

ST JOSEPH'S HEALTHCARE HAMILTON

Mood Disorders Clinic

Niagara Public Health Department Ext 5427 905-522-1155
573 Glenridge Ave, St Catharines Ext 5427 905-388-2511
Hours: Office Hours: Mon-Fri 8:30-4:30
Clinic Hours: Thu 1:30-5pm

Provides consultations for individuals 18 years and over with mood disorders and requires a referral from a family physician or psychiatrist. Serves residents of the Niagara Region.

WEST NIAGARA MENTAL HEALTH PROGRAM

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

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

WOMENS RESOURCE CENTRE

5032 King St W, Beamsville 905-563-5910
Hours: Mon-Fri 9-4

An informal centre for women offering free support, confidentiality; information on services; professional counselling by appointment, and support groups. Serves residents of Lincoln, West Lincoln and Grimsby.

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

SELF HELP GROUPS

There are self help groups throughout the Niagara Region. Individuals with common concerns meet together to offer each other support. Call Information Niagara at 905-682-6611, 905-356-4636 or 1-800-263-3695 to see if there is a group to meet your needs.

SERVICES FOR CHILDREN & YOUTH

THE FORT

5 Robinson St N, Grimsby 905-309-3678
Hours: Centre: Mon-Fri 3-10pm
Teen Clinic: Mon & Thu 4-8pm

A support and resource centre providing youth with supportive listening, information, options and referrals in times of need. Also offers a teen clinic. Serves residents of Lincoln, West Lincoln and Grimsby.

NIAGARA CENTRE FOR YOUTH CARE

243 Church St, St Catharines 905-688-6850
Hours: Mon-Fri 8:30-4:30 Toll free: 1-800-563-0122
After hours: Emergency 1-800-263-4944

Provides a continuum of mental health services to meet specific needs of clients 11-17 years and their families. Serves residents of the Niagara Region.

Walk-In Services

Downtown Family Walk-In Service 905-688-6850
243 Church St, St Catharines
Hours: Mon-Thu 1-4pm

Lakeside Family Walk-In Service 905-834-4501

New Port Centre,
260 Sugarloaf St, Port Colborne
Hours: Wed 1-4pm
Walk-in counselling service providing a one-time 50 minute counselling session.

NIAGARA HEALTH SYSTEM - GREATER NIAGARA

GENERAL HOSPITAL SITE

Mental Health Services
5546 Portage Rd, Niagara Falls
Hours: Mon-Fri 9-5 Ext 3803/3804 905-358-0171
The Child and Adolescent Mental Health Clinic provides assessment, diagnosis and treatment of mental health disorders in children and their families. Serves residents of Niagara Falls and Fort Erie.

NIAGARA HEALTH SYSTEM - ST CATHARINES

GENERAL HOSPITAL SITE

Mental Health Services, Children's Clinic
142 Queenston St, St Catharines Ext 6573 684-7271
Hours: Mon-Fri 8:30-4:30

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

NIAGARA INSTITUTE FOR HUMAN DEVELOPMENT

Niagara Child Development Centre 905-384-9551
Costanzo Building
1604 Merrittville Hwy, RR #2, Welland
Hours: Mon-Fri 8:30-4

A children's mental health centre offering a variety of services to children 0-12 years and their families living in the Niagara Region.

THE RAFT

172 Church St, St Catharines 905-984-4365
Hours: Mon-Sat 6-10pm
Crisis Shelter Daily 9pm-9am

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

HOSPITAL BASED SERVICES

NIAGARA HEALTH SYSTEM - GREATER NIAGARA

GENERAL HOSPITAL SITE

Mental Health Services
5546 Portage Rd, Niagara Falls Ext 3803 905-358-0171
Hours: Mon-Fri 9-5

After hours: Emergency
Serves residents of Niagara Falls and Fort Erie.

NIAGARA HEALTH SYSTEM - ST CATHARINES

GENERAL HOSPITAL SITE

Mental Health Services, OutPatient/InPatient
142 Queenston St, St Catharines
Hours: Out-patient: Mon-Fri 8:30-4:30
In-patient: 24-hour Service

Ext 6440 905-684-7271
Crisis line: Ext 3230/3231 905-684-7271

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

NIAGARA HEALTH SYSTEM - WELLAND HOSPITAL SITE

Out-Patient Mental Health Clinic

115 McLean Place, Welland Ext 3522 905-732-6111
Hours: Mon-Fri 8:30-4:30
Serves residents of Welland & District.
Provides a variety of services and treatment for individuals suffering from mental health disorders.

Information Niagara

Call us for information on:

- Government Programs • Social and Health Services •
- Recreation • Clubs and Community Groups • Education •
- Counselling Services • Children's Services •
- Senior Programs • and much more...

905-682-6611 • 905-356-4636 • 1-800-263-3695

Other Pamphlets in this Need Help Series Include:

Community Connections for Families
Financial Assistance
Food, Clothing and Household Goods
Housing



A United Way Member Agency

Mar 2004



Need Help Series

Counselling and Support Services

Sponsored by:



Information Niagara

301 St Paul Street, Box 1
St Catharines, ON L2R 3M8

5017 Victoria Avenue
Niagara Falls, ON L2E 4C9

905-682-6611

905-356-4636

1-800-263-3695

CRISIS INTERVENTION SERVICES

NIAGARA VICTIM CRISIS SUPPORT SERVICE

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

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

Domestic Violence Emergency Response System

68 Church St, **St Catharines** Ext 4492 905-688-4111
Hours: Alarm System - 24hrs Crisis line: 905-682-2626
Provides a silent alarm system in the form of a small pendant, to victims of high risk domestic violence situations. Individuals must meet eligibility criteria. Serves residents of the Niagara Region.

SupportLink

68 Church St, **St Catharines** Ext 4492 905-688-4111
Hours: Daily - 24hrs
Provides safety planning, follow-up contact and where appropriate, wireless phones pre-programmed to 9-1-1 to people at high risk of sexual assault, domestic violence and stalking.

COMMUNITY CRISIS CARE

142 Queenston St, **St Catharines**
Hours: Mon-Fri 9am-9pm Ext 3230 905-684-7271
Sat, Sun & Holidays 10am-5pm
Crisis - 24hrs
Serves residents of the Niagara Region.

65 Third St, **Welland** Ext 3407 905-732-6111
Hours: Mon-Fri 9am-9pm
Sat & Sun 10am-5pm
Crisis - 24hrs

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

A crisis program for individuals who are experiencing a psychiatric crisis.

DISTRESS CENTRE OF NIAGARA

Hours: 24-hour Service
Crisis line: 905-688-3711
Crisis line: 905-734-1212
Crisis line: 905-382-0689
Crisis line: 905-563-6674

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

KIDS HELP PHONE

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

NIAGARA CENTRE FOR YOUTH CARE

Child and Adolescent Crisis Services (formerly Rapid Response)

243 Church St, **St Catharines**
Hours: 24-hour Service
Crisis line: 1-800-263-4944
A mobile crisis intervention team serving children, adolescents under 18 yrs and their families. Serves residents of the Niagara Region.

NIAGARA REGION SEXUAL ASSAULT CENTRE (CARSA INC)

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

WAVE

20 Princess St, **Fort Erie** 905-871-4042
Crisis line: 24 Hours 905-871-1122
Provides a 24-hour telephone crisis intervention line, information and transportation to a safe shelter for women and their children. Serves residents of Crystal Beach, Fort Erie, Ridgeway and Stevensville.

WOMEN'S PLACE OF SOUTH NIAGARA INC.

Niagara Falls (Nova House)
24-hour Service
Call Collect 905-356-3933
Crisis line: Call Collect 905-356-5800
Serves residents of Niagara Falls.

Welland

24-hour Service 905-732-4632
Crisis line: Call Collect 905-788-0113
Serves residents of Welland, Port Colborne, Fort Erie, Pelham, Wainfleet and Dunnville.
Provides crisis intervention, emotional support and a safe shelter to women and their children in abusive situations.

WOMEN'S PLACE (ST CATHARINES AND DISTRICT) INC

Hours: 24-hour Service 905-684-4000
Crisis line: Call Collect 905-684-8331
A Crisis Intervention Centre for emotionally, physically or sexually abused women with or without children. Serves residents of St Catharines, Thorold, Niagara-on-the-Lake, Lincoln and Grimsby.

COMMUNITY BASED SERVICES

BEREAVEMENT RESOURCE COUNCIL

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

CANADIAN MENTAL HEALTH ASSOCIATION NIAGARA BRANCH

15 Wellington St, **St Catharines** 905-641-5222
Hours: Mon-Fri 8-4:30
Serves residents of the Niagara Region.

Fort Erie Satellite Office

Douglas Memorial Hospital 905-641-5222
230 Bertie St, Room 129 & 130, **Fort Erie**
Hours: Mon-Fri 8:30-4
Serves residents of Fort Erie.

Mental Health Resource Centre, Activity Centre

5841 Ferry St, **Niagara Falls** 905-354-4576
Hours: Mon-Fri 8:30-4
Serves residents of Niagara Falls.

Provides short-term counselling, rehabilitative programs, a housing program and support groups.

CENTRE DE SANTE COMMUNAUTAIRE HAMILTON/ NIAGARA

1 Vanier Dr, **Welland** 905-734-1141
Hours: Mon-Fri 8:30-5
A multi-disciplinary agency serving the French speaking population providing individual and group counselling. Serves residents of the Niagara Region.

CONSUMER/SURVIVOR INITIATIVE OF NIAGARA

131 Division St, **Welland** 905-732-4498
Hours: Mon-Fri 8:30-12 1-4:30 905-732-0025
1-800-295-0566
A consumer/survivor group that offers support, education, advocacy and self-help groups for consumers of the mental health system. Serves residents of the Niagara Region.

DESIGN FOR A NEW TOMORROW

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

FAMILY COUNSELLING CENTRE

82 Hannover Dr, **St Catharines** 905-937-7731
4635 Queen St, **Niagara Falls** 1-888-937-7731
654 South Pelham Rd, **Welland**
Hours: Mon-Fri 8:30-4:30
The centres provide professional counselling and support program to individuals, couples, families or groups who are experiencing problems which are contributing to marital or family difficulties. Serves residents of the Niagara Region.

Walk-In Counselling Clinic

5017 Victoria Ave, **Niagara Falls**
Hours: Tue & Thu 1:30-5pm
The walk-in clinic provides confidential, single session therapy on a first come, first serve basis. Serves residents of Niagara Falls.

FAMILY SUPPORT NETWORK

Hours: Various 905-684-0073
Offers coping skills workshops, a lecture series and information referral for families who are pursuing supports for relatives with mental health problems (psychiatric illness). Serves residents of the Niagara Region.

GATEWAY RESIDENCE OF NIAGARA INC

178 King St, 2nd Flr, **Welland** 905-735-4445
Hours: Mon-Fri 8:30-4:30
Services available to those who experience serious and persistent mental health issues. Serves residents of the Niagara Region.

NIAGARA PUBLIC HEALTH DEPARTMENT Community Mental Health Program

573 Glenridge Ave, **St Catharines** 905-688-3762
5710 Kitchener St, **Niagara Falls** 905-356-1538
540 King St, **Welland** 905-735-5697
Hours: Mon-Fri 8:30-4:30 905-384-9750

43 Hagey St, **Fort Erie** 905-871-6513
Hours: Mon-Fri 8:30-12 noon Toll free: 1-800-263-7248
Provides assessment, case management and counselling for adults sixteen and older experiencing mental health problems and is free of charge. Also offers Anxiety/Panic Disorder groups. Serves residents of the Niagara Region.

OAK CENTRE

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

SCHIZOPHRENIA SOCIETY OF NIAGARA

15 King St, Unit 206A, **St Catharines** 905-684-2081
Hours: Mon-Thu 2-4
Provides public education and access to information about schizophrenia. Serves residents of the Niagara Region.

Inclusion in this pamphlet does not imply endorsement, nor does omission reflect on the quality of any program or service.