

### **WEST NIAGARA MENTAL HEALTH PROGRAM**

167A Main St E, Grimsby 905-309-3336  
Hours: Mon-Fri 8:30-4:30

A program providing consultation services, treatment and case management to persons with a serious mental illness. Serves residents of Grimsby, Lincoln and West Lincoln.

### **WEST NIAGARA SECOND STAGE HOUSING**

Hours: Various 905-309-1477  
905-563-5548

Offers counselling to women and transitional support to survivors of domestic abuse and their children. Serves residents of Beamsville, Grimsby, Smithville and surrounding areas.

### **WOMEN'S RESOURCE CENTRE**

5032 King St W, Beamsville 905-563-5910  
Hours: Mon-Thu 9-4 Fri 9-12 or By Appointment

An informal centre for women and their children, offering support, information, professional counselling and support groups. Serves residents of Lincoln, West Lincoln and Grimsby.

If an individual's needs are not met by any of the services listed above - private counsellors are available for various types of counselling. They are listed in the Bell Telephone Yellow Pages under 'Marriage, Family and Individual Counsellors'. Fees will vary. Individuals may contact Information Niagara for other options or check with their family doctor.

## **SELF HELP GROUPS**

There are self help groups throughout the Niagara Region. Individuals with common concerns meet together to offer each other support. Call **Information Niagara** at **2-1-1** or **1-800-263-3695** to see if there is a group to meet your needs.

## **SERVICES FOR CHILDREN & YOUTH**

### **FORT, THE**

25 Adelaide St, Grimsby 905-309-3678  
Hours: Mon-Fri 3-9pm

A support and resource centre providing youth and their families with supportive listening, information, options and referrals in times of need. Serves residents of Lincoln, West Lincoln and Grimsby.

### **NIAGARA CHILD AND YOUTH SERVICES**

3340 Schmon Pkwy, Thorold 905-688-6850  
Hours: Mon-Fri 8:30-4:30 1-800-563-0122

**After hours/Crisis: 1-800-263-4944**

Provides various mental health services to meet specific needs of clients, 17 years and under and their families. Serves residents of the Niagara Region.

### **NIAGARA HEALTH SYSTEM - GREATER NIAGARA**

#### **GENERAL SITE**

#### **Mental Health Services**

5546 Portage Rd, Niagara Falls  
Hours: Mon-Fri 9am-11pm Ext 53803/53804 905-378-4647  
Sat, Sun & Holidays 12-4

The Child and Adolescent Mental Health Clinic provides assessment, diagnosis and treatment of mental health disorders in children and their families. Serves residents of Niagara Falls and Fort Erie.

### **NIAGARA HEALTH SYSTEM - ST CATHARINES**

#### **GENERAL HOSPITAL SITE**

#### **Mental Health Services, Children's Clinic**

142 Queenston St, St Catharines  
Hours: Mon-Fri 8:30-4:30 Ext 46573 905-378-4647

A team of therapists provide assessment and treatment for children and adolescents who have emotional and behavioural problems. Serves residents of St Catharines.

### **NIAGARA HEALTH SYSTEM - WELLAND HOSPITAL SITE**

#### **Mental Health Services, Child and Adolescent Mental Health Clinic**

63 Third St, Welland Ext 33522 905-378-4647  
Hours: Mon-Fri 8:30-4:30

Provides assessment, diagnosis and treatment of mental health disorders in children and their families. Serves residents of Pelham, Port Colborne, Wainfleet and Welland.

### **RAFT, THE**

17 Centre St, St Catharines 905-984-4365  
Hours: Drop-In: Mon-Sun 6-10pm

Crisis Shelter: Daily 24 hours

A youth centre providing emotional support, advice, companionship, crisis intervention, emergency shelter and referrals to community services. Serves residents of the Niagara Region.

## **HOSPITAL BASED SERVICES**

Provides a variety of services and treatment for individuals suffering from psychiatric problems.

### **NIAGARA HEALTH SYSTEM - GREATER NIAGARA**

#### **GENERAL SITE**

#### **Mental Health Services**

5546 Portage Rd, Niagara Falls  
Outpatient: Ext 53803 905-378-4647  
Inpatient: Ext 53315 905-378-4647

Hours: Mon-Fri 9am-11pm  
Sat, Sun & Holidays 12-4

Serves residents of Niagara Falls and Fort Erie.

### **NIAGARA HEALTH SYSTEM - ST CATHARINES GENERAL**

#### **HOSPITAL SITE**

#### **Mental Health Services, OutPatient/InPatient**

142 Queenston St, St Catharines  
Hours: Out-patient: Mon-Fri 8:30-4:30  
In-patient: Daily 24 hours

Ext 46440 905-378-4647

Serves residents of St Catharines, Thorold, Grimsby, Niagara-on-the-Lake, Beamsville and Vineland.

### **NIAGARA HEALTH SYSTEM - WELLAND HOSPITAL SITE**

#### **Mental Health Services**

63 Third St, Welland 905-378-4647  
Hours: Outpatient: Mon-Fri 8:30-4:30 Ext 33522  
In-patient: Daily 24 hours Ext 33400

Serves residents of Welland, Port Colborne, Pelham and Wainfleet.



*211 is an easy-to-remember three-digit phone number providing free information about community, social, health and related government services.*

*211 is available daily, 24 hours a day.*

#### **Do you have questions about...**

*~ Crisis intervention services*

*~ Bereavement, grief counselling*

*~ Counselling for children*

*~ Mental health support*

A program of  
**INFORMATION NIAGARA**

Check our website:  
[www.informationniagara.com](http://www.informationniagara.com)



A United Way Member  
St Catharines

August 2010



## **Need Help Series**

# **Counselling and Support Services**

## **Information Niagara**

**235 Martindale Road, Unit 10  
St Catharines, ON L2W 1A5**

**Phone: 2-1-1  
905-682-6611  
1-800-263-3695  
TTY: 905-682-5409**

## CRISIS INTERVENTION SERVICES

### NIAGARA VICTIM CRISIS SUPPORT SERVICE

68 Church St, **St Catharines** Ext 4492 905-688-4111  
Hours: Mon-Fri 8:30-4:30 Crisis line: 905-682-2626  
Crisis Service: Daily 24 hours

Provides short term emotional and practical assistance as well as referrals for longer term needs to victims of crime and/or tragedy. Serves residents of the Niagara Region.

### Domestic Violence Emergency Response System

Hours: Alarm System: Daily 24 hours  
Provides a silent alarm system, in the form of a small pendant, to victims of high risk domestic violence situations. Individuals must meet eligibility criteria. Serves residents of the Niagara Region.

### SupportLink

Hours: Daily 24 hours  
Provides safety planning, follow-up contact and where appropriate, wireless phones pre-programmed to 9-1-1 to people at high risk of sexual assault, domestic violence and stalking.

### COMMUNITY CRISIS CARE

A crisis program for individuals experiencing a psychiatric crisis.  
142 Queenston St, **St Catharines**  
Hours: Office: Mon-Fri 9-9 Ext 43230 905-378-4647  
Crisis: Daily 24 hours  
Serves residents of the St Catharines and area.

5546 Portage Rd, **Niagara Falls**  
Hours: Office: Mon-Fri 9-11 Ext 54919 905-378-4647  
Crisis: Daily 24 hours  
Serves residents of Niagara Falls

65 Third St, **Welland** Ext 33407 905-378-4647  
Hours: Office: Mon-Fri 9-9, Sat & Sun 10-5  
Crisis: Daily 24 hours  
Serves residents of Welland, Port Colborne, Pelham, Fort Erie and Wainfleet.

### DISTRESS CENTRE OF NIAGARA INC

Hours: Daily 24 hours  
Crisis line: 905-688-3711  
Crisis line: 905-734-1212  
Crisis line: 905-382-0689  
Crisis line: 905-563-6674

Provides a free, anonymous, confidential 24-hour distress line. Serves residents of the Niagara Region.

### KIDS HELP PHONE

Hours: Daily 24 hours Crisis line: 1-800-668-6868  
A 24-hour, bilingual telephone service providing counselling and information and referral services for children experiencing a wide variety of problems and concerns. Serves residents of Canada.

### NIAGARA CHILD AND YOUTH SERVICES

**Crisis Services (Formerly Rapid Response)**  
3340 Schmon Pkwy, **Thorold** Crisis: 1-800-263-4944  
Hours: Daily 24 hours  
A mobile crisis intervention team serving children, adolescents under 18yrs and their families. Serves residents of the Niagara Region.

### NIAGARA REGION SEXUAL ASSAULT CENTRE (CARSA INC)

43 Church St, Ste 503, **St Catharines** 905-682-7258  
Hours: Mon-Fri 9-4:30 Crisis: 24-hours 905-682-4584  
Support, counselling and assistance to victims of sexual violence that has occurred in the past or present, including sexual assault, incest or childhood sexual abuse. Serves residents of the Niagara Region.

### WOMEN'S PLACE OF SOUTH NIAGARA INC

**Niagara Falls (Nova House)** Collect 905-356-3933  
Hours: Daily 24 hours Crisis: Collect 905-356-5800  
Provides crisis intervention, emotional support and a safe shelter to women and their children in abusive situations. Serves residents of Niagara Falls, Fort Erie, Crystal Beach, Pelham and Ridgeway.

**Welland** 905-732-4632  
Hours: Daily 24 hours Crisis: Collect 905-788-0113  
Provides crisis intervention, emotional support and a safe shelter to women and their children in abusive situations. Serves residents of Welland, Port Colborne, Smithville and Dunnville.

### GILLIAN'S PLACE (formerly Women's Place)

15 Gibson Place, **St Catharines** 905-684-4000  
Hours: Daily 24 hours Crisis: Collect 905-684-8331  
A crisis intervention centre for emotionally, physically or sexually abused women with or without children. Serves residents of St Catharines, Thorold, Niagara-on-the-Lake, Lincoln, West Lincoln, Grimsby and the surrounding areas.

## COMMUNITY BASED SERVICES

### BEREAVEMENT RESOURCE COUNCIL

Hours: Mon-Fri 9-6 905-680-6400  
Provides information about support groups and services for those dealing with the pain of grief and loss. Serves residents of the Niagara Region.

### CANADIAN MENTAL HEALTH ASSOCIATION NIAGARA BRANCH

15 Wellington St, **St Catharines** 905-641-5222  
Hours: Mon-Fri 8:30-4  
Provides short-term counselling, rehabilitative programs, a housing program and support groups. Serves residents of the Niagara Region.

### Fort Erie Satellite Office

20 Jarvis St, **Fort Erie** 905-994-1905  
Hours: Mon-Fri 8:30-4  
Provides short-term counselling, rehabilitative programs, a housing program and support groups. Serves residents of Fort Erie.

### Mental Health Resource Centre

6760 Morrison St, Unit 2, **Niagara Falls** 905-354-4576  
Hours: Mon-Fri 8:30-4  
Provides short-term counselling, rehabilitative programs, a housing program and support groups. Serves residents of Niagara Falls.

### CENTRE DE SANTE COMMUNAUTAIRE HAMILTON/ NIAGARA

1 Vanier Dr, **Welland** 905-734-1141  
Hours: Mon & Wed 8:30-5  
Tue & Thu 8:30-8 Fri 8:30-4:30

A multi-disciplinary agency serving the French speaking population providing individual and group counselling. Serves residents of the Niagara Region.

### CONSUMER/SURVIVOR INITIATIVE OF NIAGARA

178 King St, Unit B, **Welland** 905-732-4498  
Hours: Mon-Fri 8:30-4 1-877-734-0025  
A consumer/survivor group that offers support, education, advocacy and self-help groups for consumers of the mental health system. Serves residents of the Niagara Region.

### DESIGN FOR A NEW TOMORROW

60 James St, Ste 502, **St Catharines**  
Hours: Mon-Fri 8:30-12 1-4:30 905-684-1223  
Counselling to enable women to become non-victims of physical or mental abuse. Offers a group for men who regard their behaviour as abusive and wish to change it. Serves residents of the Niagara Region.

### FAMILY COUNSELLING CENTRE

82 Hannover Dr, **St Catharines** Ext 3345 905-937-7731  
5017 Victoria Ave, **Niagara Falls** Ext 3345 1-888-937-7731  
654 South Pelham Rd, **Welland**  
Hours: Mon-Fri 8:30-4:30 By Appointment  
Evenings By Appointment

The centres provide professional counselling and support to individuals, couples, families or groups who are experiencing problems which are contributing to marital or family difficulties. Serves residents of the Niagara Region.

### Walk-In Counselling Clinic

5017 Victoria Ave, **Niagara Falls**  
Hours: Tue & Thu 1:30-4  
The walk-in clinic provides confidential, single session therapy on a first come, first serve basis. Serves residents of Niagara Falls.

### FAMILY MENTAL HEALTH SUPPORT NETWORK OF NIAGARA

Hours: Various 905-894-6808  
Offers coping skills workshops to families who have a relative with a serious mental health problem. Serves residents of the Niagara Region.

### GATEWAY RESIDENTIAL AND COMMUNITY SUPPORT SERVICES OF NIAGARA INC

178 King St, **Welland** 905-735-4445  
Hours: Mon-Fri 9-4 1-877-735-4445  
Services available to those who experience serious and persistent mental health issues. Serves residents of the Niagara Region.

### NIAGARA REGION PUBLIC HEALTH Community Mental Health Program

Ext 7262 905-688-2854  
Hours: By Appointment  
Provides assessment, case management and counselling for adults 16 years and older experiencing mental health problems. Serves residents of the Niagara Region.

### OAK CENTRE

24 Dorothy St, **Welland** 905-788-3010  
Hours: Mon-Fri 8:30-4  
A psychosocial rehabilitation program that offers assistance with career planning, accessing education, and training and employment resources in the community. Serves residents of Welland, Port Colborne, Wainfleet and Pelham.

### SCHIZOPHRENIA SOCIETY OF ONTARIO

**St Catharines Branch**  
36 Page St, **St Catharines** Ext 632 905-688-2543  
Hours: Mon & Wed 2-4 (call first)  
Provides public education and access to information about schizophrenia. Serves residents of the Niagara Region.

### START ME UP NIAGARA

17 Gale Cres, **St Catharines** 905-984-5310  
Hours: Office: Mon-Fri 9-1 905-984-4223  
Drop-in: Mon & Fri 10-3 Sat & Sun 11:15-1  
Assists mental health consumer survivors to increase their self sufficiency by providing opportunities to generate income, improve health and integrate into the community through the creation and support of employment. Serves residents of the Niagara Region.