

# 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 2005 by York Support Services Network 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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- 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.

Our thanks as well to York Support Services Network staff for their assistance in the preparation and production of this manual.

# Personal Health Information

Personal Health Information Protection Act (PHIPA) became law on November 1, 2004. PHIPA provides a common set of rules for collecting, using, disclosing, retaining and disposing of personal health information in the Ontario health system.

The act ensures protection of privacy, while facilitating effective health care and supporting well-being.

Personal health information is identifying information about an individual in oral, written or electronic form. It is broadly defined and includes information related to the physical, mental and social domains of an individual.

Given that personal health information is often required in order to provide service, many social service agencies have modified their privacy policies to comply with the requirements of the Act.

PHIPA compliant agencies have responsibilities such as:

- Ensuring that personal health information is protected at all times
- Obtaining consent from the individual according to regulations in the Act

Consumers of service have rights under PHIPA such as:

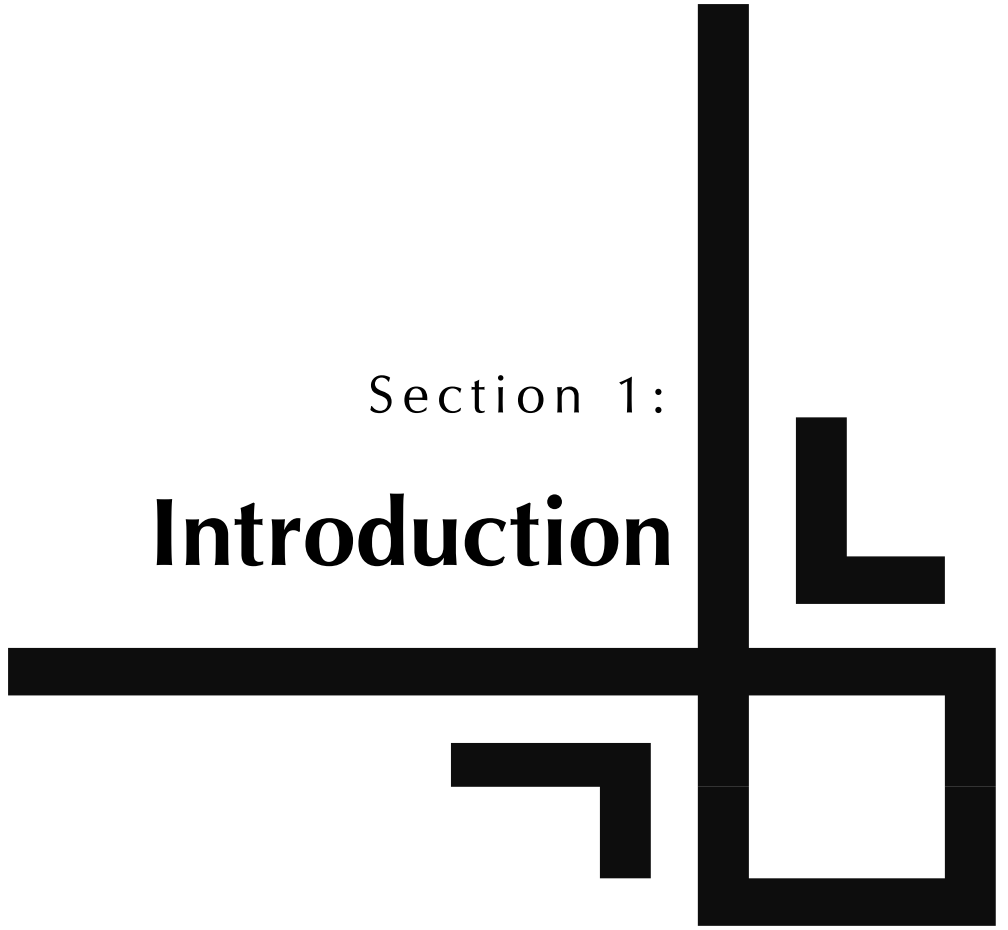
- The right to understand the purpose for collection of information
- The right to withdraw consent
- The right to complain about a breach in privacy

For additional information contact:

Information and Privacy Commissioner/Ontario  
2 Bloor Street East, Suite 1400  
Toronto, On M4W 1A8  
1-800-387-0073  
[www.ipc.on.ca](http://www.ipc.on.ca)

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 third 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 2005 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](http://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](http://www.yssn.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:

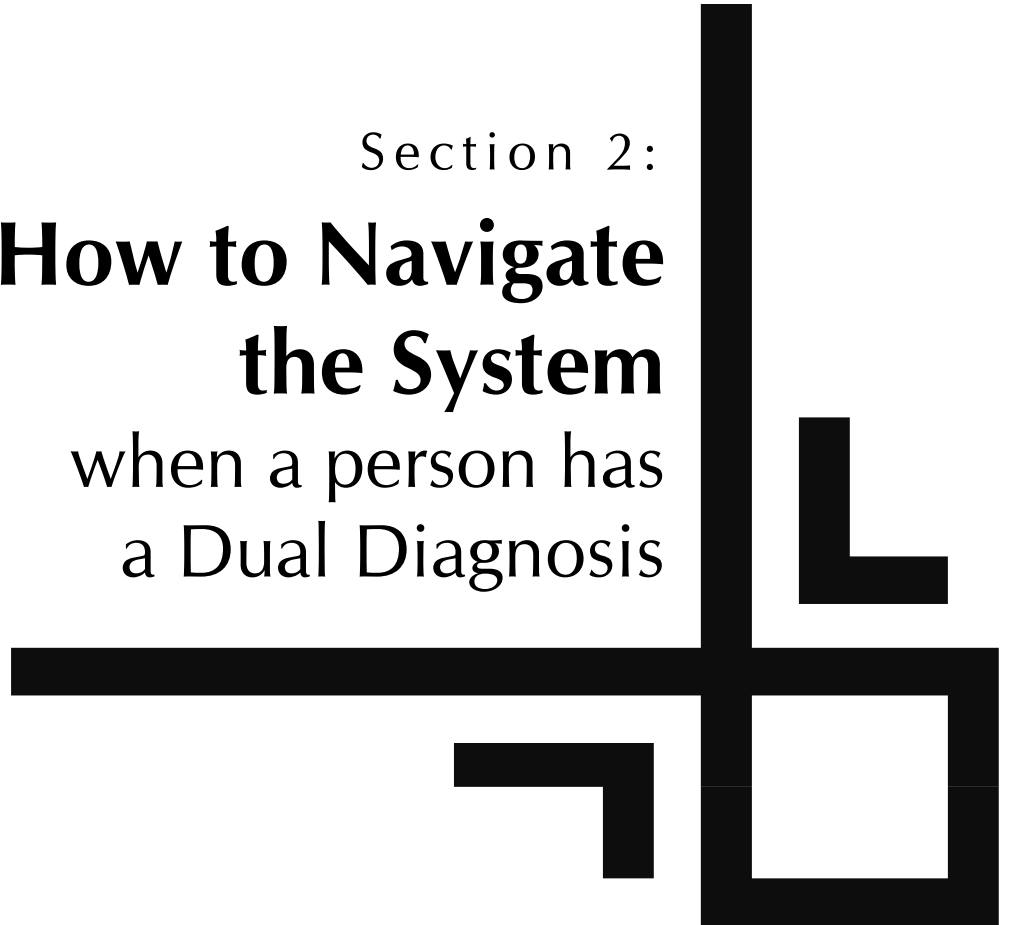
- Everyone involved needs to work together as a team;
- Several different types of services may need to be involved; and
- Sometimes specific changes in a program or activity will help improve the fit with the person's needs.



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 the individual or person has 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**

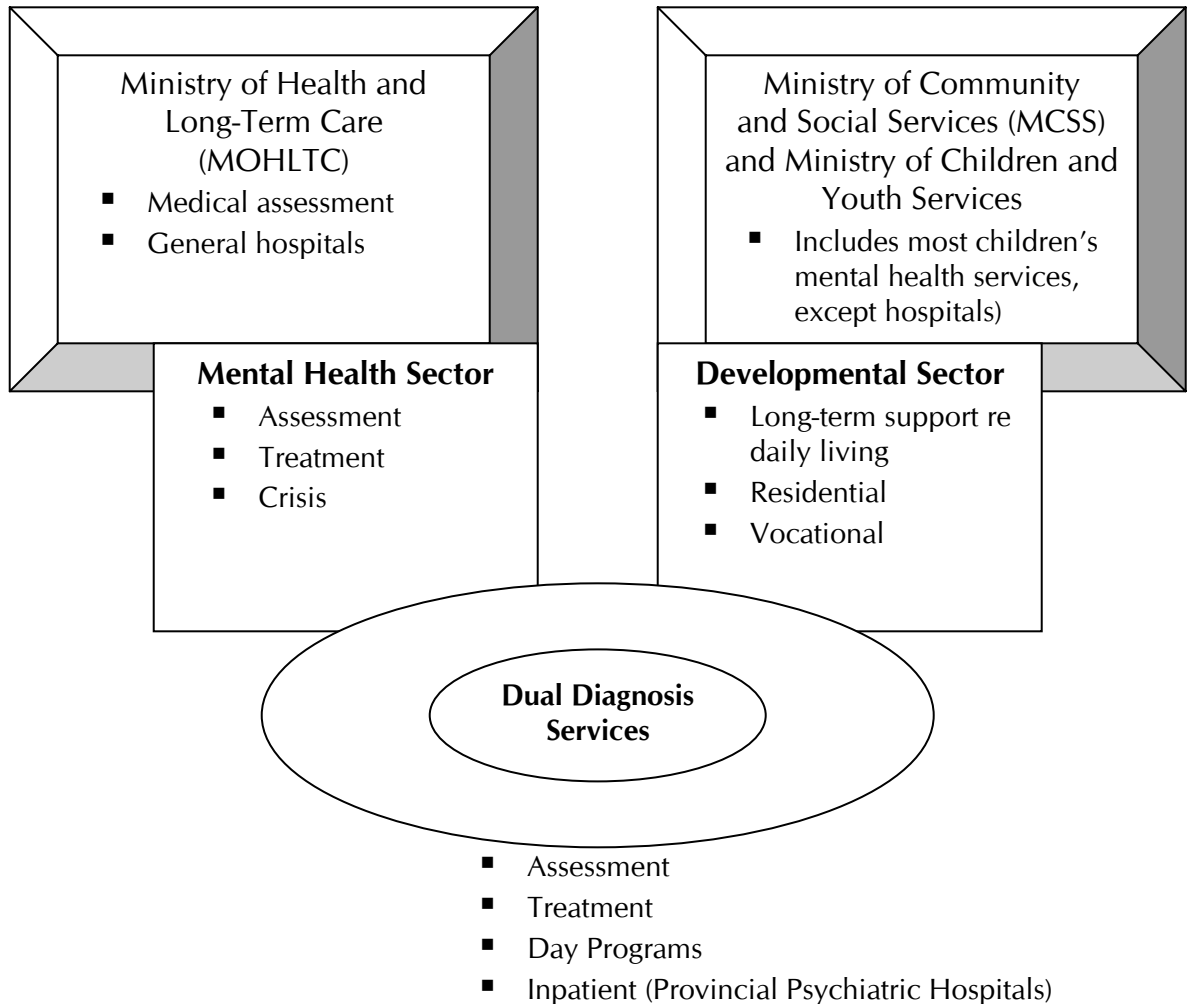
The following is a list of questions to review before you call an organization to ask about their services. You may already have some questions of your own. Have a look at this list and see if there are any other questions that you might like to ask.

- 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 2005* 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](http://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 80).
- If you are looking for case management in the Mental Health sector call either **York Support Services Network** (see page 78) 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 Access Service 1-888-695-0070 or 905-898-3721** (see page 80) **or Behaviour Management Services of York and Simcoe 905-773-2362** (see page 37 & 73).

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 YSSN's Community Crisis Response Service:

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

Accessible toll-free from anywhere in York Region

Available 24 hours a day/7 days a week

No cost associated with services

- Assists individuals and/or families in de-escalating crisis situations
  - A team of professionals offers telephone and mobile intervention
  - Refer and link people to appropriate services (e.g., 9-1-1, Mental Health Support Team)
  - Mental Health Support Team offers a mobile response by a crisis worker and a York Region Police Officer
  - 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 access a 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 79). 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](http://www.respiteservices.com)

**Places to Look or Advertise for a Contract Worker**

- Developmental sector respite cluster web site: [www.respiteservices.com](http://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**

**T**he 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

### CASE MANAGEMENT

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

### CRISIS

- 310-COPE (MH)
- York Region Crisis Response Network (MH)

### DAY ACTIVITY

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

### EMERGENCY HOUSING/ RESIDENTIAL

- Community and Housing Department YR (O)
- Community Response System (DS)
- Domiciliary Hostels (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)
- York Region Crisis Support Network (O)

### EMPLOYMENT SERVICES

- Career Solutions (O)
- Costi Employment Resource Centre (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)

### 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)

### HOSPITALS

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

### INFORMAL SUPPORT NETWORKS

- Autism Society (DS)
- CMHA Support Groups (MH)
- Down's Syndrome Association of YR (O)
- Krasman Centre (MH)
- Neighbourhood Link (O)
- Regional Psycho-geriatric & Mental Health Consulting Service
- Schizophrenia Society (MH)
- York Region Crisis Support Network(O)

### LEGAL

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

### RECREATION/SOCIAL

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

### RESPIRE

- Community Living Newmarket/ Aurora District (DS)
- Community Helpers for Active Participation (CHAP) (DS)
- Georgina Assn for Community Living (DS)
- Kerry's Place Autism Services (DS)
- Kinark Child & Family Services
- Mary Centre (DS)
- Meta Centre
- Participation House (DS)
- Reena (DS)
- Safehaven
- Under the Banyon Tree
- Vita Community Living (DS)
- York South Assn for Community Living (DS)

### TREATMENT

- Addiction Services for YR (O)
- Behaviour Management Services of York & Simcoe (DS)
- Canadian Mental Health Assn York Region (MH)
- Catholic Community Services of York Region (O)
- Community Care Access Centre (MH)
- Family Services York Region (O)
- )Georgina, Newmarket, Richmond Hill, Bradford, Markham/Stouffville)
- Jewish Family and Child Service YR
- Kinark Child & Family Services
- Markham Stouffville Hospital (DS/MH)
- Pineview (DS)
- Southlake Regional Health Centre (DS /MH)
- Thistleton Regional Centre (DS)
- Whitby Mental Health Centre – (DS/ MH)
- York Central Hospital (DS/MH)
- York Region Public Health – Sexuality for Persons with Disabilities

# 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 & 73).
- Affiliated with Kinark Child and Family Services (see page 50).

### 2. York Support Services Network — Access

- **Access:** 905-898-3721 or 1-888-695-0070
- Provides case management services for people with developmental disabilities or serious mental illness (see page 80).

### 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.
- **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 60 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](http://respiteservices.com-York Region))

As well, the YRCPC maintains linkages with the:

- Dual Diagnosis Committee

### **York Region Dual Diagnosis Committee**

This Committee, funded by the Ministries of Health & Long-Term Care, the Ministry of Community and Social Services, and the Ministry of Children and Youth 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](http://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](http://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 54). 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** (see page 43). 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](http://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, 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, 3<sup>rd</sup> 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, 3<sup>rd</sup> 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](http://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 2005*, 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](http://www.region.york.on.ca). As well, you can visit the Government of Ontario website and follow the links provided.

## **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](http://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](http://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 55).

### 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 18<sup>th</sup> birthday (see pages 54).

## **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 the Regional of York at **905-830-4444** and ask for the office nearest to you.

## **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 **905-830-4444** Ext. 2902
- Client Services & Information Unit – ODSP **(905) 868-8900 or 1-877-272-8610**

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

**F**inancial 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  
John Dowson, Executive Director  
60 Harrison Drive  
Newmarket, ON L3Y 4P4  
[www.life-trust.com](http://www.life-trust.com) / [lifetrust@rogers.com](mailto:lifetrust@rogers.com)**

### 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

## 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**

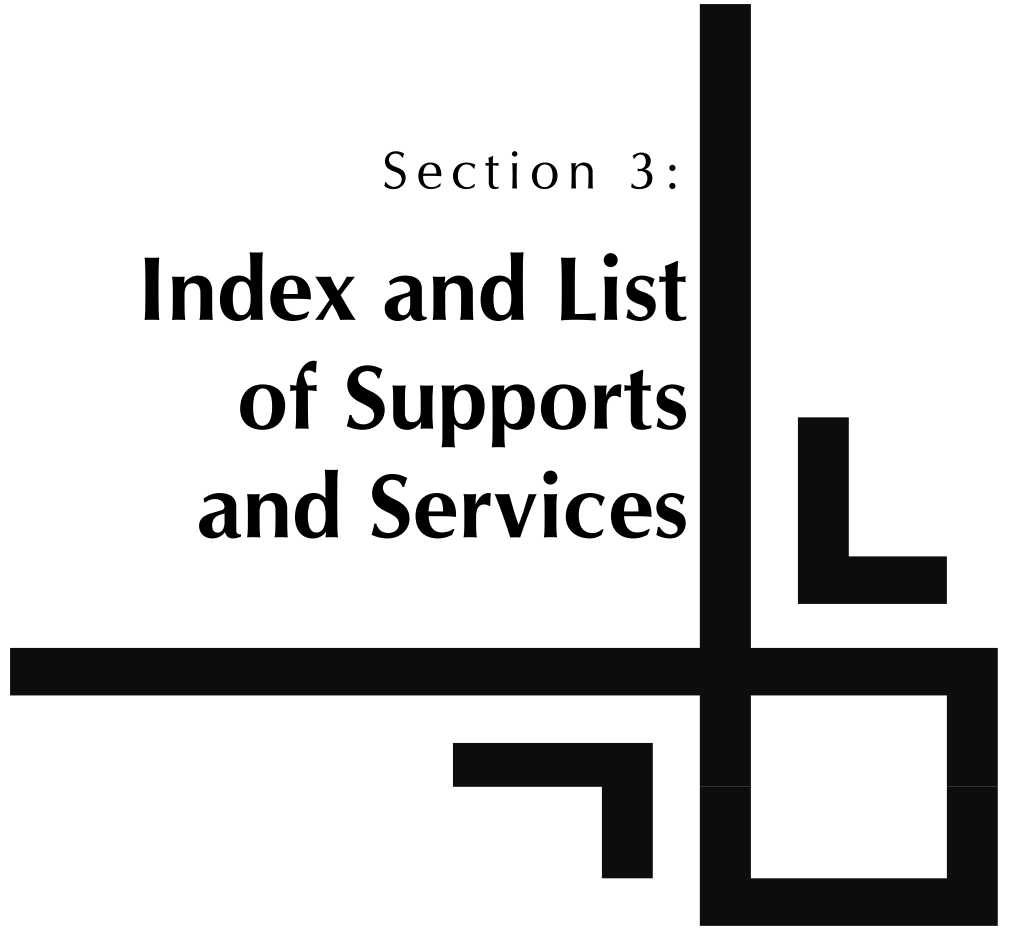
Carefully plan your strategy in scale with your resources. Seize opportunities. Be proactive.

Lynn Eakin and Associates, Toronto  
Tel. 416 961-3924, Fax 416 968-6280  
e-mail [lynn@lynneakin.com](mailto:lynn@lynneakin.com)  
(approved for continued use, 2005)



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 (see page 37 & 73)

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

Support group for families, case management, court diversion, social/recreation (see page 38)

**COMMUNITY INFORMATION YORK REGION** **905-830-4444 X 2151**

(Community Services and Housing) York Link Directory of Community Services in Toronto

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

Assist individuals and/or families in de-escalating crisis situations; third party referrals (see page 80)

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

(see page 80)

**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 X 5450 / 1-877-669-6658 / 416-325-0624**

Ontario Ministry of Community and Social Services and Ministry of Children and Youth Services (see pages 55)

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

Provides case management services for people with developmental disabilities or serious mental illness (see page 78)

**\*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**  
Address: 15150 Yonge Street, Suite 201, Aurora, ON L4G 1M2  
Contact: 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](mailto:asyr@istar.ca)  
Hours: 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. Offers community withdrawal management services. Evening programs offered.*

### **Family Services York Region**

<b>Newmarket</b>	<b>1-888-223-3999 or 905-895-2371</b>
<b>Richmond Hill</b>	<b>1-888-820-9986</b>
<b>Markham-Stouffville</b>	<b>1-866-415-9723 or 905-415-9719</b>
<b>Georgina</b>	<b>905-476-3611</b>
<b>Bradford</b>	<b>905-895-2371</b>

*Contact the office nearest to you. Programs vary but include: individual and family counselling, credit counselling, child/adolescent counselling, anger management and more.*

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

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

Contact: 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](http://www.archlegalclinic.ca)

Hours: 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.*

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

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

Contact: Liz Cohen, Regional Support Leader

Phone: 905-780-1590

E-mail: [asoyork@axxent.ca](mailto:asoyork@axxent.ca)

Website: [www.bbbautism.com](http://www.bbbautism.com)

Hours: 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 individuals 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](http://www.bbbautism.com). Office hours fluctuate so please call for an appointment*

**ASK Summer Camp**

Phone: 905-780-1590  
Contact: 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.*

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Agency/Service Name: **BEHAVIOUR MANAGEMENT SERVICES OF YORK AND SIMCOE**  
Address: 13311 Yonge Street, Suite 115, Richmond Hill, ON L4E 3L6  
Contact: Susan Tough or Jim Hughes  
Phone: 905-773-2362  
Fax: 905-773-8499  
E-mail: stough@sympatico.ca (attention: Jim Hughes)  
Website: www.yorkcentral.on.ca  
Hours: 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.*

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Agency/Service Name: **CANADIAN MENTAL HEALTH ASSOCIATION YORK REGION**

### **New Directions Social Recreation**

Address: 15150 Yonge Street, Suite 3A, Aurora, ON L4G 1M2  
The Queensway North, RR #1, Keswick, ON L4P 3C8

Contact: New Directions Social Recreation/Rehabilitation Program Manager

Phone: 905-841-3977 X 225

Contact: New Beginnings (Bradford) – Dawn Williams-Wasylenki, Team Leader

Phone: 905-775-8609 X 0

Eligibility: Must be 16 years or older and not pose a serious threat to others

*A social wellness program for individuals with serious mental illness. Promotes self-worth, confidence and belonging. Offers opportunities to meet with new people, attend education groups, participate in activities such as arts and crafts, committees, and dinner clubs, or just to relax in a supportive, comfortable, informal atmosphere.*

### **Positive Connections**

Phone: 905-204-0432

E-mail: [jhaggart@cmha-yr.on.ca](mailto:jhaggart@cmha-yr.on.ca)

Eligibility: Youth aged 16-25; homeless or at-risk youth or adults

*A youth-friendly program that offers a variety of social and support services (VENT, Youth Coffee Club, YouthNet - York Region, Self-injury Support Group, Anger Exploration, etc.). Provides links to community resources for the homeless and youth at-risk population.*

### **Support for Supporters**

Address: 12 Wilson Street, Markham, ON L3P 7X1

Phone: 905-201-0432

E-mail: [mbrown@cmha-yr.on.ca](mailto:mbrown@cmha-yr.on.ca)

Volunteers: Must be trained and screened

*An eight-week educational and support group for those in a supportive role of someone who has depression or bi-polar illness. Topics include: Understanding Depression and Bi-Polar Illness, Medications and Treatments, Coping Skills, Communications and Problem Management, Building Support Systems, Mental Health and the Law, Recovery and Crisis and Relapse Prevention*

### **Youth Wellness**

E-mail: [tshetler@cmha-yr.on.ca](mailto:tshetler@cmha-yr.on.ca)

Application: Apply in writing for workshops/presentation

*Provides interactive workshops to primary and secondary students in classrooms throughout York Region. Provides practical information to help students develop healthy life skills and understand the causes, symptoms and treatments for mental health problems. Workshops include: Self-Esteem, Bullying, Understanding Mental Illness and Suicide Prevention*

**Identification Clinics**

Contact: Mary Ann Proulx, ID Clinic Coordinator  
Phone: 905-841-3977 X 241

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

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Agency/Service Name: **CAREER SOLUTIONS**  
Address: 9251 Yonge Street, Suite 203, Richmond Hill, ON L4C 9T3  
Contact: Joseph Stalterie, Program Coordinator  
Phone: 905-764-4797 / 1-800-290-8939  
Fax: 905-764-5620  
E-mail: joseph.stalterie@tdsb.on.ca  
Hours: 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.*

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Agency/Service Name: **CATHOLIC COMMUNITY SERVICES OF YORK REGION**  
 Roger Manning, Executive Director

Address: 21 Dunlop Street, Richmond Hill, ON L4C 2M6

Contact: Doug Lowe, ext. 230

Phone: 905-770-7040 / 1-800-263-2075

Fax: 905-770-7064

E-mail: ccyr@ccsyr.org

Website: www.ccsyr.org

Hours: 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**

Contact: Jim McHugh

Phone: 905-770-7040

Fax: 905-770-7064

E-mail: jmchugh@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.*

(Catholic Community Services of York Region – Continued)

**Counselling Services**

Contact: Jim McHugh  
Phone: 905-770-7040  
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**

Contact: Stephen Lam  
Phone: 905-770-7040  
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  
Contact: Allison Lawrence, Team Leader  
E-mail: alawrence@ccsyr.org  
Team Leader: Agnes Manasan  
E-mail: amanasan@ccsyr.org

**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@ccsyr.org

Agency/Service Name: **CHRISTIAN HORIZONS**  
 Address: 114A Main Street East, Huntsville, ON P1H 1K6  
 Contact: Belinda Burston, Area Manager  
 Phone: 705-789-1725  
 Fax: 705-789-7042  
 E-mail: bburston@christian-horizons.org  
 Website: www.christian-horizons.org  
 Hours: Mon-Fri 8:30 am–4:30 pm  
 Service Area: York Region  
 Eligibility: Diagnosis of developmental disability  
 Languages spoken: English  
 Referral: Referral Form Available  
 User Fees: Yes  
 Volunteers: Yes

*Residential accommodation serves individuals with developmental delays and operates throughout the Province of Ontario. Three programs offered in York Region.*

#### **Horizon House York 5**

Address: 203 Western Avenue, Schomberg, ON L0G 1T0  
 Phone: 905-939-4635  
 Fax: 905-939-9174  
 E-mail: fcatrambone@christian-horizons.org  
 Eligibility: Yes  
 Application: Yes

*Supports four young adults with autism; limited respite care; advocacy; referrals; education*

#### **Horizon House York 6**

Address: 102 Western Avenue, Schomberg, ON L0G 1A9  
 Phone: 905-939-4610  
 Fax: 905-939-0737  
 E-mail: jgunn@christian-horizons.org

*Provides 24-hour residential support for four children with developmental disabilities/autism. In addition, it provides a 24/7 hour in-house respite support program for up to two children*

#### **Horizon House York 7**

Address: 93 Yorkland Street, Richmond Hill, ON L4C 5Z9  
 Phone: 905-737-9770  
 Fax: 905-737-3129  
 E-mail: fcatrambone@christian-horizons.org

*24-hour respite care for autistic youth and adults*

(Christian Horizons – Continued)

**York Apartment Program and York Stouffville Supported Independent Living (SIL) Program**

Address: 345 North Street, Stouffville, ON L4A 4Z3  
Phone: 905-640-5365  
Fax: 905-640-6509  
E-mail: lhetherington@ christian-horizons.org  
Application: Contact agency for application process  
User Fees: Service funding varies with program

*Six-bed supportive housing unit that provides assistance to people with developmental disabilities with daily activities to facilitate independent living; 24-hour support and supervision provided; limited respite care; Day Support between 4:00pm and 9:00pm; recreation*

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Agency/Service Name: **COMMUNITY CARE ACCESS CENTRE OF YORK REGION (CCAC)**  
Address: 1100 Gorham Street, Unit 1, Newmarket, ON L3Y 8Y8  
Contact: Bill Innes  
Phone: 905-895-1240  
Fax: 905-952-2424  
E-mail: ccacyork@yorkregion.ccac-ont.ca  
Website: www.yorkregion.ccac-ont.ca  
Hours: 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, disability parking, wheelchair accessible

*Provides 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. Additional phone number: 416-221-3212*

**CCAC OFFICE SITES**

**Markham Stouffville Hospital**

Address: 381 Church Street, PO Box 1800, Markham, ON L3P 7P3  
Phone: 905-472-7373 Ext. 6546

**South East Office Site**

Address: 28 Sandiford Drive, Building B, #201, Stouffville, ON L4A 1L8  
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: 905-952-2410

**York Central Hospital**

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

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Agency/Service Name: **COMMUNITY LEGAL CLINIC OF YORK REGION**  
Dennis Bailey, Executive Director  
Address: 21 Dunlop Street, Suite 200, Richmond Hill, ON L4C 2M6  
Contact: 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](mailto:Recgeorg@lao.on.ca)  
Website: [www.clcyr.on.ca](http://www.clcyr.on.ca)  
Hours: Mon-Fri 9:00 am-5:00 pm (*offices closed 12:30 pm to 1:30 pm daily*)  
Service Area: York Region  
Eligibility: Financial eligibility test for client representation;  
no test for summary advice  
Languages Spoken: Chinese (Cantonese), Chinese (Mandarin), English  
Accessibility: Disability parking, Elevators, Wheelchair accessible.

*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.*

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Agency/Service Name: **COMMUNITY LIVING NEWMARKET/AURORA DISTRICT**  
Address: 757 Bogart Avenue, Newmarket, ON L3Y 2A7  
Contact: Larry Palmer, Executive Director  
Phone: 905-898-3000 / 905-773-6346 (after hours phone: 905-898-3000)  
Fax: 905-898-6441  
E-mail: [clnad@clnad.com](mailto:clnad@clnad.com)  
Website: [www.clnad.com](http://www.clnad.com)  
Hours: 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.*

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Agency/Service Name: **COSTI - I.I.A.S. (Employment)**  
Address: 7800 Jane Street, Unit 1, Concord, ON L4K 4R6  
Contact: Isaac Fonseca, General Manager  
Phone: 905-669-5627  
Fax: 905-669-1127  
E-mail: [vaughan@costi.org](mailto:vaughan@costi.org)  
Website: [www.costi.org](http://www.costi.org)  
Hours: Mon, Wed, Thur, Fri 8:30 am-4:30 pm  
Resource Centre is open Tue, Wed, Thur until 7:00 pm  
Service Area: York Region  
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.*

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Agency/Service Name: **CROSSLINKS HOUSING AND SUPPORT SERVICES; LOFT COMMUNITY SERVICES**

Marlene Berry, Program Director

Address: 15105 Yonge Street, Suite 200, Aurora, ON L4G 1M5

Phone: 905-713-0137

Mobile Van: 1-866-553-4053

Fax: 905-713-0139

E-mail: crosslinks@loftcs.org

Languages Spoken: English

Service Area: York Region

Eligibility: Yes

*Provides housing and support to adults with serious mental health needs. Programs include community support (Case Management).*

### **Street Outreach Van**

*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. Mobile Van Telephone No.: 416-274-4972 / 1-866-553-4053 (toll-free throughout York Region).*

### **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.*

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Agency/Service Name: **DOWN SYNDROME ASSOCIATION OF YORK REGION**

Address: 1100 Gorham Street, Suite 118, PO Box 345, Newmarket, ON L3Y 8Y8

Contact: 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: **GEORGINA ASSOCIATION FOR COMMUNITY LIVING**  
Address: 26943 Highway 48, PO Box 68, Sutton, ON L0E 1R0  
Contact: Susan Rome, Executive Director  
Phone: 905-722-8947  
Fax: 905-722-9591  
E-mail: gacl@ils.net  
Website: www.ils.net/-gacl  
Hours: 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.*

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Agency/Service Name: **HOUSING HELP CENTRE (Citizens for Affordable Housing)**  
Address: 10265 Yonge Street, Richmond Hill, ON L4C 4Y7  
Contact: Peter Formica, Coordinator  
Phone: 905-713-2696 / 416-410-6051 / 1-888-447-9602 (Georgina)  
Fax: 905-508-1237  
E-mail: peter@housinghelpcentre.org  
Website: www.housinghelpcentre.org  
Hours: Mon-Fri 9:30 am-4:30 pm  
Service Area: York Region  
Languages Spoken: English  
Volunteers: Yes  
Accessibility: Barrier-free washroom

*The committee is an action group of community residents, human service professionals, church groups, non-profit housing groups and public sector representatives.*

#### **Affordable Housing Advocacy**

Phone: 905-713-2696 / 905-508-1877  
Fax: 905-508-1237  
Volunteers: Yes

*Identifies existing barriers; provides public education; provides an informed and organized voice on behalf of all those who require adequate and affordable housing.*

(Housing Help Centre – Continued)

**Housing Help Centre**

Phone: 905-508-1877  
Fax: 905-508-1237  
E-mail: [peter@housinghelpcentre.org](mailto:peter@housinghelpcentre.org)  
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.*

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Agency/Service Name: **JOB SKILLS**  
Nella Laschi, Executive Director  
Address: 155 Riverglen Drive, Unit 7, Keswick, ON L4P 3M3  
Contact: Judy Davidson  
Phone: 905-476-8088 / 1-866-470-5947 / 905-476-7588 (TTY/TDD)  
Fax: 905-476-5988  
E-mail: [admin@jobskills.org](mailto:admin@jobskills.org)  
Website: [www.jobskills.org](http://www.jobskills.org)  
Hours: Mon-Fri 8:30am-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.*

**Business Resource Centre**

Eligibility: Unemployed individuals in York Region and surrounding areas  
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)**

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.*

(Job Skills – Continued)

**Markham Office**

Address: 4855 14<sup>th</sup> Avenue, Unit 3, Markham, ON L3S 3L6  
Contact Person: Phone Keswick office and ask for Judy Davidson  
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

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

Address: 34 Berczy Street, Suite 210, Aurora, ON L4G 1W9  
Contact: Candice Grant, Intake  
Phone: 905-713-6808  
Fax: 905-841-1461  
E-mail: bscott@kerrysplace.org  
Hours: 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.*

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Agency/Service Name: **KINARK CHILD AND FAMILY SERVICES**  
Jacquie Brown, Program Director  
Address: 1100 Gorham Street, Unit 12, Newmarket, ON L3Y 7V1  
Phone: 1-888-454-6275 (Intake) / 905-898-4572 / 905-773-0375  
Fax: 905-836-2890  
E-mail: jacquie.brown@kinark.on.ca  
Website: www.kinark.on.ca  
Hours: 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: Parent or Physician  
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. Access Kinark Autism Program through Behaviour Management Services at 905-773-8499*

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Agency/Service Name: **KRASMAN CENTRE FOR COMMUNITY MENTAL HEALTH  
(LANCE KRASMAN MEMORIAL CENTRE)**  
Address: 10121 Yonge Street, Richmond Hill, ON L4C 1T7  
Contact: Tanya Shute, Executive Director  
Phone: 905-780-0491 / 1-888-780-0724  
Fax: 905-780-1960  
Email: krasman@idirect.com  
Website: www.krasmancentre.com  
Hours: Mon, Tue, Wed, Fri 10:00am-5:00pm, Thu 10:00am-9:00pm  
Service Area: York Region  
Languages Spoken: English, Translators/interpreters by arrangement  
Accessibility: Wheelchair accessible

*Drop-in 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 hours also vary.*

**Warm Line**

Phone: 905-954-4110 North York Region  
Volunteers: Yes

*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, Friday, Saturday and Sunday from 6:00 pm until midnight. Contact 416-685-7480 for South York Region.*

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Agency/Service Name: **L'ARCHE DAYBREAK**  
Address: 11339 Yonge Street, Richmond Hill, ON L4S 1L1  
Contact: Ann Pavilonis, Homes Coordinator  
Phone: 905-884-3454  
Fax: 905-884-0580  
E-mail: office@larchedaybreak.com  
Hours: Mon-Fri 8:30 am–4:30 pm  
Service Area: York Region  
Eligibility: 18 years of age and older and developmentally handicapped  
Languages Spoken: English

*Provides long-term residential care and vocational training for 35 ambulatory developmentally disabled adults.*

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Agency/Service Name: **MARKHAM STOUFFVILLE HOSPITAL  
OUTPATIENT ADULT MENTAL HEALTH**  
Dr. James R. MacLean, President and CEO  
Address: 381 Church St., PO Box 1800, Markham, ON L3P 7P3  
Contact: Cindy Draper  
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. 210, North York, ON M3H 5Y9  
Contact: M. Patterson  
Phone: 416-630-5533  
Fax: 416-630-5702  
E-mail: mpatterson@marycentre.com  
Hours: Office Mon-Fri 9:00 am–5:00 pm  
Service Area: City of Toronto and Peel Region – Respite Care Program – Greater Toronto Area  
Eligibility: Adults 18 years and over with intellectual disabilities.  
Referral Process: Intake Worker  
Languages Spoken: English  
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.*

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Agency/Service Name: **META CENTRE**  
Address: 401 Champagne Drive, North York, Ontario M3J 2C6  
Contact: R. Passaro  
Phone: 416-736-0199  
Fax: 416-736-9181  
E-mail: rpassaro@metacentre.ca  
Website: www.metacentre.ca  
Hours: Office: Mon-Fri 9:00 am-4:30 pm; Programs: Mon-Fri 9:00 am-3:00 pm, Sat 10:00 am-4:00 pm  
Service Area: Greater Toronto Area and Toronto, York Region, Vaughan, Scarborough  
Fees: Yes, also have some funding

*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 16 years and over; group homes; evening and Saturday programs (fee for service).*

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Agency/Service Name: **NEIGHBOURLINK, HEART OF YORK**  
Heather Jongsma, Program Director  
Address: UCPO, PO Box 21534, Newmarket, ON L3Y 8J1  
Contact: 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, Bradford, Newmarket  
Eligibility: Dually diagnosed would receive the same service as anyone else  
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.*

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Agency/Service Name: **ONTARIO MINISTRY OF COMMUNITY AND SOCIAL SERVICES & MINISTRY OF CHILDREN AND YOUTH SERVICES**  
**Central East Region**  
John Wilson, Regional Director  
Address: 465 Davis Drive, 4th Floor, Newmarket, ON L3Y 8T2  
Contact: Client Service Representatives  
Phone: 905-868-8900 / 1-877-669-6658 / 905-715-7759 (TTY/TDD)  
Fax: 905-895-4330  
Website: www.gov.on.ca/CSS  
Hours: Mon-Fri 8:30 am-5:00 pm  
Service Area: York Region and surrounding areas  
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 Ext. 5301 (receptionist)  
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 Ext. 5400 (receptionist)  
Fax: 905-895-6804

*Provides services and supports to adults 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.*

**Ontario Disability Support Program (ODSP)**

Phone: 905-868-8900 or 1-877-669-6658  
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 Ext. 3181  
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 Ext. 5501  
Fax: 905-895-6804  
Eligibility: Disabled – unable to work

*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**  
Valerie Beckett, Regional Director

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

Contact: Ann-Carol Hargreaves, Ext. 5406

Phone: 905-868-8900 / 1-877-669-6658

Fax: 905-715-7662

Website: [www.gov.on.ca/CSS](http://www.gov.on.ca/CSS)

Hours: 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**

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

Phone: 416-326-0600

Contact: Gail Gonda, Administrator

Fax: 416-326-9078

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

Hours: Mon-Fri 8:30 am–5:00 pm

Service Area: 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 / 416-326-0874 (Intake)

Fax: 416-326-9078

E-mail: 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: 416-326-6822

Fax: 416-326-0936

E-mail: brenda.lemoine@css.gov.on.ca

Referral: Yes

Volunteers: Yes

*Provides service for families with symptomatic children up to 14 years old, usually having some previous involvement with a mental health agency. Offers assessment and consultation, live-in unit admitting entry families for assessment and treatment, assessment services for children with developmental delays, community services including ongoing family therapy, marital and individual day treatment and home support.*

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

Phone: 416-326-0653  
Fax: 416-326-6581  
E-mail: barb.rodgers@css.gov.on.ca  
Referral: Yes  
Volunteers: Yes

*Provides service for sexually abused and/or abusive children, adolescents and their families. Offers family and individual assessment, treatment of sexual offenders and offending parents and a self-help component.*

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

Phone: 416-326-0614  
Fax: 416-326-9078  
E-mail: jose.delabarrer@css.gov.on.ca  
Referral: Yes  
Volunteers: Yes

*Provides services for children and youth with Autism and developmental disorders. Offers assessment and consultation, day treatment in community schools, in-home behaviour management training, parent relief for registered clients, group home treatment program, professional consultation, and training and research. Direct service available in North York, Peel and Etobicoke.*



Agency/Service Name: **ONTARIO MINISTRY OF HEALTH AND LONG-TERM CARE**  
Stephen Lindsay, Manager - Infoline  
Address: 900 Bay St, MacDonald Block, Suite M-1B114, Toronto, ON M7A 1N3  
Contact: Carol Lever, 905-954-4693  
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: Mon-Fri 8:30 am–5:00 pm  
Service Area: Throughout Province of Ontario, including 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.*

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Agency/Service Name: **PARTICIPATION HOUSE**  
 Sharon Lawlor, Executive Director

Address: 9 Butternut Lane, Markham, ON L3P 3M1

Contact: Julie Donkersley RN, Manager Residential Care, Ext. 232

Phone: 905-294-0944

Fax: 905-294-7834

E-mail: Julie.donkersley@participationhouse.net

Hours: Mon-Fri 8:30 am-4:30 pm; voice mail system after hours

Service Area: York Region

Eligibility: Individuals with a developmental disability. Access to services through York Support Services Network (905-898-6455 X 574)

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: 905-472-2975

**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 14<sup>th</sup> Avenue, Markham, ON L3R 1H1

Phone: 905-947-0547

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: 905-731-0792

Fax: 905-731-2160

Agency/Service Name: **PINEVIEW PROJECT (COMMUNITY LIVING HURONIA)**  
Contact: 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: Elizabeth Munoz, Intake Coordinator  
Phone: 416-248-2050  
Fax: 416-248-6557  
E-mail: reconnect@on.aibn.com  
Website: www.reconnect.on.ca  
Hours: Mon-Thur 9:00 am-5:00 pm; 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); long-standing psychiatric illness  
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 (some minimal fees are required for clients who wish to attend some of our outings)  
Accessibility: Yes

*Rehabilitation day program; client attends groups at the centre and meets with a worker bi-weekly for individual counseling; 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 therapeutic intervention in the community

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

**ACTT – 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.

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Agency/Service Name: **REENA: THE TOBY AND HENRY BATTLE DEVELOPMENTAL CENTRE**  
Address: 927 Clark Avenue West, Thornhill, ON L4J 4P8  
Contact: Brenda Rothenberg, Ext. 2101, Manager of Community Outreach  
Phone: 905-889-6484; 1-866-667-3362 (Foundations only)  
Fax: 905-889-3827  
E-mail: brothenberg@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, day and outreach respite programs.*

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Agency/Service Name: **SALVATION ARMY NORTHRIDGE COMMUNITY CHURCH  
COMMUNITY & FAMILY SERVICES AND EMERGENCY FOOD BANK  
Captain Brian Bishop/Glenda Bishop/Jane Nielsen**  
Address: 415 Pickering Crescent, Newmarket, ON L3Y 4X7  
Phone: 905-895-0577 / 905-868-0474 (cell)  
Fax: 905-830-0343  
E-mail: mail@northridgecommunitychurch.com  
Website: www.northridgecommunitychurch.com  
Hours: Mon-Fri 8:30 am–4:30 pm  
Area Served: York Region  
Language: English  
Eligibility: Identification Required, Dually diagnosed person would be treated as anyone else.  
Accessibility: Barrier-free washroom, disability parking, wheelchair accessible

*Provides a range of services to families and individuals, including spiritual development, accommodation and clothing. Provides emergency food to residents of York Region. Residents may use up to six times a year, including Christmas. At Christmas, also provides large hamper and toys. First come, first served. Food bank hours of operation: Mon or Thur 9:30 am-11:30 am (appointment required). Also coordinators of homelessness prevention program.*

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Agency/Service Name: **SANDGATE WOMEN'S SHELTER OF GEORGINA**  
Patti Bell, Executive Director  
Address: PO Box 248, Sutton West, ON L0E 1R0  
Phone: 905-722-3220 (Crisis) / 905-722-4043 (Admin) / 1-800-661-8294  
Fax: 905-722-8416  
E-mail: admin@sandgate.ca  
Hours: 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; Dually diagnosed persons are accepted into the general program  
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.*

#### **Georgina Referral and Outreach for Women (GROW)**

Phone: 905-476-8992  
Fax: 905-476-8405  
Eligibility: Offered primarily to women and their children who are not residents of the shelter

*Community-based support and referral program open to all women experiencing abuse. Assists with developing a safety plan. Individual and support groups offered. Childcare available during groups. Information and referrals provided.*

Agency/Service Name: **SCHIZOPHRENIA SOCIETY OF ONTARIO — YORK REGION**  
Address: 11181 Yonge St, Suite 302, Richmond Hill, ON L4S 1L2  
Contact: Richmond Tan, Community Coordinator  
Phone: 905-884-6930 (office) / 1-800-449-6367 (Head Office, Toronto)  
Fax: 905-884-8194  
E-mail: rtan@schizophrenia.on.ca  
Website: www.schizophrenia.on.ca  
Hours: Mon-Fri 8:30 am–4:30 pm  
Service Area: York Region  
Languages Spoken: Chinese, English  
Fees: Annual membership  
Volunteers: Yes

*Provides information, advocacy and support on issues related to schizophrenia.*

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Agency/Service Name: **SOUTHLAKE REGIONAL HEALTH CARE**  
Daniel P. Carriere, President  
Address: 596 Davis Drive, Newmarket, ON L3Y 2P9  
Contact: Annette Jones Ext. 2146  
Phone: 905-895-4521  
Fax: 905-839-5972  
E-mail: ajones@southlakeregional.org  
Hours: 24 hours a day/7 days a week  
Service Area: York Region  
Languages Spoken: English  
Accessibility: Barrier-free washroom, disability parking, 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.*

### **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. 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.*

### **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.*

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Agency/Service Name: **SOUTHLAKE REGIONAL HEALTH CENTRE A.C.T.T.  
(Assertive Community Treatment Teams)**

Address: 183 Simcoe Avenue, Keswick, ON L4P 2H6

Contact: Ellen McGregor, Team Leader

Phone: 905-476-1800

After Hours Phone: 905-853-2216

E-mail: emcgregor@southlakeregional.org

Website: www.southlakeregional.org

Hours: Mon-Fri 8:30 am–4:30 pm; 24-hour on-call service

Service Area: Georgina/Newmarket area

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 a multi-disciplinary teams that provides 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.*

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

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

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

Fax: 905-898-6414

E-mail: tshsyr@allstream.net

Hours: 24 hours a day/7 days a week

Service Area: York Region

Eligibility: Social Housing Reform Act, 2000 criteria; diagnosed are accepted through regular process of each home

Languages Spoken: English

Volunteers: No

Accessibility: Wheelchair accessible

*Provides supportive and emergency housing services to homeless people or to people at risk of becoming homeless. Offers counseling and other supports to clients in order to resolve their immediate social, housing and/or financial crisis.*

**Community Housing Support Program**

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

**Drop Zone Youth Day Program**

Address: 853 Gorham Street, Newmarket, ON L3Y 1L7

Phone/Fax: 905-830-0121

*Drop Zone is a day program for youth at risk of homelessness. Focus is on life and social skills, budget management, pre-employment skills, self-esteem, anger management, recreation and development of leisure skills.*

**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.*

**Leeder Place Family Shelter - Families**

*Support to families who need temporary emergency shelter to re-establish themselves in appropriate community accommodation. Length of stay is up to six weeks. Serves families with children needing temporary emergency shelter.*

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

**Porter Place Men’s Shelter – Men 27 – 99 years**

Eligibility: An intake interview is conducted

*A 30-bed men’s emergency shelter for ages 27 and over. In addition to basic needs, provides informal counselling and life skills programs. Length of stay is up to six weeks.*

**York Region Youth Shelter – Male Youth 16 – 26 years**

Address: 835 Gorham Street, Newmarket, ON L3Y 1L7

Phone/Fax: 905-830-0121

*Provides shelter, supervision, counselling, life-skills and recreation programs for youth 16 to 26 years old. The program is for male youth who require emergency housing and have no other housing options.*

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Agency/Service Name: **VITA COMMUNITY LIVING SERVICES**  
Manuela Dalla-Nora, Executive Director

Address: 4301 Weston Road, Weston, ON M9L 2Y3

Contact: Franca Molinaro Ext. 215

Phone: 416-749-6234

Fax: 416-749-1456

E-mail: mdallanora@vitacls.org

Hours: 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*

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

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

Contact: 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: 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)

Contact: 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**  
 Paulette Senior, Executive Director  
 Address: 37 Wellington Street East, Aurora, ON L4G 1H6  
 Phone: 905-727-0930 / 1-800-263-2231 (regular or after hours)  
 Fax: 905-727-7316  
 E-mail: paulettes@yellowbrickhouse.org  
 Hours: 24 hours a day/7days a week  
 Service Area: York Region  
 Languages Spoken: English, Chinese, Italian  
 Eligibility: Dually diagnosed persons are provided services the same way as everyone else  
 Accessibility: Wheelchair accessible  
 Volunteers: Yes

*Provide a variety of services to women in abusive situations. Operates three main programs. Services include: parenting children's program and a follow-up program. Public education provided to the community on issues of violence against women. Support groups and individual counseling available. Call for details.*

**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: Charmaine Mortimer, Employment Specialist  
 Phone: 905-780-9622  
 Fax: 905-780-8299  
 E-mail: charmaine.mortimer@ymca.net  
 Website: www.senecac.on.ca/rhecs  
 Hours: Mon-Wed, Fri 8:30 am–5:00 pm; Thu 8:30 am-8:00 pm  
 Service Area: Markham, Thornhill, Richmond Hill  
 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**

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 G, Markham, ON L3P 3B2

Phone: 905-201-8662

E-mail: [dhall@ymcasenecac.org](mailto: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

*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

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.*

**Psychosocial/Pre-Vocational Services**

Phone: 416-491-5050 Ext. 2912  
Fax: 416-491-1280  
E-mail: neilia.sherman@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.*

**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.*

**Redirection Through Education**

Phone: 416-491-5050 Ext. 2912  
Fax: 416-491-1280  
E-mail: neilia.shersman@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.*



Agency/Service Name: **YORK CENTRAL HOSPITAL**  
Address: 10 Trench Street, Richmond Hill, ON L4C 4Z3  
Phone: 905-883-1212  
Website: www.yorkcentral.on.ca  
Hours: 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**

Phone: 905-832-1406

*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 SIMCOE BEHAVIOUR MANAGEMENT SERVICES  
YORK CENTRAL HOSPITAL**  
Jim Hughes, Acting Director

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

Contact: Jim Hughes

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

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

E-mail: behaviour.simcoe@cellnet.ca

Hours: 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.*

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Agency/Service Name: **YORK REGION COMMUNITY SERVICES AND HOUSING  
HOUSING AND RESIDENTIAL SERVICES DIVISION**  
Sylvia Patterson, Director

Address: 17250 Yonge Street, 3<sup>rd</sup> Floor, Newmarket, ON L3Y 6Z1

Contact: Jo-Anne Richardson, Ext. 2960 (domiciliary housing)

Phone: 905-830-4444 Ext. 2000 / 1-877-464-9675

Fax: 905-895-2189

Website: www.region.york.on.ca

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

Service Area: York Region

Eligibility: The dually diagnosed person would be processed as anyone else

Languages: English

Accessibility: Disability parking, elevators, wheelchair accessible

*Administers social housing, domiciliary hostels, emergency shelters and homemakers and nursing services through agreements with community agencies and housing providers. Develops and implements strategies to reduce homelessness in the Region. Provides property management services to over 1700 social housing units.*

(York Region Community Services and Housing – Continued)

**Domiciliary Hostels**

Phone: 905-830-4444 Ext. 2760  
Fax: 905-898-1162  
Eligibility: Yes  
Application: Yes  
User Fees: In certain circumstances

*Domiciliary hostels provide long-term, supervised shelter to vulnerable adults requiring supervision of their daily living activities. Housing and Residential Services Division does not operate the hostels; it refers applicants to the appropriate location and, in cooperation with each individual hostel, determines eligibility for a subsidy to help with the cost of residency. Financial assistance is available. Social assistance workers regularly visit hostels to take applications for assistance.*

**Emergency Shelters**

Phone: 905-830-4444 Ext. 2760  
Fax: 905-898-1162  
Eligibility: Yes  
Application: Yes  
User Fees: In certain circumstances

*Emergency hostels and transitional homes provide temporary shelter for individuals and families fleeing dangerous situations, or for those requiring a temporary place of stay. Housing and Residential Services Division does not operate emergency shelters; it refers applicants to the appropriate location and helps shelter residents by providing financial support while they remain in the shelter.*

**Homemakers and Nurses Services Subsidy**

Phone: 905-830-4444 Ext. 2760  
Fax: 905-898-1162  
Eligibility: Yes  
Application: Yes

*A subsidy to help cover the cost of in-home homemakers and/or nurses services for members of the community who are temporarily ill, or who have a permanent illness or disability.*

**Social Housing Access**

Phone: 905-898-1007 Ext. 2724  
Email: helen.aston@region.york.on.ca  
Eligibility: Yes  
Application: Yes  
User Fees: Rent geared to income

*Rent geared to income housing for those with affordability issues and for those wanting market rental units. Call 905-830-4444 Ext. 2700 for central access to subsidized units. Application and wait list information available.*

**Social Housing Program Administration**

Phone: 905-830-4444 Ext. 2071  
Email: douglas.manson@region.york.on.ca  
Eligibility: Yes  
Application: Yes

*Provincially-legislated programs that provide suitable, affordable rental housing for people whose financial, social or health needs prevent them from finding adequate housing in the private market. Rental housing provided for moderate- to low-income families, seniors and singles/couples. Programs are administered by York Region.*

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Agency/Service Name: **YORK REGION HEALTH SERVICES  
LONG-TERM CARE AND SENIORS BRANCH**

Address: 194 Eagle Street, Newmarket, ON L3Y 1J6  
Phone: 905-895-2381 / 1-866-967-5582  
Fax: 905-895-5368  
Website: www.region.york.on.ca  
Service Area: York Region  
Languages Spoken: English, Language and culturally-sensitive services are available

*The Long-Term Care and Seniors Branch of the York Region Health Services Department offers the following programs and services to the residents of York Region:*

**Long-Term Care Facility Programs – Maple Health Centre / Newmarket Health Centre**

*Provides client-focused care and programming to meet the needs of the difficult to serve /hard to place individuals with heavy, complex care requirements and individuals who endure a high degree of cognitive or psychiatric impairment.*

**Regional Psychogeriatric and Mental Health Consulting Service**

*Psychogeriatric Resource Consultants will provide in-house support, consultation and education to the staff, volunteers and family members who are caring for older adults with difficulties due to mental health disorders and related dementias.*

**Client Intervention and Assistance (Support Services for Seniors)**

*Provides professional social work services to vulnerable and at-risk seniors and persons with physical disabilities and/or their caregivers. Intervention and assistance can include counseling and support to assist with finances, housing, advocacy, accommodation, accessing community services, bereavement issues, abuse situations and crisis intervention. These services are provided to clients in their own homes.*

**Alternative Community Living Program (Supportive Housing)**

*The Alternative Community Living Program (ACL) provides personal support services and essential homemaking to seniors and adults with disabilities in designated supportive housing apartments, so they can stay in the community and remain independent. Support is available 24 hours-a-day/7 days-a-week.*

**Adult Day and Outreach Programs**

*Provides social and therapeutic day programs for individuals living in the community who are coping with physical disabilities, acquired brain injuries, communication disorders and cognitive disorders. Programs are available in Maple and Georgina.*

**Personal Emergency Response Program**

*The Personal Emergency Response Program utilizes technology (emergency call system) to make living in the home safer and more secure for frail vulnerable seniors. York Region provides eligibility assessments and approves financial subsidies for the purchase/rental of these units.*

*For information about all programs, call: 1-866-YORK-LTC (967-5582)  
or call Health Connection -1-800-361-5653*

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Agency/Service Name: **YORK REGION HEALTH SERVICES  
PUBLIC HEALTH BRANCH**  
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: Mon-Fri 8:30 am-4:30 pm  
Service Area: York Region  
Languages Spoken: English  
Eligibility: Yes  
Accessibility: Wheelchair accessible

*Offers the following services: Tuberculosis Control, Vaccine Preventable Diseases, Infectious Diseases and Infection Control, Sexual Health and Clinic Services*

**Sexuality Education for Persons with Disabilities**

Phone: 1-800-361-5653 for information

*Information, curriculum and education for teachers, parents and clients living with a disability; community outreach and advocacy; programs available at no cost*

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

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Agency/Service Name: **YORK SOUTH ASSOCIATION FOR COMMUNITY LIVING**  
Address: 101 Edward Avenue, Richmond Hill, ON L4C 5E5  
Contact: Karen Penton (Markham Stouffville Community Support Program)  
Anna Lato (Vaughan Community Support Program)  
Cheryl Rennick (Richmond Hill Community Support Program)  
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](mailto:info@ysacl.on.ca)  
Website: [www.ysacl.on.ca](http://www.ysacl.on.ca)  
Hours: Support Hours are individualized  
Service Area: Southern York Region  
Eligibility: People with developmental disabilities  
Referral Process: Self referrals, family referrals, outside agency referrals  
Languages Spoken: English and Cantonese  
Accessibility: Most

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

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Agency/Service Name: **YORK SUPPORT SERVICES NETWORK**  
 Address: 102 Main Street South, Unit 3, Newmarket, ON L3Y 3Y7  
 Phone: 905-898-6455 / 1-866-257-9776  
 Contact: Developmental Services Access @ Ext. 574  
 Mental Health Access @ Ext. 278  
 Fax: 905-898-1171  
 E-mail: yssnwm@yssn.ca  
 Website: www.yssn.ca  
 Hours: Mon-Fri 8:30 am–4:30 pm for case management  
 Service Area: York Region  
 Eligibility: Developmental disability and/or serious mental illness based on agency assessment or supporting documentation  
 Referral Process: Access, as above  
 Languages Spoken: Chinese (Cantonese), English, French, Italian  
 Accessibility: Wheelchair accessible

*Provides case management services for people with developmental disabilities and/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 program. 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.*

#### **Newmarket Satellite**

Address: 460 Oak Street, Newmarket, ON L3Y 3X6  
 Hours: Mon-Fri 8:30 am-4:30 pm  
 Phone: 905-895-9775  
 Fax: 905-895-7874

#### **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

**Adult Support Services – Developmental Disability**

Eligibility: Based on supporting documentation  
Application: Through Developmental Services Access Department, Ext. 574

*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**

Eligibility: 16 or older, based on agency assessment or supporting documentation  
Application: Through Mental Health Access Department, Ext. 278  
Volunteers: Must be 16 or older

**CHAP: Community Helpers for Active Participation Program**

Contact: Karen Delong  
Phone: 905-898-6455 Ext. 247  
E-mail: [kdelong@yssn.ca](mailto:kdelong@yssn.ca)  
Website: [www.respiteservices.com](http://www.respiteservices.com)  
Hours: 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.*

**Children’s Case Coordination for York Region**

Contact: Vicky Merrilees  
Phone: 905-830-0228  
Eligibility: Children, youth and families who reside in York Region, and the child or youth is between 0 and 19 years of age and has complex multiple needs that are beyond the service capacity  
Application: In most situations, community organizations will make the referral, with the written consent of the family. In exceptional situations, the family may refer directly. Upon referral, direct contact is made.

*Children, youth and families are effectively supported through a range of supports and services in York Region. However, some children’s needs are so complex, that traditional services have been exhausted and creative service planning is required. In these situations, a referral may be made to Children’s Case Coordination Services. Children’s Case Coordination Services provides: information, consultation and community case conferencing, when all other services have been exhausted.*

**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

*Mental Health Crisis Support provided with an array of responses including: telephone intervention, mobile visits and brief stay community crisis beds. 310-COPE also operates the Mental Health Support Team in partnership with York Region Police to serve individuals who ‘have’ or are ‘at risk’ of coming into contact with law enforcement. 310-COPE partners with Kinark Child and Family Services and Southlake Regional Health Centre’s Child and Adolescent Crisis Program for crisis services to children and families.*

**Crisis Support Network (YRCSN)**

Contact: YRCSN Coordinator – 1-800-848-6838  
Phone: 310-COPE (2673)  
Fax: 905-953-5408  
Hours: Mon-Fri – 9:00 am-5:00 pm  
Service Area: York Region  
Eligibility: For individuals 16 years and over who have a developmental disability and/or serious mental illness or acquired brain injury

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. 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. 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, (e.g., behavioural consult, psychiatric assessment).*

**Family Support Services (Developmental Services)**

Eligibility: Ages 6-21, children with a developmental challenge based on agency assessment or supporting documentation  
Application: Through Developmental Services Access Department, Ext. 574  
Volunteers: Yes

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

(York Support Services Network – Continued)

**Service System Response Unit (SSRU)**

Contact:	Julie Graham-Thirgood, Ext. 230
E-mail:	jgraham@yssn.ca
Hours:	Mon-Fri 8:30 am-4:30 pm (appointments with individuals/families can be scheduled outside of these hours)
Service Area:	York Region
Eligibility:	Children and adults who have a developmental disability
Application:	Through the Community Response System or Developmental Service agency in York Region
Languages Spoken:	English, translation services available in most languages
Fees:	No
Accessibility:	Yes

*The Service System Response Unit (SSRU) functions as the access mechanism for developmental services in York Region. Our primary goal is to ensure that there is a coordinated /collaborative 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.*

*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](http://www.respiteservices.com) for further details)*

