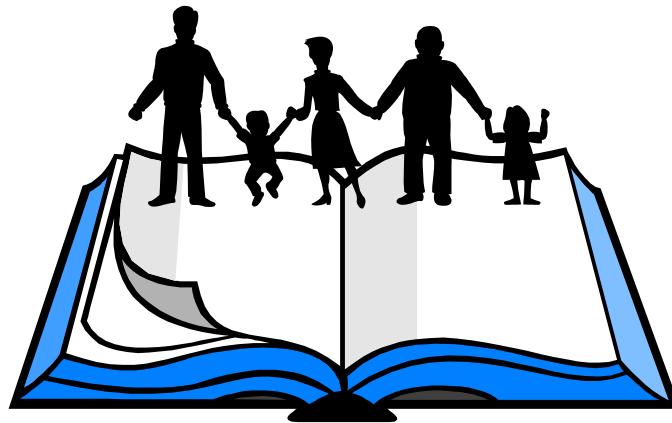


SUPPORTS AND SERVICES FOR PERSONS WITH A DUAL DIAGNOSIS

A Resource Manual for York Region Families



The **York Region Supports and Services Resource Handbook, 2003 Edition** was prepared under the direction of the Simcoe York Dual Diagnosis Education Committee.

This edition was updated in August 2004 by York Support Services staff.

A Resource Handbook for Supports and Services for Persons
with a Dual Diagnosis in York Region

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<i>This is a list of specific organizations and programs that provide supports and services for persons with a dual diagnosis. They are listed alphabetically and include a detailed description of each organization or service</i>	

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In turn, we pass on their acknowledgements that some of their material was obtained and/or adapted from the following sources:

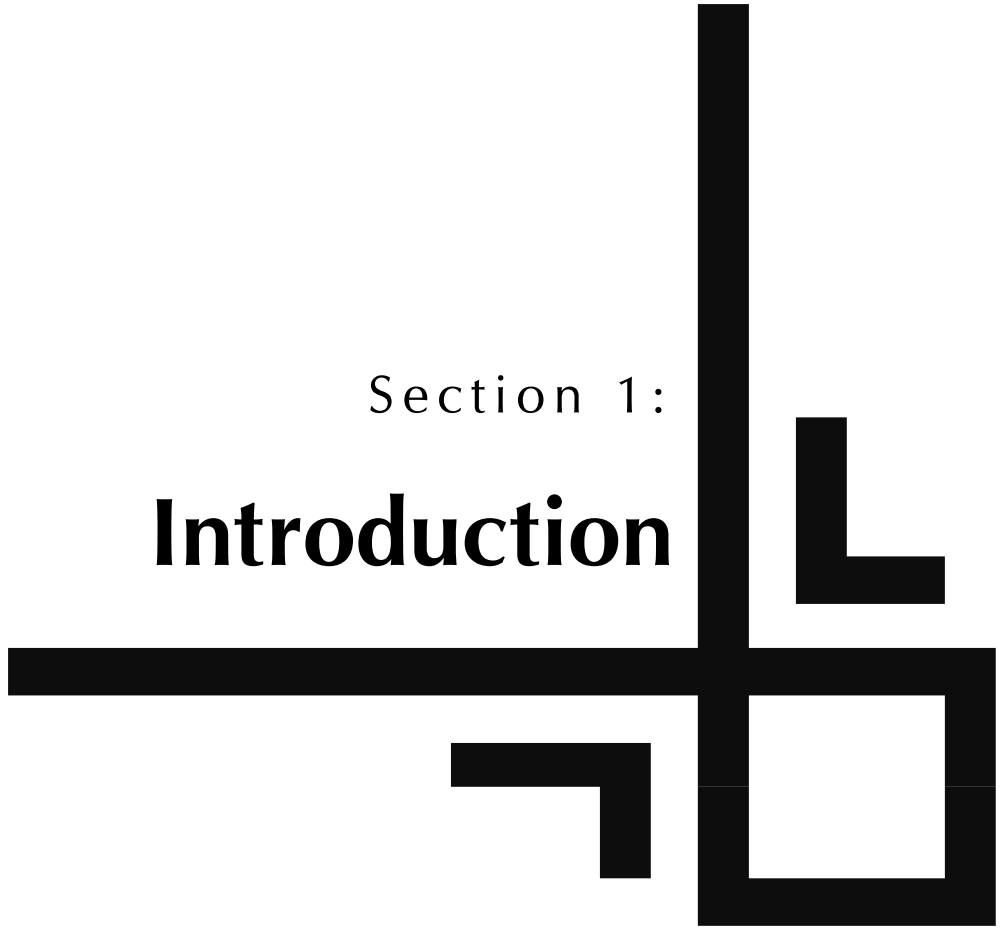
- Community Resources Consultants of Toronto, Making Choices: A Consumer/Survivor's Guide to Adult Mental Health Services and Supports in Toronto, 1999-2000.
- **MATCH** Project. Creating a Continuum of Supports and Services, A Resource Document, 1996.
- Lynn Eakin and Associates, Toronto. The Twelve Commandments for Successful Lobbying.

We sincerely appreciate and acknowledge that some material contained in this handbook was obtained and/or adapted from YORKLINK — A Community Services Directory, 2004, published by the Regional Municipality of York Community Services and Housing Department.

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Section 1:

Introduction



About York Region Dual Diagnosis Committee

In 1997, the Ministry of Health and Long-Term Care, the Ministry of Community and Social Services and the Ministry of Children and Youth Services recognized the need to work jointly on programming for persons with a developmental disability and mental health needs (dual diagnosis). They released joint provincial policy guidelines to plan for the provision of services for people with dual diagnosis. It was identified that no one agency or sector could adequately serve a person with a dual diagnosis and that services must be flexible, seamless and must eliminate jurisdictional barriers to create a continuum of supports.

In the fall of 1998, the Simcoe York District Health Council struck a York Region Dual Diagnosis Committee, made up of health and social service providers as well as consumer family members, to provide a forum for implementation of the new provincial guidelines at the local level. A plan was developed (March 2001) that included identification of strengths and gaps within a comprehensive system of required supports and services to meet the complex needs of people with a dual diagnosis.

The York Region Dual Diagnosis Committee continues to meet on a regular basis, to put the local plan into action and to advise the York Region Mental Health Committee and the York Region Community Planning Council on issues related to supporting people with a dual diagnosis.

About This Handbook

This is the first edition of the resource handbook for persons with an intellectual disability and mental health needs (dual diagnosis) in York Region. We hope it will be helpful to consumers, family, friends, advocates and service providers. It identifies key organizations in York Region and effective strategies to help you plan and get the supports and services you need. The focus is primarily adults but does include some services for youth as well.

The handbook is not intended to include all possible organizations but rather organizations that are geared to, or have shown a capacity to, serve individuals with a dual diagnosis. These include a range of supports and services in both the developmental and mental health sectors. For a full listing of all community organizations please see the Community Services Directory called YORKLINK 2004 in York Region. You can call them at (905) 830-4444 Ext. 2151 or toll-free at 1-877-GO-4-YORK (1-877-464-9675), Ext. 2151, or you can visit their web site at www.region.york.on.ca. It is important to remember that each organization provides services based on certain entrance criteria such as age, individual needs and whether they have any space in their program. The only way to find out if an organization is a good fit and/or can provide services to you is to contact the intake staff and discuss your particular situation. York Region Dual Diagnosis Committee cannot assess your situation and needs and, thus, we cannot recommend a specific agency.

This edition of the Handbook is divided into three sections.

- **Section 1** is an introduction
- **Section 2** describes the two sectors involved and provides information on how to navigate the sectors such as:
 - how to get a case manager
 - what to do in a crisis
 - indicators of a dual diagnosis
 - a supports and services guide to help you plan
 - sample questions you might consider asking when calling an agency
 - who to call to learn about government programs and policies
 - other resources you might find helpful.
- **Section 3** has an index arranged by type of service and lists a number of key supports and services that you might consider contacting. We have listed the organizations alphabetically. There is also an important numbers at a glance page.

To help you find a particular type of service, go to the Index of Supports and Services (Section 3, pages 32-34) that groups all the organizations under the different types of services they offer. For example, if you are looking for a case manager look in the index under Case Management Services and you will find a list of mental health and developmental service agencies that provide case management. It will tell you the page number to turn to for details about each agency.

Just a few words about the language and terms used in the handbook:

- We use the term *intellectual disability* to refer to cognitive limitations. (Other terms the reader might be familiar with are developmental handicap, developmental delay or mental retardation.)
- The sector that primarily provides service and support for persons with intellectual disabilities is called the *developmental sector*.
- The sector that provides service and support for persons with mental health needs is called the *mental health sector*.
- Individuals who are receiving services in either sector are referred to as the *consumer*.

The information in this handbook is available on the York Support Services Network website — www.yssn.ca, and on the Simcoe York District Health Council website — www.dhc.simcoe-york.on.ca.

We hope that you find the Directory useful. We welcome your comments, feedback and suggestions. Please contact the Communications Department at York Support Services Network 905-898-6455 ext. 236.

Dual Diagnosis - An Overview

The term dual diagnosis refers to an individual who has an ***intellectual disability and mental health needs***. They may or may not have been formally diagnosed with an intellectual disability, a mental illness or both. Individuals with a dual diagnosis are a marginalized group in our society often exposed to prejudices, abuse and social isolation. They experience the same range of severe and prolonged mental health difficulties including depression, mood disorders and schizophrenia as the general population, but at much higher rates. Studies have shown that between .8 and 1% of the population has a developmental disability.

For York Region, this translates into 7,300 people. Of these, it is estimated that approximately 30% also have a mental illness, or about 2,190 people. As the population in York Region grows, so will the population with a dual diagnosis. A conservative estimate is that by 2016, there will be close to 3,000 individuals with a dual diagnosis in York Region.

Unfortunately, many individuals are never properly identified and, as a result, do not receive the comprehensive treatment they need. While there have been recent improvements in how services are being provided, many gaps and barriers remain in the service system resulting in consumers not being able to access the range of services they need.

Many consumers are undiagnosed or receive a diagnosis in one aspect only. For some they were identified with an intellectual disability as children. However, they may never have had their mental health needs thoroughly identified or been reassessed as they age and experience stress at various life stages or events. One reason for this is that mental health issues often show up as behavioral problems. People then treat the behavior problem without identifying or treating the underlying mental health need. Other individuals have been diagnosed with a mental illness and no one has suspected that they also have an intellectual disability. Still others have been overlooked entirely and have never had their intellectual or mental health status evaluated, but are, in fact, dually diagnosed.

Several factors contribute to not properly identifying persons with a dual diagnosis and the many gaps and barriers to service in both the developmental and mental health sectors. Here are a few of the key issues:

- It can be quite complicated to understand how a person's intellectual disability and mental health interact together.
- When an individual with an intellectual disability has a mental illness the symptoms are usually less obvious and different from the general population.

- Individuals often present as higher functioning or they deny their cognitive difficulties. They use their strengths and splinter skills to mask their denial of their intellectual disability and/or their sadness. This is referred to as a cloak of competence. The cloak fools people. It sets up a chain reaction around denial of the intellectual disability and high expectations. These individuals may be struggling to cope in the community or living on the streets and many more are thought to be in the justice system.
- There are many service issues that act as barriers such as long waiting lists, requiring a diagnosis in order to get service and getting stuck in one sector when you need services from both sectors.

The result is that many still are undiagnosed and untreated.

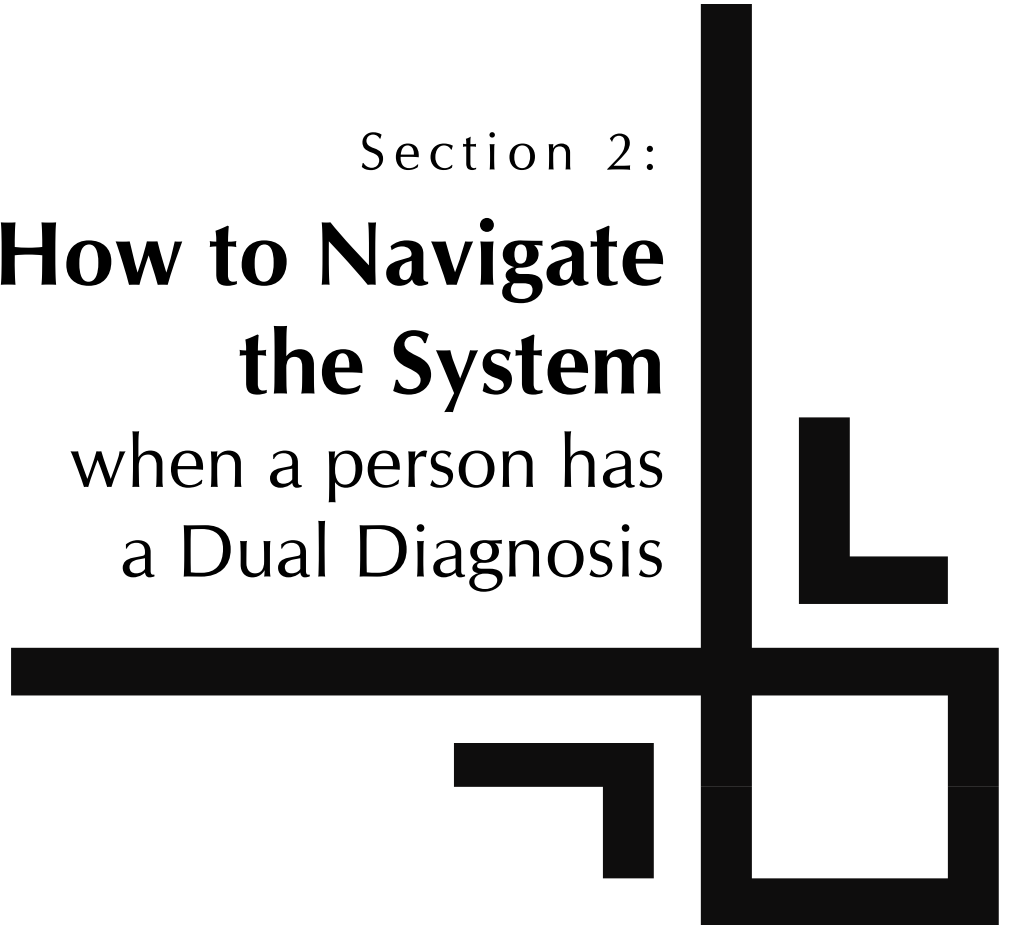
Persons with a dual diagnosis have been a greatly underserved group and remain very vulnerable and at risk. Unfortunately, there are not many professionals (e.g., psychiatrists, nurses and social workers) who are experienced and knowledgeable in assessing, diagnosing and treating individuals with a dual diagnosis. Treatment takes much longer for these consumers than for others. Unfortunately, they often fall through the cracks in our society and don't get the treatment they need. However with the right approach, a person with a dual diagnosis can certainly get help with their mental health needs. It can be confusing for everyone involved finding the right kind of help and support. There are a few key things to remember when helping plan services with a person with a dual diagnosis:

- Everyone involved needs to work together as a team;
- Several different types of services may need to be involved; and
- Sometimes specific changes in a program or activity will help improve the fit with the person's needs.

Section 2:

How to Navigate the System

when a person has
a Dual Diagnosis



Getting Started

Q. *How do you know if a person might have an intellectual disability and/or mental health needs?*

The following are some questions that can help you identify common indicators. Often family, friends and staff at agencies do not know what the signs are of a mental health need or an intellectual disability. These indicators will help you decide if you need to consult a professional for a more thorough assessment. Keep in mind that these are only suggested indicators and do not constitute a diagnosis.

Cognitive Indicators

- Does he/she communicate in short sentences and seem egocentric in his/her thinking?
- Does he/she seem on the surface to be able to do things he/she really can't?
- Does he/she have trouble generalizing?
- Does he/she seem to learn slowly?
- Does he/she have trouble with abstract thinking? (For example, recognizing how two things are similar.)
- Does he/she do better on concrete and structured tasks? (For example, when you are very specific and break things down into steps?)
- Does he/she have memory problems?
- Does he/she have a splinter skill that fools people but has been learned by rote?
- Is he/she a poor problem-solver? Does he/she show poor judgment?
- Does he/she have trouble understanding 'why' questions?
- Is he/she good at picking up non-verbal social cues?
- Do people disagree about whether this person is higher functioning or not?

Mental Health Needs Indicators

- Is he/she overly dependent for his/her capabilities?
- Is he/she overly independent for his/her capabilities?
- Is change really hard for him/her?
- Does he/she lack peers and friends?
- Is he/she impulsive?
- Is he/she withdrawn?
- Is he/she aggressive, verbally or physically?
- Does he/she have trouble with anger?
- Is he/she irritable?
- Has he/she been in trouble with the law?
- Does he/she have problems with inappropriate social or sexual behavior?
- Does he/she deny being intellectually disabled?
- Does he/she appear higher functioning than he/she is?
- Is there a diagnosed mental illness?

- Does he/she hurt himself/herself?
- Is he/she sleeping more or less?
- Has there been a change in his/her appetite?
- Does he/she seem overactive?
- Is he/she overly fearful?
- Is he/she extremely confused or disoriented?
- Does he/she hear voices that are not there? (This is not to be confused with talking to oneself for company or to reduce anxiety)
- Has there been difficulty in getting professionals to agree over the years about a diagnosis for both the range of cognitive functioning and their mental health?
- Are there family problems that interfere with his/her functioning?
- Is there a parent with an intellectual disability or a mental health problem?

Q. Do you need a diagnosis to get services?

Unfortunately this is not an easy question to answer. Some organizations require a diagnosis and some do not.

No matter which agency you contact, the consumer will need to meet certain criteria that the agency has decided is required for a person to receive their services. For example, a developmental service agency may require proof of an intellectual disability such as a psychological or psychiatric assessment of the person's level of functioning. However, they might also accept more informal information that indicates that the person is functioning in this range. Many mental health agencies require a psychiatric diagnosis in order to access mental health services. Some may accept more informal description of behavior that might indicate that there is a mental health concern.

What if you have one diagnosis and not the other? With one diagnosis you can usually access services in the sector that is associated with the diagnosis. For example, if you have a diagnosis of an intellectual disability you should be able to access a range of services in the developmental service sector. If you have a diagnosis of mental illness you should be able to access a range of services in the mental health sector. The difficulty here is that you may get stuck receiving services in only one sector when in fact you need some support from the other sector as well. If you have a diagnosis of both an intellectual disability and a mental illness, you can access a range of services specifically designed for persons with a dual diagnosis. Unfortunately, there is often a waiting list for many services in both sectors.

Sometimes agencies in the developmental service sector will be concerned about their ability to manage a mental health problem because they feel they don't have the knowledge and experience that is needed. Or, on the other hand, a mental health agency may worry they don't know how to help a person with an intellectual disability. There may be situations where this is true. They will need some help from the "other" sector in order to help the consumer. In these situations you may need to get one agency to start to work with your relative/friend with some back up support from the other sector. If the consumer already has services with one sector, you could advocate finding a partner service in the other sector to help provide more of what the individual needs. The added advantage of this is that you begin to develop a team approach that works very well with individuals with a dual diagnosis. You may still hear agencies use the term "primary diagnosis" and you may be asked if their intellectual disability or their mental illness is their "primary diagnosis". How you answer this question may determine whether you get service from this organization.

Q. *Do you need an assessment?*

It is always very important to have a good overall assessment or an accurate picture of the person and all their needs. Otherwise, you won't know how to put together the right services to really help the person and their mental health will likely get worse. A good assessment needs to include physical and mental health and an understanding of the nature of the person's intellectual disability. Important areas to consider for a comprehensive assessment include medical, psychiatry, psychology, communication, medication, vocational, behavioral, neurological, endocrinology, genetic, environmental, systems, family, social, cultural and sexuality. You can get an assessment at an agency that specializes in dual diagnosis or you may have to gather information and reports from different people such as a family doctor, community agency reports and/or a psychiatrist and put it all together. Even if the individual has had a thorough assessment in the past, they may require a new assessment as their situation changes.

Tips on Getting Started

- A person with an intellectual disability and mental health needs may want to contact an organization on their own. More often they will need some assistance from their natural supports (family / friends) or a staff person at an agency. For example, they may need some coaching about what to say; have you sit with them while they call or they may need you to be the person to speak on their behalf.

When calling on behalf of a family member/friend:

- Prepare yourself and be clear about what your relative/friend needs before you call. Make a list about what activities they like, what things they do well and what the problems are. Think clearly about what you want/need from the organization. For example, your family would like two hours of support each day or your family/friend needs a day program.
- Remember this is a chance for you to see if the organization feels like a good fit for your relative/friend and the organization is also trying to decide if your relative/friend would be a good fit in their program. Share important information and be sure to balance the information about both your relative/friend's strengths and areas of difficulty.
- Ask to speak to someone who is informed about what services are offered and that can answer your questions. Take the time to talk to staff so you can get a sense of how the organization works - its "culture". Or you may need to meet with a worker in the organization you are calling to discuss what your relative/friend needs.
- You may decide to get a case manager to help you with this whole process. A case manager can help you sort out what your relative/friend needs, what you as a family need and how to match that with the supports and services that are available. There are case managers in both the mental health and developmental sectors that can help. (For more information see *What can a Case Manager do for you and how to get one*; pages 13-15).
- If you don't get a good response when you call an organization, what do you do? Call another agency or you can advocate for your relative/friend.
- Remember to record the worker's name, phone number, date and response.

Questions to Consider When Contacting Organizations

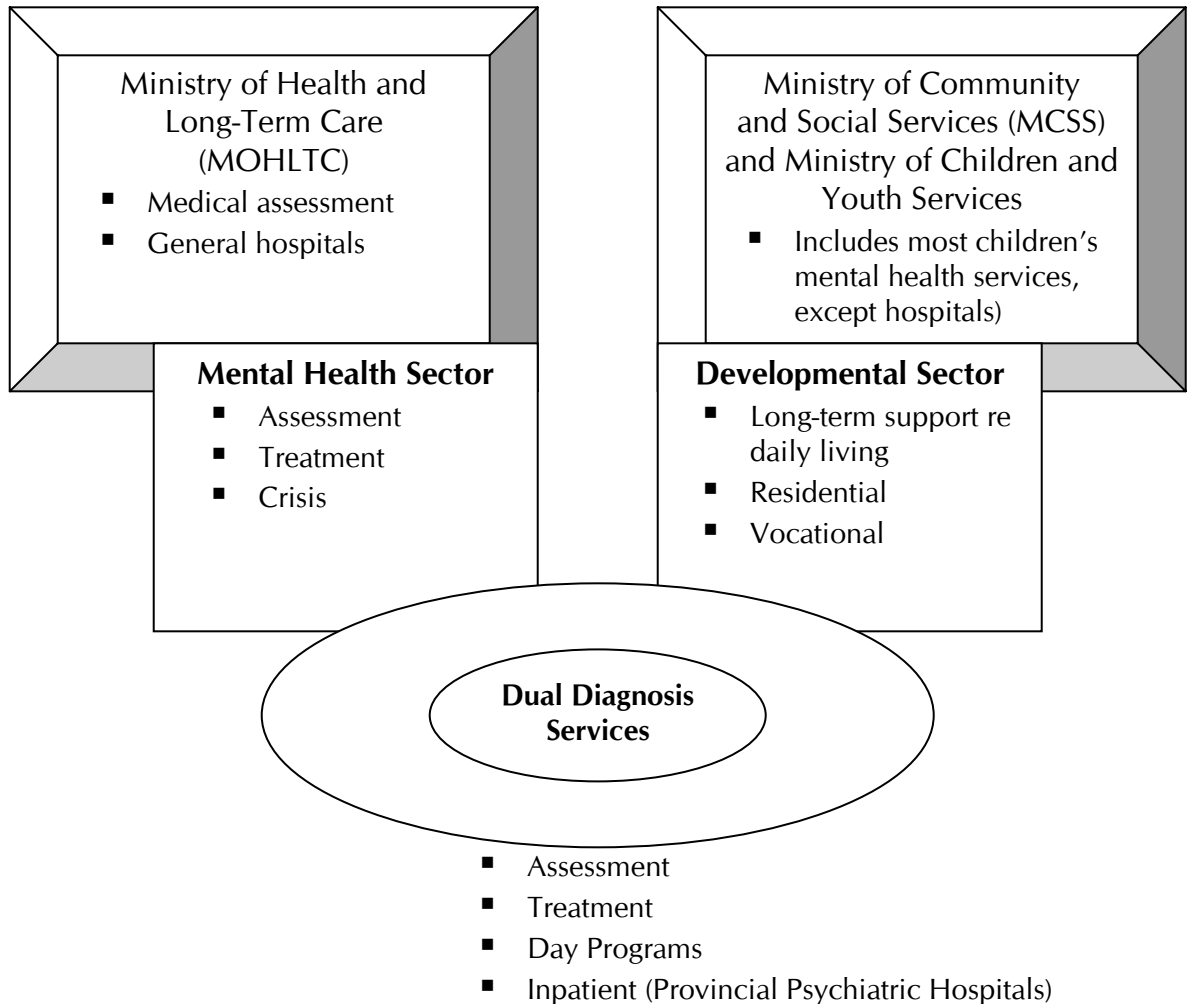
The following is a list of questions to review before you call an organization to ask about their services. You may already have some questions of your own. Have a look at this list and see if there are any other questions that you might like to ask.

- Are you the intake person and can you answer my questions about your organization?
- What is your name?
- What area do you serve?
- Can your program serve someone with a dual diagnosis?
- Can we come and visit?
- What choices do we have about which programs you offer? Can we choose ourselves or do you do an assessment and then assign?

- Can you do an assessment to help decide what is needed?
- Is your program flexible and can it be tailored to suit an individual?
- Is there a fee for any services?
- What age are most of the people in the program?
- What is the physical set up of the program?
- Do you offer job training or placement? How many people have you placed?
- What recreational or social programs do you have?
- What kind of activities do you do?
- Does this program operate five days a week?
- Do you have weekend or evening activities?
- Can you manage many different types of behavior?
- How do the medical and mental health needs of individuals get met?
- In what areas are your staff specially trained and what are their qualifications?
- What is the ratio of staff to clients?
- Do you have consultants to your program? For example, do you have a psychologist or psychiatrist on call?
- Is your agency accredited?
- How are you funded?
- What is the role of parents in your organization?
- What can I do if I have a complaint?
- If I can't get into your services, can I get in if I pay a fee for the program?
- Who don't you serve and why?

Navigating the Sectors

The Two Ministries Responsible for Funding and Policies Related to Dual Diagnosis



Dual Diagnosis Services

These specialized services can be:

- A specialized program for individuals with a dual diagnosis based in either the mental health or developmental service sector
- A group of agencies that are partnering to provide a range of services in both sectors

Q. *What do you need to know about the system to get around?*

There are two separate sectors that provide funding and policy direction for services for persons with a dual diagnosis. They are:

- the health sector (including mental health) funded by the **Ontario Ministry of Health and Long-Term Care** and
- the developmental sector funded by the **Ontario Ministry of Community and Social Services** and **Ministry of Children and Youth Services**

The fact that two ministries are involved can make it quite complicated to know how to get services and where to begin to look for them. Sometimes people get connected to one sector or the other, but usually not to both. When this happens they will not get the help they need because they are missing what is needed from the other sector. For example, if a person with an intellectual disability has a worker in the developmental sector they might not know the signs for depression and what to do to help. In another situation, a person, diagnosed with schizophrenia, might have a mental health worker from the health sector that is helping them cope with the symptoms of schizophrenia and making sure their medication is right but they might not know what to look for to know if the person also has an intellectual disability. It can be difficult and confusing for everyone involved finding the right kind of help and support. It really works best if there is a special combined approach with both the health and developmental sector and for everyone to work together as a team.

Each sector has areas of special knowledge that they can offer. For example, the developmental sector can help with future planning such as where to live and what supports the consumer needs in the community, while the health sector (mental health) can assist in areas such as mental illness and medication. Another important point is that many agencies do not include family members as part of the planning process. It works best if everyone is included.

In the last few years in York Region many people have been trying to provide better services for people with a dual diagnosis. There are still a lot of changes needed but some things are better. In 1994 the Ministry of Health changed its definition of who should be the first ones to get mental health services and they included individuals with a dual diagnosis in the definition of serious mental health problems that should be a priority. This change has led to many opportunities for mental health agencies to work together with agencies in the developmental sector.

There is a recent initiative within the Ministry of Community and Social Services and Ministry of Children and Youth Services that will be helpful to consumers and families. Now when you contact a *developmental sector agency*, that agency is obliged to stay connected to you. Either they will provide the service or they will find an alternate service to fit your needs. This initiative will help prevent the stress, frustration and disappointment of reaching out for help only to be told that that agency can't help you.

While these changes remove some barriers and there is a better range of services now, more joint work is still needed so that all the required services can be available.

There may be some confusion about which sector to turn to for long-term care services. Please note that (despite the name) the Ministry of Health and Long-Term Care is not the primary provider of long-term care for persons with an intellectual disability. **Most of the long-term care services are provided by the developmental sector** through the Ministry of Community and Social Services and Ministry of Children and Youth Services. However some individuals with an intellectual disability and serious mental health difficulties do receive long-term care services through the Ministry of Health and Long-Term Care, but relatively few. The Ministry of Health and Long-Term Care provides long-term care services for consumers with serious psychiatric disabilities and those who need nursing home care such as the elderly.

Please remember that the system is always changing. This describes the system at the time this handbook was written. There will undoubtedly be more changes in the future, some positive and some negative in regards to services for persons with a dual diagnosis. There may be new policies that have a direct impact or a new program that might be available. Check with someone who is aware of the system such as a case manager, agency staff or a representative of the Ministry to clarify the current policies and programs.

Q. *What can a Case Manager do for you and how to get one?*

It can be very confusing to sort out what services the consumer needs and if those services are available. You may find that you would like a Case Manager to help you decide who to contact and also to help you begin to get everyone working together.

Case management is a service provided by staff working at agencies. They are usually referred to as Case Managers. Although case management services may differ somewhat from agency to agency and within the mental health sector and the developmental sector, they serve as a central point to integrate all the stakeholders including consumers, families and service providers. There are some *common functions which all Case Managers fulfill*.

- **Assessment.** Usually case managers will help you assess the overall situation and pull together all the information from various sources. They may refer the consumer to someone else for a specific assessment, such as a psychiatrist or psychologist.

- **Assistance with Service Planning.** They help an individual and/or family decide what kind of services and supports they currently require as well as anticipate what the future needs might be. Using this information, the family and/or individual can prepare a plan which describes what supports and services to seek and when.
- **Information.** They can be an excellent source of information about the services that are available as well as providing educational materials related to your needs.
- **Referrals.** They can refer the consumer to available resources with the prior approval of the family and/or individual. This may include making a phone call, assisting with the completion of application forms, or writing referral letters that describes the person's current needs and situation.
- **Advocacy.** They can advocate on behalf of a person to assist him/her to obtain or create services and supports.
- **Coordination.** They can assist the family and/or individual to coordinate the various services and supports being used, acting as the central point to ensure that services are being used in a way that best meets the person's needs and to promote a team approach.
- **Counselling.** Some case managers provide individual and/or family counselling.
- **Support.** They provide support and encouragement, plus being a good listener!

Sometimes a family member or friend has the role of case manager. Case managers are available in both the developmental and mental health sectors. Unfortunately, there is sometimes a wait list for this service and some agencies require a diagnosis of either an intellectual disability or mental illness. For a range of **case management services** in both sectors check the listings in this handbook under the subject heading case management or look in the *York Link A Community Services Directory 2003* which lists services and supports used by the broader community. *York Link* may be seen at any public library branch and community agencies and hospitals. Information in *York Link* may also be obtained by phone by calling 905-830-4444, ext. 2151 or toll-free at 1-877-GO-4-YORK (1-877-464-9675), Ext. 2151 or visit their web site at www.region.york.on.ca.

- If you are looking for case management in the *developmental sector* you can call **York Support Services Network** to access an **Adult Support Services Worker or a Family Support Services Worker** (see page 87).
- If you are looking for case management in the Mental Health sector call either **York Support Services Network** (see page 87) or **The Canadian Mental Health Association**, (see page 38).
- **Or if you don't know who to contact** to get the right help, you can call these numbers and they will give you information over the phone:

- **York Support Services Network Intake Service 1-888-695-0070** (see page 87) **or Behaviour Management Services of York and Simcoe 905-773-2362** (see page 37 & 83).

Once you (or the Case Manager) have pulled together all the assessment material or a specialized assessment has been completed, the next step is to match the needs of the consumer with the supports and services that are available in the community (See the chart *Supports and Services Guide, page 19 and the Index to Supports and Services, pages 32-34*). Some people with a dual diagnosis require a lot of support in specialized programs where they live, work or go to daily activities, while others can live and work more independently in the community with much less support.

Q. What to do in a crisis?

Contact your relative's family doctor or psychiatrist for an assessment when your relative / friend is becoming very ill, and you are afraid that he or she may be a danger to himself/ herself or others if treatment is not in place.

When the situation gets critical, first call any available professional who knows the individual well. He or she may be able to assist in problem solving and in directing you to the most appropriate service under the circumstances. If you cannot reach someone, **DO NOT WAIT.**

- Contact the ***crisis service specifically geared to persons with an intellectual disability or dual diagnosis*** by calling:

3 1 0 - C O P E (2 6 7 3)

Hours of operation: 7 days per week – 7:00 a.m. to 4:00 a.m.

- They assist individuals and/or families in de-escalating crisis situations
 - A team of professionals offer telephone and mobile intervention
 - Refer and link people to appropriate services
 - Recommend and initiate follow-up
 - Prompt translation services available.
- Or for any emergency or crisis situation **you can go to your local hospital emergency department.**

Q. How to get a one-to-one contract worker?

One-to-one contract workers can provide an important type of individualized support to consumers, families and service providers in the home and community by offering: intermittent respite; opportunities for recreation or socialization; teaching life skills; providing additional supports to maintain the consumer in their current environment or at times of transition or to assist consumers in acquiring new skills. The funding program, *Special Services at Home*, supplies financial assistance to a family or individual to pay the expenses of hiring a "contract worker". (For more information about this program see pages 26 and 62). Such contract workers are usually hired directly by the family and/or individual to carry out specific goals to improve the person's quality of life.

Tips on Hiring a Contract Worker

You can begin to look for a contract worker on your own. The following suggestions may help you in this process. Or you may decide you would like some assistance. There is a program called CHAP that is specifically geared to facilitating connecting individuals with disabilities and support workers through a Family Registry and Worker Database. Call CHAP at 905-898-6455 Ext. 247, 1-866-257-9776 or visit the respite web site for more information on this program www.respiteservices.com

Places to Look or Post for a Worker

- Developmental sector respite cluster web site: www.respiteservices.com. (This website is specifically geared to assist families in the process of getting a contract worker and maintains a list of potential workers.)
- Agencies that serve people with disabilities
- Local religious organizations such as churches and synagogues
- Community Centres
- Colleges, universities, and high schools
- Employment boards
- Libraries.

Getting Started

1. Make a list of the duties the contract worker would fulfill.
2. Describe what essential qualifications/attributes you are looking for in a worker to carry out these duties. Some examples are previous experiences; first aid training; having a car; hours of availability; and attitude to persons with disabilities.
3. Screen over the phone by asking each caller questions related to these qualifications/attributes.

4. Conduct in-home interviews with candidates who have "passed" the phone screening. Have a prepared list of questions, including "what if," situations. Make sure that the candidate meets the person with special needs to observe how they interact.
5. When you have chosen a candidate, review carefully all issues related to financial arrangements, insurance coverage, and job obligations.
6. Provide adequate training and support to the worker, including specialized training regarding the needs of the individual.

Thinking About What is Needed

The Supports and Services Implementation Guide

The Supports and Services Implementation Guide is a tool to help you plan. The guide identifies an ideal range of supports and services that combine elements of both the mental health and developmental service sectors. Use this guide to help you think about what is needed or what is missing in the services you already have and then to match the consumer's needs appropriately with resources. It outlines six stages in the implementation of the assessment, intervention and treatment planning process. It should be noted that a consumer might enter this range of supports and services at any point depending on their needs and situation. The overall goal is to develop a comprehensive support network for each individual. This approach requires that all involved (family, friends, agency staff at various agencies, family doctor etc.) work together and communicate effectively. You may decide to take a central role in arranging services or you may want to find a case manager to help you with this process and with the ongoing communication between all involved.

SUPPORTS AND SERVICES IMPLEMENTATION GUIDE FOR PERSONS WITH A DUAL DIAGNOSIS

DS – Developmental

MH – Mental Health

Other – O

INFORMAL SUPPORT NETWORKS

- Autism Society (DS)
- CMHA Support Groups (MH)
- Down’s Syndrome Association of York Region (O)
- Krasman Centre (MH)
- Neighbourhood Link (O)
- Regional Psychogeriatric & MH Consulting Service
- Schizophrenia Society (MH)
- Simcoe York DHC (MH)
- York Region Crisis Support Network(O)

HOSPITALS

- Markham Stouffville Hospital (MH)
- Southlake Regional Health Centre (MH)
- Whitby Mental Health Centre – dual diagnosis service (MH)
- York Central Hospital (MH)

RESPIRE

- Community Living Newmarket /Aurora District (DS)
- Community Helpers for Active Participation (CHAP) (DS)
- Georgina Association for Community Living (DS)
- Kerry’s Place Autism Services (DS)
- Mary Centre (DS)
- Participation House (DS)
- Reena (DS)
- Vita Community Living(DS)
- York South Assn. for Community Living (DS)

DAY ACTIVITY

- Meta Centre (DS)
- Community Response Team (DS)
- Reconnect Mental Health Services (MH)
- Vita Community Living (DS)

EMERGENCY HOUSING/ RESIDENTIAL

- Community Response System (DS) (905) 898-6455 Ext. 217
- Domicillary Hostels (O)
- York Region Community and Housing Department (O)
- Housing and Residential Services Division (O)
- Housing Help Centre (O)
- Salvation Army (O)
- Sandgate Women’s Shelter (O)
- Transitional & Supportive Housing (O)
- Yellow Brick House (O)

EMPLOYMENT SERVICES

- Career Solutions (O)
- Costi Employment Services (O)
- Future Abilities Creative Employment (O)
- Job Skills (O)
- Ministry of Community and Social Services and Ministry of Children and Youth Services (DS)
- Neighborhood Employment Resource Centre (O)
- Ontario Works (O)
- YMCA/Seneca College (O)

LEGAL

- Advocacy Resource Centre for the Handicapped (O)
- Canadian Mental Health Association Court Division (MH)
- Community Legal Clinic of York Region
- York Regional Police (O)

CASE MANAGEMENT

- Canadian Mental Health Association - York Region (MH)
- Crosslinks (MH)
- York Support Services Network (DS MH)

SOCIAL/RECREATION

- Community Living Newmarket/ Aurora District Ass. (DS)
- Georgina Ass. For Community Living (DS)
- New Directions (MH)
- Positive Connections (MH)
- Reena (DS)
- Vita Community Living (DS)
- York South Ass. For Community Living (DS)

TREATMENT

- Addiction Services for YR (O)
- Behaviour Management Services of York & Simcoe (DS)
- Catholic Community Services of York Region (O)
- Community Care Access Centre (MH)
- Family Life Centres (O) Georgina, Newmarket, Markham/Stouffville
- Kinark Child & Family Services
- Markham Stouffville Hospital (DS MH)
- Pineview (DS)
- Southlake Regional Health Centre (DS MH)
- Thistletown Regional Centre (DS)
- Whitby Mental Health Centre – (DS MH)
- York Central Hospital (DS MH)
- York Region Public Health – Sexuality for Persons with Disabilities

FINANCIAL

- Ministry of Community and Social Services and Ministry of Children and Youth Services (DS)
- Ministry of Health and Long-Term Care (MH)
- Ontario Disability Support Program (DS MH)
- Special Services at Home (DS)
- Ontario Works (O)

CRISIS

- 310-COPE (MH)
- Community Crisis Response Network (O)

Key Access Points and Committees

Three Key Specialized Services

1. Behaviour Management Services of York and Simcoe

- Provides comprehensive behavioural assessment followed by positive-based teaching and programming assistance.
- Serves individuals who have a developmental delay, a significant cognitive delay of two years or more and a delay in at least two other areas (see pages 37 and 83).
- Affiliated with Kinark Child and Family Services (see page 55).

2. York Support Services Network — Intake

- **Intake:** 905-898-3721 or 1-888-695-0070
- Provides case management services for people with developmental disabilities or serious mental illness (see page 87).

3. Dual Diagnosis Resource Service

- Dual Diagnosis Resource Service (DDRS) offers a community based consultation and treatment team and resource, respite and safebed networking services.
- The Community team is operated by The Dual Diagnosis Program at the Whitby Mental Health Centre.
- You can call **416-535-8501 Ext 7800** if you need help and are not sure what to do (see page 78).
- **Pineview Project — Central East Region** (Dual Diagnosis Resource)

This project has three key components:

- i. Transitional Residential Treatment Home
- ii. Mobile Resource Team
- iii. Developing Community Capacity

Coordinator Nancy Haans, Community Living Huronia (705) 526-4253 (see page 67 for description)

Key Committees and Government Contacts

The York Region Community Planning Council

The Council (YRCPC) consists of service providers in the developmental services sector. It is mandated to develop strategic directions for developmental services in York Region to ensure implementation for a comprehensive, community-based range of services and supports. The Council acts as a forum for system accountability and as a link to other regional planning forums. It will provide recommendations to the Central East Region of the Ontario Ministry of Community and Social Services and Ministry of Children and Youth Services on the planning, co-ordination and management of developmental services in York Region.

YRCPC Committee Structure

The YRCPC receives information and recommendations through a standing committee and work group structure. These include:

- Community Response Committee
- Day Services Working Group Force (a work group of the Community Response Committee)
- Respite Committee (including respiteservices.com-York Region)

As well, the YRCPC maintains linkages with the:

- DHC Dual Diagnosis Committee

York Region Dual Diagnosis Committee

This Committee, funded by the Ministries of Health & Long-Term Care and Community, Family & Children's Services, consists of family members, ministry staff, and agency staff including hospital representatives. The Committee oversees and provides leadership to the co-ordination of the dual diagnosis system design implementation process. It is focused on system and service delivery integration.

Ontario Ministry of Community and Social Services and Ministry of Children and Youth Services

- Call (905) 868-8900 or 1-877-669-6658
- Website: www.gov.on.ca

Ontario Ministry of Health and Long-Term Care — Mental Health Program

- Call (905) 954-4700 or 1-800-486-4935
- Website: www.gov.on.ca

For Family and Friends

What supports do you need?

Persons with a dual diagnosis often need a lot of support from their natural supports including family and friends. While each person's needs may vary, providing care can be very challenging on a daily basis. Your caregiving may include providing basic needs such as housing, meals, transportation, assistance in life skills and scheduling activities and being an emotional support. If there is no case manager you may also be the lead person trying to help navigate the system, find the appropriate services and deal with crisis situations. Your role as caregiver is critical. Juggling all of these tasks and responsibilities, in addition to looking after yourself and other demands such as family or work, can be very stressful.

Repeated crises and the lack of an appropriate range of services can seriously affect families and friends. This often leads to stress, fatigue and burnout. Families often feel blamed and burdened by the systems and this leads to feelings of disillusionment and anger. Misdiagnoses, which occur frequently, lead to confusion for family members. The cloak of competence, combined with values around normalization, can lead to high expectations for the individual with a dual diagnosis. Many service providers, particularly in the adult system, do not include family members as part of the planning process. It is important to remember that gains for the individual will not be maintained if you are not involved in the planning process and you are not provided with the supports that you need.

It is very important for you to look after yourself too. As caregiver, for your family member or friend, you may want to take some time to think about what support you need in order to keep your energy and spirits up. Your role can be particularly challenging as you are often caught between meeting the needs of your family member or friend and your role in advocating in a system that is very difficult to understand with limited resources. There is support available that you might find brings some comfort and relief to your feelings of isolation and frustration. There are a number of mutual-aid / self-help support groups for caregivers and there are also community agencies that can provide necessary resources to you. A mutual-aid / self help support group gives you a chance to get some much needed support for yourself, share strategies and tips about which organizations are most helpful and what works and doesn't work when trying to get services. You might also be able to get some help in advocating for services if you haven't been successful on your own. You might like to try a support group. Information can be accessed through the Canadian Mental Health Association, York Region by calling **905-841-3977**. Community agencies can also be a source of support to families. Agencies in both the mental health and developmental sectors can provide information and/or referrals to a range of appropriate resources, and some offer counselling to families.

Respite

Respite services can provide care and family relief. There are both in-home and out-of-home respite services. In-home services include hiring contract workers to come to your home and provide intermittent relief, to teach life skills and/or during times of transition. Special Services at Home, an Ontario Government program, can supply funds for qualifying families to pay a contract worker (For more information on this program see pages 62). If your family member / friend has a mental illness and requires support in the home, you may be able to access services through your local **Community Care Access Centre**. They are responsible for home care services and depending on your situation may be able to offer some in-home respite services following a hospitalization or to assist with taking medication appropriately. There are times when caregivers need a break. You may need to attend to other demands related to work; family or you want to take a vacation. In these situations you can arrange for your family member to stay in a residential setting and be cared for in your absence. There is a web site you can go to learn more about respite services in York Region – www.respiteservices.com. This web site will lead you through a process that assists in identifying potential contract workers.

Government Programs and Policies

Government Structure

As of the date of publication of this Directory, two separate ministries of the Province of Ontario deliver services for persons with dual diagnosis. These two ministries are the Ministry of Community and Social Services and Ministry of Children and Youth Services, which administers services for persons with intellectual disabilities, and the Ministry of Health and Long-Term Care (MOHLTC), which administers general health services and mental health services for adults.

In an effort to work collaboratively, a joint policy was developed in 1997 by both of these ministries regarding services for persons with a dual diagnosis and each made a commitment for funding.

For York Region, these two ministries may be contacted as follows:

Ontario Ministry of Community and Social Services and Ministry of Children and Youth Services

Central East Region, 465 Davis Drive, 3rd Floor, Newmarket, ON L3Y 8T2
Call: 905-868-8900; 1-877-669-6658

Ontario Ministry of Health and Long-Term Care

Central East Region, 465 Davis Drive, 3rd Floor, Newmarket, ON L3Y 8T2
Call: 905-954-4700; 1-800-486-4935

An up to date Government of Ontario Telephone Directory can be purchased from Publications Ontario at 416-326-5300. This lists all the government offices, locations, and phone numbers. For information about each ministry, specific laws and programs you can also go to the Government of Ontario Web site: www.gov.on.ca

**Please note that these addresses and phone numbers are correct as of the date of publication of this directory.*

Politicians

Since the responsibility for such services is provincial, all concerns or requests for political assistance should be directed towards your local Member of Provincial Parliament (MPP). To find out whom your MPP is you may consult the Blue Pages in your phone book under the listing of Ontario Government. This information is also listed in the *York Link A Community Services Directory 2004*, which lists services and supports used by the broader community. *York Link* may be seen at any public library branch and community agencies and hospitals. Information in *York Link* may also be obtained by phone by calling 905-830-4444, ext. 2151 or toll-free at 1-877-GO-4-YORK (1-877-464-9675), Ext. 2151 or visit their web site at www.region.york.on.ca

Legislation Regarding Mental Health, Alternate Decision-making, Consent to Treatment and Community Treatment Orders

As of the date of publication of this Directory, several important pieces of legislation were in effect regarding mental health, decision-making and adults with disabilities. It is recommended that readers determine the status of any legislation before using the information detailed below. To purchase copies of any legislation, contact Publications Ontario at 416-326-5300 or visit the Ontario Government web site www.gov.on.ca

For a good overview of the mental health process in Ontario including a description of the relevant laws and required forms regarding admission for psychiatric care in a hospital, visit the Simcoe County Mental Health web site at www.mhcva.on.ca (go to *Mental Health Process in Ontario*). Further information about legislation can be obtained from **ARCH: A Legal Resource Centre for Persons with Disabilities**. Call **416-482-8255**.

Four relevant laws in Ontario:

The Mental Health Act

This Act governs the rules and regulations related to providing and receiving mental health care services in Ontario. It describes what is required in order to admit someone to a psychiatric hospital or a psychiatric ward of a general hospital. For example, before anyone can be admitted for a 72 hour period to a psychiatric facility, a physician or Justice of Peace is required to assess each individual to determine if they meet the criteria for admission which includes behaviour that is seen as violent towards others, or threatening, attempting, or causing harm to themselves, or if the person is unable to take proper care of themselves. This act also covers confidentiality of psychiatric records and the roles of the Boards of Review, providers of mental health services and others such as police, justices of the peace.

The Substitute Decisions Act

This Act describes the process by which individuals may make decisions over property or personal care on behalf of another adult who is deemed incapable of making such decisions. This can include Powers of Attorney and court appointed guardians.

Health Care Consent Act

This Act describes the process by which an adult is deemed to be capable of consenting to his or her own treatments of a therapeutic, preventive, palliative, diagnostic, cosmetic or other health related nature. It also explains how a person may be deemed incapable of consent and the process for ensuring that appropriate alternate decision makers are appointed who will attempt to determine as best as they can what the wishes of the vulnerable person might be and act accordingly.

Community Treatment Orders

Community Treatment Orders (CTOs) are focused on individuals with a serious mental illness who have difficulty maintaining stability in the community.

The individual must have two admissions, or an admission of over 30 days, in the past three years. Treatment orders last six months and are ordered by a psychiatrist. It is a voluntary process and the client helps develop the treatment plan. The focus of all treatment orders is to maintain the client's wellness in the community and, hopefully, to prevent re-hospitalization. It has been well received throughout Ontario in its third year of inception.

Financial Programs

Special Services at Home

Special Services at Home (SSAH) is available through the Ontario Ministry of Community and Social Services and Ministry of Children and Youth Services. This program provides support to families caring for children and adults with an intellectual disability in their own homes. It is geared to fund in home support such as parent relief or teaching skills. Families hire their own contract worker.

You have to apply for this program and Ministry staff decides if your family is eligible. If you are approved for this program it does not cost you any money and is not based on family income. Families are expected to use community resources (where available) before they consider using this program. Call the **Ontario Ministry of Community and Social Services and Ministry of Children and Youth Services** at **905-868-8900; 1-877-669-6658416-325-0624** to inquire about this program (see pages 62).

Ontario Disability Support Plan

Ontario Disability Support Plan (ODSP) is available through the Ministry of Community and Social Services, an Ontario Government Service. This program can provide long-term financial assistance for people with disabilities, age 18 and over, who can't work permanently or for at least a year or more. There is a financial needs test and a disability application form when you apply.

Call **905-868-8900** or **1-877-669-6658** to inquire about this program and get the address and phone number of your local ODSP office. Local ODSP offices are also listed in the Blue pages of the telephone book. You will need to make an appointment and ask what type of information you need to take, such as bank statements, identification, official papers. It may take a while for ODSP to come through so apply as soon as possible. You might want to apply for this program six months before the 18th birthday (see pages 61).

Ontario Works

This is a short-term program to assist individuals in returning to the work force. To apply for **Ontario Works** in York Region call:

- Aurora / Newmarket — **905-895-5166**
- Sutton / Keswick — **905-989-1883**
- Stouffville / Markham / Thornhill / Oak Ridges — **905-762-2095**
- Richmond Hill — **905-762-2095**
- Woodbridge — **905-850-3490**
- Ontario Works: Discretionary Benefits — **1-877-464-9675** (Keswick)

Information About and Assistance Getting Ontario Works or ODSP

The following services are available if you need information or have problems or questions with government assistance:

- Client Services & Information Unit – Ontario Works **1-877-272-8610**
- Client Services & Information Unit – ODSP **(905) 868-8900 or 1-877-669-6658**

Staff at these units act as go-betweens between clients, the general public and decision-makers. They can provide you with information if...

- you don't know what services are offered
- you don't know what the policy and regulations are
- you don't understand how the regulations affect you

Abuse Policy

Agencies across the Central East Region have been working collectively on developing and promoting the implementation of a regional strategy on training staff and consumers on issues that constitute abuse and neglect, as well as consumer's rights and responsibilities.

Other Important Information

Wills and Trusts

Financial planning is important for all parents. It is even more crucial when parents have a son or daughter with a disability.

There are many factors to be aware of when preparing a will when you are trying to arrange for the most financially secure situation for your child with special needs.

Not all lawyers have experience with preparing wills that include a beneficiary with a disability.

To obtain specific information regarding wills and trusts, you may contact the following organization:

Ontario Association for Community Living
240 Duncan Mill Road Suite 403 North York, M3B 1Z4
416-447-4348

or

LifeTRUST Planning
60 Harrison Drive
Newmarket, ON L3Y 4P4
www.life-trust.com / info@life-trust.com
(Planned Lifetime Security and Personal Life Plan)
To order by phone call 905-836-5460 Toll free 1-800-638-7256

Newsletter

NADD NEWSLETTER (National Association for Dual Diagnosis) — to receive this newsletter send \$10.00 and your name and address to:

Habilitative Network
c/o Plaza 69 Postal Outlet
1935 Paris St., Box 21020
Sudbury, Ontario P3E 6G6

To receive the NADD bulletin, join NADD at: www.thenadd.org/content/bulletins/home.shtml

or write to NADD at:

132 Fair Street
Kingston, NY 12401
(845) 331-4336, info@thenadd.org

The 12 Commandments for Successful Lobbying

1. **Be Nice**

Respectable, reasonable, courteous, calm, but "concerned".

2. **Be Respectful**

Everyone likes to feel important and to be helpful. Enlist their sympathy and support.

3. **Be Clear**

Ask for exact dates, times and who will be involved, etc. Ask for things in writing. Ask for copies of correspondence. Write confirming minutes of meetings. Summarize and clarify.

4. **Be Informed**

Do your homework, check your facts, consult experts, brief your members.

5. **Seek Help**

Seek out mentors, consult experts, make alliances with agencies and other groups, hire a lobbyist if the task is very large.

6. **Know Your System**

Know how and where decisions get made. Target key points of intervention.

7. **Know What You Want**

Governments do not solve problems — they adopt solutions. You must give them the problem and the solution.

8. **Show Strength**

Act as a group, stick together, act organized, act confident.

9. **Be Patient**

Constantly re-evaluate strategy and goals. Recognize small accomplishments. Moving governments takes time.

10. Have Fun, Support Each Other

Meet the needs of your members for personal support and friendship. Keep a sense of humour and keep each other in perspective.

11. Be Tough

Keep pushing from all directions. Be political. Use the media. Be creative.

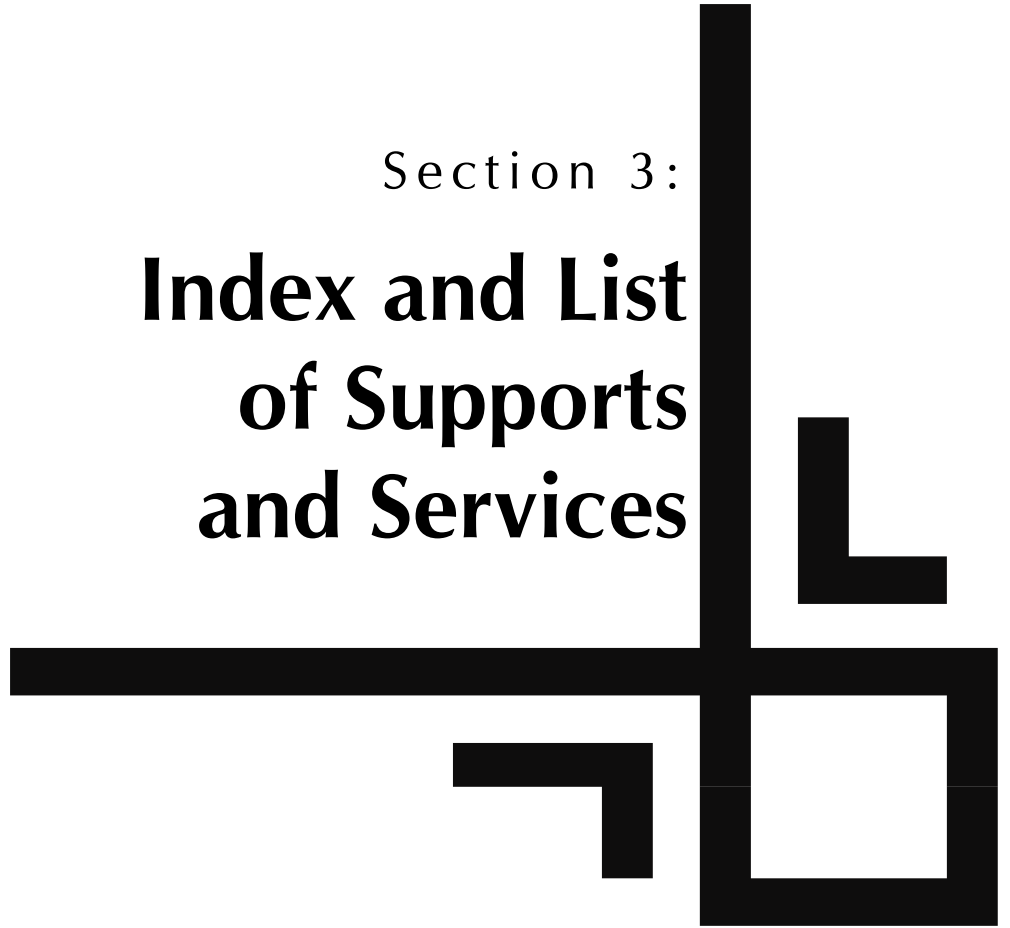
12. Be Strategic

Carefully plan your strategy in scale with your resources. Seize opportunities. Be proactive.

Lynn Eakin and Associates, Toronto
Tel. 416 961-3924, Fax 416 968-6280
e-mail lynn@lynneakin.com

Section 3:

**Index and List
of Supports
and Services**



Important Numbers at a Glance

(These supports and services are described in further detail in this section)

BEHAVIOUR MANAGEMENT SERVICES OF YORK AND SIMCOE **905-773-2362**

Provides comprehensive behavioural assessment followed by positive-based teaching and programming assistance.

CANADIAN MENTAL HEALTH ASSOCIATION **905-841-3977**

Support group for families, consumer employment program, support for depression, case management, psychotherapy, court diversion, social/recreation

CENTRAL EAST REGION DUAL DIAGNOSIS RESOURCE **705-526-4259**

COMMUNITY INFORMATION YORK REGION **905-830-4444 Ext. 2101**

York Link Directory of Community Services in Toronto

COMMUNITY RESPONSE COMMITTEE (YSSN)* **905-898-6455 / 1-866-257-9776**

Provides coordinated/collaborative response to the needs of individuals and their families by the agencies that comprise the developmental service system in York Region.

CRISIS (YSSN)* **310-COPE (2673)**

Assist individuals and/or families in de-escalating crisis situations

MOBILE CRISIS (YSSN)* **310-COPE (2673)**

SERVICE SYSTEM RESPONSE UNIT (YSSN)* **(Intake) 905-898-3721 / 1-888-695-0070**

The Service System Response Unit (SSRU) has been developed to ensure that there is a coordinated response to the needs of individuals and their families by the agencies that comprise the developmental service system in York Region. York Support Services Network provides the coordination role for this program

SPECIAL SERVICES AT HOME (SSAH) **905-868-8900 / 416-325-0624 / 1-877-669-6658**

Ontario Ministry of Community and Social Services and Ministry of Children and Youth Services

YORK SUPPORT SERVICES NETWORK (YSSN) **(Intake) 905-898-3721 / 1-888-695-0070**

Provides case management services for people with developmental disabilities or serious mental illness

***These programs are part of York Support Services Network (YSSN)**

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List of Supports and Services

Agency/Service Name: **ADDICTIONS SERVICES FOR YORK REGION**
Mailing Address: 15150 Yonge Street, Suite 201, Aurora, ON L4G 1M2
Contact Person: Judy Aiken, Intake Coordinator, Ext. 322
Phone: 905-841-7007 / 1-800-263-2288
Fax: 905-841-6146
After Hours Phone: 800-263-2288
E-mail: asyr@istar.ca
Hours of Operation: Mon-Fri 9:00 am-5:00 pm
Service Area: York Region
Eligibility: Individuals over 12 years of age, living or working in York Region
Languages Spoken: English / French
Accessibility: Barrier-free washroom, disability parking, wheelchair accessible

Provides addiction assessment and outpatient treatment services through individual, couple, family and group services to persons over 12 years of age. Specialized programming for problem gamblers and individuals whose driver's license is under suspension. Provides support to associated physical and mental health issues. Provides support and counselling to pregnant women who want to explore the use of substances. Evening programs offered.

Family Life Centre – Richmond Hill

Address: 10610 Bayview Avenue, Unit 18, Richmond Hill, ON L4C 3N8
Hours: Mon-Fri 9:00 am-5:00 pm
Contact: Marilyn Becker
Phone: 905-884-9148
Fax: 905-884-6442

Markham Office – Pathways for Children, Youth & Families of York Region

Address: 135 – 137 Main Street N, Suite 308, Markham, ON L3P 1Y2
Hours: Mon-Fri 9:00 am-5:00 pm
Contact: Kerry Newman
Phone: 905-471-7877
Fax: 905-471-7949

Sutton Office – York Support Services Network

Address: 106 High Street, Sutton, ON L0E 1R0
Contact: Barbara Urman
Phone: 905-722-6484
Fax: 905-722-9101

Agency/Service Name: **ADVOCACY RESOURCE CENTRE FOR THE HANDICAPPED (ARCH)**
Phyllis Gordon, Executive Director

Mailing Address: 425 Bloor Street, East, Suite 110, Toronto, ON M4W 3R5

Contact Person: A team approach is used. Client assigned to appropriate case worker

Phone: 416-482-8255 / 1-866-482-2724 / 1-866-482-2728 (TTY/TDD)

Fax: 416-482-2981 / 1-866-881-2723

Website: www.archlegalclinic.ca

Hours of Operation: Mon-Fri 9:00 am-5:00 pm; phone not answered live on Wednesdays

Service Area: All of Ontario

Eligibility: Yes

Languages Spoken: English

Accessibility: Barrier-free washroom, wheelchair accessible.

A legal resource centre for persons with disabilities. Provides summary advice and referral, public legal education, community development and law reform. Speakers' bureau and electronic newsletter available. Represents individuals with disabilities in precedent-setting cases. Translation and interpretation can be arranged.

Agency/Service Name: **AUTISM SOCIETY ONTARIO – YORK REGION CHAPTER**

Mailing Address: 11181 Yonge Street, Suites 303-305, Richmond Hill, ON L4S 1L2

Contact Person: Liz Cohen, Regional Support Leader

Phone: 905-780-1590

E-mail: asoyork@axxent.ca

Website: www.bbbautism.com

Hours of Operation: run by volunteers, use voicemail and a volunteer will respond

Service Area: York Region

Languages Spoken: English

Fees: \$30 annual fee for services only, information and support is free

Accessibility: Barrier-free washroom, disability parking, elevators, tone elevator, wheelchair accessible

Volunteers: Yes

Information, education, advocacy, self-help support group with linkages to community agencies for families living with Autism Spectrum Disorders. Educational workshops, monthly parent support group meetings, summer day camp. Website by parents for parents, hosted chats and mentoring at www.bbbautism.com. Office hours fluctuate so please call for an appointment

ASK Summer Camp

Phone: 905-780-1590
Contact Person: Liz Cohen, Regional Support Leader
E-mail: asoyork@axxent.ca
Eligibility: Assessment required
Application: Application required and intake
User Fees: Weekly subsidized fee
Volunteers: Application and interview

Eight-week summer day camp program for children and youth (ages 4-21) living with Autism Spectrum Disorder. Camp structured in junior and senior divisions. Offer Life Skills, continuation of school and home programming, job training and community outings. For children and youth to age 21 with Autism Spectrum Disorders who require and would benefit from 1:1 or 2:1 support.

Agency/Service Name: **BEHAVIOUR MANAGEMENT SERVICES OF YORK AND SIMCOE**
Mailing Address: 13311 Yonge Street, Suite 115, Richmond Hill, ON L4E 3L6
Contact Person: Susan Tough or Jim Hughes
Phone: 905-773-2362
Fax: 905-773-8499
E-mail: stough@sympatico.ca
Hours of Operation: Mon-Fri 9:00 am–5:00 pm
Service Area: York Region and Simcoe Region
Languages Spoken: English, Greek, Italian, Spanish
Eligibility: Developmental delay of two years or more with a significant cognitive delay
Referral: Parent, doctor, teacher or self-referral
Accessibility: Barrier-free washroom, disability parking, elevators, wheelchair accessible

Provides comprehensive behavioural assessment followed by positive-based teaching and programming assistance. Serves individuals who have a developmental delay, a significant cognitive delay or two years or more and a delay in at least two other areas. Affiliated with Kinark Child and Family Services for preschool autism services.

Agency/Service Name: **CANADIAN MENTAL HEALTH ASSOCIATION YORK REGION**
Mailing Address: 15150 Yonge Street, Aurora, ON L4G 1M2
Contact Person: Reception
Phone: 905-841-3977 / 416-798-8500 / 1-866-345-0183
Fax: 905-841-3125
E-mail: yorkregion@cmha-yr.on.ca
Hours of Operation: Mon-Fri 8:30 am–4:30 pm
Service Area: York Region
Languages Spoken: English
Accessibility: Barrier-free washroom, disability parking, elevators, tone elevator, wheelchair accessible.

Provides programs to enhance the mental health of York Region residents through services in the areas of education, mental health promotion, support services and advocacy.

Community Education

Community Education is provided to help people attain and enjoy good mental health and to increase understanding and acceptance of mental illness. We believe education leads to understanding; and understanding is the most effective weapon against the stigma that prevents so many people from seeking help. Presentations and workshops are available on a wide range of mental health topics such as stress management, depression, self-esteem, schizophrenia and understanding mental illness. Education sessions can be customized to fit any time frame and audience. Mental health education is available to businesses, organizations, and community groups.

Case Management

The Case Management Program, offered throughout York Region and Bradford West Gwillimbury area, strives to help individuals, 16 years of age and older, make maximum gains in their recovery and become less vulnerable. Change occurs when the individual and case manager work together to identify meaningful goals. Our Case Managers believe everyone has the capacity to learn, grow and change ... so they work with people to assess strengths, set goals and establish strategies that maximize likelihood of success. Case Managers work with individuals on a one-to-one basis to assist individuals achieve their goals such as: coordination of services, education, skill development, addressing basic needs, supportive counseling, advocacy, referral to other services, finding housing and employment.

New Beginnings

This is a consumer-driven, self-help program, in which consumers organize fundraising events, weekly consumer lunches, entertainment and recreational activities. Employment opportunities for consumers have been created through this initiative.

New Directions Social Recreation

The New Directions Social Recreation Program, available in Aurora, Keswick and Markham, offers opportunities for people with mental health issues to participate in social and recreational activities, access social supports and develop life-management skills. The program is designed to assist individuals with mental illness to develop and maintain optimum levels of mental and physical health.

Participation in program activities assists members to: develop coping skills, build self-confidence, learn a variety of life skills, increase social activities, strengthen support networks, foster peer support and belong to a supportive community.

Consumer Employment Program

Through funding received from the United Way of Simcoe County, a variety of consumer employment opportunities have been made available to our clients. These clients prepare resumes, go through the interview process and are hired to do a variety of positions including fundraising, crafts, peer support and monthly newsletters.

Mental Health Court Support

The Mental Health Court Support Program provides support and advocacy to individuals involved in the criminal justice and family court systems who have a mental illness. Case managers work closely with the Crown Attorney's Office, Duty/Defence Counsel, police, corrections, and community service agencies to provide linkages to treatment and support where required. The program aims to minimize the time individuals spend in the criminal justice system, the emotional impact that results from this contact, and the possibility of further involvement in court.

The program provides:

- *support and information to the mentally ill accused and the family*
- *information on mental illness and community services to the court staff*
- *information on court processes and procedures to the other mental health professionals*

SUPPORTING THE MENTALLY ILL ACCUSED AND THEIR FAMILY

Diversion

It is incredibly stressful to be charged with a criminal offence, but often much worse for people with mental illness. The court program is there to help these people negotiate the court system successfully while maintaining the best possible mental health. In addition, referrals are made to needed community mental health services.

The program is easy to access – one phone call or a knock on the door will do. The office at the court can be seen as an 'oasis' within the busy and confusing court setting. Often it is the family who receives support and information, while their loved one is in custody. One of the more positive court outcomes is Mental Health Diversion. This option enables a person to be diverted to the appropriate psychiatric treatment and supports while the Crown agrees to cease prosecution.

(Canadian Mental Health Association – York Region – Continued)

This program is for people who:

- *are charged with a minor criminal offence that has an underlying cause of mental illness*
- *have their case proceeding through the Newmarket Provincial Court*
- *are not likely to re-offend*
- *agree to receive appropriate treatment and supports*
- *agree to participate in mental health diversion*
- *do not pose a significant risk to public safety*
- *are young offenders or adults*

For more information, please contact Jonathan King at 905-954-0097 or visit the Mental Health Court Support Office at the Newmarket Provincial Court (next to Courtroom #201).

Family and CAS Court

- *Provides ongoing support to the client throughout the court process (including support in the courtroom)*
- *Assist clients in accessing legal aid*
- *Provide consultation on court matters and mental health issues to community agencies and court staff respectively*
- *Refer clients to community mental health services*
- *Liaise between client and opposing counsel*
- *Assist the client with preparing his or her own documentation, as well as with procedural issues when required*
- *Follow-up case management service as required*

For assistance, please contact Susan Cook at 905-954-0097 or visit the Mental Health Court Support Office at the Newmarket Provincial Court (next to Courtroom #201).

SERVICES AVAILABLE TO COURT STAFF

Program workers will consult with and offer mental illness information to court personnel and/or Judiciary on matters relating to mental illness and disposition. For more information, contact 905-954-0097.

SERVICES AVAILABLE TO OTHER MENTAL HEALTH PROFESSIONALS

The Mental Health Court Support Program offers education on mental health as well as court processes and procedures to other community professionals. For more information, contact 905-954-0097.

Support for Depression

The program provides support groups for individuals experiencing depression as well as an eight-week education and support group for families and friends of people with depression called Support for Supporters.

The Support for Depression group offers individuals who are experiencing or have experienced depression an opportunity to share experiences in a safe, non-judgmental atmosphere, provide mutual support and develop new coping skills. Trained volunteers who have experienced depression facilitate the groups. There are several groups in York Region operating in Newmarket, Aurora and Richmond Hill.

Youth Wellness

Mental Health Educators from the Youth Wellness Department offer free, exciting and interactive workshops to students of all ages, from grades one to OAC. Workshops are offered to both the Separate and Public School Boards in the region.

Students learn about healthy coping skills, strategies and techniques to live happy and healthy lives. By offering topics such as Anti-bullying, Building Self-esteem, Stress Management, Understanding Mental Illness and Suicide Awareness and Prevention, students are able to understand the importance of maintaining good mental health. Resources available in the community are given to students to enable them to reach out in times of distress.

Thousands of students across the region participate in the wellness workshops every year. Many high-risk students are identified and resources are offered to them. Teachers learn the warning signs and signals of youth in distress.

Psychotherapy

This program supports individuals age 16 and over who are suffering from serious mental illness and who live or work in York Region. Individual, couple, family and group therapy are provided. The treatment of choice is based on the needs of the client. The Cognitive Behaviour Therapy (CBT) model is frequently used to support individuals with anxiety and mood disorders. Our offices are presently in Newmarket, Richmond Hill and Sutton.

Community Development Project

Through strengthening of people's natural abilities to support and help each other, the Community Development Project builds upon the capacity of the communities to respond to distress caused by social changes. The project will initiate activities that are essential to promoting successful, healthy communities including defining and analyzing the community's resources and needs, engaging the community to build collaborative partnerships and facilitate broad community partnerships.

Identification Clinics

This program provides public education, service coordination and Identification clinics for the homeless or those at risk of becoming homeless.

Turning Points

Turning Points is an eating disorder program that includes a psycho-educational group component, in addition to individual therapy. Turning Points is available for adults, 16 years of and older who suffer from anorexia and/or bulimia and who are medically stable.

Secondary School Social Anxiety Program

Secondary School Social Anxiety Program provides a CBT group for adolescents in the secondary school system in York Region who have been identified as experiencing symptoms of severe social anxiety. These students are identified by their teachers and guidance staff, are given a mental health assessment by our psychotherapists, followed by a 12-week group. This program has a research component to evaluate the effectiveness and benefits of the groups for social anxiety.

South Simcoe Key Program

The South Simcoe Key Program provides intensive case management and housing support services to individuals in the Bradford West Gwillimbury, Alliston, New Tecumseth, Adjala and Tosorontio areas. There are a total of 16 spaces that have been designated for this program, ten in the Alliston area and six in the Bradford area. Individuals must be experiencing severe mental health problems, 16 years of age or older and homeless or at risk of becoming homeless. They must also agree to participate in our intensive case management program. Clients in the Bradford area are also encouraged to participate in our social recreation program New Beginnings, a consumer-driven self-help group.

Limited Expulsion Treatment Services (LETS) Program

This is a joint program in partnership with Addiction Services for York Region. Students of the Catholic Secondary School System who have been expelled are given the option of being assessed and offered case management and/or treatment by an appropriate agency. If students choose to participate in this program they are allowed to return to the school system earlier than would otherwise be permitted.

Provincial Homeless Initiative – Simcoe County

This program services the Bradford area and provides temporary shelter for the homeless as well as a volunteer-run and community-supported soup kitchen one day a week.

This program provides public education, service coordination and Identification clinics for the homeless or those at risk of becoming homeless.



Agency/Service Name: **CAREER SOLUTIONS**
Mailing Address: 9251 Yonge Street, Suite 203, Richmond Hill, ON L4C 9T3
Contact Person: Joseph Salteri, Program Coordinator
Phone: 905-764-4797 / 1-800-290-8939
Fax: 905-764-5620
E-mail: joseph.stalteri@tdsb.on.ca
Hours of Operation: Mon-Fri 8:30 am–4:30 pm
Service Area: York Region
Eligibility: Eligibility criteria for some programs, call for details
Languages Spoken: English
Referral Process: For employment counselling service only

Offers a number of quality employment services and programs like: individual employment counselling services; Career Paths: a career assessment workshop; and Finding Work When You Are Over 45 workshop.

Agency/Service Name: **CATHOLIC COMMUNITY SERVICES OF YORK REGION**
Roger Manning, Executive Director
Mailing Address: 21 Dunlop Street, Richmond Hill, ON L4C 2M6
Contact Person: Jim McHugh, ext. 230, Head Therapist
Phone: 905-770-7040 / 1-800-263-2075
Fax: 905-770-7064
E-mail: ccsyr@ccsyr.org
Website: www.ccsyr.org
Hours of Operation: Mon-Fri 8:30 am–4:30 pm
Service Area: York Region
Languages Spoken: Arabic, Armenian, Bosnian, Bulgarian, Chinese (Cantonese & Mandarin), Croatian, English, Farsi, Filipino, French, German, Hindi, Italian, Khmer, Lao, Polish, Portuguese, Punjabi, Russian, Serbian, Somali, Spanish, Swahili, Thai, Turkish
Accessibility: Barrier-free washroom, disability parking, wheelchair accessible
Volunteers: Yes

Within the Catholic value system, serves people with social and personal needs in order to strengthen and enhance individual and family functioning and to empower them to live their lives as independent, healthy and socially responsible people. Also advocates for changes in our community and in government legislation so as to enhance welfare, health and functioning of the individuals and families served by the agency. Evening counseling appointments offered.

Community Education Programs

Phone: 905-770-7040
Fax: 905-770-7064
Contact: Jim McHugh, Ext. 230
E-mail: ccsyr@ccsyr.org
User fees: Subsidies are available for those who are unable to pay.

Educational programs for adults and youths are held in a variety of languages. They are also available to offer consultation to the community and to develop programs for interested groups. Programs currently being offered include: cultural adjustment groups; support groups; life-skills workshops; self-esteem groups; parenting workshops and groups; social/recreational groups; cultural sensitivity training. Call for details.

Counselling Services

Phone: 905-770-7040
Contact: Jim McHugh, Ext. 230
Fax: 905-770-7064
E-mail: jmchugh@ccsyr.org
User fees: Sliding scale based on clients ability to pay

Individual, couple and family therapy available to enable clients to increase their awareness and find the resources within themselves to cope with their problems. All services are confidential.

Immigrant Services

Phone: 905-770-7040 Ext. 235
Fax: 905-770-7064
E-mail: Slam@ccsyr.org
Eligibility: Yes
Volunteers: Yes

Provides counselling for immigrant individuals and families relating to adjust problems, information and referrals, advocacy and access, interpretation and translation, newcomer orientations, workshops, multicultural events, cultural sensitivity training, job search workshops and a HOST program. Call for details.

Immigrant Services — Markham

Address: 7170 Warden Avenue, Unit 15, Markham, ON L3R 8V3
Phone: 905-415-9537
Team Leader: Agnes Manasan
E-mail: amanasan@sat1.ccsyr.org

(Catholic Community Services of York Region – Continued)

Immigrant Services — Vaughan

Address: 7368 Yonge Street, Unit 312, Vaughan, ON L4J 8H9
Phone: 905-709-8181
Contact: Allison Lawrence, Team Leader
E-mail: alawrence@sat2.ccsyr.org

Agency/Service Name: **COMMUNITY CARE ACCESS CENTRE OF YORK REGION (CCAC)**
Mailing Address: 1100 Gorham Street, Unit 1, Newmarket, ON L3Y 7V1
Contact Person: Bill Innes
Phone: 905-895-1240
Fax: 905-853-6297
E-mail: ccacyork@yorkregion.ccac-ont.ca
Website: www.yorkregion.ccac-ont.ca
Hours of Operation: 8:30 am–8:30 pm; 7 days/week
Service Area: York Region
Eligibility: Valid Ontario Health Card
Languages spoken: English
Accessibility: Barrier-free washroom, Braille elevator, disability parking, wheelchair accessible

Provides in-home health care and personal support services to enable clients of all ages to live safely at home; helps individuals gain access to long-term care facilities. Provides information on health and social services in York Region.

CCAC OFFICE SITES

Markham Stouffville Hospital

Address: 381 Church Street, PO Box 1800, Markham, ON L3P 7P3
Phone: 905-472-7011 Ext. 5526
Fax: 905-952-2425

North Team (Newmarket)

Reception Phone: 905-952-2424

South East Office Site

Address: 28 Sandiford Drive, Building B, #201, Stouffville, ON L4A 1L8
Phone: 905-640-2662
Fax: 905-952-2420

(Community Care Access Centre of York Region – Continued)

Southlake Regional Health Centre

Address: 596 Davis Drive, Newmarket, ON L3Y 2P9
Hours: Mon-Fri 8:30 am-8:30 pm
Phone: 905-895-4521 Ext. 2498
Fax: 905-952-2405

Southwest Office Site

Address: 9050 Yonge Street, Richmond Hill, ON L4C 9S6
Phone: 905-763-9928
Fax: 905-952-2412

Central Intake Information and Referral

Phone: 1-888-470-2222

York Central Hospital

Address: 10 Trench Street, Richmond Hill, ON L4C 4Z3
Phone: 905-883-2078
Fax: 905-883-2455 or 905-952-2415

Agency/Service Name: **COMMUNITY HELPERS FOR ACTIVE PARTICIPATION (CHAP) PROGRAM – YORK REGION**

Address: 102 Main Street South, Unit 3, Newmarket, ON L3Y 3Y7
Contact Person: Karen DeLong
Phone: 905-898-6455, Ext 247
Fax: 905-898-1171
Email: kdelong@yssn.ca
Website: www.respiteservices.com
Hours of Operation: Mon-Fri 8:30 am–4:30 pm
Service Area: York Region
Eligibility: Children, adolescents and adults with developmental disabilities, physical disabilities and/or autism/PDD
Fees: No fee to register. Families hire and pay their CHAP Worker directly.
Languages Spoken: English

Respite workers registered on the CHAP Worker database are connected with families looking for support.

Agency/Service Name: **COMMUNITY LEGAL CLINIC OF YORK REGION**
Dennis Bailey, Executive Director
Mailing Address: 21 Dunlop Street, Suite 200, Richmond Hill, ON L4C 2M6
Contact Person: Call intake (reception) and case will be assigned to appropriate person
Phone: 905-508-5018 / 1-888-365-5226
Fax: 905-508-7539
E-mail: Recgeorg@lao.on.ca
Hours of Operation: Mon-Fri 9:00 am-5:00 pm
Service Area: York Region
Eligibility: Financial eligibility test for client representation
Languages Spoken: Chinese (Cantonese), Chinese (Mandarin), English
Accessibility: Disability parking, Elevators, Wheelchair accessible.

Legal Aid offices in Sutton and Newmarket, by appointment only. Provides legal services (advice/representation), public legal education, and assistance to community groups with law reform and community development. Community legal clinic funded by Legal Aid Ontario. Provides summary advice by telephone. Produces and distributes free public legal education materials. Speakers available. Operates Duty Counsel program for tenants appearing before the Ontario Rental Housing Tribunal. Please call main office for all appointments.

Agency/Service Name: **COMMUNITY LIVING NEWMARKET/AURORA DISTRICT**
Address: 757 Bogart Avenue, Newmarket, ON L3Y 2A7
Contact Person: Larry Palmer, Executive Director
Phone: 905-898-3000 / 905-773-6346
Fax: 905-898-6441
E-mail: clnad@clnad.com
Website: www.clnad.com
Hours of Operation: Mon-Fri 8:30 am-4:30 pm
Service Area: Aurora, East Gwillimbury, King, Newmarket, Whitchurch-Stouffville
Eligibility: Serves people with an intellectual disability
Languages Spoken: English
Accessibility: Yes

Provides services and support to people with an intellectual disability to promote their participation, friendship and citizenship in the community. Services include living options, employment and alternative work options, respite and family support, and recreation opportunities.

Agency/Service Name: **COSTI - I.I.A.S. (Employment)**
Mailing Address: 7800 Jane Street, Unit 1, Concord, ON L4K 4R6
Contact Person: Vince Vincepietro, Manager at 416-224-7714 Ext. 272 (counselling)
Phone: 905-669-5627
Fax: 905-669-1127
E-mail: vaughan@costi.org and famcounselling@costi.org
Website: www.costi.org
Hours of Operation: Mon, Wed, Thur, Fri 8:30 am-4:30 pm; Tue 8:30 am-7:00 pm
Service Area: York Region / Toronto
Eligibility: Open to all job seekers
Languages Spoken: Arabic, Chinese (Cantonese), English, Italian, Polish, Portuguese
Accessibility: Open to all job seekers

Community-based organization that assists clients in meeting their individual employment-related needs.

Agency/Service Name: **CROSSLINKS HOUSING AND SUPPORT SERVICES; LOFT COMMUNITY SERVICES**
Marlene Berry, Program Director
Mailing Address: 15105 Yonge Street, Suite 200, Aurora, ON L4G 1M5
Phone: 905-713-0137
Mobile Van: 905-252-8933 (Newmarket)
905-717-1033 (Aurora)
416-274-4972 (Markham, Woodbridge, Richmond Hill)
Fax: 905-713-0139
E-mail: crosslinks@loftcs.org
Hours of Operation: English
Service Area: York Region
Eligibility: Yes

Provides housing and support to adults with serious mental health needs. Programs include community support (Case Management). There is also a Street Outreach Van in conjunction with York Region Health Services providing a variety of harm-reduction services to individuals who are homeless and/or street involved.

Homelessness Initiative

Provides residential housing outreach through a continuum of supportive housing to those who are seriously mentally ill and homeless or at risk of homelessness. Ranges from cooperative living to self-contained units with on-site support, and the General Residents Association.

Agency/Service Name: **DOWN SYNDROME ASSOCIATION OF YORK REGION**
Mailing Address: 1100 Gorham Street, Suite 118, PO Box 345, Newmarket, ON L3Y 7V1
Contact Person: Elizabeth Lappin, President
Phone: 416-410-3696 / 1-800-649-3696
Fax: 905-853-2458
E-mail: dsayr@hotmail.com
Website: www.dsat.ca
Service Area: York Region
Languages Spoken: English
Fees: To be put on mailing list
Volunteers: Yes

Provides information on Down Syndrome. Organizes meetings, social events, and workshops to promote integration in all areas of community life. Parent support group.

Agency/Service Name: **FAMILY LIFE CENTRE**
Sandra Savage, Executive Director
Mailing Address: 1091 Gorham Street, Unit 202, Newmarket, ON L3Y 7V1
Contact person: Intake department
Phone: 905-895-2371 / 1-888-223-3999
Fax: 905-895-2389
E-mail: familylifecentre@f-l-c.ca
Hours of Operation: Mon-Thurs 9:00 am-9:00 pm; Fri 9:00 am-5:00 pm
After Hours Phone: 905-895-2371
Service Area: Aurora, East Gwillimbury, King, Newmarket, Richmond Hill, Vaughan
Languages Spoken: English, French, Hindi, Portuguese, Punjabi, Spanish, Urdu, Yiddish
Fees: Fees on a sliding scale based on ability to pay
Accessibility: Barrier-free washroom, disability parking, elevators, wheelchair accessibility

Provides affordable professional counselling, outreach, and family education services to individuals, couples and families who are experiencing difficulties coping with stressful life situations and/or difficulties in their relationships.

Community Counselling Program

User Fees: Sliding Scale

Individual, couple and family counselling for people experiencing a broad range of difficulties.

(Family Life Centre – Continued)

Employee Assistance Program

Phone: 1-800-638-9552

Through contracts with local organizations and businesses, provides counselling services to employees.

Families and Schools Together Program

Address: 10610 Bayview Avenue, Unit 18, Richmond Hill, ON L4C 3N8

Phone: 905-883-6572

Fax: 905-883-6575

E-mail: familyliferh@f-l-c.ca

This program works with groups of families, service providers, school personnel, volunteers and local businesses at specific schools across York Region to build supports that will help children succeed at home, at school and in the community.

Family Life Education Program

User Fees: Some subsidy available

Group programs that provide an opportunity to meet with others experiencing similar life situations or difficulties to gain new information, share problem-solving strategies and develop support networks. Call for details.

Partner Abuse Response Program

Address: 10610 Bayview Avenue, Unit 18, Richmond Hill, ON L4C 3N8

Phone: 905-883-6572

Fax: 905-883-6575

E-mail: familyliferh@f-l-c.ca

Group counselling and education to assist individuals in stopping their abusive behaviour towards their partner. Outreach service is provided to partners of individuals in the program

Youth at Risk: School-based Program

Eligibility: Participating children must have written parental consent

Outreach to children who are identified to be at risk for developing severe emotional /behavioural difficulties. Serves children and adolescents in specific elementary and high schools. Classroom intervention, small group and individual counselling are provided based on needs assessment with school personnel.

Bradford Office

Address: 118 Barrie Street, Unit L24, Bradford, ON L3Z 2A9

Hours: By appointment from main office



Agency/Service Name: **FUTURE ABILITIES AND CREATIVE EMPLOYMENT (FACE)**
Mailing Address: 465 Davis Drive, Unit 312, Newmarket, ON L3Y 2P1
Contact Person: Sandra Bullock, Executive Director
Phone: 905-830-9299 / 905-830-9299 (TTY/TDD)
Fax: 905-830-6731
E-mail: sandra@future-abilities.org
Website: www.future-abilities.org
Hours of Operation: Mon-Fri 8:30 am-4:30 pm
Service Area: York Region
Accessibility: Disability parking, elevators, wheelchair accessible

To promote and enhance access to the labour market for persons with disabilities. Coordinates initiatives that will assist persons with disabilities to prepare for, find and maintain employment. Works with agencies serving persons with disabilities to prepare for, find and maintain employment. Works with agencies serving persons with disabilities to advocate for the interests of persons with disabilities.

Information and Referral Service

E-mail: info@future-abilities.org
Eligibility: Yes
Languages Spoken: English

Provides information and referral services to employers, people with disabilities, and agencies about available services, programs and resources.

Public Education

E-mail: info@future-abilities.org

Working to eliminate barriers to employment for persons with disabilities by educating the community and employers regarding accommodating persons with disabilities. Development and distribution of educational information and organizing events.



Agency/Service Name: **GEORGINA ASSOCIATION FOR COMMUNITY LIVING**
Mailing Address: 26943 Highway 48, PO Box 68, Sutton, ON L0E 1R0
Contact person: Susan Rome, Executive Director
Phone: 905-722-8947
Fax: 905-722-9591
E-mail: gacl@ils.net
Website: www.ils.net/-gacl
Hours of Operation: Mon-Fri 8:30 am-4:30 pm
Service Area: Georgina
Eligibility: Individuals with a developmental disability
Languages Spoken: English
Accessibility: Barrier-free washroom; wheelchair accessible

Services and support to ensure that all persons with developmental and related handicaps can fully participate in community living with dignity. Services provided include residential services, employment, adult development, support and respite care.

Agency/Service Name: **GEORGINA FAMILY LIFE CENTRE**
Susan Kennedy, Executive Director
Mailing Address: 25202 Warden Avenue, Belhaven, ON L0E 1R0
Phone: 905-476-3611
Fax: 905-476-6601
Contact Person: Intake, Shirley Link
E-mail: gflc@neptune.on.ca
Hours of Operation: Tue 8:00 am-4:00 pm; Wed, Thu 9:00 am-7:00 pm; Fri 11:00 am-7:00 pm
After Hours Phone: 905-476-3611
Service Area: Georgina
Languages Spoken: English, French
Fees: According to income

Provides counselling to children, adults, couples, families and individuals in times of stress. Support groups for adults and adolescents. Expressive art therapy available.

Individual, Marital and Family Counselling – Psychological Assessment

User fees: Yes, according to income

Counselling provided for individuals, families or couples. Includes in-depth assessment of psychological and, if applicable, educational issues for both children and adults. Play and expressive arts therapy also offered.

Agency/Service Name: **HOUSING HELP CENTRE**
Mailing Address: 15120 Yonge Street, Aurora, ON L4G 1M2
Contact Person: Peter Formica, Manager/Administrator
Phone: 905-713-2696 / 416-410-6051 / 1-888-447-9602
Fax: 905-713-2695
E-mail: peter@housinghelpcentre.org
Website: www.housinghelpcentre.org
Hours of Operation: Mon-Fri 9:30 am-4:30 pm
After Hours Phone: 905-713-2696 (leave a message)
Service Area: York Region
Languages Spoken: English
Volunteers: Yes

Maintains a housing registry to assist individuals in securing affordable accommodation in the private rental market. Operated by the Affordable Housing Committee of York Region, a non-profit advocacy group advocating for adequate and affordable housing in York Region since 1986.

Agency/Service Name: **JOB SKILLS**
Nella Lasci, Executive Director
Address: 155 Riverglen Drive, Unit 7, Keswick, ON L4P 3M3
Contact Person: Holly Burch
Phone: 905-476-8088 / 1-866-470-5947 / 905-476-7588 (TTY/TDD)
Fax: 905-476-5988
E-mail: admin@jobskills.org
Website: www.jobskills.org
Hours of Operation: Mon-Fri 8:30 am-4:30 pm; Tue 8:30am-8:00 pm
Service Area: York Region
Languages Spoken: English
Accessibility: Disability Parking, Wheelchair accessible

Job Skills is a community based training agency that provides employment and business services and programs designated to meet clients' individual requirements. Job Skills serves over 15,000 individuals a year at its three locations. Phone for information about other services.

(Job Skills – Continued)

Business Resource Centre

Address: 465 Davis Drive, The Tannery, Suite 120, Newmarket, ON L3Y 2P1
Phone: 905-898-5138
Fax: 905-898-4830
E-mail: nmkt@jobskills.org
Eligibility: Unemployed individuals in York Region, Bradford, East Gwillimbury
Application: Assessment and viability of business idea
User fees: Some fees may apply

Offers services to unemployed individuals who are interested in exploring self-employment or receiving information and support for small businesses. Established businesses can access services for a fee.

Employment Assistance Services (EAS)

Address: 155 Riverglen Drive, Keswick, ON L4P 3M3
Phone: 905-476-8088
Eligibility: Unemployed
Application: Common Assessment (employability assessment)

Provides unemployed individuals with supports, information, assessment to develop a return to work action plan (RTWAP). One-on-one support/case management services.

Markham Office – Employment Assessment Services (EAS)

Address: 4855 14th Avenue, Unit 3, Markham, ON L3S 3L6
Contact Person: Phone Keswick office and ask for Holly Burch
Phone: 905-948-9622
Fax: 905-948-8737
E-mail: markham@jobskills.org
Hours: Mon, Wed, Fri 8:30 am-5:00 pm; Tue, Thu 8:30 am-8:00 pm
Service Area: York Region

Provides unemployed individuals with supports, information, assessment to develop a return to work action plan (RTWAP). One-on-one support/case management services.



Agency/Service Name: **KERRY'S PLACE AUTISM SERVICES – CENTRAL EAST REGION**
Daniel Smith, Regional Director

Mailing Address: 34 Berczy Street, Suite 210, Aurora, ON L4G 1W9

Contact Person: Candice Grant, Intake

Phone: 905-713-6808

Fax: 905-841-1461

E-mail: dsmith@kerrysplace.org

Hours of Operation: Mon-Fri 9:00 am-4:30 pm

Service Area: York Region

Eligibility: Eligibility based on doctor's diagnosis of Autism

Referral Process: Parent

Languages Spoken: English

Volunteers: Yes

Accessibility: Barrier-free washroom, disability parking, wheelchair accessible

Provides specialized innovative supports for children, adolescents and adults with autism to address individual social, educational, vocational and developmental needs. Specialized residential services and community outreach program for adolescents and adults. Provides support and consultation to children/adolescents with autism who live at home with their families by offering parent/mediator training program planning, and case management.

Residential supports located in Newmarket and East Gwillimbury. York and Simcoe community supports include: Consultation, Social/Rec. Groups, Community Awareness/training.

Agency/Service Name: **KINARK CHILD AND FAMILY SERVICES**
Jacquie Brown, Director of York Program

Mailing Address: 1100 Gorham Street, Unit 12, Newmarket, ON L3Y 7V1

Phone: 905-898-4572 / 905-773-0375 / 1-888-454-6275

After Hours Phone: 905-898-4572

Fax: 905-836-2890

E-mail: jacquie.brown@kinark.on.ca

Website: www.kinark.on.ca

Hours of Operation: Mon-Thu 8:30 am-8:00 pm; Fri 8:30 am-5:00 pm

Service Area: York Region

Eligibility: Children ages 0-19 years old

Referral Process: Yes

Languages Spoken: Chinese (Cantonese), English

Accessibility: Wheelchair Accessible

Offers group counseling, professional assessments, youth crisis intervention, respite relief, and residential treatment. Contact main office for information on these centres. Mobile crisis response for children and youth. Early intervention services can be accessed to support children with special needs.

Agency/Service Name: **LANCE KRASMAN MEMORIAL CENTRE FOR COMMUNITY MENTAL HEALTH (KRASMAN CENTRE)**
Address: 10121 Yonge Street, Richmond Hill, ON L4C 1T7
Contact Person: Tanya Shute
Phone: 905-780-0491 / 1-888-780-0724
Fax: 905-780-1960
Email: krasman@idirect.com
Website: www.krasmancentre.com
Service Area: York Region
Languages Spoken: English, Translators/interpreters by arrangement
Accessibility: Yes

Resource centre providing information, referral and support to people who have experience with mental health issues and their families and friends. It is the home of the Self-Help Network and provides opportunities for consumers, survivors and family members to have mutual support. Monday to Friday hours vary. Weekend appointments available upon request.

Warm Line – is a non-crisis telephone support line for people in York Region. Anyone who would like someone to talk to is welcome to call. The line is currently in operation every Tuesday, Thursday, Saturday and Sunday from 6:00 pm until midnight.

Agency/Service Name: **L'ARCHE DAYBREAK**
Address: 11339 Yonge Street, Richmond Hill, ON L4S 1L1
Contact Person: Collette Halferty, Ext. 225
Phone: 905-884-3454
Fax: 905-884-0580
E-mail: develop@larchedaybreak.com
Hours of Operation: Mon-Fri 8:30 am–4:30 pm
Service Area: York Region
Eligibility: 18 years of age and older and developmentally handicapped
Referral Process: Applications processed by Anne Amore, Ext. 238
Languages Spoken: English
Accessibility: Yes

Residential group living; day supports – woodworking, craft studio, seniors program. Provides long-term residential care and vocational training for 34 ambulatory developmentally disabled adults.

Agency/Service Name: **MARKHAM STOUFFVILLE FAMILY LIFE CENTRE**
Sandra Savage, Executive Director
Dr. Ken Kwan, Clinical Director

Mailing Address: 4261 Highway 7, Suite 203, Unionville, ON L3R 1L5

Contact Person: Intake, Vincenza De Maria, Ext. 304

Phone: 905-415-9719 / 1-866-415-9723

Fax: 905-415-9706

E-mail: msflc@on.aibn.com

Website: www.msflc.ca

Hours of Operation: Mon-Fri 9:00 am-9:00 pm; Sat 9:00 am-12:00 pm

Service Area: York Region

Languages Spoken: Chinese (Cantonese), Chinese (Mandarin), English, Hindi, Punjabi, Urdu

Fees: Sliding scale fee based on income. Free for York Region residents under the age of 18.

Accessibility: Barrier-free washroom, disability parking

Provides individual and family counselling, group therapy, psychological assessment, credit counselling, weekly legal clinic, custody and access assessment.

Credit Counselling

User Fees: First assessment free, then set up fee applies.

Specializing in making arrangements with creditors, budget planning, financial assessments. Available to anyone living or working in York Region.

Youth in Transition

Eligibility: 18 years or younger and residing in York Region

Provides counselling, community education and advocacy to children and youth experiencing: emotional, cognitive and behavioural difficulty; cultural demands and expectations; violence and abuse in relationships; play and art therapy. Group programs.



Agency/Service Name: **MARKHAM STOUFFVILLE HOSPITAL
OUTPATIENT ADULT MENTAL HEALTH**
Cindy Draper, Director

Mailing Address: 381 Church St., PO Box 1800, Markham, ON L3P 7P3

Contact Person: Secretary at 905-472-7011 Ext. 7011

Phone: 905-472-7011

Fax: 905-472-7371

Service Area: Southern York Region, Durham and Scarborough

Eligibility: 18+

Referral Process: Referral by family physician required

Languages Spoken: English

Accessibility: Disability parking, elevators, wheelchair accessible

An outpatient program for adults suffering with a mental illness. Program is run with a multidisciplinary team serving people aged 18 and over, who require assessment, diagnosis, and treatment of mental illness on an outpatient basis.

Agency/Service Name: **MARY CENTRE OF THE ARCHDIOCESE OF TORONTO**

Address: 530 Wilson Avenue, Ste. 200, North York, ON M3H 5Y9

Contact Person: Tracey Berman, Intake Worker

Phone: 416-630-5533 Ext. 222

Fax: 416-630-5702

E-mail: tracey@marycentre.com

Hours of Operation: Office Mon-Fri 9:00 am–5:00 pm

Service Area: City of Toronto and Peel Region – Respite Care Program to mid York Region – Greater Toronto Area

Eligibility: Adults 18 years and over with intellectual disabilities. Supported Independent Living Program in Woodbridge

Referral Process: Intake Worker

Languages Spoken: English

Volunteers: Volunteer program serving in all programs

Fees: Fee for respite care program only

Accessibility: yes

*Five wheelchair accessible group homes in Scarborough and Brampton – community integration – promotes access to community activities for seniors with intellectual disabilities living in group homes or in the community – **Respite Care Programs** - caregiver relief for adults with an intellectual disability – **Supported Independent Living Program** – two respite beds – parish outreach program – nondenominational.*

Agency/Service Name: **META CENTRE**
 Address: 4801 Keele Street, Unit 59, North York, Ontario M3J 3A4
 Contact Person: T. Orlando or Intake Department
 Phone: 416-736-0199
 Fax: 416-736-4825
 E-mail: torlando@total.net
 URL: www.metacentre.ca
 Hours of Operation: Office: Mon-Fri 8:45 am-4:30 pm; Programs: Mon-Fri 9:00 am-3:00 pm, Tue-Thu 7:00 am-9:00 pm; Sat 10:00 am-4:00 pm
 Service Area: Greater Toronto Area and Toronto, Vaughan, Scarborough, Richmond Hill, Vaughan Children's Program
 Eligibility: Developmental Disability
 Referral Process: Contact Consumer & Family Services intake worker; Erin Mittleman - Intake
 Languages Spoken: Chinese (Cantonese), English, Italian, Spanish, Ukrainian, Vietnamese
 Fees: Fee for service - day program and recreational programs in York Region
 Accessibility: Yes

Day Programs for adults 18 years and over with a primary diagnosis of intellectual disabilities. Leisure programs. Supported independent living program – assistance securing shared accommodation, supportive services to facilitate independent living; supported employment program; summer day camp for youth 13 years and over; group homes; evening and Saturday programs (fee for service). Children's program on Saturday, ages 6-12 (Intake: Robert Peterasnsara)

Agency/Service Name: **NEIGHBOURLINK, HEART OF YORK**
 Sarah Wiggers, Network Coordinator
 Mailing Address: UCPO, PO Box 21534, Newmarket, ON L3Y 8J1
 Contact Person: Dually diagnosed would receive the same service as anyone else. Calls answered by many volunteers
 Phone: 905-895-0615
 Fax: 905-895-8224
 E-mail: neighbourlink@sympatico.ca
 Website: www.neighbourlink.ca/heartofyork
 Service Area: Aurora, East Gwillimbury, King, Newmarket
 Languages Spoken: English
 Volunteers: Yes

Network of local churches has involved capable and willing volunteers to respond to needs in their communities. It provides a forum for churches and local agencies to network and partner in joint community ventures.

Agency/Service Name: **ONTARIO MINISTRY OF COMMUNITY AND SOCIAL SERVICES & MINISTRY OF CHILDREN AND YOUTH SERVICES
Central East Region**

Mailing Address: 465 Davis Drive, 3rd Floor, Newmarket, ON L3Y 8T2

Contact person: Client Service Representatives

Phone: 905-868-8900 / 1-877-669-6658 / 905-715-7759 (TTY/TDD)
and follow telephone path to “Regional Director’s Office”

Fax: 905-895-4330

Website: www.gov.on.ca/CSS

Hours of Operation: Mon-Fri 8:30 am-5:00 pm

Service Area: York Region

Referral: Self referral through this office, Ontario Works referrals

Eligibility: Be financially in need as prescribed by our Act; be disabled as reviewed by the Disability Adjudication Unit

Languages Spoken: English

Accessibility: Barrier-free washroom, disability parking, elevators, wheelchair accessible

Income and employment supports and social and community services for adults, children and youth, people with physical and developmental disabilities and aboriginal people, who have financial eligibility and disability eligibility. Assessment and planning for employment for disabled people who qualify.

Children’s Services

Phone: 905-868-8900 and follow telephone path to “Children’s Services”
Fax: 905-895-6804

The Ministry funds temporary emergency shelters and counselling services for victims of domestic violence and their children, children’s mental health services, probation services and child welfare services.

Developmental Services

Phone: 905-868-8900, and follow telephone path to “Developmental Services”
Fax: 905-895-6804

Provides services and supports to people of all ages who have a developmental disability and their families, primarily through a network of community-based, board-operated, non-profit transfer payment agencies to improve the quality of their lives.

(MCSS and MCYS – Central East Region – Continued)

Ontario Disability Support Program (ODSP)

Phone: 905-868-8900 or 1-877-669-6658 and follow telephone path to “ODSP”
Fax: 905-715-7662
Eligibility: Disabled – unable to work
Application: Yes

The Ministry provides income support for disabled Ontario residents to live as independently as possible within the community. Contact the Regional office for more information.

Ontario Disability Support Program – Employment Supports

Phone: 905-868-8900 or 1-877-669-6658 and follow telephone path to “ODSP Employment Supports”
Fax: 905-715-7662

The Ministry provides employment support for disabled Ontario residents to live as independently as possible within the community. Support is provided through the Ontario Disability Support Program.

Ontario Works

Phone: 905-868-8900 and follow telephone path to “Ontario Works”
Fax: 905-895-6804

Provides financial and employment assistance to single people, couples with and without children, and sole support parents.



Agency/Service Name: **ONTARIO MINISTRY OF COMMUNITY AND SOCIAL SERVICES & MINISTRY OF CHILDREN AND YOUTH SERVICES
Children's Services Branch**

Mailing Address: 465 Davis Drive, 3rd Floor, Newmarket, ON L3Y 8T2

Phone: 905-868-8900 / 1-877-669-6658 and follow telephone path to "Children's Services Branch" and "Special Services at Home"

Fax: 905-715-7662

Website: www.gov.on.ca/CSS

Hours of Operation: Mon-Fri 8:30 am–5:00 pm

Service Area: York Region

Languages Spoken: English, French

Accessibility: Disability parking, elevators, wheelchair accessible

Planning and development services under the Child and Family Services Act, including child welfare, child treatment, child and family interventions, community support, childcare and young offender service. Has provincial authority for supervising agencies providing these services including children's aid societies.

Special Services at Home

Phone: 905-868-8900 or toll free 1-877-669-6658, ext. 5450

This is a program funded by the Ministry of Community and Social Services and Ministry of Children and Youth Services to assist families in providing for family members who have a disability within their own homes and communities.

The program is designed to assist families caring for a member who has a disability requiring support beyond the care normally provided by a family. When this is the case, the government has made a commitment to assist with costs and required support services, by supplying a range of family support services, which are not otherwise available in the community. It is not intended to duplicate existing services or fund services that are the responsibility of the education system.

SSAH is most commonly used by families to contract a respite/support worker to work with their special needs family member. The worker may help people with disabilities to develop new skills and join in community life. For example, a worker can be paid to teach someone social skills or how to perform daily living tasks independently. The worker may also be trained to implement recommendations from a behaviour, speech or infant development program.

SSAH also helps families by recognizing the added responsibilities of caring for a family member with a disability. A good example of this help is parent relief (or respite) so family members can have time for their own needs, or the needs of other people in the family.

People of all ages with a developmental disability and children under 18 with a physical disability are eligible for SSAH. To qualify, individuals must live in Ontario with their families, need help in daily living activities and require more support than families can usually offer.

Agency/Service Name: **ONTARIO MINISTRY OF COMMUNITY AND SOCIAL SERVICES & MINISTRY OF CHILDREN AND YOUTH SERVICES
Thistletown Regional Centre for Children and Adolescents**

Mailing Address: 51 Panorama Court, Etobicoke, ON M9V 4L8

Phone: 416-326-0600

Contact Person: Gail Gonda, Administrator

Fax: 416-326-9078

E-mail: gail.gonda@css.gov.on.ca

Hours of Operation: Mon-Fri 8:30 am–5:00 pm

Service Area: Toronto, Peel Region and York Region

Referral Process: Professional or self-referral

Languages Spoken: English

Accessibility: Barrier-free washroom, disability parking, elevators, wheelchair accessible

Initiates new service models, is a provincial teaching and research centre, provides consultation and promotes development and sharing of expertise. Includes Adolescent Services, INTERFACE, SAFE-T, and TRE-ADD

Adolescent Services

Phone: 416-326-0868

Fax: 416-326-9078

Email: gavin.shaw@css.gov.on.ca

Referral: Yes

Volunteers: Yes

Provides services for youth 13-19 years old with histories of conduct disorders, learning disabilities and a variety of psychiatric disturbances, and their families.

INTERFACE (Integrated Resources for Family Assessment, Consultation and Education)

Phone: 416-326-0750

Fax: 416-326-0936

Email: brenda.lemoine@css.gov.on.ca

Referral: From other children's mental health services, physicians and private clinicians

A comprehensive treatment resource for families and children, INTERFACE is a children's mental health service developed to meet the needs of families with children who are experiencing developmental, emotional, behavioural, social and/or psychological difficulties, from early childhood up until age 15.

SAFE-T (Sexual Abuse: Family Education and Treatment)

Phone: 416-326-0657 (Intake)
Fax: 416-326-6581
Contact: Michael Davis, Intake
E-mail: michael.davis@css.gov.on.ca
Referral: Yes
Volunteers: Yes
Eligibility: Level of functioning — the low average range or above

Provides service for sexually abused and/or abusive children, adolescents and their families. Offers family and individual assessment and treatment of victims; assessment and treatment of sexual offenders.

TRE-ADD (Treatment, Research and Education for Autism and Developmental Disorders)

Phone: 416-326-0608 (General Inquiry)
416-326-0612 (Intake – Darla Perron)
Fax: 416-326-9078
Contact: Jose DeLabarrer, Executive Director
Area Served: Those who live within commuting distance to Toronto, Peel and South York Region
Languages: English, Spanish
Eligibility: School age through to 18 years of age with a diagnosis of Autism/P.D.D.
Fee: None, fully-funded government agency
Referral: Yes
Volunteers: Yes

Provides services for children and adolescents with Autism and developmental disorders who may be considered difficult-to-serve and who reside in Toronto, Peel Region and South York Region. Services include:

- *treatment and education to children and adolescents with Autism, and their families*
- *Day Treatment Program in six classes throughout Toronto and Peel Region*
- *support and professional counselling to families and/or individuals*
- *short-term or intensive behaviour management consultation to families, community programs and schools*
- *case management, advocacy and a variety of support and educational groups*
- *quality respite care for children/adolescents, who are open TRE-ADD clients and who current reside with their families*
- *residential services that provide care and treatment for hard-to-serve children and adolescents*
- *psychological and psychiatric services for clients within the programs*
- *research and evaluation activities including training and education for students and staff, as well as collaboration in larger service system initiatives*

Agency/Service Name: **ONTARIO MINISTRY OF HEALTH AND LONG-TERM CARE**
Stephen Lindsay, Manager - Infoline

Mailing Address: 900 Bay St, MacDonald Block, Suite M-1B114, Toronto, ON M7A 1N3

Contact Person: Carol Lever, 905-954-4693 (Branch general inquiry)

Phone: 416-314-5518 / 1-800-268-1154 (Infoline) / 1-800-387-5559 (TTY/TDD)

Fax: 416-314-8721

E-mail: infomoh@gov.on.ca

Website: www.health.gov.on.ca

Hours of Operation: Mon-Fri 8:30 am–5:00 pm

Service Area: York Region

Languages Spoken: Arabic, Bengali, Chinese (Cantonese), Chinese (Mandarin), Czech, English, French, German, Greek, Hindi, Hungarian, Italian, Macedonian, Polish, Portuguese, Punjabi, Russian, Serbian, Slovak, Spanish, Ukrainian, Urdu, Vietnamese

Accessibility: Barrier free washroom, Braille elevator, disability parking, wheelchair accessible

The Ministry is responsible for administering the health care system and providing services to the Ontario public through such programs as health insurance, drug benefits, assistive devices, care for the mentally ill, long-term care, home care, community and public health, and health promotion and disease prevention. It also regulates hospitals and nursing homes, operates psychiatric hospitals and medical laboratories, and co-ordinates emergency health services.

Communications and Information Branch (Health Information Centre)

Phone: 416-327-4327 / 1-800-268-1153

Provides education materials and brochures on Ministry programs. Answers public inquiries.

Mental Health Programs and Services Group

Phone: 416-327-4519

Facilitates providing a range of adult psychiatric services including acute, rehabilitation, long-term and specialized care.



Agency/Service Name: **PARTICIPATION HOUSE**
Sharon Lawlor, Executive Director
Mailing Address: 9 Butternut Lane, Markham, ON L3P 3M1
Contact Person: Julie Donkersley RN, Manager Resident Care, Ext. 232
Phone: 905-294-0944
Fax: 905-294-7834
E-mail: sharon.lawlor@sympatico.ca
Hours of Operation: Mon-Fri 8:30 am-4:30 pm; voice mail system after hours
Service Area: York Region
Eligibility: Physical disability. Application and Interview required.
Languages Spoken: English
Fees: Daily fee applicable for respite care
Accessibility: Barrier-free washroom, disability parking, wheelchair accessible

Operates four community residences and one supportive housing unit with 24-hour support and supervision for physically disabled adults 18 years of age and older. Special focus on cerebral palsy. Offers independent living program, day support, respite care and recreation.

Cedarcrest Manor (8-Bed Facility)

Address: 20 Water Street, Unit 225, Markham, ON L3P 7P7
Phone: 905-472-5261
Fax: 905-472-0203

Cliffwood Manor (9-Bed Facility)

Address: 4000 Don Mills, Willowdale, ON M2H 3N2
Phone: 416-494-2648
Fax: 416-494-4406

Hagerman Corners (8-Bed Facility)

Address: 4460 16th Avenue, Markham, ON L3R 1H1
Phone: 905-472-5261
Fax: 905-947-0536

Henderson House (6-Bed Group House)

Address: 113 Henderson Avenue, Thornhill, ON L3T 2L3
Phone: 905-881-5155
Fax: 905-881-5158

St. Luke's (20-Bed Facility)

Address: 49 Green Lane, Thornhill, ON L3T 7M9
Phone: 905-731-0724



Agency/Service Name: **PINEVIEW PROJECT (COMMUNITY LIVING HURONIA)**
Contact Person: Nancy Haans, Coordinator
Phone: 705-526-4253
Fax: 705-526-8299
E-mail: nhaans@clhmidland.on.ca
Service Area: Central East Region
Eligibility: Individuals with a dual diagnosis

This project is for individuals with a dual diagnosis (persons with a developmental disability combined with mental health needs). The project has three key components:

Transitional Treatment Home

Pineview is a treatment home for five individuals, located on the grounds of the Mental Health Centre Penetanguishene. Operated by Community Living Huronia, the Home provides a short-term treatment program with a maximum time period of 12 months. This allows a multi-disciplinary team with expertise in the area of dual diagnosis to assess, develop and implement a treatment plan for each person based upon their individual needs. Individuals must return to their home community and have supports there to continue the treatment recommendations. Discharge planning will begin with admission to the treatment home, and the home agency maintains case management and will be actively involved in treatment. Training for agency staff and family is part of the process.

Mobile Resource Team

Assessments will be completed in the individual's home community by the Mobile Resource Team. This will be the only means of access to the five treatment beds. The team will review current supports and current treatment plans and then, using an individualized approach, make recommendations to: (a) remain in the community, perhaps with additional supports required; (b) enter the treatment home; or (c) be hospitalized. Members of the mobile resource team may include a psychiatric nurse, case manager, behaviour therapist, person-centered planner and the transition home coordinator. It is also essential for local supports, along with a small core group from Pineview, to be part of the team.

Developing Community Capacity

There will be an emphasis on building community capacity in each area of the region of identified needs. This will include an emphasis of staff training. Staff training will be done at the transition house for those staff working with individuals in residence there and in the home community. To ensure appropriate co-ordination and continuum of service, it is expected that the home community will be actively involved in ongoing planning and training activities. This will include follow-up actions upon discharge of the person back to the home community. It is expected that this will build the capacity in various local communities to work with people with a dual diagnosis.

This project will reflect the values and principles of Central East Region, including a strong commitment to person centered planning. This approach will be taken in the treatment home and with anyone receiving supports from the Mobile Resource Team. Key partners in this Project include the Mental Health Centre Penetang and the Cululpa Community Support Services. Other organizations in various areas of the Central East Region are also partners.

Agency/Service Name: **RECONNECT MENTAL HEALTH SERVICES**
 Address: 2150 Islington Avenue, Suite 202, Etobicoke, ON M9P 3V4
 Contact Person: Elizabeth Munoz
 Phone: 416-248-2050
 Fax: 416-248-6557
 E-mail: reconnect@on.aibn.com
 Website: www.reconnect.on.ca
 Hours of Operation: Mon-Fri 8:30 am–4:30 pm
 Service Area: There is no catchment area for the day program but clients must be able to attend the centre using their own means of transportation. The community support, housing support and ACTT programs serve clients who live in Etobicoke and/or the former city of York
 Eligibility: Adults (16 years and older) with serious mental health issues
 Referral Process: Clients can be referred by a psychiatrist, therapist, family member or can refer themselves by phoning 416-248-2050. *Referral forms are also available through the website.
 Languages Spoken: English
 Fees: No fee
 Accessibility: Yes

Rehabilitation day program; client attends groups at the centre and meet with a worker bi-weekly for individual support, groups offered include life skills, cooking, drop-in, stress management, computers and more.

Community Support Program: case management support for clients who are in need of more intensive support in the community.

Housing Support Program: individual support for clients who have a serious mental health problem and are homeless or at imminent risk of homelessness

ACCT – Assertive Community Treatment Team: Community based treatment conducted by a multi disciplinary team for people with a serious mental illness, functional impairments and complex needs.



Agency/Service Name: **REENA: THE TOBY AND HENRY BATTLE DEVELOPMENTAL CENTRE**
Address: 927 Clark Avenue West, Thornhill, ON L4J 4P8
Contact Person: Brenda Rothenberg, Ext. 2101, Manager of Community Outreach
Phone: 905-889-6484; 1-866-667-3362
Fax: 905-889-3827
E-mail: skeshen@reena.org
Website: www.reena.org
Service Area: Toronto GTA, Central East
Eligibility: Diagnosis of developmental disability
Referral Process: Call manager of community outreach
Languages Spoken: English
Fees: Depending on Program
Accessibility: Battle Centre

REENA provides residential services and outreach programs including: Cottage Program, day programs, evening programs, counselling and therapy groups for people with developmental disabilities. Provides Judaic programs and a Jewish environment for the clients. Also encourages the expression of everyone's culture and religious roots, regardless of background or denomination.

Agency/Service Name: **REGIONAL PSYCHOGERIATRIC AND MENTAL HEALTH CONSULTING SERVICE**
Address: 194 Eagle Street, Newmarket, ON L3Y 1J6
Contact Person: Penny Hubbert Ext. 290
Phone: 905-895-3628 Ext. 297 (Intake)
Hours of Operation: Mon–Fri 8:30 am–4:30 pm (more flexible hours if needed)
Service Area: York Region
Eligibility: Any long-term facility or long-term care agency funded by the Ministry of Health and LTC providing services to people with challenging behaviours, dementia and/or mental health conditions.
Referral Process: Call directly – complete referral form
Languages spoken: English, AT&T services throughout the region
Fees: no fee
Accessibility: Yes, goes to the site

This services provides education/support and care strategies to staff of Long Term Care Facilities, and community agencies serving adults with dementia and/or mental health issues who also require LTC services (LTCF'S , supportive housing community LTC services) including people with challenging behaviours, e.g. ABI, Downs Syndrome, Alzheimer's and other related dementias). Also meets with organizations and develops educational service plans focusing on people with very challenging behaviours.

Agency/Service Name: **SALVATION ARMY FAMILY SERVICES AND RESOURCE CENTRE**
Address: 9329 McCowan Road, Markham, ON L3P 3J3
Phone: 905-472-3009
Fax: 905-471-5785
Hours of Operation: Mon-Fri 9:00 am–4:00 pm
Area Served: Markham, Whitchurch-Stouffville
Language: English
Volunteers: Yes
Accessibility: Disability parking, wheelchair accessible

Assists people in need of food, clothing, furniture. Arrangements can be made to provide budgeting help or counselling. Operates a food bank for residents of the Town of Markham and Stouffville (appointment required).

Agency/Service Name: **SALVATION ARMY NORTHRIDGE COMMUNITY AND FAMILY SERVICES**
Address: 415 Pickering Crescent, Newmarket, ON L3Y 4X7
Phone: 905-895-0577
Fax: 905-830-0343
E-mail: info@northridgecommunitychurch.com
Website: www.northridgecommunitychurch.com
Hours of Operation: Mon-Fri 8:30 am–4:30 pm
Area Served: Aurora, Newmarket
Language: English
Eligibility: Identification Required
Accessibility: Barrier-free washroom, disability parking, wheelchair accessible

Provides a range of services to families and individuals, including spiritual development and clothing. Provides emergency non-perishable food to residents of York Region. Residents may use up to six times a year, including Christmas. At Christmas, also provides food hamper and toys for children up to 12 years old. Food bank hours of operation: Mon or Thur 9:30 am-11:30 am (appointment required).

York Region Homelessness Prevention Programme

Phone: 905-895-6119
E-mail: jane.nielsen@northridgecommunitychurch.com
Eligibility: Yes
Application: Yes – by appointment only

Provides one-time financial assistance to working poor re: homelessness. By appointment only, contact Jane Nielsen.

Agency/Service Name: **SANDGATE WOMEN'S SHELTER OF GEORGINA**
 Patti Bell, Executive Director

Address: PO Box 720, Jackson's Point, ON L0E 1L0

Contact Person: Dually diagnoses persons are accepted into the general program

Phone: 905-722-3220 (Crisis) / 905-722-4043 (Admin) / 1-800-661-8294

Fax: 905-722-8416

E-mail: pbell@sandgage.ca

Hours of Operation: 24 hours a day/7 days a week

Area Served: York Region

Language: English, French

Eligibility: Abused women and their children who have identified abuse in their life

Volunteers: Yes

Accessibility: Barrier-free washroom, disability parking, elevators, wheelchair accessible

Provides emergency shelter and supportive counselling for abused women and their children in crisis and/or abusive situations. Educates the community around issues related to woman abuse.

“Let’s Talk”

Phone: 905-476-8992
 Fax: 905-476-8405
 Eligibility: Abused women and their children who have been exposed to violence against women

Helps children between the ages of 4-16 understand the cycle of abuse and deal in a group setting with their feelings as witnesses to violence against women. Also offers mothers groups to support their child's learning. Free service. Transportation can be arranged.

Transitional and Outreach Programs

Phone: 905-476-8992
 Fax: 905-476-8405
 Eligibility: Offered primarily to women and their children who have experienced violence against women

Outreach offers community-based support and referral program open to all women experiencing abuse. Assists with developing a safety plan. Individual and support groups offered. Child care available during groups. Information and referrals provided. Transition workers provide support and advocacy for women wanting to live free of violence — primarily assist with housing, court, employment, education and child protection issues.



Agency/Service Name: **SCHIZOPHRENIA SOCIETY OF ONTARIO — YORK REGION**
Address: 11181 Yonge St, Suite 301, Richmond Hill, ON L4S 1L2
Contact Person: Christine Cooper, Community Coordinator
Phone: 905-884-6930 / 1-800-449-6367
Fax: 905-884-8194
E-mail: ccooper@schizophrenia.on.ca
Hours of Operation: Mon-Fri 9:00 am–5:00 pm
Service Area: York Region
Languages Spoken: Chinese, English
Fees: Annual membership
Volunteers: Yes

Provides families with the “Family Resource Kit” for York Region. Also provides advocacy and education around schizophrenia. Family support meetings held monthly throughout York Region. After hours family consultations available by appointment.

Agency/Service Name: **SERVICE SYSTEM RESPONSE UNIT (SSRU) – YORK SUPPORT SERVICES NETWORK**
Address: 102 Main St. South, Newmarket, ON L3Y 3Y7
Contact Person: Karen Hirstwood, ext. 228
Phone: 905-898-6455 / 1-866-257-9776
Fax: 905-898-1171
E-mail: crc@yssn.ca / jnwest@yssn.ca
Hours of Operation: Mon–Fri 8:30 am–4:30 pm (appointments with individuals/families can be scheduled outside these hours)
Service Area: York Region
Eligibility: Based on supporting documentation, individuals must have a developmental delay
Application: Through the Community Response System or developmental service agency in York Region
Languages Spoken: English – translation services available in most languages
Fees: No fees
Accessibility: Yes

The Service System Response Unit (SSRU) has been developed to ensure that there is a coordinated response to the needs of individuals and their families by the agencies that comprise the developmental service system in York Region. York Support Services Network provides the coordination role for this program.

(Service System Response Unit – Continued)

Collection of data identifies and prioritizes individuals with a developmental disability who are in need of residential and/or day supports in York Region and supports the planning work of the York Region Community Planning Council, Children’s Case Coordination Services and York Region Respite Committees Vacancy Management process. Also provides case resolution function for adults who have developmental disability.

The staff of the SSRU also support families to access respite services through the Respite Access Facilitator, and sponsors the CHAP (Community Helpers for Active Participation) services, a matching service for families and mediators. (Please see CHAP entry in this booklet. Please go to www.respiteservices.com for further details)

Agency/Service Name: **SIMCOE YORK DISTRICT HEALTH COUNCIL**
David Colgan, Executive Director

Mailing Address: 1091 Gorham Street, Suite 300, Newmarket, ON L3Y 7V1

Contact Person: Patti Reed Ext. 227

Phone: 905-830-9899 / 1-877-258-8899

Fax: 905-830-9903

E-mail: patti@dhc.simcoe-york.on.ca

Website: www.dhc.simcoe-york.on.ca

Hours of Operation: Mon-Fri 8:30 am-4:30 pm

Service Area: York Region

Languages Spoken: English, French

Accessibility: Wheelchair accessible

Provides health planning advice from community volunteers to the Minister of Health.

Agency/Service Name: **SOUTHLAKE REGIONAL HEALTH CARE**
Daniel P. Carriere, President
Mailing Address: 596 Davis Drive, Newmarket, ON L3Y 2P9
Contact Person: Mirella Iacobelli Ext. 2101
Phone: 905-895-4521
Fax: 905-830-5812
E-mail: miacobelli@southlakeregional.org
Hours of Operation: 24 hours a day/7 days a week
Service Area: York Region
Languages Spoken: English, contract with a language service as needed
Accessibility: Barrier-free washroom, disability parking, Braille elevators, wheelchair accessible

Provides a range of inpatient/outpatient services to residents of Newmarket, the northern part of York Region, the southern part of Simcoe County, Bradford and surrounding area. Service priorities include emergency care, cancer care, cardiac care, child/adolescent mental health, adult mental health and family-centered maternal/child care.

Mental Health Program

Provides support to children, adults and families needing group or individual psychiatric assessment/treatment. Services include Adult Brief Therapy Clinic, Crisis Program, Child and Family Clinic, Inpatient and Outpatient Mental Health, Geriatric Outreach and an Eating Disorder Program. Call 905-895-4521 Ext. 2514 for details.

Adult Brief Therapy Clinic

Provides assessment, short-and medium-term counselling to individuals, groups, families. Focus on major psychiatric diagnoses.

Child and Adolescent Crisis Program (CAPC)

Phone: 905-853-2227

Provides assessment and crisis intervention for children up to, but not including, age 18. Referrals to other agencies where appropriate. Direct referrals and those from agencies go through 310-COPE.

Eating Disorder Program

Provides out patient and day-treatment programs for adolescents aged 13-18 with an eating disorder. Consultation, assessment, therapeutic groups, family support and psycho-educational group programs for adolescents and parents. Five day/week program for eight patients. For information call 905-895-4521 Ext. 2749 or 2322.

Geriatric Outreach

Provides assessment of senior citizens in own homes or long-term care facilities. Makes recommendations for treatment and care to long-term care facilities and family physicians. Provides education and follow up.

Agency/Service Name: **SOUTHLAKE REGIONAL HEALTH CENTRE A.C.T.T. (Assertive Community Treatment Teams)**
Address: 152 High Street, Suite 104, PO Box 370, Sutton, ON L0E 1R0
Contact Person: Jody Joseph Levac, Program Manager/Team Leader
Phone: 905-722-3848
After Hours Phone: 905-722-3848
E-mail: jlevac@southlakeregional.org
Website: www.southlakeregional.org
Hours of Operation: Mon-Fri 8:30 am–4:30 pm; 24-hour on-call service
Service Area: Georgina
Eligibility: Severe and persistent mental illness, primarily schizophrenia or bipolar disorder
Languages spoken: English
Accessibility: Barrier-free washroom, disability parking; wheelchair accessible

Assertive Community Treatment Teams are multi-disciplinary teams that provide treatment, rehabilitation and support for people with severe mental illness to help them remain in the community and to reduce hospitalization. Seventy-five percent of services are delivered in the client's choice of environment. Staff are available 24-hours a day, 7 days a week, including holidays.

Agency/Service Name: **STOUFFVILLE NEIGHBOURHOOD EMPLOYMENT RESOURCE CENTRE**
Mailing Address: 28 Sandiford Drive, Unit 7, Stouffville, ON L4A 1L8
Contact Person: Gail Simpson / Lesley Candler, Employment Facilitators
Phone: 905-640-2856
Fax: 905-640-7824
E-mail: nerc.stouffville@yrdsb.edu.on.ca
Hours of Operation: Mon-Fri 8:30 am-4:30 pm
Service Area: Aurora, Markham, Newmarket, Richmond Hill, Whitchurch-Stouffville
Languages Spoken: English
Fees: None
Volunteers: Opportunities available through Ontario Works
Accessibility: Barrier-free washroom, disability parking, wheelchair accessible

Provides resources and support year-round to community residents and students looking for work or a job change. There is access to the Internet, computer tutorials, printed material covering resume writing, career planning, cover letters and job searching. Clients have access to a fax machine and telephone to conduct communications. Regular workshops are conducted. Call for details.

Sutton District Secondary School

Mailing Address: 20887 Dalton Road, Unit 5, Sutton, ON L0E 1R0
Phone: 905-722-1480
Contact Person: Gail Simpson/Lesley Candler, Employment Facilitators
Fax: 905-722-6527
E-mail: nercsutton@yrdsb.edu.on.ca

Call for details.

Agency/Service Name: **TRANSITIONAL AND SUPPORTIVE HOUSING SERVICES OF YORK REGION**
Monica Auerbach, Executive Director

Mailing Address: 18838 Yonge Street, Newmarket, ON L3X 1X4

Contact Person: Dually diagnosed are accepted through regular process of each home

Phone: 905-898-1015 / 905-898-1658

Fax: 905-898-6414

E-mail: tshsyr@allstream.net

Hours of Operation: 24 hours a day/7 days a week

Service Area: York Region

Eligibility: Homeless families, youth and mental health

Languages Spoken: English

Volunteers: Yes

Accessibility: Wheelchair accessible

Provides supportive and emergency housing services to homeless people or to people at risk of becoming homeless. Offers referrals, informal counselling and supports to enable individuals and families to resolve their immediate housing needs.

Community Housing Support Program

Eligibility: Homeless, living in a shelter at TSHSYR

This program helps individuals and families in the shelters to find, get and keep permanent housing in the community.

Lakeview Place Home for Special Care – Long Term Housing

Eligibility: A psychiatric and medical evaluation/assessment is required

User Fees: Yes

Residence for 18 adults who have psychiatric backgrounds and need an ongoing supportive living environment. Must be stabilized. Must be non-violent.

(Transitional and Supportive Housing Services of York Region – Continued)

Leeder Place Family Shelter - Families

Phone: 905-895-1658
Eligibility: Homeless families

Emergency shelter to families who need temporary emergency shelter. Length of stay is up to six weeks. Serves families with children needing temporary emergency shelter. Assistance with housing search, job search, referrals to community resources, information counselling, etc.

Porter Place Men’s Shelter – Homeless Men

Eligibility: An intake interview is conducted

A 29-bed men’s emergency shelter for ages 16 and over. In addition to basic needs, provides informal counselling and referrals. Length of stay is up to six weeks. Assistance with housing search and job search.

York Region Youth Shelter – Male Youth 16 – 23 years

Address: 835 Gorham Street, Newmarket, ON L3Y 1L7
Phone: 905-830-0121
Fax: 905-830-0121
Eligibility: Homeless male youth

Provides shelter, supervision, informal counselling, life-skills and recreation programs for youth 16 to 23 years old. The program is for male youth who require emergency housing and have no other housing options. Length of stay is up to four months.

Agency/Service Name: **VITA COMMUNITY LIVING SERVICES**
Manuela Dalla-Nora, Executive Director
Mailing Address: 4301 Weston Road, Weston, ON M9L 2Y3
Contact Person: Franca Molinaro Ext. 215
Phone: 416-749-6234
Fax: 416-749-1456
E-mail: mdallanora@vitacls.org
Hours of Operation: Mon-Fri 9:00 am-5:00 pm
Service Area: Aurora, Markham, Richmond Hill, Vaughan
Languages Spoken: English, Italian
Accessibility: Disability parking, elevators, tone elevator, wheelchair accessible

A non-profit organization providing residential, day programs and respite services to adults and youth with a developmental disability

Agency/Service Name: **WHITBY MENTAL HEALTH CENTRE**
 Ronald Ballantyne, Administrator

Mailing Address: 700 Gordon Street, Whitby, ON L1N 5S9

Contact Person: Dan Roy, Clinical Services Co-ordinator, Dual Diagnosis Ext. 6685

Phone: 905-668-5881 Ext. 6054 / 416-314-2862 / 1-800-263-2679 (Crisis)

After Hours Phone: 905-668-5881

Fax: 905-430-4032

Website: www.wmhc2.com

Hours of Operation: 24 hours a day/7 days a week (in-patient)

Service Area: York Region

Eligibility: Persons with serious mental illness or emotional difficulties, adolescent services for youth 12-18 years. Psychiatric services for 18 years and older

Referral Process: Yes

Languages Spoken: English

Accessibility: Disability parking, tone elevator, wheelchair accessible

A provincial psychiatric hospital offering a number of specialized programs including: Inpatient Units, Skills Training, Seniors Community Services, Neuropsychiatry Unit, Dual Diagnosis Services, Psychiatric Rehabilitation, Forensic Assessment Unit, Forensic Transitional Unit and Forensic Rehabilitation Unit, Assessment and Stabilization Unit, occupational, vocational, and recreational services, consultation, education, assessment and crisis intervention.

Special Populations Program (SPP)

Phone: 905-668-5881 Ext. 6642 (Admitting)
 905-668-5881 Ext. 6689 (Patient Care Clinic)

Contact Person: Dan Roy, CSC

Eligibility: 18-65 years. Reside within the Whitby Mental Health Center catchment area; be medically stable; have a diagnosis of mental retardation; have indication of mental health or behavioural difficulty.

Application: Yes

Referral: Intake Social Worker - 905-668-5881 Ext. 6683

Three clinical units that provide specialized services to discrete sub-populations of the severely mentally ill. Services include: Dual Diagnosis Service which combines expertise in developmental disability with that of psychiatry; Neuropsychiatry Unit serves individuals whose psychiatric problems result from disease or injury to the brain; Psychotherapy Unit services to adults with complex personality problems resulting in repeated psychiatric hospitalizations and frequent involvement with multiple mental health services.

Agency/Service Name: **YELLOW BRICK HOUSE**
 Filomena Williams, Executive Director

Mailing Address: 37 Wellington Street, East, Aurora, ON L4G 1H6

Contact Person: Dually diagnosed persons are provided services the same way as everyone else

Phone: 905-727-0930 / 1-800-263-2231

After Hours Phone: 905-727-0930 / 1-800-263-2231

Fax: 905-727-7316

E-mail: info@yellowbrickhouse.org

Hours of Operation: 24 hours a day/7days a week

Service Area: York Region

Languages Spoken: English, French, Spanish, Dutch, Hindu, Punjabi, Farsi, Dari, Turk, Giyarati, Hebrew, Cantonese, Mandarin, Fujian, Arabic, Kurkish, Ukranian, Croatian, Serbian, Armanian, Russian, Romanian – Staff have been hired to reflect these languages

Accessibility: Wheelchair accessible

Volunteers: Yes

Provide a variety of services to women in abusive situations: emergency shelter, second stage housing, women’s support groups, transitional support, outreach and counselling, legal support, child/women groups and public education.

Reta’s Place – Second Stage Housing

Referral: Yellow Brick House shelter staff
 User Fees: Rent geared-to-income

Provides housing to abused women who require further support after their shelter stay. Serves abused women who have been residents of Yellow Brick House. Information about application and process available through Yellow Brick House Emergency Shelter.

Agency/Service Name: **YMCA SENECA ASSESSMENT CENTRE**

Address: 10610 Bayview Avenue, Unit 12, Richmond Hill, ON L4C 3N8

Contact Person: Charmaine Mortimer, Employment Specialist Ext. 322

Phone: 905-780-9622

Fax: 905-780-8299

E-mail: charmaine.mortimer@ymca.net

Website: www.senecac.on.ca/rhecs.ymcatoronto.org

Hours of Operation: Mon-Wed, Fri 8:30 am–5:00 pm; Thu 8:30 am-8:00 pm

Service Area: York Region

Eligibility: Individuals who are unemployed or underemployed. Provides career consultation, education information and training for people over the age of 18 years. Call or walk-in.

Employment Assessment Centre

Phone: 905-780-9622 (Richmond Hill)
905-898-6199 (Newmarket)
Eligibility: Unemployed or underemployed

Services for youth and adults who are job searching or identifying educational and vocational goals. Job search assistance; resources; career counselling; case management. Call or walk-in.

Job Connect - Markham

Address: 6061 Highway 7 East, Unit 6, Markham, ON L3P 3B2
Phone: 905-201-8662
Fax: 905-201-8920
E-mail: dhall@ymcasenecac.org
Eligibility: Youth 16 to 24 out of school, out of work

Services for youth who are job searching or identifying educational and vocational goals. Call for appointment.

Job Connect – Newmarket

Address: 16655 Yonge Street, Newmarket, ON L3X 1V6
Phone: 905-898-6199
Fax: 905-898-0057

Services for youth who are job searching or identifying educational and vocational goals.

Job Connect – Richmond Hill

Address: 10610 Bayview Avenue, Unit 12, Richmond Hill L4C 3K8
Phone: 905-780-9622
Fax: 905-780-8299
Eligibility: Youth 16 to 24, out of school, out of work
Referral: Call or drop in.

Literacy and Basic Skills

Phone: 905-898-6199
Fax: 905-898-0057
Eligibility: 19 years or older; eligible to work and study in Ontario
Application: Waiting list applies
Hours: Mon–Fri 9:00 am–4:00 pm

Provides free academic upgrading. Full-time preparation. College/training/employment.

Office Systems Operations

Phone: 905-898-6199 Ext. 230
Fax: 905-898-0057
Eligibility: Grade 12 English and math, upgrading available
Application: Interview with Coordinator and proof of education or equivalency
User Fees: Weekly fee, lab fee and books

Offers a practical curriculum to increase participants' marketability in office and accounting skills. Recognized by employers in the Region. Ministry-approved certificate program offering various software modules, including accounting, bookkeeping and academic modules.

Psychosocial/Pre-Vocational Services

Phone: 416-491-5050 Ext. 2912
Fax: 416-491-1280
E-mail: noreen.cooper@seneca.on.ca
Eligibility: Person must have a psychiatric diagnosis
Referral: Mental Health professional referral

Community mental health program that utilizes a post-secondary educational environment for psychiatric rehabilitation in order to reintegrate students into full, active community life.

Redirection Through Education

Address: 1750 Finch Avenue East, North York, ON M2J 2X5
Contact: Noreen Cooper
Phone: 416-491-5050 Ext. 2912
Fax: 416-491-1280
E-mail: noreen.cooper@seneca.on.ca
Eligibility: Person must have a psychiatric diagnosis
Referral: Mental health professional referral

Community mental health program that utilizes a post secondary educational environment for psychiatric rehabilitation in order to reintegrate students into full, active community life.

The Alternative Learning Lab

Phone: 905-898-6199 Ext. 230
Fax: 905-898-0057
Application: Interview with coordinator and pre-entrance test
User Fees: Weekly fee, lab fee

This program provides training to update computer skills. Individual program plans developed. Continuous intake; start any Monday.

Youth Employment York Region Summer Jobs Services

E-mail: dhall@ymcasenecac.org
Phone: any Job Connect location
Eligibility: 16-24 years of age
Referral: Students seeking summer employment

Summer (April-August) employment opportunities for youth.

Agency/Service Name: **YORK CENTRAL HOSPITAL**
Address: 10 Trench Street, Richmond Hill, ON L4C 4Z3
Phone: 905-883-1212
Website: www.yorkcentral.com
Hours of Operation: 24 hours a day/7 days a week
Service Area: Aurora, King, Richmond Hill, Vaughan
Languages Spoken: English
Accessibility: Barrier-free washroom, Braille elevator, disability parking, elevators, tone elevator, wheelchair accessible.

Acute care facility that provides diverse inpatient and outpatient services to residents of Southwest York Region. Services include: emergency services, day surgery, day treatment, diagnostic imaging, mental health and occupational therapy programs; support for sexual assault victims, long-term care services and services to persons with brain injuries. Call general hospital information line (24 hours a day/7 days a week) for further details or patient location enquiries (from 7:00 am-9:30pm).

Continuing Care Program

Provides adult day care service (aphasia, acquired brain injury and cognitively impaired); complex continuing care (includes medically complex rehabilitation), Geriatric Consultation (inpatient and outpatient), palliative care, rehabilitation services (for strokes and orthopaedics), respite care and skin management. Call for information.

Mental Health Program – Shaw Clinic

Phone: 905-832-1406 Ext. 2202
Contact: Lynne Franklin, Secretary

Offers adult outpatient services, after-care medication clinic, child and family services, crisis team, day hospital, inpatient services, psycho-geriatric assessment and outreach clinic, Simcoe County autism services (children’s early intervention). Simcoe County Behaviour Management Services, urgent clinic, Behaviour Management Services of York and Simcoe (dual diagnosis), York Region Community Outreach services (education and prevention), York Simcoe brain injury services, York Region Autism Services (children’s early intervention). Call for information.

Agency/Service Name: **YORK CENTRAL HOSPITAL**
YORK SIMCOE BEHAVIOUR MANAGEMENT SERVICES
Susan Tough, Director

Address: 13311 Yonge Street, Suite 115, Richmond Hill, ON L4E 3L6

Contact Person: None specific

Phone: 905-773-2362 (York)
705-728-9143 (Simcoe)

Fax: 905-773-8499 (York)
705-728-7456 (Simcoe)

E-mail: stough@sympatico.ca

Hours of Operation: Mon-Fri 9:00 am–5:00 pm

Service Area: York Region

Eligibility: Developmental delay of two years or more with a significant cognitive delay

Referral Process: Parents, doctor, teacher or self-referral

Languages Spoken: English, Greek, Italian, Spanish

Accessibility: Barrier-free washroom, disability parking, elevators, wheelchair accessible

Provides comprehensive behavioural assessment followed by positive-based teaching and programming assistance. Serves individuals who have a developmental delay, a significant cognitive delay of two years or more and a delay in at least two other areas. Affiliated with Kinark Child and Family Services.

Agency/Service Name: **YORK REGION CRISIS SUPPORT NETWORK (YRCSN)**
Address: 102 Main Street South, Unit 3, Newmarket, ON L3Y 3Y7
Contact Person: YRCSN Coordinator
Phone: 310-COPE (2673)
Fax: 905-953-5408
Hours of Operation: 7:00 am-4:00 am – 7 days a week
Service Area: York Region
Eligibility: *For individuals 16 years plus who have a development disability or serious mental illness or acquired brain injury. When it is determined that a person cannot remain in their current living situation without additional supports, the Coordinator will be contacted to facilitate placement into an emergency residential bed and/or to find relief staffing. The Coordinator works with an assigned case manager to ensure a planned discharge with required supports is in place so that future crisis is prevented.*
Languages spoken: English
Referral Process: Call 310-2673 (COPE) or 1-800-848-6838

The program provides enhanced services and improves access to community-based services for people with complex needs. The “Network” is a group of agencies who agree to partner through written memorandums of understanding to offer short-term access to their services while the crisis situation stabilizes or resolves. Partnering agencies offer such things as quick access to a residential bed within their service (up to 30 day stay), a community day program space, case management, consultation/resources, (i.e., behavioural consult, psychiatric assessment).

Agency/Service Name: **YORK REGIONAL COMMUNITY SERVICES AND HOUSING DEPARTMENT — HOUSING AND RESIDENTIAL SERVICES DIVISION**

“Spokes Division” for the Homelessness Program and the delivery of community programs and emergency shelter development (Housing Development Unit).

Social Assistance Division

Phone: 905-830-4444
Contacts: JoAnne Richardson, Supervisor — Ext. 2960
Sandra Martin-Hornick, Worker — Ext. 2944
Irene Norton, Worker — Ext. 2945

Day-to-day responsibility for Emergency Shelter and Homemakers and Nurses Services operations.

Family and Children’s Services Division

Phone: 905-830-4444
Contacts: Dorata Center — Ext. 5708
Jim Gregoire — Ext. 5707

Responsibility for Domiciliary Hostels (part of Licensing and Program Management Unit). The dually-diagnosed person would be processed as anyone else would be.

Agency/Service Name: **YORK REGIONAL MUNICIPALITY OF HEALTH SERVICES
DEPARTMENT — PUBLIC HEALTH BRANCH**
Dr. Hanif Kassam, Associate Medical Officer of Health and
Director of Public Health Programs

Address: 17250 Yonge Street, Box 147, Newmarket, ON L3Y 6Z1

Phone: 905-895-4511 / 1-877-464-9675

After Hours Phone: 905-955-0198

Website: www.region.york.on.ca

Hours of Operation: Mon-Fri 8:30 am-4:30 pm

Service Area: York Region

Languages Spoken: English

Eligibility: Yes

Accessibility: Barrier-free washroom, Braille elevator, disability parking, elevators,
tone elevator, wheelchair accessible

Responsible for infectious diseases control, health protection, child and family health, dental, nutrition and schools, and health lifestyles division. There are four public health offices located geographically throughout York Region.

Contact Health Connection at 1-800-361-5653 for details.

Markham

Address: 4261 Highway 7, Suites B6-9, Unionville, ON L3R 9W6
Phone: 905-940-1333 / 905-940-1787
Fax: 905-940-9872

Newmarket

Address: 17250 Yonge Street, PO Box 147, Newmarket, ON L3Y 6Z1
Fax: 905-895-3166

Newmarket – The Tannery

Address: 465 Davis Drive, Suite 240, Newmarket, ON L3Y 3S9
Fax: 905-836-8315

Richmond Hill

Address: 50 High Tech Road, 2nd Floor, Richmond Hill, ON L4B 4N7
Phone: 905-762-2090 / 905-762-1282
Fax: 905-762-2091

Agency/Service Name: **YORK REGIONAL POLICE**
Address: 17250 Yonge Street, Newmarket, ON L3Y 4W5
Phone: 905 773-1222
Fax: 905-895-2177
Hours of Operation: Mon-Fri 8:00 am–4:00 pm
Languages Spoken: English
Accessibility: Yes

Agency/Service Name: **YORK SOUTH ASSOCIATION FOR COMMUNITY LIVING**
Address: 101 Edward Street, Richmond Hill, ON L4C 5E5
Contact Person: Karen Penton (Richmond Hill Community Support Program)
905-884-9110 Ext. 244
Anna Lato (Vaughan Community Support Program)
905-264-7262
Darlene McClelland (Markham-Stouffville Community Support Program)
905-294-4971 Ext. 48
Anita Leung (Markham/Millican Mills Community Support Program)
Phone: 905-884-9110 / 905-889-5239
Fax: 905-737-3284
E-mail: info@ysacl.on.ca
Website: www.ysacl.on.ca
Hours of Operation: Support Hours are individualized
Service Area: King, Markham, Richmond Hill, Vaughan, Whitchurch-Stouffville
Eligibility: People with developmental disabilities
Referral Process: Self referrals, family referrals, outside agency referrals
Languages Spoken: English
Accessibility: Most

Community operated day programs, residential programs, outreach programs, supported independent living and community options (employment, volunteering, etc.)

Agency/Service Name: **YORK SUPPORT SERVICES NETWORK**
 Address: 102 Main Street South, Unit 3, Newmarket, ON L3Y 3Y7
 Contact Person: Intake: 905-898-3721 / 1-888-695-0070
 Phone: 905-898-6455 / 1-866-257-9776
 Fax: 905-898-1171
 Newmarket Satellite: 905-895-9775 / Fax: 905-895-7874
 E-mail: yssnwm@yssn.ca
 Website: www.yssn.ca
 Hours of Operation: Mon-Fri 8:30 am–4:30 pm for case management
 Service Area: York Region
 Eligibility: Developmental disability or serious mental illness based on agency assessment or supporting documentation
 Referral Process: Intake, as above
 Languages Spoken: Chinese (Cantonese), English, French, Italian
 Accessibility: Wheelchair accessible

Provides case management services for people with developmental disabilities or serious mental illness to help them achieve personal goals for living, working and learning in their chosen environments. Also administers 310-COPE, which is a community crisis response. A mobile outreach team of professionals in York Region experienced in handling mental health crises. Crisis workers will provide telephone support to a person in crisis and their family.

Adult Support Services – Developmental Disability

Email: intakeyssn@yssn.ca
 Eligibility: Based on supporting documentation
 Application: Through intake department

Helps individuals live in the community as independently as possible by ensuring they receive appropriate and necessary community services and encouraging community involvement. Serves adults with a developmental handicap living independently or with family.

Adult Support Services – Mental Health

E-mail: intakeyssn@yssn.ca
 Eligibility: 16 or older, based on agency assessment or supporting documentation
 Application: Through intake department
 Volunteers: Must be 16 or older

Community Crisis Response Service (310-COPE)

E-mail: crisis@yssn.ca
 Eligibility: Adults, children and their families experiencing mental health crisis
 Referral: 1-800-848-6838 for second party referrals, 24-hour voicemail

Telephone Mental Health Crisis Support and Mobile Response (when required). Region-wide for direct service from 7:00 am to 4:00 am – 7 days a week. Serves adults and children experiencing crisis. Call 310-2673 (COPE).

(York Support Services Network – Continued)

Family Support Services (Developmental Services)

Email: intakeyssn@yssn.ca
Eligibility: Ages 6-21, children with a developmental challenge based on agency assessment or supporting documentation
Application: Through intake department
Volunteers: Yes

Workers offer individualized support by meeting with a child who has a developmental disability and parents to assess the child's and family's needs, and together develop a service plan to meet their needs.

Unionville

Address: 4261 Highway 7, Suite 204, Markham, ON L6C 1M2
Hours: Mon-Fri 8:30 am-4:30 pm
Phone: 905-305-7440 / 1-800-887-3679
Fax: 905-305-7442

Richmond Hill Satellite

Phone: 905-886-6414
Fax: 905-886-7442

Sutton

Address: 106 High Street, PO Box 689, Sutton, ON L0E 1R0
Hours: Mon-Fri 8:30 am-4:30 pm
Phone: 905-722-6484
Fax: 905-722-9101

