problems confronted by newcomers. Resettlement affects a person on all levels: physical, social and cultural. The degree of change and stress may depend on the differences between the society of origin and the host country. A troubled economy in the host country, racism, socioeconomic status, and a person's unrealistic expectations are also contributing factors.

It is easy to understand how and why newcomers experience problems with alcohol and other drugs. Often, they are a coping strategy; one adopted after or worsened by the migration and settlement process. In other cases, doctors may overprescribe drugs such as tranquillizers, sedatives and painkillers to assist patients in coping with stress-induced conditions such as anxiety and depression.

### **Women and Children in Violent Relationships**

Recent studies show that many people who have suffered abuse depend on alcohol and drugs to cope with the physical and emotional pain. However, it is important to keep in mind that not everyone who is abused relies on alcohol or other drugs to cope. People use drugs for many reasons, which may be unrelated to violence.

The relationship between alcohol and drug use and violence against women and children is very complex. It manifests itself in the following three ways:

- **In the coincidence of abuse in childhood and drug use in adulthood.**  
People who have problems with alcohol or drugs are often people who were abused physically, emotionally and/or sexually as children.
- **In the correlation of violence in an adult relationship and drug use.**  
Women in an abusive relationship are more likely to use sedatives and/or to be dependent on alcohol.
- **In the coexistence of drug use and abusive or violent behaviour in a relationship.**  
Problem drinkers are more likely to abuse their partners; impaired abusers inflict more injuries — and the most severe injuries. The use of drugs or alcohol often precedes episodes of violence. Frequent drinking is also linked to the incidence of sexual and other forms of child abuse.

## **How to Tell If There Is a Problem**

### **Indirect and Direct Signs of Drug Misuse**

Often, it is not the number of drinks that matters as much as the consequences of the drinking. Although we often associate drug use with health problems, medical complications usually become evident only after prolonged and heavy use. Yet other types of problems may become apparent at an earlier stage of use. Identifying and acting on these indicators may allow for intervention before drug use becomes problematic.

### **Family Indicators**

Drug use probably affects family life the most. Separation, sexual difficulties, verbal and/or physical abuse, and psychosomatic complaints from other family members may be signs of a drug problem.

### **Social Indicators**

Prolonged drug use often affects a person's social life. As the importance of drugs increases, relationships with family and friends lose their significance. Changes in relationships (for example, associating only with those who use drugs) and in recreational activities (participating in activities that involve drugs) are common.

### **Employment Indicators**

Especially over time, drug use can result in apathy, loss of enthusiasm, poor motivation and even intellectual impairment. These effects may be reflected at work in deteriorating job performance, loss of a sense of job responsibility, tardiness and absenteeism (especially on fixed days, such as the day after payday) and an increasing number of accidents and mistakes.

### **Financial Indicators**

Drug use can be an expensive habit. Consequently, money that is normally spent on necessities such as food and clothing is used to buy drugs. Heavy debt, collection agency problems and degenerated living conditions can result.

### **Legal indicators**

Legal problems can also indicate misuse. For users of illicit substances, examples of legal concerns include arrest for possession of drugs, arrest for crimes committed to obtain money to buy drugs and legal complications arising from bankruptcy or divorce. For users of licit drugs, illegal consumption often results in conflict; for example, drinking over the legal limit and driving. Two or more charges or convictions for impaired driving are considered a significant indicator of an alcohol problem.

## **Teenagers and Drugs**

Drug use by young people can result in the same kinds of problems discussed above, however, the indicators may manifest themselves differently. Possible signs of drug use by teenagers include:

- behaviour, appearance or attitude suddenly changes toward family members or others
- behaviour becomes more secretive or less helpful at home
- school grades drop
- money or valuable objects go missing at home
- a new group of friends or friends don't visit at home anymore

While these signs may indicate drug use, there may be other explanations. It is important to remember that adolescence is a time of great change. It is also helpful to know that, while many young people experiment with drugs, few go on to become drug dependent.

## **Older Adults**

In older adults some of the warning signs of harmful drinking are often mistaken for signs of aging. Warning signs include:

- drinking greater amounts and drinking more often
- drinking kept secret or denying how much he or she consumes
- drinking early in the day
- gulping drinks
- spending large amounts of money on alcohol
- drinking to cope with loneliness or loss
- confusion; forgetfulness
- anxiety or depression; mood changes
- falling or having accidents
- sleeping problems
- eating poorly; weight loss and loss of appetite
- deteriorating health
- medication not working effectively
- neglecting oneself or one's home
- conflict and withdrawal from family and friends
- problems with prescription drugs.

### **Informal Tests**

An informal way of identifying a problem is simply the quantity a person drinks or how often she or he uses illegal drugs. With alcohol, for example, researchers have been able to establish some clear levels associated with increased risk. The following guidelines are based on the best research evidence available:

- **drinking more than 12 drinks per week**
- **drinking more than four drinks (men) or three drinks (women) daily**
- **drinking more than one drink per hour**
- **driving any motor vehicle after drinking**
- **drinking with the intention of becoming drunk**
- **drinking before or during work hours**
- **drinking while on prescription drugs**
- **drinking before or during sports activities**
- **drinking when feeling depressed, lonely or under stress**
- **drinking out of habit.**

(A drink is defined as beer, wine or liquor. A beer contains roughly the same amount of alcohol as a mixed drink or a glass of wine.)

### Formal Tests

Formal testing tools include laboratory tests for physical changes that indicate drug consumption and surveys or interviews about drug use. Questionnaires about alcohol-related problems and consequences are another tool. One example is the CAGE test, which consists of four simple questions that reliably identify people who have drinking problems and rule out those who do not. The questions are:

- Have you ever felt you ought to **CUT DOWN** on your drinking?
- Have people **ANNOYED** you by criticizing your drinking?
- Have you ever felt bad about or **GUILTY** about your drinking?
- Have you ever had a drink first thing in the morning to steady your nerves and get rid of a hangover? (**EYE OPENER**)

Two or more positive responses suggest sufficient evidence of alcohol misuse to warrant further investigation.

The name CAGE is derived from the key word in each question: **C**ut down, **A**nnoyed, **G**uilty, **E**ye opener. An advantage of the CAGE questionnaire is that it is short, making it easy to incorporate into a client interview. For this reason, it is especially valuable for health care professionals, however, it is still not clear how effective the CAGE test is at identifying people who are just beginning to experience problems with their drinking.





# 3

## How to Talk to Clients About Substance Abuse

### **Drugs and the Family**

Preventing Alcohol and Other Drug Problems in the Family  
Dealing with Alcohol and Other Drug Problems in the Family

### **Drugs and the Law**

### **3. How to Talk to Clients about Substance Abuse**

The following are suggestions on ways to talk to clients about substance abuse. These suggestions may need to be adapted to be culturally appropriate for individual clients.

One approach is to deal with the issue of substance abuse in the context of a primary problem such as family violence. Working from the perspective of a specific concern, it is possible to see if, and in what ways, alcohol and/or drug use might be a component of the problem. If a person reports using alcohol and/or drugs, he or she is asked a sequence of questions such as:

- When did you first use alcohol or drugs?**
- Have you used in the last year?**
- Has your use ever concerned you or other people?**
- If so, who was concerned?**
- Is it currently a concern?**

Another way to approach alcohol and drug use is from a family perspective. Focusing on the immediate and extended family might be a safer opening than questioning individual use. Creating a family profile is often helpful in understanding your client. Ask the client to describe family beliefs and behaviours involving substance abuse.

## **Drugs and the Family**

The following are suggestions for clients on how to prevent and deal with alcohol and other drug problems. These suggestions may need to be adapted to be culturally appropriate for individual clients.

### **Preventing Alcohol and Other Drug Problems in the Family**

#### *Talking about it:*

When a family knows how to talk — and listen — to each other, serious problems like those related to alcohol or other drugs are less likely to develop.

#### *Supporting each other:*

Having someone to count on in a family can make a big difference. Showing love, listening, following through with promises, and being ready to help when asked — all of these are ways to develop support in the family.

#### *Setting the rules:*

A family works best when it sets rules and responsibilities for each member.

#### *Being a good role model:*

The things one family member does can have a strong influence on other members of the family. Children notice — and imitate — the way their parents, older brothers or sisters and other relatives handle alcohol, tobacco and other drugs.

#### *Expressing feelings:*

Everybody has feelings about other family members and about what happens in their family. Feelings themselves are not good or bad; what a person does with those feelings matters. Sometimes it is hard, but if a person speaks up and lets others know how he or she feels, it may help avoid misunderstandings and bring family members closer together.

#### *Making time for each other:*

In any family, it is important to spend time together. When a family shares interests and activities their ties grow stronger. However, sharing activities together does not just happen, family members have to work at it.

## **Dealing with Alcohol and Other Drug Problems in the Family**

### *Raising the issue:*

When people have alcohol- or drug-related problems, they usually do not want to talk about them. Although it is hard to bring up the topic, it is important to try — and it may require more than one effort. It helps if family members support each other when talking to the person they are concerned about. If they do not feel safe talking to the person, they can get help from a professional in their community.

### *Solving problems together:*

Problems happen in all families. What matters is how the family works together to solve them. It is important to use the combined strengths and skills of all family members especially when dealing with serious issues such as problems related to alcohol and other drugs.

### *Handling conflict wisely:*

Conflicts and disagreements are part of every family relationship. Differences of opinion are not only natural they may even be healthy. What matters is the way families deal with disagreements about important issues such as drug use and whether these disagreements bring them closer together or drive them apart.

### *Knowing how to get help:*

Alcohol and other drug problems create difficulties for the whole family not just the person with the problem. That is why everyone should feel free to seek help and support. At the same time, the family can encourage the person with the problem to get the help he or she needs.

*Learning how to cope:*

It is not easy being part of a family when there is a problem with alcohol or other drugs. Family members probably feel stressed, lonely and frustrated and there may even be days when they just want to run away from it all. These are tips to help family members cope:

- Remind them that it is okay to be angry and still love and care for the family member with the problem.**
- Tell them not to take the blame for the family member's problems with alcohol or other drugs.**
- Remind them that they are not alone other people like them are struggling with similar problems.**
- Tell them not to protect the person with the problem. Making excuses, like calling in sick to an employer, is not helpful in the long run.**
- Advise them to find a balance between helping and taking over.**
- Encourage them not to think about their family problems all of the time. They can get involved in outside activities that will help them get on with their own lives: taking up a hobby, joining a club, playing sports or volunteering. They need to be good to themselves.**
- Remind them that their own health, safety and well-being are important. Even if family members do not have alcohol or other drug problems, they may need support; they should be encouraged to ask for help if they need it.**

## Drugs and the Law

Cannabis, cocaine and heroin are illegal drugs. Possession or trafficking of these drugs results in a fine or jail term; the penalty depends on the drug, the amount of the drug and the activity. Laws also regulate tobacco and alcohol; for example, there are age restrictions for their purchase and consumption.

Drinking and driving is a criminal offence. The penalties for impaired driving (driving with .08 per cent or more blood alcohol content) or failing to provide a breath sample are:

<b>Impaired Driving</b>	
Minimum penalty:	<b>First offence:</b> \$300 to \$2,000 fine; three months to three years licence suspension <b>Second offence:</b> 14 days to six months imprisonment; six months to three years licence suspension <b>Subsequent offences:</b> 90 days to six months imprisonment; one to three years licence suspension
<b>Impaired Driving Causing Bodily Harm</b>	
Maximum penalty:	up to 10 years imprisonment; up to 10 years licence suspension The court may impose a fine of any amount.
<b>Impaired Driving Causing Death</b>	
Maximum penalty:	up to 14 years imprisonment; up to 10 years licence suspension The court may impose a fine of any amount.

In addition, a person found guilty of manslaughter or criminal negligence causing death can be sentenced to life imprisonment. The penalties outlined above are federal penalties but there are also minimum provincial penalties: a one-year licence suspension for the first offence; a two-year licence suspension for the second offence within five years; a three-year licence suspension for any subsequent offences within a five-year period. For more information contact your local police division.

The above information is taken from *Back on Track: Ontario's Remedial Measures Program for Impaired Drivers*, Centre for Addiction and Mental Health.



# 4 Treatment Choices

**Goals for Recovery**

**The Risk Continuum**

**Methadone Treatment**

How Does Methadone Work?

**Live-at-Home Choices**

Assessment and Referral

Weekly Counselling

Daytime or Evening Counselling

Continuing Care

Mutual Aid Group

**Live-in Choices**

Withdrawal Management

Short-term Residential

Long-term Residential

Therapeutic Community

Supportive (Halfway) Housing

## 4. Treatment Choices

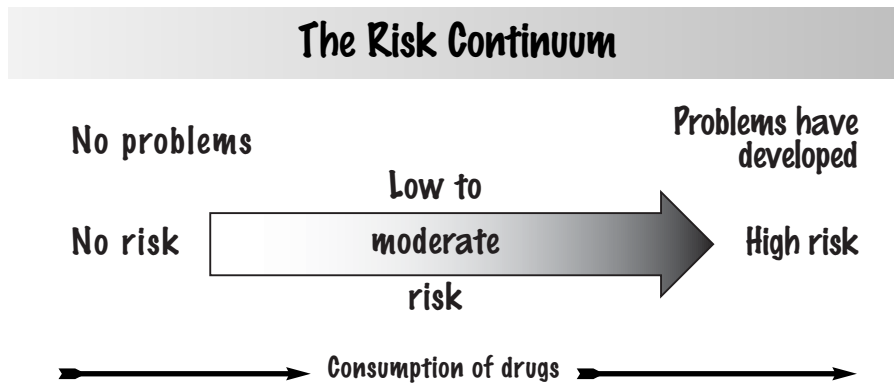
### Goals for Recovery

Abstinence requires a person to stop all use of the problem drug. Harm reduction involves a broader range of possibilities. A person might not eliminate drug use altogether but cut back on the amount used or decide to use the drug more appropriately — not drink and drive, for example.

For people with chronic problems, abstinence or cutting back drug use may not be realistic goals. Providing humane care to people is another form of harm reduction. It might involve supplying meals and safe shelter to someone who is drunk or substituting heroin with a less harmful drug such as methadone and providing sterile needles. Harm reduction is seen as a starting point for people who are not ready to change their behaviour.

### The Risk Continuum

The Risk Continuum is a conceptual tool for choosing appropriate goals and deciding on the type of treatment if it is needed. Traditionally, most resources are aimed at helping people at the high-risk end of the continuum; people with the most serious problems.



As drug use increases, the risk of problems also increases.

## **Methadone Treatment**

Methadone is a medication used as a substitute for heroin or other narcotics. It is a prescription drug used to help stabilize the lives of people dependent on heroin and reduce drug-related harm. When starting methadone treatment, a person goes to the pharmacy each day to drink the medication but as treatment goes on the client may be eligible to take doses at home.

### **How Does Methadone Work?**

Methadone is part of a long-term treatment program for narcotic- or heroin-dependent people. At first, treatment is aimed at stabilizing the person's life. Methadone diminishes drug cravings and helps reduce or eliminate heroin use, which improves a person's overall sense of well-being. The effects of methadone last one to two days, which allows individuals an opportunity to stop using the heroin or other narcotics and work on improving their lives. It may take four or five days to feel the full effect of an adjustment to the dose. Methadone treatment is most effective when it is combined with other services such as relapse prevention, individual or group counselling and case management.

Methadone is usually well-tolerated as a medication. Most people experience few, if any, side-effects. Side-effects include sweating, constipation, sexual difficulties, sleepiness or drowsiness and change in weight. Taken as prescribed, methadone is safe and effective and can be used for years as long as it is benefitting the individual and there are no medical concerns. To a person who is not taking it to treat a narcotics dependency, methadone can cause overdose and death. Therefore it should only be taken if it is prescribed.

Most people wonder how long they will need to be on methadone. Everyone is different but most people who successfully come off methadone display these important characteristics: they have stability in their lives — in family relationships, in employment, and so on, and they reach the decision to stop together with a doctor.

There is still no “cure” for drug dependence or addiction but the stability that methadone treatment can produce offers a person the opportunity to make positive lifestyle changes in a supportive environment.

The information about methadone is taken from Methadone Maintenance Therapy: Information for Clients. Addiction Research Foundation, Centre for Addiction and Mental Health.

## **Live-at-Home Choices**

### **Assessment and Referral**

- Designed for: Someone who may have a problem with substance use or someone who is concerned about another person's substance use
- Common features:
- Exploration of how alcohol and other drugs affect the client's life
  - Development (with the client) of a treatment plan
  - Client support before and after treatment
  - Advocacy and help with other community agencies to obtain services and information for the client and the client's family
- Usual length: One or two two-hour assessment interviews
- Requirements:
- Attendance at one or two appointments
  - Participation in an interview of up to two hours
  - Client is not under the influence of alcohol or other drugs for the appointment (unless it is medication prescribed by a doctor)

### **Weekly Counselling**

- Designed for: Someone who shows early signs of an alcohol- or other drug-related problem or someone who shows signs of relapse
- Common features:
- Exploration of how alcohol and other drugs affect the client's life
  - Development (with the client) of goals related to alcohol and other drug use
  - Education about the risks of alcohol and other drug use
  - Readings and assignments
  - Skills training to lead a healthy, balanced life
  - Counselling in a range of life areas; both one-on-one support and guidance and group counselling sessions
  - Programs for seniors may provide counselling in the client's home
  - Support and information for the client's family or referral to family support services
  - Relapse prevention
  - Linkages to other community services
- Usual length: One or two sessions per week for one to six months
- Requirements: Attendance at regularly scheduled sessions  
Client is not under the influence of alcohol or other drugs for the sessions (unless it is medication prescribed by a doctor)

### **Daytime or Evening Counselling**

- Designed for: Someone who has problems with substance use or dependency
- Common features:
- Education about the risks of alcohol and other drug use
  - Skills training to lead a healthy, balanced life
  - One-on-one support and guidance; group counselling sessions
  - Support and information for the client's family or referral to family support services
  - Planning (with the client) for the post-treatment period
  - Relapse prevention
  - Linkages to mutual aid groups (for example, Alcoholics Anonymous)
- Usual length: Two to five hours every day for two to five weeks
- Requirements:
- Attendance at daily activities
  - Client has not used alcohol or other drugs for several days before entering the treatment program
  - Client does not use alcohol or other drugs during the treatment program

### **Continuing Care**

- Designed for: Someone who has participated in outpatient, day or residential treatment programs
- Common features:
- Refresher course in skills training to lead a healthy, balanced life
- One-on-one support and guidance; group-counselling sessions
  - Use of self-help books
  - Relapse prevention
  - Linkages to mutual aid groups
- Usual length: Several months to several years, as needed
- Requirements: Client has previously completed a substance use treatment program

## **Mutual Aid Group**

- Designed for: Someone who has an alcohol or other drug dependency and requires group support to abstain from substance use
- Common features:
- Social interaction with people who are also recovering from alcohol or other drug problems
  - Social activities where no alcohol or other drugs are available
  - Members support each other by sharing experiences, strengths and hope
  - Structured recovery program (for example, the 12-Step program of Alcoholics Anonymous)
  - No dues or fees; voluntary contributions from the members support the group
  - Role models may “sponsor” new members or serve as mentors
- Usual length: Meetings last one to two hours and are held on a regular basis in most communities across Canada
- Requirements:
- Desire to stop using alcohol or other drugs
  - Respect for the principles of the group

## **Live-in Choices**

### **Withdrawal Management**

- Designed for: Someone who wants to withdraw from alcohol or other drug use with supervision and support
- Common features:
- Provision of shelter, meals and support
  - Monitoring of client's withdrawal symptoms
  - Access to nearby emergency medical services
  - Information about different treatment programs; help to gain access to them
  - Linkages to mutual aid groups
  - In rural areas, withdrawal management services may be available in several different settings (for example, at home)
- Usual length: Three to five days
- Requirements:
- Client does not use alcohol or other drugs on the premises (unless it is medication prescribed by a doctor)
  - Client is not violent
  - Client is not in need of immediate medical attention

### **Short-term Residential**

- Designed for: Someone who has substance use problems or dependency; someone who has a long history of such problems and/or has not been successful in a non-residential treatment program
- Common features:
- Education about the risks of alcohol and other drug use
  - Skills training to lead a healthy, balanced life
  - One-on-one support and guidance; group-counselling sessions
  - Sports and recreation
  - Support and information for the client's family or referral to family support services
  - Planning (with the client) for the post-treatment period
  - Relapse prevention
  - Linkages to mutual aid groups
- Usual length: Up to one month
- Requirements:
- Client has not used alcohol or other drugs for several days before entering the treatment program
  - Client does not use alcohol or other drugs while in the program
  - Participation in education and treatment activities

## **Long-term Residential**

- Designed for: Someone who has substance use problems or dependency; someone who has a long history of such problems and has not been successful in a non-residential treatment program and he or she has a poor job history, poor social skills and inadequate housing
- Common features:
- Education about the risks of alcohol and other drug use
  - Skills training to lead a healthy, balanced life
  - One-on-one support and guidance; group-counselling sessions
  - Sports and recreation
  - Support and information for the client's family or referral to family support services
  - Planning (with the client) for the post-treatment period
  - Assistance in re-entering the community (for example, social support, job retraining, housing)
  - Relapse prevention
  - Linkages to mutual aid groups
- Usual length: Six weeks to six months
- Requirements:
- Completion of withdrawal management (for example, client has no alcohol or other drugs in his or her body)
  - Client does not use alcohol or other drugs while in the treatment program
  - Participation in education and treatment activities

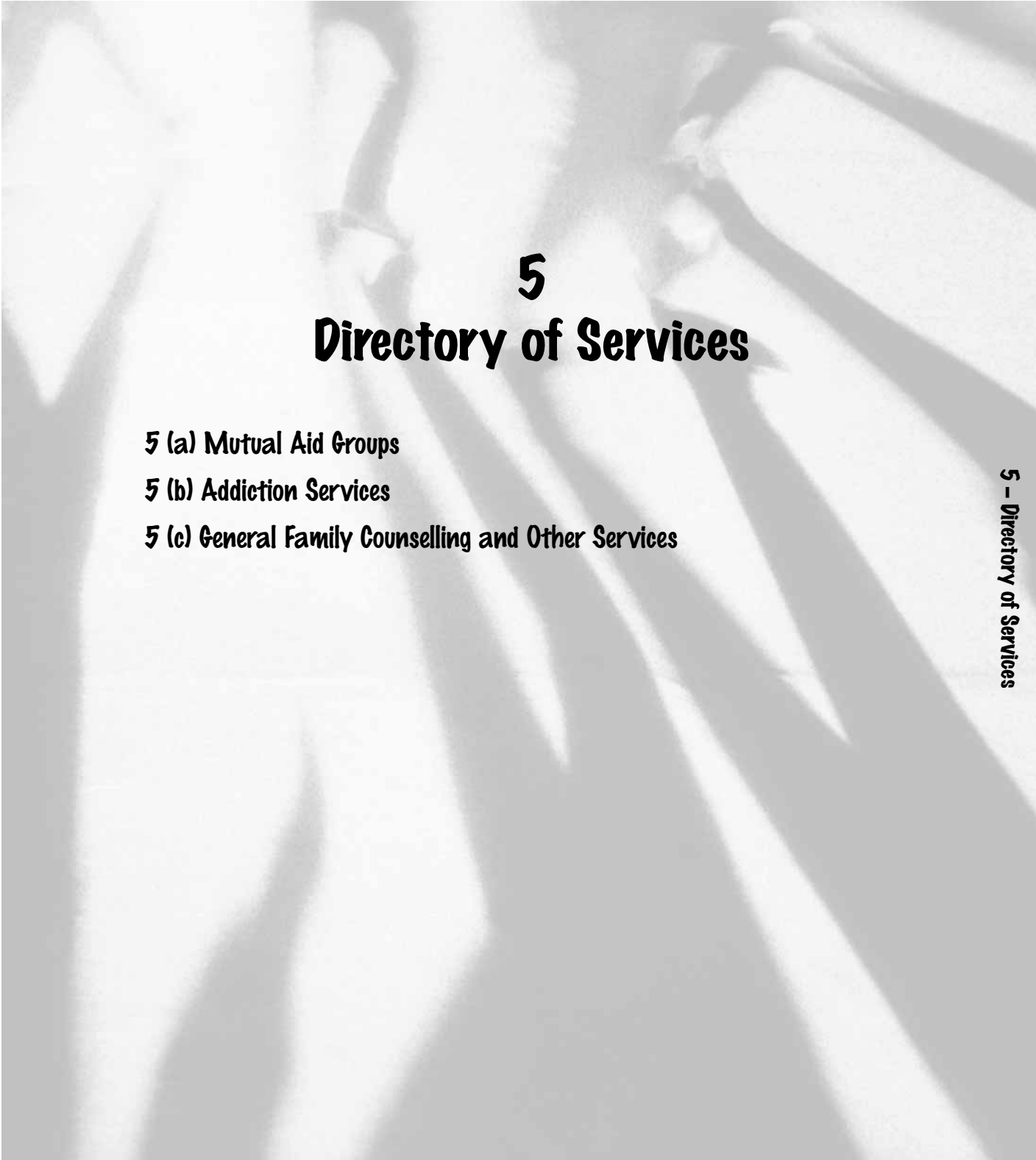
## **Therapeutic Community**

- Designed for: Someone trying to rebuild his or her life without the use of alcohol or other drugs
- Common features:
- Majority of clients have had cocaine or heroin addictions
  - Strict rules and rigid schedules
  - Education about the risks of alcohol and other drug use
  - Creation of a family unit for clients
  - Skills training to lead a healthy, balanced life; job skills training
  - One-on-one support and guidance; group counselling sessions
  - Sports and recreation
  - Planning (with the client) for the post-treatment period
  - Assistance in re-entering the community
  - Relapse prevention
  - Linkages to mutual aid groups
- Usual length: Six to fifteen months
- Requirements:
- Completion of withdrawal management (for example, client has no alcohol or other drugs in his or her body)
  - Client has had a medical and psychiatric examination
  - Participation in a rigid schedule of activities
  - Participation in care of the treatment setting (for example, doing chores)

## **Supportive (Halfway) Housing**

- Designed for: Someone who has completed a live-in program and needs a bridge or intermediate step before living independently again
- Common features:
- Home-like atmosphere
  - Skills practice to lead a healthy, balanced life
  - One-on-one support and guidance; group counselling sessions
  - Assistance in re-entering the community
  - Relapse prevention
  - Linkages to mutual aid groups
- Usual length: Six months to one year
- Requirements:
- Completion of withdrawal management (for example, client has no alcohol or other drugs in his or her body)
  - Involvement in activities outside the house (for example, school, work)
  - Financial contribution to food and housing (if possible)





# **5**

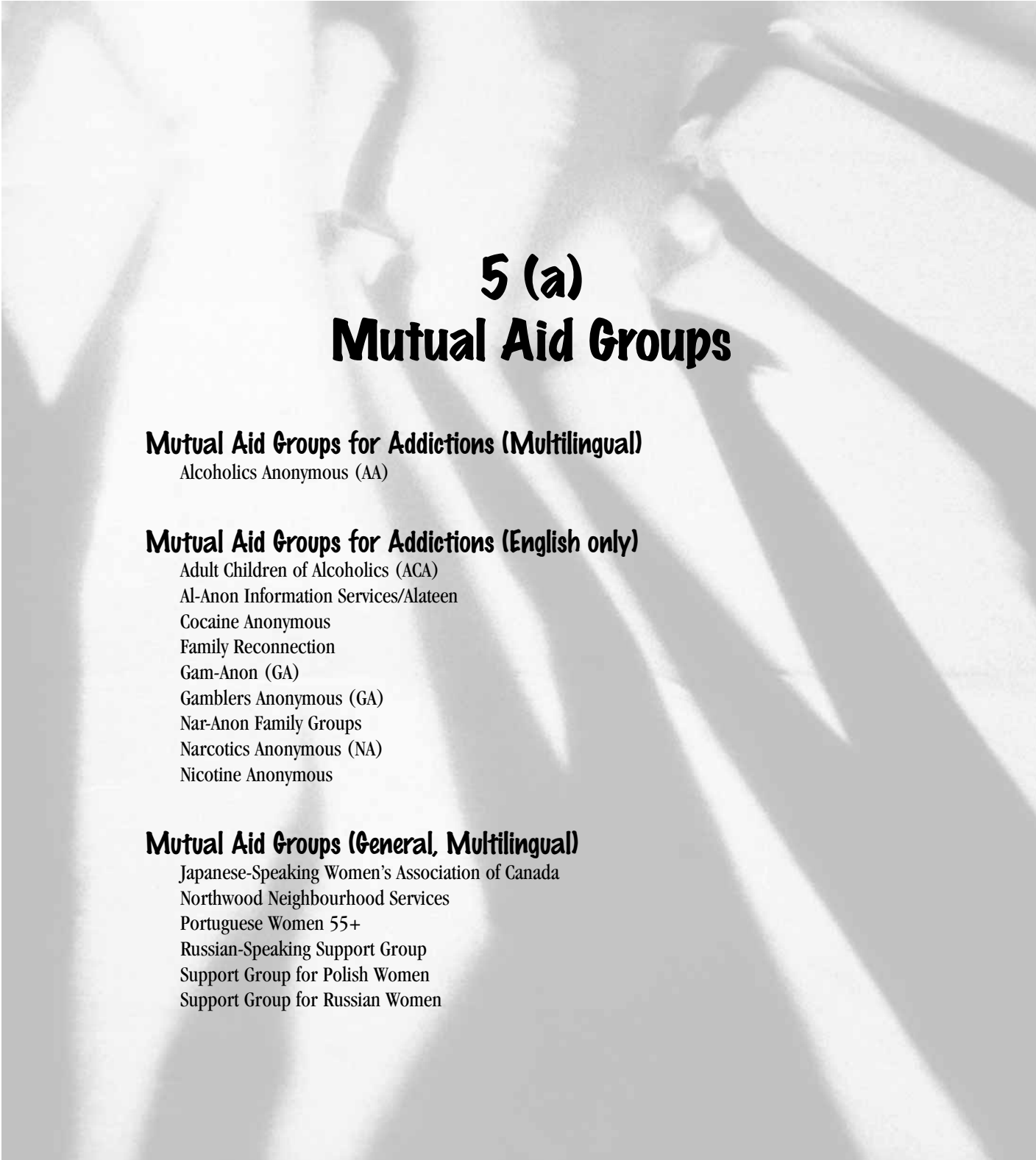
## **Directory of Services**

**5 (a) Mutual Aid Groups**

**5 (b) Addiction Services**

**5 (c) General Family Counselling and Other Services**





# 5 (a) Mutual Aid Groups

## **Mutual Aid Groups for Addictions (Multilingual)**

Alcoholics Anonymous (AA)

## **Mutual Aid Groups for Addictions (English only)**

Adult Children of Alcoholics (ACA)

Al-Anon Information Services/Alateen

Cocaine Anonymous

Family Reconnection

Gam-Anon (GA)

Gamblers Anonymous (GA)

Nar-Anon Family Groups

Narcotics Anonymous (NA)

Nicotine Anonymous

## **Mutual Aid Groups (General, Multilingual)**

Japanese-Speaking Women's Association of Canada

Northwood Neighbourhood Services

Portuguese Women 55+

Russian-Speaking Support Group

Support Group for Polish Women

Support Group for Russian Women

## **5 (a) Mutual Aid Groups**

### **Mutual Aid Groups for Addictions (Multilingual)**

#### **Alcoholics Anonymous (AA)**

- Address:** 234 Eglinton Ave. East, Suite 202  
Toronto, Ontario M4P 1K5
- Contact person:** Carole Keenan
- Phone:** (416) 487-5591
- Web site:** [www.alcoholics-anonymous.org](http://www.alcoholics-anonymous.org)
- Languages:** English, Spanish, Portuguese, Italian, Polish, French
- Objectives:** AA is a fellowship of men and women who share their experience, strength and hope with each other, so that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership as it is self-supporting through its own contributions. AA is not allied with any sect, denomination, political party, organization or institution; it does not engage in any controversy nor does AA endorse or oppose any cause. The primary purpose is to stay sober and help other alcoholics to achieve sobriety.
- Activities:** The AA helping philosophy and strategies are based on the 12 Steps and 12 Traditions. Members are supported in developing healthy attitudes. They share their personal experiences in an atmosphere of support and confidentiality and act as sponsors to one another outside regular meetings.
- Additional information:** Women- and youth-only meetings are available. There are also wheelchair-accessible meetings, non-smoking meetings and hearing devices are available at meetings upon request.
- Meetings & membership:** There are approximately 300 meetings (English and other languages) held weekly throughout Toronto and its outlying areas. For exact times and locations, call the number listed above. There are no dues or fees required to attend meetings.

## **Mutual Aid Groups for Addictions (English only)**

### **Adult Children of Alcoholics (ACA)**

- Address: P.O. Box 75061  
20 Bloor Street East  
Toronto, Ontario M4W 3T3
- Phone: (416) 593-5147
- Objectives: ACA is a self-help group. It is a fellowship of men and women whose common bond is their upbringing in homes where addiction, compulsion or dysfunction was present. The members learn to lead full lives through the healing that results from their participation in ACA.
- Activities: In ACA's discussion meetings, adult children of alcoholics or dysfunctional families find help and support to work through the effects of being raised in a chaotic environment.
- Additional information: A newsletter, Comline, is available from the organization's U.S. central office in California by calling (213) 534-1815.
- Meetings & membership: Meetings are held seven days a week. Groups are available in Toronto, Newmarket, Huntsville, Mississauga, Ajax, Barrie and Thornhill. For specific information call the number listed above. There are no membership fees or requirements except for identification with the "problem" as described in the ACA literature. An open meeting is available, which families, friends, therapists, and so forth can attend. There are two speakers and time is allowed for questions.

### **Al-Anon Information Services/Alateen**

- Address: 1771 Avenue Road  
P.O. Box 54533  
North York, Ontario M5M 4N5
- Phone: (416) 410-3809 (answering service)
- Web site: <http://web.idirect.com/~alanon>
- Objectives: Al-Anon helps families and friends of alcoholics cope with and understand the disease of alcoholism. Alateen, under the auspices of Al-Anon, is for teenagers 13–20 whose lives are affected by a drinking family member. The group has separate meetings but follows the format and orientation of Al-Anon.
- Activities: Meetings open with an introduction, then a moment's silence and the serenity prayer. AA's 12 Steps and 12 Traditions are read followed by a discussion of various topics. Meetings end with a social period and refreshments. Members can choose a sponsor for support outside regular meetings.
- Additional information: A newsletter is published quarterly.
- Meetings & membership: For times and locations of the nearest group, call the number listed above. Members are encouraged to use other chapters on other nights whenever they need additional support. Members use first names only to ensure anonymity. There is no fee but voluntary contributions are accepted.

## **Cocaine Anonymous**

- Hotline: (416) 927-7858
- Web site: [www.interlog.com/~recovery](http://www.interlog.com/~recovery)
- E-mail: [arecovery@interlog.com](mailto:arecovery@interlog.com)
- Objectives: To provide mutual aid and support throughout the 12-step program, which helps addicts live clean and sober.
- Activities: Cocaine Anonymous holds an annual conference.
- Meetings & membership: Meetings are held daily. Call the number listed above for exact times and locations.

## **Family Reconnection**

- Address: 197 Euclid Ave.  
Toronto, Ontario M6J 2J8
- Phone: (416) 603-1827
- Objectives: This group provides support for both mothers recovering from crack, cocaine or heroin addictions and their preschool children.
- Activities: Activities include support groups, outreach and parenting groups.
- Additional information: This program is focussed on parenting while in recovery. Groups are for parents with children up to age six. Groups last for eight weeks and are closed.
- Meetings & membership: There is no cost.

## **Gam-Anon (GA)**

- Phone: (416) 366-7613
- Objectives: Gam-Anon is a fellowship for friends and relatives of gamblers. Its objectives are to enable members to understand a gambler's problem, to provide support for coping with the difficulties encountered living with a gambler and to aid in individual and personal growth.
- Activities: Modelled on Al-Anon, therapy meetings are discussions of GA literature. Advice and information are provided to new members on coping with the practical problems of living with a gambler. Step meetings discuss one of the 12 Steps. Members are encouraged to contact each other for support outside regular meetings.
- Additional information: A marathon is held annually.
- Meetings & membership: Step and therapy meetings are held weekly. Contact the number listed above for times and locations.

## **Gamblers Anonymous (GA)**

- Objectives: Gamblers Anonymous helps members break their addiction to gambling and develop a better way of life. Members address any living or personality problems in order to achieve these goals.
- Activities: Founded on AA principles and methods, therapy meetings involve discussion of GA literature. Step meetings review the 12 Steps and their application. Meetings are open only to gamblers. Marathons are 24-hour workshops that involve speakers and discussion, which may be open to the public.
- Additional information: Transportation is available upon request. Pamphlets and cassettes are available.
- Meetings & membership: Step and therapy meetings are held weekly. Contact the number listed above for times and locations.

## **Nar-Anon Family Groups**

- Address: 275 Bamburg Circle, Apt. 210  
Scarborough, Ontario M1W 3X4
- Contact person: Fern Harding (416) 498-6148
- Phone: Helpline: (416) 239-0096
- Objectives: Nar-Anon provides a support group for relatives and friends of people with drug addictions.
- Activities: Nar-Anon holds group meetings.
- Meetings & membership: Contact the number listed above for times and locations of meetings.

## **Narcotics Anonymous (NA)**

- Address: P.O. Box 5700, Depot A  
Toronto, Ontario M5W 1N8
- Phone: Helpline: (416) 236-8956
- Objectives: NA is a fellowship of recovering drug addicts who meet regularly to help each other stay clean.
- Activities: Besides regular meetings and the volunteer-run helpline, there are public information talks and services as well as social activities such as dances, picnics and camping trips.
- Additional information: There is a monthly newsletter for members. NA has been in operation for over eight years in the City of Toronto.
- Meetings & membership: There are no membership fees, only the desire to stay clean. Transportation is available as needed, and if possible, members will assist someone in getting to a meeting. There are meetings every day of the week with open meetings available each month for families and friends. Some meeting locations have wheelchair accessibility (check locations). Call the number listed above for times and locations.

## **Nicotine Anonymous**

- Contact person: Howard
- Phone: (416) 686-1476 or (416) 487-8988
- Objectives: Nicotine Anonymous helps people maintain a smoke-free life.
- Activities: The group offers meetings and telephone networking and support.
- Additional Information Nicotine Anonymous uses a 12-step program.
- Meetings & membership: Weekly meetings are held at the Centre for Addiction and Mental Health, 33 Russell Street, Toronto. Call the number listed above for dates and times.

## **Mutual Aid Groups (General, Multilingual)**

### **Japanese-Speaking Women's Association of Canada**

- Contact person: Michiko
- Phone: (416) 485-9386
- Languages: Japanese
- Objectives: The group is open to all Japanese-speaking women living in Canada, with its primary objective being to support Japanese-speaking immigrant women.
- Activities: The association has monthly support group meetings. Other activities include visits to community organizations and dialogue with other self-help groups.
- Meetings & membership: Monthly meetings are held on a variety of themes. Themes for each meeting are decided in the previous month and the group's discussion revolves around the selected theme. There is a small fee (about \$2.00) to cover the cost of refreshments. Time and location of the meeting is listed each month in the local Japanese community newspaper. Call the contact listed above for more information.

### **Northwood Neighbourhood Services**

- Address: 2300 Neighbourhood Services  
Lower Level, Suite 101  
Toronto, Ontario M9M 3A4
- Contact person: Victoria Pica
- Phone: (416) 748-0788
- Languages: Spanish, Italian
- Objectives: This is a community organization, which runs self-help groups in the Finch/Wilson and Keele/Weston Road areas of Toronto.
- Activities: Northwood Neighbourhood Services offers a variety of services including self-support groups for senior Latin American and Italian women.
- Meetings & membership: Weekly meetings are held from September to June and there are special activities in the summer. All programs are off-site. Call the number listed above for details as times and locations may change. Programs are open to anyone interested.

## **Portuguese Women 55+**

- Address:** c/o Bob Abate Community Recreation Centre  
485 Montrose Ave.  
Toronto, Ontario M6G 3H2
- Contact person:** Ana Nascimento
- Phone:** (416) 588-5007
- Languages:** Portuguese
- Objectives:** A self-reliant support group for senior Portuguese-speaking women in Toronto that offers programs and activities designed to enhance the quality of life of its members and increase their ability to meet the challenges they face on a day-to-day basis.
- Activities:** This self-help support group meets weekly. Other activities include exercise, choir, social gatherings, and so on. The group also undertakes lobbying activities.
- Meetings & membership:** Most activities take place on Saturdays at the Trinity Recreation Centre. Membership is open to any interested Portuguese-speaking older woman. Call the number listed above for further information.

## **Russian-Speaking Support Group**

- Address:** c/o Four Villages Community Health Centre  
1700 Bloor Street West  
Toronto, Ontario
- Contact person:** Marina Sokolova
- Phone:** (416) 604-3361 or (416) 604-0640 ext. 251
- Fax:** (416) 604-3367
- Languages:** Russian
- Objectives:** The group provides social and emotional support for Russian-speaking people.
- Activities:** The focus is one-on-one peer counselling for individuals and families, with occasional group meetings.
- Meetings & membership:** Peer counselling is held every Thursday 4–8 p.m. at the contact address above. The group determines meeting times.

## **Support Group for Polish Women**

Address: c/o Polish Immigrant and Community Services  
15 Roncesvalles Ave., Suite 202  
Toronto, Ontario M6R 2K2

Contact person: Elizabeth Gajewski

Phone: (416) 533-9471

Fax: 233-5141

Languages: Polish

Objectives: The group provides women with the opportunity to talk in a supportive group environment about a variety of issues. Topics include: children and school problems, the educational system in Ontario, helping children succeed in school, preventing children from using drugs, feeling lonely and lost, family problems and more.

Activities: The group also involves guest speakers.

## **Support Group for Russian Women**

Address: c/o Polish Immigrant and Community Services  
3363 Bloor Street West  
Etobicoke, Ontario M8X 1G2

Contact person: Nadia

Phone: 233-0055

Fax: 233-5141

Languages: Russian

Objectives: The group provides women with the opportunity to talk about self-improvement and stress reduction; barriers for immigrant women; sexual, physical and emotional abuse; employment and communication skills; parenting skills and more. TTC tickets and refreshments are provided.

Activities: This is a mutual support group for Russian-speaking women, with guest speakers on a variety of topics.



# 5 (b)

## Addiction Services

### **Addiction Services, Toronto (Multilingual)**

CARITAS Project — Community Against Drugs  
Community Older Persons Alcohol Program (COPA)  
J.D. Griffen Centre  
Parkdale Community Health Centre  
Polish Immigrant and Community Services  
Portuguese Mental Health and Addiction Services  
Substance Abuse Program for African Canadian and Caribbean Youth (SAPACCY)  
Woman's Own Detox

### **Addiction Services, Toronto (English with interpreters or English only)**

Centre for Addiction and Mental Health  
Hospital for Sick Children Substance Abuse Outpatient and Day Treatment Program  
Drug and Alcohol Registry of Treatment (DART)

### **Addiction Services, throughout Ontario (Multilingual)**

Community Alcohol/Drug Assessment Program, Algoma Health Unit  
Hamilton Women's Detox Centre  
Peel Addiction Assessment and Referral Centre (PAARC)  
Pinegate Addiction Service, Program of Network North/ Community Mental Health Group  
Pinewood Centre  
Portage Ontario  
Salvation Army Windsor Community and Rehabilitation Centre  
Vitanova Foundation  
YMCA Youth Substance Abuse Program, Mississauga

## 5 (b) Addiction Services

### Addiction Services, Toronto (Multilingual)

#### CARITAS Project - Community Against Drugs

- Address: 15 Millwick Drive  
North York, Ontario M9L 1Y4
- Hours: Mon.–Fri., 9 a.m.–5 p.m.
- Phone: (416) 748-9988
- Fax: (416) 748-7341
- Web site: <http://home.istar.ca/~caritas>
- Languages: English, Italian; interpreters available for Spanish and Portuguese
- Services:
- day program
  - long-term residential (up to two years)
  - non-medical treatment program for individuals with social and substance abuse problems
  - main centre is in North York with locations in Orangeville and King City
  - day program also held in Montreal and support groups held in Hamilton and Vancouver
- Additional information: *Mission statement:* “To provide drug abusing/addicted people with: the environment, relationships, support, guidance and counselling required for them to grow into independent, responsible, functional members of their own communities.”

A distinguishing part of CARITAS is its farm in the country, which offers a therapeutic rural setting. In addition, CARITAS now operates four separate residences and one large community centre used for the day program, workshops, learning facilities and meeting rooms. On average a client's stay is two years — a lengthy stay compared to other facilities where it may be as short as 48 hours or as long as six months. The fact that CARITAS is a multicultural organization and is able to service its clients in their own first language is of great importance particularly when dealing with family members who have trouble communicating in English. The connection with family is a major element in the program as family members often offer the best support for the individual addict.

Community values of self-sufficiency and mutual responsibility play a strong role in the maturation of a person suffering from drug addiction. CARITAS sees drug dependence as a bio-psycho-social-spiritual condition, which affects the whole individual. This means that the condition affects the body (bio-medical), the thinking and feeling part of the person (psycho), the social abilities as well as impacting on the client's spiritual condition. Spirituality is used here in a non-religious sense, involving a person's ability to be connected with life, to truly love and to have gratitude and appreciation of the world and the others who share it.

## **Community Older Persons Alcohol Program (COPA)**

Address:	27 Roncesvalles Ave., Suite 407 Toronto, Ontario M6R 3B2
Hours:	Mon.–Fri., 8:30 a.m.–4:30 p.m.
Phone:	(416) 516-2982
Fax:	(416) 516-2984
Languages:	English, Polish
Services:	<ul style="list-style-type: none"><li>• outpatient</li><li>• Home Withdrawal Management Services (HWMS)</li></ul>
Catchment area:	Western Health Area of the Toronto Public Health Department: Bloor Street West to CN tracks and Lake Ontario; Bathurst Street to the Humber River
Additional information:	COPA is designed to help individuals remain in the home. It offers outreach assessment and treatment for people 55 years and older who are experiencing problems related to alcohol or drug dependence. Services include: case management, telephone consultation, referrals to other agencies when necessary, regular home visits including community-based withdrawal management (home withdrawal management), crisis management, family counselling, volunteer opportunities, consultation and education services for health care providers.

## **J.D. Griffen Centre**

Address:	24 Silverview Drive North York, Ontario M2M 2B3
Hours:	Mon.–Thurs., 8:30 a.m.–9 p.m.; Fri., 8:30 a.m.–5 p.m.; Saturday appointments available; after hours: 24-hour on-call service
Phone:	(416) 222-1153
Fax:	(416) 222-1321
Languages:	Spanish, Farsi, French, Hindi, Malayalam
Services:	<ul style="list-style-type: none"><li>• day treatment</li><li>• outpatient</li><li>• Helping Youth Towards Solutions (HYTS)</li><li>• services for adolescents between the ages of 12 and 18 (within the boundaries of the former City of North York)</li></ul>
Additional information:	The day treatment program is for youth that wish to reduce or abstain from substance abuse. The program consists of a school program as well as treatment consisting of family or individual therapy. Treatment is for dual diagnosis of emotional disturbance and substance abuse.

## **Parkdale Community Health Centre**

Address:	1229 Queen Street West Toronto, Ontario M6K 1L2
Hours:	Mon., Tues., Thurs., 9 a.m.–8 p.m.; Wed. 9 a.m.–6 p.m.; Fri. 9 a.m.–5 p.m.; after hours answering service; doctor on call Mon.–Sun., 24-hours for patients of the centre
Phone:	(416) 537-2455
Fax:	(416) 537-5133
Languages:	Portuguese, Spanish, Vietnamese
Services:	<ul style="list-style-type: none"><li>• needle exchange</li><li>• outreach program</li></ul>
Catchment area:	Bloor Street West to Lake Ontario; Dovercourt Road to Parkside Drive
Off-site location:	“Satellite” 47 Fraser Ave. Toronto, Ontario
Hours:	Mon.–Thurs., 7:30 a.m.–4:00 p.m.; Fri. 7:30 a.m.–12:00 p.m.
Phone:	(416) 537-9346
Languages:	English, French, Hindi, Spanish, Urdu, access to interpreters for Vietnamese
Services:	<ul style="list-style-type: none"><li>• methadone treatment</li><li>• counselling</li></ul>
Catchment area:	Open to anyone in the Greater Toronto Area who can travel to the “Satellite” location on a daily basis for methadone treatment.
Additional information:	The “Satellite” is an off-site location of the Parkdale Community Health Centre. A doctor on staff provides methadone care and addresses other health care issues that clients may have. Other activities include advocacy, counselling, life skills development and multicultural events for clients. Acupuncture, art therapy, meditation and yoga are offered based on client need.

## **Polish Immigrant and Community Services**

Address:	3363 Bloor St. W. Etobicoke, Ontario M8X 1G2
Hours:	Mon. 9 a.m.–7 p.m., Tues.–Thurs., 9 a.m.–4:30 p.m., Fri. 9 a.m.–12 noon, after hours by appointment only.
Phone:	233-0055
Fax:	233-5141

- Satellite office:** Polish Immigrant and Community Services (Toronto)  
15 Roncesvalles Ave., Suite 202  
Toronto, Ontario M6R 2K2
- Hours: Mon.–Thurs., 9 a.m.–4:30 p.m., Fri. 9 a.m.–12 noon
- Phone: (416) 533-9471
- Fax: 233-5141
- Satellite office:** Polish Immigrant and Community Services (Scarborough)  
3178 Eglinton Ave. East  
Scarborough, Ontario M1J 2H5
- Hours: Mon.–Thurs., 9 a.m.–4:30 p.m., Fri. 9 a.m.–12 noon;  
after hours by appointment only
- Phone: (416) 533-9471
- Fax: (416) 533-4074
- Satellite office:** Polish Immigrant and Community Services (Mississauga)  
Sheridan Mall  
2225 Erin Mills Parkway  
Mississauga, Ontario L5K 1T9
- Hours: Mon.–Fri., 9 a.m.–4 p.m.
- Phone: (905) 403-8860
- Fax: (905) 403-0896
- Languages: Croatian, English, Hindi, Polish, Russian, Serbian, Tamil, Urdu; addiction counselling in English or Polish only
- Services:
- general settlement and immigrant services
  - information, referrals and interpreting services
  - advocacy; promoting citizens' participation in public life
  - vocational and educational counselling
  - job search techniques and assistance in searching for employment
  - family counselling
  - addiction counselling
  - supportive counselling and special activities for youth
  - crisis intervention
  - public education on substance abuse and other health issues
  - support groups
  - language training
  - summer camp for children from four to 12 years old (fee for service)
  - translation and certification of documentation (fee for service)

## Portuguese Mental Health and Addiction Services

Address:	Toronto Western Hospital 399 Bathurst Street, Main Pavilion 9-305 Toronto, Ontario M5T 2S8
Hours:	9 a.m.–5 p.m.
Phone:	(416) 603-5974
Fax:	(416) 603-5049
Languages:	English, Portuguese
Services:	• outpatient
Additional information:	Portugese-speaking staff provide outpatient services in a <sup>o</sup> ssessment and treatment of mental health and substance-related issues.

**Addiction program:** Biopsychosocial assessment and treatment for Portuguese-speaking people who have alcohol and/or other drug problems and psychiatric assessment and treatment of substance-related mental health problems. Service for voluntary and court-mandated clients.

**Mandated men's treatment group:** A group for men who are court- or probation-mandated to attend substance abuse treatment.

**Family Support Group:** A psychoeducational support group for adult family members of a substance user who may or may not be in treatment. It offers the following services: individual therapy, family therapy, family support groups, community education and agency training workshops.

## Substance Abuse Program for African Canadian and Caribbean Youth (SAPACCY)

Address: Centre for Addiction and Mental Health  
175 Brentcliffe Road  
Toronto, Ontario M4G 3Z1

Hours: Mon.–Sat., 9 a.m.–5 p.m.

Phone: (416) 425-3930

Fax: (416) 425-7896

Languages: English

Services:

- assessment
- continuing care
- family intervention
- outpatient
- supportive stabilization
- walk-in; crisis

Additional information: SAPACCY provides treatment, early intervention services, prevention and education to youth (male and female, ages 13–25) of African Canadian and Caribbean heritage. Services are aimed at empowering youth to develop a positive self-image, healthy lifestyle and to strive toward developing a unified community.

**Assessment:** This service is targeted to potential clients who must be unimpaired at the appointment. There is no smoking on the premises.

**Continuing care:** This is a non-residential service open to clients treated at other agencies.

**Family intervention:** This program is non-residential. The family of an active client may be seen as part of treatment but could also be seen separately.

**Outpatient:** Psychosocial model, cognitive behavioural model, harm reduction, spirituality component and Afrocentric centering and individual and group counselling are all outpatient services.

Clients are expected to keep weekly appointments and follow through on assignments. Services are also available at various locations on an outreach basis. This is a program for clients of African Canadian and Caribbean heritage; they must have ceased all drug use, and there is no smoking on the premises.

**Supportive stabilization:** This is a non-residential service. The client still has to go through assessment at least to determine the best treatment choice.

## **Woman's Own Detox**

**Address:** Toronto Hospital, Western Division  
892 Dundas Street West  
Toronto, Ontario M6J 1W1

**Phone:** (416) 603-2551 or Crisis Line: (416) 603-1462

**Fax:** (416) 603-2552

**Languages:** English, Portuguese

**Services:** • withdrawal management

**Additional information:** Alcohol and withdrawal management for women 16 years and older, 24-hour walk-in Monday to Sunday and assessment and referral services.

## **Addiction Services, Toronto (English with interpreters or English only)**

### **Centre for Addiction and Mental Health**

Address: 33 Russell Street  
Toronto, Ontario

Phone: (416) 535-8501

Fax: (416) 595-5017

Youth clinic: (416) 595-6032 (Outpatient treatment for youth under 25 years)

HIV program: (416) 595-6079 (Information on resources available to people diagnosed with both HIV and chemical dependency, including alcohol, and training and consultation for agencies and community groups.)

#### **Drug and Alcohol Information Line:**

(416) 595-6111 or 1-800-463-6273; Mon.–Sun., 24 hours

Languages: Messages in Cantonese, Croatian, English, Farsi, French, Greek, Hindi, Italian, Mandarin, Polish, Portuguese, Punjabi, Serbian, Somali, Spanish, Tagalog, Tamil, Urdu

#### **Withdrawal Management Unit:**

501 Queen Street West  
Toronto, Ontario M5V 2B4

Phone: (416) 504-1937

Fax: (416) 504-8838

Languages: English, French and interpreters for other languages

Services:

- specialized treatment
- prevention
- research and training pertaining to alcohol and other drug abuse
- brief intervention
- outpatient and day treatment programs
- addictions library including film lending service
- withdrawal management

## **Hospital for Sick Children Substance Abuse Outpatient and Day Treatment Program**

- Address: 555 University Ave.  
Toronto, Ontario M5G 1X8
- Hours:
- Phone: (416) 813-7198
- Languages: Interpreters for Cantonese, Mandarin, French, Italian, Polish, Portuguese, Spanish; other languages by appointment
- Services:
  - substance abuse outpatient and day treatment programs
- Additional information: The services are an outpatient program for youth, 11–17 years, and a day treatment program for youth, 14–17 years, who are in or out of school. The day program has an academic component.

## **Drug and Alcohol Registry of Treatment (DART)**

- Phone: 1-800-565-8603 (toll-free)
- Languages: Service is in English but they may assist you in finding services in other languages.
- Services:
  - registry of treatment services
- Additional information: DART has up-to-date details about alcohol and drug treatment services across Ontario.

## **Addiction Services, throughout Ontario (Multilingual)**

### **Community Alcohol/Drug Assessment Program, Algoma Health Unit**

Address: 205 McNabb Street, Suite 202  
Sault Ste. Marie, Ontario P6B 1Y3

Hours: Mon.–Fri., 8:30 a.m.– 4:30 p.m.

Phone: (705) 759-1844

Fax: (705) 759-5953

Languages: English, French, Italian

Services:

- brief and comprehensive assessments
- assessment; treatment planning
- referral
- case management
- follow-up (three month )
- outpatient counselling
- guided self-change
- Drink Wise
- Structured Relapse Prevention
- needle exchange

Additional information: This is a community-based service for people concerned about their use of alcohol or other drugs, and people whose lives are affected by the substance abuse of someone else. Services are offered in Elliot Lake, Sault Ste. Marie and Wawa.

## Hamilton Women's Detox Centre

Address: 48 Rossllyn Ave. North  
Hamilton, Ontario L8L 7P2

Hours: 24-hour service

Phone: (905) 545-9100

Fax: (905) 545-6385

Languages: English, French, Dutch, Serbian, Croatian

Services:

- walk-in; crisis
- supportive stabilization
- withdrawal management

Additional information: The centre provides services to Hamilton-Wentworth County and surrounding area.

**Walk-in and Crisis:** This service offers phone advice and referral; it assists people to connect to appropriate services and former clients can call or come in when in crisis. Crisis intervention involves referral to medical and/or psychiatric services, housing, and so on. Family education is provided. Outreach appointments are available for non-residential clients several days per week and there is a weekly pre-treatment group in collaboration with the Relapse Prevention Program. However, clients must call first as it depends on staff availability.

**Supportive stabilization:** When space is available, this residential program accepts preventative admissions and women needing supportive care while awaiting treatment. The length of stay is based on individual need. Clients must call first; the number of beds is included in the total detox capacity.

**Withdrawal management:** The treatment models offered are AA, biopsychosocial, cognitive behavioural, stages of change and harm reduction. The program offers supportive care to women of all ages. Other services are family education, a post-discharge support group and an outreach program, which provides short-term non-residential support as needed. Detox beds can also be used for supportive stabilization. The average length of service is five to seven days.

## **Peel Addiction Assessment and Referral Centre (PAARC)**

Address: 350 Rutherford Road South, Plaza II, Suite 106  
Brampton, Ontario L6W 4N6

Hours: Mon., Tues., Thurs., Fri., 8:30 a.m.–4:30 p.m.; Wed. 1 p.m.–8 p.m.

Phone: (905) 796-8300

Fax: (905) 796-1499

Languages: English, Punjabi, Hindi, French

Services:

- assessment
- supportive counselling for individuals, families and groups
- relapse prevention
- guided self-change
- alcohol and drug information
- Punjabi program
- older persons program
- Peel Youth Substance Abuse Program

## **Pinegate Addiction Service, Program of Network North/ Community Mental Health Group**

Address: 336 Pine Street, Suite 200  
Sudbury, Ontario  
P3C 1X8

Hours: Mon.–Wed., Fri. 8:30 a.m.–5 p.m., Thurs. 8:30 a.m.–9 p.m.

Phone: (705) 675-7022 or 1-800-668-8537 (toll-free in 705 area code)

Fax: (705) 675-5730

Languages: English, French, Italian

Services:

- assessment and referral
- case management
- outpatient
- treatment for adults and youth
- follow-up
- separate withdrawal management for men and women

Additional information: This is a multi-faceted addiction service which provides assessment, referral, case management and outpatient treatment for adults and for youth, follow-up services and separate withdrawal management for men and women at locations in Chapleau, Espanola, Mindemoya, St. Charles and Sudbury.

## **Pinewood Centre**

Address: Office Galleria, Oshawa Centre Suite 125  
419 King Street West  
Oshawa, Ontario L1J 2K5

Hours: 24-hour service, Mon.–Sun.

Phone: (905) 571-3344

Fax: (905) 571-3748

Languages: English, Estonian

Services:

- assessment
- family intervention
- outpatient
- withdrawal management

Additional information: The philosophy of this non-medical substance abuse treatment centre is that while chemical dependency may result from many determinants, the reduction of the problem is amenable to treatment focussing on personal life change. There are locations in Ajax, Bowmanville, Oshawa and Port Perry.

## **Portage Ontario**

Address: Box 209, R.R.1  
Elora, Ontario N0B 1S0

Hours: Mon.–Fri., 9 a.m.–5 p.m.

Phone: (519) 846-0945

Fax: (519) 846-5703

Languages: English, Italian

Services:

- continuing care
- family intervention
- long-term residential

Additional information: Portage Ontario provides long-term residential treatment for substance-abusing adolescents. The long-term treatment phase includes a regular on-campus school as well as transition, re-entry phase and aftercare counselling.

## Salvation Army Windsor Community and Rehabilitation Centre

- Address: 355 Church Street  
Windsor, Ontario N9A 7G9
- Hours: Mon.–Fri., 8 a.m.–4 p.m.
- Phone: (519) 253-7473
- Fax: (519) 253-7448
- Languages: English, Spanish
- Services:
  - outpatient addiction counselling
  - residential addiction program
- Additional information: The fees are based on income and subsidy is available. The area served by the centre is Windsor and Essex County.

**Outpatient counselling:** Individuals with drugs and/or alcohol addictions can apply but a needs assessment is required. Alcohol and other drug education is open to the community, families and professionals and there are workshops and community presentations available to churches, groups or agencies. Services are also available to residents of rest homes.

**Residential addictions program:** Men 18 years or older with drugs and/or alcohol addictions can apply but a needs assessment is required. The service provides an in-house program dealing with addictions.

## Vitanova Foundation

- Address: 6299 Rutherford Road  
Woodbridge, Ontario L4L 1A7
- Hours: Mon.–Fri., 9 a.m.–6 p.m.; evening groups Tues. 8–10 p.m. by appointment
- Phone: (905) 850-3690 or (416) 744-8940
- Fax: (905) 850-3835
- E-mail: vitanova@netsurf.net
- Languages: Croatian, English, German, Italian
- Services:
  - day program
  - residential program
  - individual and group counselling
- Additional information: The foundation's services include: a drug and alcohol treatment centre; a full-time day program; individual counselling; group therapy; support groups and therapy for extended family members; co-dependency groups; aftercare and referrals to inpatient programs in Canada.

## **YMCA Youth Substance Abuse Program, Mississauga**

Address: 101 The Queensway West, Suite 400  
Mississauga, Ontario L5B 2P7

Hours: Mon.–Fri., 9 a.m.–5 p.m.

Phone: (905) 276-9329

Fax: (905) 276-9327

Languages: English, French, Portuguese, Spanish

Services: 

- assessment
- outpatient

# 5(c) General Family Counselling and Other Services

## **General Family Counselling and Other Services, Toronto (Multilingual)**

Abrigo Centre  
Across Boundaries: An Ethnoracial Mental Health Centre  
Afghan Association of Ontario  
African Community Health Service  
Arab Community Centre  
Caribbean Canadian Catholic Centre  
Catholic Cross-Cultural Services  
Centre for Spanish Speaking Peoples  
Chinese Family Life Services of Toronto  
COSTI, Family Counselling Centre  
Czech and Slovak Association of Canada  
Ethiopian Association  
Family Service Association of Toronto  
Greek Orthodox Family Services and Counselling Wife Assault Program  
Islamic Social Services and Resources Association  
Jamaican Canadian Association  
Japanese Family Services (JFS) of Toronto  
Kababayan Community Centre  
Korean Canadian Women's Association  
Native African Inmates and Families Association (NAIFA)  
North York Somali Immigrants and Cultural Support Group  
Polish Immigrant and Community Services  
Somaliland Women's Organization of Toronto  
South Asian Women's Centre  
South East Asian Services Centre  
Tropicana Community Services Organization  
Vietnamese Association of Toronto  
Why Mee Family Counselling Foundation of Toronto

## **5 (c) General Family Counselling and Other Services**

### **General Family Counselling and Other Services (Multilingual)**

#### **Abrigo Centre**

- Address: 900 Dufferin Street, Suite 104  
Toronto, Ontario M6H 4A9
- Hours: Mon., Wed.–Fri., 9 a.m.–5 p.m.; Tues. 9 a.m.–8 p.m.; other evenings by appointment
- Phone: (416) 534-3434
- Fax: (416) 534-8026
- Languages: English, Portuguese; all services geared to Portuguese-speaking communities
- Services:
- individual, family and marital counselling
  - individual and group counselling for female victims of abuse
  - counselling for adult survivors of child abuse
  - individual and group counselling for male perpetrators
  - children and youth counselling and education programming
  - employment counselling and job development
  - assistance with various government forms, including liaison, interpretation and escort
  - information and referral
  - community education
  - advocacy
  - outreach
  - free services

## **Across Boundaries: An Ethnoracial Mental Health Centre**

- Address: 51 Clarkson Ave.  
Toronto, Ontario M6E 2T5
- Hours: Mon. to Fri., 9 a.m. –5 p.m.
- Phone: (416) 787-3007
- Fax: (416) 787-4421
- Languages: English, and a variety of languages spoken by staff
- Services:
- ethnoracial mental health centre for people with serious mental health problems
  - individual and community support (case management)
  - support groups for consumer/survivors and family members
  - anti racism education, training and research in mental health
  - consumer/survivor and family initiatives to address economic and social barriers
  - community outreach
  - alternative models of support and services
  - art therapy
  - drop in

## **Afghan Association of Ontario**

- Address: 29 Pemican Court, Unit 6  
North York, Ontario M9M 2Z3
- Hours: Mon.–Fri. 9 a.m.–5 p.m.
- Phone: (416) 744-9289 and Community Events line: (416) 744-8015
- Fax: (416) 744-6671
- Languages: Dari, English, Farsi, Pashto
- Services:
- orientation, integration and settlement services
  - counselling
  - information and referral
  - translation, interpretation and escort
  - sponsorship assistance
  - job placement
  - assistance finding housing
  - workshops and seminars
  - community events line

## **African Community Health Service**

- Address: 790 Bay Street, Suite 1140  
Toronto, Ontario M5G 1N9
- Hours: Mon.–Fri., 10 a.m.–6 p.m.
- Phone: (416) 591-7600
- Fax: (416) 591-7317
- Languages: Amharic, English, Ibo, Tigrinya, and French; Twi and other African languages can be arranged.
- Services:
- AIDS support counselling and referral
  - serves youth with addictions and youth involved in prostitution

## **Arab Community Centre**

- Address: 5468 Dundas Street West, Suite 324  
Etobicoke, Ontario M9B 6E3
- Hours: Mon.–Fri., 9 a.m.–5 p.m.
- Phone: 231-7746 or 231-7763
- Fax: 231-4770
- Languages: Arabic, English, Somali
- Services:
- information and referral
  - housing and legal assistance
  - translation, interpretation and escort
  - counselling for students, individuals and families
  - counselling and referral for victims of family violence
  - orientation
  - settlement
  - refugee services – referral and assistance with shelter; attendance at inquiries; employment, social, welfare and legal services
  - job search workshops
  - social and cultural activities

## **Caribbean Canadian Catholic Centre**

Address: 867 College Street  
Toronto, Ontario M6H 1A1

Hours: Mon.–Fri., 9 a.m.–12 noon , 2 p.m.–4 p.m.

Phone: (416) 534-1145

Fax: (416) 534-1146

Languages: English, Spanish; serves mainly Caribbean Catholic populations

Services:

- information and referral
- counselling – marriage, pastoral and family
- cultural activities
- friendly visiting
- soup kitchen
- free groceries

## **Catholic Cross-Cultural Services**

Address: 780 Birchmount Road, Unit 3  
Scarborough, Ontario M1K 5H4

Hours: Mon.–Fri., 9 a.m.–5 p.m.

Phone: (416) 757-7010

Fax: (416) 757-7399

Languages: Amharic, Arabic, Azerbaijani, Bosnian, Cantonese, Croatian, Dutch, English, Farsi, French, Gujarati, Hindi, Italian, Kurdish, Malayalam, Mandarin, Pashto, Polish, Portuguese, Romanian, Russian, Serbian, Sinhalese, Somali, Spanish, Swahili, Tamil, Tigrinya, Turkish, Slavic languages, Ukrainian, Urdu

Services:

- work with local parishes
- group and community outreach – participation in inter-agency and community groups
- counselling
- crisis intervention
- family violence counselling
- refugee support groups
- individual counselling; consultation and education
- LINC
- job search and skills training
- housing assistance

## Centre for Spanish Speaking Peoples

Address: 1004 Bathurst Street  
Toronto, Ontario M5R 3G7

Hours: Mon.–Thurs., 9 a.m.–5 p.m.; Fri. 1 p.m.–4 p.m.

Phone: (416) 533-8545

Crisis counselling  
for victims  
of domestic violence: (416) 533-6411

Community Legal Clinic: (416) 533-0680

AIDS Support Program: (416) 925-2800

Fax: (416) 533-5731

Languages: English, Spanish

Services:

- reception and settlement services
- information, counselling and referral
- assistance finding housing
- crisis counselling for victims of domestic violence
- court accompaniment
- support groups – for women re-entering the workforce and assaulted women
- English as a Second Language classes
- LINC participation, upon assessment by YMCA of Greater Toronto
- first language literacy and Spanish classes
- Spanish language library
- job search skills
- income tax clinic

## Chinese Family Life Services of Toronto

Address: 2 Carlton Street, Suite 1406  
Toronto, Ontario M5B 1J3

Hours: Mon.–Fri. 9–5; may accommodate other times in special circumstances

Phone: (416) 979-8299

Family Life Education

Information Hotline: (416) 979-5898

Fax: (416) 979-2743

Languages: Mandarin, Cantonese, English

Services:

- counselling – individual, marital, family, children, youth, women, seniors, immigrants and newcomers
- counselling issues – elder abuse, family violence, wife assault, male batterers, children who witness family violence, child sexual abuse, incest, sexual assault, offenders, bereavement, gambling
- crisis intervention
- outreach for assaulted women
- family life education (free)
- consultation for human service providers (fee for service)
- satellite office located in Scarborough, by appointment

Additional information: In partnership with the Centre for Addiction and Mental Health, Methadone Clinic, Chinese Family Life Services provides services to people undergoing treatment. This includes arranging an initial appointment at the Methadone Clinic and providing case management as treatment continues at the Clinic. The Centre arranges for an interpreter to be at the first clinic appointment and there is a doctor on staff who can communicate in the client's language for subsequent appointments. Continuing case management is provided through Chinese Family Life Services.

## **COSTI, Family Counselling Centre**

- Address: 1700 Wilson Avenue, Suite 10  
Toronto, Ontario M3L 1B2
- Hours: Mon.– Fri., 8:30 a.m.–4:30 p.m.; evening appointments available
- Phone: (416) 244-7714
- Fax: (416) 244-7299
- E-mail: famcounselling@cost.org
- Languages: English, Italian
- Services:
- serves the Italian Canadian community
  - counselling – individual, marital, family, family violence
  - counselling and support group for assaulted women
  - individual and group intervention program for abusive men
  - weekly mental health clinic with psychiatrist includes family support, mental health education, psychoeducational group for women diagnosed with depression
  - cross-cultural training and consultation to other agencies
  - fees on a sliding scale
  - weekly legal aid clinic for summary advice

## **Czech and Slovak Association of Canada**

- Address: 740 Spadina Ave.  
Toronto, Ontario M5S 2J2
- Phone: (416) 925-2241
- Fax: (416) 925-1940
- Languages: Czech, English, Slovak
- Services:
- information and referral
  - focus on legal, immigration and social issues
  - crisis intervention
  - advocacy
  - counselling
  - translation and interpretation
  - orientation and settlement
  - documentation
  - resume service; assistance with job search and finding accommodation

## **Ethiopian Association**

- Address: 2057 Danforth Ave., 3rd Floor  
Toronto, Ontario M4C 1J6
- Hours: Mon.–Fri., 9 a.m.–5 p.m.
- Phone: (416) 694-1522
- Fax: (416) 694-8736
- Languages: Amharic, Arabic, English, French, Harari, Italian, Oromo, Tigrinya
- Services:
- reception, orientation and settlement services for immigrants and refugees
  - counselling for assaulted women
  - employment counselling and job search
  - psychiatric crisis counselling
  - information and referral
  - assistance in finding housing and employment
  - translation and interpretation and escort
  - documentation
  - advocacy and community education
  - citizenship
  - group sponsorship of refugees
  - LINC participation, upon assessment by YMCA of Greater Toronto
  - cultural and recreational programs for women and children

## Family Service Association of Toronto

- Address: 355 Church Street  
Toronto, Ontario M5B 1Z8
- Hours: Mon.–Fri., 9 a.m.–5 p.m.; evening appointments available
- Phone: (416) 595-9230
- Fax: (416) 595-0242
- Languages: Arabic, Bengali, Cantonese, Croatian, Dutch, English, Farsi, Filipino, French, Gaelic, German, Greek, Gujarati, Hebrew, Hindi, Hungarian, Italian, Macedonian, Malayalam, Mandarin, Marathi, Oriya, Polish, Portuguese, Punjabi, Romanian, Serbian, Sinhalese, Somali, Spanish, Tamil, Telugu, Turkish, Urdu; **not all languages available for all programs**
- Services:
- counselling for individuals, couples and families
  - support for lesbians and gay men
  - support for people affected by HIV/AIDS
  - community development
  - counselling for battered women and abusive men
  - counselling, family life education and mediation for families undergoing separation, divorce or remarriage
  - promoting physical and emotional well-being for seniors and their caregivers
  - volunteer grandparents program
  - Ilahee Lodge, a summer program for seniors including wellness education
  - caregiver programs
  - support for children and adults with developmental disabilities and their families
  - advocacy for social policy
- Catchment area: The association provides services to anyone living or working in the amalgamated City of Toronto, regardless of age, cultural background, race or sexual orientation, but particularly individuals and families with low incomes in need. There are several community locations. Fees are geared to individual income; no one is turned away due to inability to pay. Some services are free.

## **Greek Orthodox Family Services and Counselling Wife Assault Program**

Address: St. Nicholas Greek Orthodox Church  
3840 Finch Ave. East  
Scarborough, Ontario M1T 3T4

Hours: Mon.–Fri., 10 a.m.–4 p.m. (both locations)

Phone: (416) 291-5229 or (416) 291-4017

Fax: (416) 291-5936

Second location: 40 Donlands Ave.  
Toronto, Ontario M4J 3N6

Phone: (416) 462-1740

Fax: (416) 462-3257

Languages: English, Greek

Services:

- crisis intervention for victims of domestic violence in the Greek community
- priority to assaulted women and their children
- support and counselling
- assistance in finding shelters and housing
- referral to agencies and follow-up
- interpretation for clients
- advocacy and community education

## **Islamic Social Services and Resources Association**

Address: 2375 St. Clair Avenue West  
Toronto, Ontario M6N 1K9

Hours: Tues.–Thurs., 9 a.m.–5 p.m.; Fri. 9 a.m.–12 noon; Sat. 10 a.m.–3 p.m.

Phone: (416) 767-1531 or (416) 767-9358

Fax: (416) 767-0328

Languages: Arabic, English, Somali; volunteer interpreters for Afrikaans, Amharic, Gujarati, Harari, Somali, Swahili, Urdu

Services:

- information and referral
- individual, family and youth counselling
- employment
- community education and development
- workshops

## **Jamaican Canadian Association**

- Address: 995 Arrow Road  
North York, Ontario M9M 2Z5
- Hours: Mon.–Fri., 9 a.m.–6 p.m.
- Phone: (416) 746-5772
- Anti-racism education: Lawrence Heights Youth and Family Centre  
(416) 785-7920
- Consultation services: Caribbean Youth and Family Services  
(416) 740-1558
- Fax: (416) 746-7035
- Languages: West Indian dialects, English
- Services:
- focus on Black and Caribbean people
  - educational, vocational, immigration and employment counselling
  - settlement services
  - social and recreational
  - abused and assaulted Black women
  - individual counselling
  - support group
  - legal help
  - anti-racism education
  - consultation

## **Japanese Family Services (JFS) of Toronto**

- Address:** c/o Japanese Canadian Cultural Centre  
6 Garamond Court  
North York, Ontario M3C 1Z4
- Hours:** Mon.–Fri., 9 a.m.–5 p.m.
- Phone:** Japanese: (416) 385-9200 or  
English: (416) 385-7123
- Languages:** English, Japanese
- Services:**
- general information inquiries
  - personal, marital, intergenerational and other family concerns
  - crisis intervention
  - advocacy
  - immigrant settlement facilitation
  - assessment and referral to legal and health care professionals
- Additional information:** JFS is a community-based non-profit agency steered by a volunteer Board of Directors representing all facets of the Nikkei community. A qualified staff provides services with support and advice from a local group of ethnosensitive social-service professionals. JFS is the only local service agency committed to addressing the ethnospecific needs of the Nikkei community.

## **Kababayan Community Centre**

- Address: 1313 Queen Street West  
Toronto, Ontario M6K 1L8
- Hours: Mon.–Fri., 9:30 a.m.–5:30 p.m.
- Phone: (416) 532-3888
- Filipino Youth Hotline: (416) 532-0037
- Fax: (416) 532-0037
- Languages: English, Tagalog
- Services:
- serves the Filipino community primarily
  - information and referral
  - completion of forms, translation and escort
  - women's support groups including a group for abused women
  - counselling
  - employment referrals
  - English as a Second Language classes, including a class with a job search component
  - You and Canada program — orientation for newcomers, settlement services, citizenship preparatory sessions
  - seniors recreation
  - counselling for Filipino domestic workers
  - income tax clinic
  - workers compensation workshops
  - summer residential youth camp
  - workshops
  - Filipino youth hotline — information and referral, telephone counselling
  - Filipino Canadian Family Ties program — parenting issues

## **Korean Canadian Women's Association**

- Address: 339 Bloor Street West, Suite 221  
Toronto, Ontario M5S 1W7
- Hours: Mon.–Fri., 9:30 a.m.–5 p.m.
- Phone: (416) 340-1234
- Fax: (416) 340-8114
- Languages: English, Korean
- Services:
- services for Korean-speaking women and their families
  - family and individual counselling (for women, children, youth and seniors)
  - information and referral
  - support groups
  - public education
  - employment counselling for all newcomers

## **Native African Inmates and Families Association (NAIFA)**

- Address: 42 Charles Street East, 5th Floor  
Toronto, Ontario M4Y 1T4
- Hours: Mon.–Fri., 9 a.m.–5 p.m.
- Phone: (416) 975-0877
- Fax: (416) 925-9112
- Languages: English, Fanti, French, Hausa, Ibo, Swahili, Yoruba
- Services:
- prevention, rehabilitation and re-integration of offenders, ex-offenders, victims and their families
  - social and cultural visits to Ontario federal and provincial prisons
  - drug abuse awareness
  - family violence prevention
  - culturally sensitive counselling
  - referrals
  - advocacy and community support
  - job training and skills development
  - alternative education, socialization and recreation
  - NAIFA offers services to continental African inmates, ex-inmates, detainees, their families, victims and interested others.

## **North York Somali Immigrants and Cultural Support Group**

- Address: 2365 Finch Ave. West, Suite 204A  
North York, Ontario M9M 2W8
- Hours: Mon.–Fri., 9 a.m.–5 p.m.
- Phone: (416) 740-6783
- Fax: (416) 740-6748
- Languages: Arabic, English, French, Somali, Swahili
- Services:
- settlement services for newcomers, immigrants and refugees
  - information and referral, including doctors and lawyers
  - assistance finding employment and housing
  - resumes
  - individual and family counselling
  - crisis intervention
  - interpretation
  - free services

## **Polish Immigrant and Community Services**

- Address: 3363 Bloor Street West  
Etobicoke, Ontario M8X 1G2
- Hours: Mon. 9 a.m.–7 p.m.; Tues.–Thurs., 9 a.m.–4:30 p.m.; Fri. 9 a.m.–12 p.m., after hours by appointment only
- Phone: (416) 233-0055
- Fax: (416) 233-5141
- Satellite office: Polish Immigrant and Community Services (Toronto)**
- Address: 15 Roncesvalles Avenue, Suite 202  
Toronto, Ontario M6R 2K2
- Hours: Mon.–Thurs., 9 a.m.–4:30 p.m., Fri. 9 a.m.–12 noon
- Phone: (416) 533-9471
- Fax: (416) 233-5141

**Satellite office: Polish Immigrant and Community Services (Scarborough)**

Address: 3178 Eglinton Avenue East  
Scarborough, Ontario M1J 2H5

Hours: Mon.–Thurs., 9 a.m.–4:30 p.m., Fri. 9 a.m.–12 noon;  
after hours by appointment only

Phone: (416) 533-9471

Fax: (416) 533-4074

**Satellite office: Polish Immigrant and Community Services (Mississauga)**

Address: Sheridan Mall  
2225 Erin Mills Parkway  
Mississauga, Ontario L5K 1T9

Hours: Mon.–Fri., 9 a.m.–4 p.m.

Phone: (905) 403-8860

Fax: (905) 403-0896

Languages: Croatian, English, Hindi, Polish, Russian, Serbian, Tamil, Urdu

Services:

- general settlement and immigrant services
- information and referrals
- interpreting services
- advocacy and promoting citizens' participation in public life
- vocational and educational counselling
- job search techniques and assistance in searching employment
- family counselling
- addiction counselling
- supportive counselling and special activities for youth
- crisis intervention
- public education on substance abuse and other health issues
- support groups
- language training
- summer camp for children from 4 to 12 years old (fee for service)
- translation and certification of documentation (fee for service)

## **Somaliland Women's Organization of Toronto**

- Address: 720 Tapscott Road, Unit 201  
Scarborough, Ontario M1X 1C6
- Hours: Mon.–Fri., 9 a.m.–6 p.m.
- Phone: (416) 293-5060
- Fax: (416) 293-6701
- Languages: English, Somali
- Services:
- settlement services for immigrants and newcomers, particularly women and children
  - information and referral
  - family crisis intervention
  - individual, youth and family counselling
  - tutoring for children.

## **South Asian Women's Centre**

- Address: 1332 Bloor Street West  
Toronto, Ontario M6H 1P2
- Hours: Mon.–Fri., 9 a.m.–4:30 p.m.
- Phone: (416) 537-2276
- Fax: (416) 537-9472
- Languages: English, Hindi, Punjabi, Sinhalese, Tamil, Urdu
- Services:
- settlement services — informal counselling, translation and interpretation, escort, home visits, crisis intervention
  - English as a Second Language classes
  - counselling and violence prevention
  - information and referral
  - support groups for senior women
  - Hindi/Urdu Women's Wellness Group
  - Tamil Women's Wellness Group
  - youth group
  - Food Share Group
  - citizenship classes
  - educational workshops
  - employment counselling

## **South East Asian Services Centre**

- Address: 603 Whiteside Place  
Toronto, Ontario M5A 1Y7
- Hours: Mon.–Fri., 9 a.m.–5 p.m.
- Phone: (416) 362-1375
- Fax: (416) 362-4881
- Languages: Cantonese, Mandarin, English (for individual and family counselling);  
other services in Vietnamese; volunteers for Lao and Pilipino
- Services:
- services for immigrants/newcomers – counselling, assistance, ESL, literacy, citizenship, LINC
  - family services – individual and family counselling for assaulted women, family violence, family life education, resources, parenting workshops
  - services for seniors – visiting, social and recreational activities, health education.
  - community development
  - volunteer recruitment and training
  - outreach
  - advocacy
  - cultural activities
  - leadership training
  - preventive drug education

## **Tropicana Community Services Organization**

- Address: 670 Progress Ave., Suite 14  
Scarborough, Ontario M1H 3A4
- Hours: Mon.–Fri., 9 a.m.–5 p.m.
- Phone: (416) 439-9009
- Fax: (416) 439-2414
- Languages: English, Farsi, Somali
- Services:
- services for the African Canadian and Caribbean Canadian communities
  - ethnospecific and culturally appropriate counselling
  - settlement services
  - outreach
  - youth club
  - youth leadership program
  - mentoring program
  - community service, education and social activities
- Catchment area: The organization offers services in East York, eastern North York and Scarborough.

## **Vietnamese Association of Toronto**

- Address: 1364 Dundas Street West  
Toronto, Ontario M6J 1Y2
- Hours: Mon.–Fri., 9 a.m.–5 p.m.
- Phone: (416) 536-3611
- Fax: (416) 536-8364
- Languages: English, Vietnamese
- Services:
- counselling, including counselling for assaulted women
  - translation and interpretation
  - documentation and filling out forms
  - information
  - reception, orientation, settlement and adaptation
  - citizenship classes
  - English as a Second Language classes
  - LINC participation, upon assessment by YMCA of Greater Toronto
  - tutoring
  - social, sport and cultural events
  - employment and housing counselling and referrals
  - advocacy
  - outreach
  - home visits
  - support groups for seniors, youth and single mothers
  - newsletter

## Why Mee Family Counselling Foundation of Toronto

- Address: 53 Burnaby Blvd.  
Toronto, Ontario M5N 1G3
- Hours: Call ahead for an appointment
- Phone: (416) 481-5462
- Fax: (416) 481-0753
- Associated program: **Youth Court Worker Program**
- Address: 344 Dupont Street, Suite 303  
Toronto, Ontario  
M5R 1V9
- Hours: Call ahead for an appointment
- Phone: (416) 513-0223
- Languages: English, West Indian dialects; interpreters for Farsi, French, Spanish, Tamil
- Services:
- culturally sensitive services
  - assistance for people in conflict with the law for the first time
  - access to appropriate legal services and support for Black, African and West Indian people and other ethnospecific groups
  - adult, youth, group, divorce and family counselling
  - help with child and parent conflict in schools and with Children's Aid Society
  - support for seniors dealing with social services
  - parenting skills training
  - information and referral
  - training and workshops
  - no fixed fees
- Additional information: The foundation building is wheelchair accessible (including the main entrance and barrier-free washrooms). The court support program for first-time offenders meets the special needs of youth and African, Black, West Indian and new Canadians. It helps clients and families understand their situation and the criminal legal system; offers family counselling before and after court and provides referrals to other social services. It is a free service.

## References

Centre for Addiction and Mental Health (1999). *Methadone Maintenance Therapy. Information for Clients*. Toronto: Centre for Addiction and Mental Health.

Centre for Addiction and Mental Health (2000) *Back on Track: Ontario's Remedial Measures Program for Impaired Drivers*. Toronto: Centre for Addiction and Mental Health.

Youth and Drugs (1991). In LINK: *Violence Against Women and Children in Relationships and the Use of Alcohol and Drugs*. Toronto: Addiction Research Foundation.



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