

Access Services

*For people with developmental disabilities,
physical disabilities or mental-health needs*

Access Services make it easier for people to obtain information and reach the services they need by calling one central number. Access Workers assess the person's needs and guide them to appropriate services. Throughout this process the Access Worker provides short-term service to support urgent needs that cannot wait. In York Region, individuals can reach the services they need related to developmental disabilities, physical disabilities or mental-health needs through Access Services.

Benefits of Access Services

Access services link the individual with the best ongoing services to address their needs, increasing their opportunities to:

- Live in a home in the community
- Attend school in the community
- Work
- Be a productive member of the community
- Make their own choices and life decisions
- Develop personal close relationships and friendships

The following listing is restricted, in that it focuses on access services of relevance to individuals with disabilities or mental-health needs.

Access Services in York Region

Community Care Access Centre of York Region, Newmarket

 905-895-1240

www.ccac-ont.ca

- Provides ACCESS to a variety of services that address health needs and support
- People to live as independently as possible in the community
- By calling the CCAC, you can inquire about specialized equipment, community nursing, specialized funding programs, in-home supports, long term care centres
- Adult day programs

York Support Services Network, Newmarket

 1-866-257-9776

www.yssn.ca

- Provides ACCESS to the Developmental Service System and the Mental Health Service System. Access Workers will assess your needs, confirm your eligibility for a variety of supports and services, provide specific information and assist you to get the services you need. You will often be placed on a service wait list. While you are waiting, the Access Worker will provide short-term service to address needs that cannot wait.

Our Mission

Communicate. Connect. Support.

DEVELOPMENTAL SERVICES

 1-888-695-0070 Ext #2574

Access

Provides access for individuals with developmental disabilities to:

- day supports
- respite services
- residential services
- case management
- speech and language

Day Supports

Are programs providing a wide range of meaningful activities for individuals with a developmental disability in various locations across York Region, such as:

- employment
- volunteer work
- training program

Respite Services

Provides access to funding, respite workers (also known as mediators) and program planning to arrange alternate, temporary care for a family member with a developmental disability. Explore www.respiteservices.com for more information about respite options.

Call the **RESPITE ACCESS FACILITATOR** to obtain information about respite options, available funding and assistance with respite planning

 1-866-257-9776 www.yssn.ca

Call the **RESPITE REGISTRY COORDINATOR** of the Community Helpers for Active Participation Program (CHAP) to obtain information about respite workers

 1-866-257-9776 ext. 2247 www.yssn.ca

Residential Services

Coordinates immediate and urgent housing needs and supports individuals with a developmental disability through a long term planning process to match living arrangements to specific needs. Types of living arrangements are:

- group home living
- supported independent living
- shared living arrangements

Children's Case Coordination

 1-866-488-2813

Provides support to children whose needs are multiple, complex and challenging and require collaborative problem solving with a variety of service providers.

Case Management

Provides comprehensive support to children and their families and adults with a developmental disability in the areas of health, social/emotional development, vocational needs, recreation/leisure, living skills, education, accommodation, funding resources

Developmental Services Ontario Central East Region – Access to Developmental Service's for individuals who are 18 years old and over

 905-953-0796 or 1-855-277-2121

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MENTAL HEALTH SERVICES

STREAMLINED ACCESS assists individuals with serious mental illness to become involved with a range of supports and services: ☎ 1-888-695-0070 ext. 2278

The **COMMUNITY CRISIS RESPONSE SERVICE** provides individuals of all ages who are experiencing a crisis to become involved in a range of supports and services: ☎ 310-2673 (COPE)
For second party referrals: ☎ 1-800-848-6838

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Case Management Services

☎ 1-888-695-0070 ext.2278

Is available through YSSN as well as other community agencies in York Region. Case Management provides support in the areas of health, social/emotional development, vocational needs, recreation/leisure, living skills, education, accommodation and funding resources

310 COPE

☎ 310-2673 (COPE)

Is a crisis telephone support line available to anyone who is experiencing a crisis

Mental Health Support Team

☎ 310-2673 (COPE)

Involves YSSN Crisis Workers and specially trained Police Officers who go into the community and people's homes to respond to crisis situations

Short-Term Community Crisis Beds

☎ 310-2673 (COPE)

Provide individuals who are in crisis and need of safe shelter with a bed for a few days. Staff assists the individual in addressing immediate and urgent needs to alleviate the crisis

Mobile Response

☎ 310-2673 (COPE)

Involves YSSN Crisis Workers who go into the community and people's homes to respond to crisis situations

York Region Crisis Community Network

☎ 310-2673 (COPE)

☎ 1 800-848-6838

Involves a wide range of service providers in York Region who will respond to the urgent needs of individuals who are homeless or at risk of homelessness through collaborative problem-solving and service delivery for second party referrals

*Some Access Services in York Region provide information and referral services to support **ethnic diversity**. For example:*

Social Services Network Information and Referral Services, Markham ☎ 416-899-2957

www.socialservicesnetwork.org

- Provides an Information and Referral Service linking the South Asian community in York Region to service providers that can meet their cultural and linguistic needs
- Service providers include employment counselling, settlement services, legal assistance, intergenerational counselling, seniors programs, family and women's support groups, youth mentoring and mental health services

Disclaimer: Although every reasonable effort is made to present current and accurate information, being listed does not indicate that the service is recommended or endorsed by York Support Services Network (YSSN) or the Developmental Services Ontario Central East Region (DSO CER). As this information is created and maintained by a variety of sources both internal and external, we would like to recommend that you contact the organizations directly, as information can change periodically without notice.

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