Workshop to Teach Frontline Staff Transition Planning for Youth Transitioning to Adult Services
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The procedures in this staff training manual/workshop are meant to be used by agency staff, as part of the broader services they provide, or under supervision of agency staff.

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Dedication

I would like to dedicate this thesis to my family and friends who have helped, and supported me throughout the past four years. Without their constant guidance and encouragement, I would not have been able to make it to where I am today. As well, I would like to dedicate this to all the clients, youth and adults who have allowed me to work with them over the past four years. I can thank these kind individuals for giving me the confidence to pursue my goals. I am truly appreciative of my experiences with them, as they have helped to guide me in the direction of my future ambitions.
Abstract

Many youth agencies are faced with barriers when helping youth transition, and youth often have difficulty identifying the importance of continuing to access adult mental health services. Currently there is a gap in information for frontline staff to use in supporting youth through the transition period. The thesis hypothesized that the implementation of the products created, will help bridge a gap and assist frontline staff when supporting youth transitioning. The current thesis consisted of a workshop, a facilitator’s manual, and an information-sharing letter. The workshop presented content on the barriers to transitioning, the risks of not accessing adult services, the importance of transition services, and the importance of accessing adult mental health services. As well, the workshop provided an exemplar program plan with a detailed session plan to help support youth through the transition process. In addition, a resource manual was created to support the frontline staff in identifying appropriate adult services for their youth clients. The resource manual consisted of information about local mental health and addiction agencies within the surrounding six counties including: Hastings, Prince Edward, Lennox and Addington, Frontenac, Leeds and Grenville, and Lanark. Lastly, a template was created for an information-sharing letter for providing adult service agencies with important information relevant for the transitioning youth. A feedback survey was used to evaluate the quality of the products of this thesis. The feedback given did not identify any changes needed, and found that the content of this thesis would be helpful for the agency. However, the products of this thesis were not implemented in a clinical setting, which is a significant limitation. Furthermore, due to time constraints the author was unable to expand the content to all need areas including, education, vocation, and housing. In the future, it is recommended that this study be implemented in the field and expanded to include all need areas.
I would like to take this opportunity to thank several people who encouraged and supported me throughout the creation of my applied thesis. First I would like to thank Jordan Maile, my college thesis supervisor. Your countless hours spent answering emails, and revising my work, have helped make me feel at ease through this writing process. I would also like to thank my placement supervisor, Laurie Hooke, for facilitating a fantastic placement experience and guiding me through the final year of my undergraduate degree. Lastly, I would like to thank all the other professionals who have impacted my schooling. I am extremely grateful for all the amazing experiences I had during these four years, and I am thankful for all the individuals who allowed me to be a part of their lives.
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Chapter I: Introduction

Summary

Many transition-aged youth experience difficulties when accessing services and transitioning into the adult healthcare system (Havlicek, Garcia, & Smith, 2013). Transition-aged youth is defined as youth, between the ages of 14-25, who are moving from secondary school to post-secondary school and need to begin to access adult services, as they transition to activities such as job training, adult services, self-sufficient living, and participation within the community (Baltondano, Mathur, & Rutherford, 2010). A youth with mental health needs will have a more difficult time transitioning to adult services, as he/she requires more services and support than those without a mental health diagnosis. Between 15% and 21% of youth in Ontario have been diagnosed with a mental health disorder where impairments and symptoms can range from moderate to severe (“Statement on Child and Youth,” 2011). A national survey conducted by Sawicki et al. (2011) has found that about 50% of youth have discussed transition requirements with a primary physician or care provider, yet only 30% have a plan for addressing their transitions, due to a lack of available transitional services to aid youth in moving from youth to adult programming. Youth transitioning to adult services often lack programming, as existing adult programs have specific age-limits and inclusion criteria to allow admission (Koroloff, Davis, Johnsen, & Starrett, 2009).

Transitioning to adult services can cause various challenges for youth, which is problematic at such an important period in a youth’s life (Harris, Freeman, & Duke, 2011). Adolescents who have mental health difficulties often lack awareness of their mental health needs, which can result in little to no participation in adult mental health services (Harris et al., 2011). Assisting youth in transitioning to adulthood and accessing services that meet their individual needs is required to decrease the likelihood of future relapse (Baltondano et al., 2010).

A multidisciplinary team would be beneficial in assisting youth transitioning successfully to adult services and may help to reduce the risk of future mental health relapse (Havlicek, et al., 2013). Youth are more likely to succeed in their adult lives when effective and reliable services that meet their individual mental health needs are arranged for the transition period and beyond (Baltondano, Mathur, & Rutherford, 2010).

Rationale

Currently, there is a gap in the literature, on how to help emerging youth transition to adult services (Harris, Freeman, & Duke, 2011). There is a significant amount of research on the issues of effective transitioning, but minimal research on how to actually improve transitions. The agency staff, at St. Lawrence Youth Association, has identified a need for transition services. The agency discussed a the desire for a resource manual that would be helpful when referring youth, and educating them on appropriate adult services. Thus, this workshop will aim to provide help and awareness to front line staff, to help youth with various mental health needs transition into adult services with ease.

It is proposed that a workshop for frontline staff will assist youth with mental health difficulties transition to adult services, and will be a helpful resource for any staff and/or students working with transition-aged youth. It is hypothesized that the
implementation of this program will help facilitators encourage youth to access adult services and provide youth awareness of the resources available and how to appropriately access services for transitioning into adulthood.

Overview

The current thesis project aims to provide evidence to support the lack of current literature on transition plans and the process of transitioning with the intent of assisting youth with mental health needs transition to adult services. The literature review is divided into six sections including: 1) barriers to accessing adult services, 2) the risks of not accessing services, 3) the process of how and when to appropriately access adult services, 4) the importance of continuity of care, 5) facilitators responsibilities, and 6) the importance of building strong rapport with the client and the new adult service. The method will identify content and organization of the sessions, and how the facilitator can use the resource manual to help the youth better identify services relevant to their mental health needs. Finally, the results and discussion will summarize the importance of transition planning and the steps to begin a transition plan, the strengths and limitations of the transition plan, the contribution to the behavioural psychology field and the areas for improvement for future research.
Chapter II: Literature Review

The Importance of Care Continuity

Many individuals with persistent mental health disorders require continuous lifelong services and care from treatment programs (Durbin, Goering, Streiner, & Pink, 2004). Bachrach (1981) describes care continuity as a process of uninterrupted movement of patients from one service to another within a similar delivery system. The movement between services is concerning for individuals with mental health needs, as clients are required to voluntarily connect with adult services that are often provided by many different agencies (Durbin et al., 2004). Many programs in the adult system are not provided by the same agencies, which makes it difficult for clients to find and access services (Davis et al., 2005). Many services have specific inclusion and exclusion criteria for admission in particular programs (Harris et al., 2011). Adult services often have age limits often ranging from 18 to 25, and many youth agencies discontinue services when the client turns 18 (Koroloff et al., 2009). Adult and youth agencies require communication and coordination between services in order to better serve clients with various mental health needs (Davis, Koroloff, & Johnsen, 2012).

Establishing communication between youth and adult services allows for a smoother transition into adult programming (Durbin et al., 2004) as it helps break down barriers for youth, when initially contacting adult services (Koroloff et al., 2009). The most important factor in continuity of care is passing on client information and ensuring the proper information is delivered to the appropriate adult services (Durbin et al., 2004). Information continuity is a crucial part of transitioning, as most clients are unable to advocate for themselves and therefore cannot properly distribute information (Durbin et al., 2004). Davis et al. (2012) stated that with the proper exchange of information, continued communication, and care, youth are shown to successfully transition to adult services. In addition, successful transitioning has been attributed to enhanced coordination and integration between the two different levels of service (Morrissey et al., 1994; Rosenbeck et al., 1998).

A well-trained facilitator and an individualized transition plan have been identified as an important part of care continuity (Durbin et al., 2004). To allow for the appropriate information to be passed on to the new adult services (Durbin et al., 2004). As there are typically many professionals involved in supporting a clients mental health needs, it is important that youth acquire a main facilitator to assist in guiding them through this transitional process (Harris et al., 2011). Accessing adult services can be difficult for youth as they are generally unaware of the appropriate services and the importance of accessing these services (Durbin et al., 2004). Many youth are mandated to participate in youth programming; therefore they may lack motivation or understanding about the significance of mental health care, compared to youth who voluntarily seek out such services (Davis et al., 2005). Once an adult, youth are required to advocate and provide their personal mental health history for themselves, as most adult services run on a voluntary basis (Durbin et al., 2004). Facilitators should educate youth about the importance of seeking assistance through mental health services and how this can help create a more stable life while living within the community (Harris et al., 2011). When youth transition to adult mental health services, they have an increased chance of stability in all areas of their lives, including in housing, family, general health and education/vocation (Blomquist, Brown, Peersen & Presler, 1998). Instability and a lack
of continued care is the most significant barrier that youth face when transitioning to adult services (Davis et al., 2005).

**Barriers to Adult Services**

Barriers to services are common amongst individuals with mental health needs and are often the reason for the lack of engagement in mental health services with this population (Pottie, McGarth, & Andreou, 2013). Barriers come in all forms, and need to be identified in order to encourage the breakdown of barriers (Belling et al., 2011). The Oxford dictionary defines a barrier as “a circumstance or obstacle that keeps people or things apart or prevents communication or progress” (Barber, 2004). The relevant barriers include but are not limited to, age limits and a lack of communication between youth and adult services (Pottie et al., 2013). Many factors influence the admission of youth into adult services including the divide between youth and adult services (Koroloff et al., 2009) and external agency variables (Davis, 2003).

**Divide between youth and adult services.** A lack of coordination between youth and adult services causes many obstacles for transition-aged youth (Koroloff et al., 2009). Many youth agencies lack a “sister” organization in the adult service system, which presents as a challenge for the continuity of care for youth when attempting to connect with adult services (Davies et al., 2005). With misalignment of youth and adult services, vulnerable populations (e.g., those with substance abuse problems, severe mental health symptoms and/or poverty) are being left behind, and frequently fail to get help once transitioned out of youth programming (Davis et al., 2005). Harries et al. (2009) explained that rarely do adult services adjust programming to better assist youth with mental health needs, as they typically have policy restrictions (age limits, diagnoses restrictions and client serving capacities). A lack of coordination between services causes other external barriers, such as a separation in funding and policy based treatments (Koroloff et al., 2009).

**External barriers to accessing adult services.** Approximately 32% of youth, between the ages of 15 and 24 in Canada, access adult mental health services, 12 months prior to becoming an adult, due to long waitlists and voluntary adult services (“The Daily”, 2003). Similar to youth services, adult services are allotted an annual budget for programming and are given policies that determine the distribution of limited funds (Koroloff et al., 2009). Koroloff et al. (2009) affirmed that funding is allocated separately for youth and adult systems and most funders require agencies to follow specific program guidelines when treating clients (Koroloff et al., 2009). Many program policies have specific age limits, where youth programming usually terminates at age 18 (Davis et al., 2012), and most adult programming does not begin until age 25 (Koroloff et al., 2009), leaving an approximate seven-year period where transition-aged youth may not be eligible for services. Davis et al. (2012) noted that although most barriers are at the agency level, it is often the transitioning youth who experience the consequences of the barriers. These barriers often cause youth to withdraw from mental health services (Levine & Wagner, 2005).

**The Importance of Adult Services**

**Mental health.** Identifying the barriers associated with seeking out mental health services for youth is significant in order to increase the utilization and quality of adult services (Ford, Bryant, & Kim, 2013). Clients utilizing mental health services were frequently diagnosed as having comorbid mental health disorders and also experienced
the most need for help from a mental health service (Nelson and Park, 2006; Urbanoski, Rush, Wild, Bassani, and Castel, 2007; and Urbanoski, Cairney, Bassani, and Rush, 2008). Many comorbid mental health disorders occur concurrently with substance use issues which causes many challenges when treating transition aged youth (Cooper, 2012). Individuals with serious mental health needs require support from services to encourage stability in their daily functioning’s (Ford et al., 2013). Pope and colleagues (2013) showed that clients who had positive experiences using a mental health service also built strong rapport with frontline workers.

**Addictions.** Many adults are unaware of the signs and symptoms of a substance use disorder; therefore, it is important to introduce addictions treatment earlier in adolescence (Cooper, 2012). Adults who receive continued addictions treatment have reduced risk of communicable diseases, criminal activity, and instability in daily living (Strang et al., 1997). Individuals receiving treatment for an addiction have been shown to have increased productivity in education and employment endeavours (Strang et al., 1997).

**Education/vocation.** Transitioning to adulthood comes with many daunting tasks, especially with respect to education and employment (Rosenberg, 2008). When transitioning to adulthood, youth are expected to assume the role of a productive member of society (Lane & Carter, 2006). Often having a mental health disorder impedes on the youths perceived ability to obtain employment in the future (Lane & Carter, 2006). With a lack of proper education or work experience, youth are likely to have difficulty later in life, and can increase their chances of living in poverty (Levine & Wagner, 2005). Youth need a proper transition plan to help them succeed in and beyond secondary schooling (Lane & Carter, 2006).

**Risks of not accessing adult services.** Youth with mental health needs often have a very difficult time accessing adult services and their decision to access services has significant impact on their future functioning within society (Blomquist et al., 1998). Prince et al. (2007) express that individuals with a mental health disability who fail to access adult services have an increased risk of developing additional mental health symptoms. Youth who do not access adult services experience a more difficult adult life and have an increased chance of mortality (Prince et al., 2007). When youth have a structured transitional plan in place, they are more likely to succeed with adult responsibilities (Altschuler, 2005). There is currently a lack of research and knowledge of transitional process and the success rate of transitional programming (Clark, Koroloff, Geller, & Sondheimer, 2008).

**Process of Accessing Adult Services**

Transitioning youth need continued care throughout their youth and adult lives; however, there is little research on the appropriate steps to be included in, and the success of, transition plans (Rauen et al., 2013). The transition plan is used to help youth adjust to adult services as smoothly and easily as possible, while promoting independence in the community (Folson-Meek, Nearing, & Bock, 2007). To encourage youth to become independent, a transition plan needs to be created as a progression of steps and not as an event that occurs at the age of 18 (Harris et al., 2011).

**Identifying the need for adult services.** The first step in the process of transitioning is to encourage the client to identify the need for support services and transition planning (Baltodano et al., 2005). Youth with mental health needs have
increased difficulty identifying the need for services and which services would support them best (Baltodano et al., 2005). To help youth identify when services are needed, youth need to first identify the risk factors and symptoms associated with their mental health, such as psychosis and substance use, and in turn establish goals that will encourage self-sufficiency (Altschuler, 2005). Teaching self-sufficiency will increase the individual’s ability to understand their specific mental health needs and when the need to access services is present (Baltodano et al., 2005). After transition-aged youth identify the need for adult mental health services, a referral is then made by youth care providers to adult services (Baltodano et al., 2005).

**The importance of client referrals.** Referring youth to adult services is the easiest way to encourage youth to access services consistently and continuously throughout adulthood (Koroloff et al., 2009). When youth neglect to capitalize on adult services, they are more inclined to participate in high-risk behaviours (Hoeve, McReynolds, & Wasserman, 2014). Rogers, Zima, Powell and Pumariega (2001) stated that currently only 6% of youth with mental health disabilities have been referred to a mental health service prior to adult transitioning. Hoeve et al. (2014) have shown that youth who access adult mental health services through a referral have a lower risk a deterioration of mental health. Youth with high-risk behaviours, such as a substance use disorder or comorbidity, had the highest rates of referrals while those with a single specific mental health diagnosis were not given the same frequency of service referrals (Hoeve et al., 2014). Davis et al. (2012) suggested that an increased rate of client referrals often contributed to a more successful transitional process and positive working relationships with frontline staff. Referrals allow for increased communication between the two levels of service providers in order to enhance information sharing between services (Koroloff et al., 2009).

**The importance of information sharing.** Koroloff et al. (2009) showed that approximately 12% of mental health services were available to youth, 14-25 years old, on a continuous basis, in the United States. The lack of resources that help youth transitioning often stems from full client caseloads and little funding to increase frontline staff at the agency level (Altschuler, 2005). Resources that are currently available are used to help individuals who do not have a comorbid diagnosis, and information is not often passed along to all the agencies involved in working with the client (Koroloff et al., 2009).

These mental health agencies require similar information from the clients, and all agencies should have an idea of the information the client is getting from each service team (Davis et al., 2005). Mental health services come from multiple service teams who specialize in various symptoms and disorders (Altschuler, 2005). Allowing for coordination between the different services is important in encouraging continued care for the youth (Davis et al., 2012). The agencies involved in helping youth transition should have knowledge of what programs are applicable to each of their youth (Koroloff et al., 2009).

Youth and adult systems would benefit from open dialogue to encourage the exchange of client information and introduction into the clients past, present and future goals (Davis et al., 2012). Increasing communication between youth and adult care providers is significant in the continuation and coordination of care for transition aged youth (Koroloff et al., 2009). Planning for the transition between services encourages an
effortless move from one program to another, which will reduce the loss of mental health care from youth to adult agencies (Davis et al., 2005).

**Establishing Rapport with New Adult Services**

Building a strong rapport with youth is shown to be critical in encouraging youth to transition to adult services (Baltodano et al., 2010). Rapport is defined as the care provider’s ability to gain trust and connect with the client, and enhance the client’s comfort level with the new therapeutic team (Brown, Holloway, Akakpo, & Aalsma, 2014). Often, transition-aged youth who have stable relationships with youth service providers are shown to transition more successfully into the adult system (Harris et al., 2011; Baltodano et al., 2010). When youth have a strong rapport with their current care providers, it can strengthen their trust in mental health services (Harris et al., 2011).

Individuals who have a strong therapeutic relationship typically have increased treatment adherence and decreased rate of relapse (Borg & Kristiansen, 2004). Donaldson (2001) examined the properties of client-therapist relationships identifying that a strong rapport can help with goal achievement, and establishing a continued care plan for the transitional process. Having the client involved in the transition planning will encourage them to participate in transitioning, and allow them to feel at ease when engaging with new services (Durbin et al., 2004).

Building strong therapeutic rapport involves maintaining mutual trust and respect between the client and care provider, being aware of the client’s beliefs (Brown et al., 2014), and having consideration for the client’s needs, wants, dreams and future aspirations (Bachrach, 1981). Borg and Kristiansen (2004) expressed that individuals in care relate better to informal discussions, and topics that are of importance to the client. Clients currently accessing mental health services assert that some helpful ways of building rapport include: listening carefully, having open discussions and displaying interest in a client’s needs (Borg & Kristiansen, 2004). When the mental health provider does not show interest in the client’s issues, any client can have a negative opinion of the mental health system and this often decreases their engagement in current and future mental health services (Brown et al., 2014).

**Summary**

When transitioning to adult services, continuity of care is required to advocate for youth and inform adult agencies of the needs of their client (Davis et al., 2005). To improve continuity of care, it is important for healthcare professionals to identify and break down the barriers that discourage youth transition planning (Koroloff et al., 2009). Not only is it important for healthcare providers to identify barriers, but it is also important for youth to identify the barriers to admittance into these services, as well as the value of these programs (Ford et al., 2013). Once youth are able to identify the importance of accessing adult mental health services, they then need to be taught how to appropriately engage with adult services and their care providers (Harris et al., 2011). By incorporating these aspects into transitional plans, youth will be able to continually engage in mental health programming in the future.
Chapter III: Methodology

Intended Use

The workshop (Appendix A) is designed to serve as an informational resource for front line staff working with youth transitioning to adulthood. Staff attending the workshop should be current program facilitators who work directly with youth in the mental health field (e.g., adult and youth community mental health agencies, addiction services etc.). The staff should have a need for transitional programming, as there is a lack of transitional resources in their current agency. The staff will take the leadership role to contact and make the referral for the client, during the transition process. Although the workshop is intended for mental health professionals, other professionals in the healthcare field may utilize this transition programming to ensure adequate service is provided.

The mental health professionals may be working with youth who require support from multiple services providers. Youth participating in the transition program should be between the ages of 14 and 25. The youth will be finishing programming with their current youth agency or will no longer be able to access youth agencies due to age restrictions. In addition, the youth may display mental health difficulties and/or various mental health symptoms. The workshop is intended to assist staff with providing guidance to youth throughout the transition process. The workshop facilitator will educate the staff on the transition processes.

Workshop Facilitators’ Responsibilities

In conjunction with the intended use criteria, it is important to outline the criteria for selecting an appropriate workshop facilitator. The workshop requires knowledge of transition processes, and the importance of accessing adult services. The facilitator should be an individual who works in the mental health field, and can identify the need for mental health services. It would be beneficial for the facilitator to have some experience presenting to groups of professionals. The facilitator is responsible for teaching front line professionals the importance of transitioning into adult services and the barriers currently associated with transitioning. Therefore, it is important for the individual to have knowledge of mental health and the transition process to adequately present the information and be able to answer any questions or concerns from workshop attendees.

Design

The author created the transition workshop, and resource manual (Appendix B) during a 14-week field placement, as part of an applied thesis in the Bachelor of Applied Arts in Behavioural Psychology degree program at St. Lawrence College. The intent of the workshop is to increase front line workers’ knowledge of current barriers to transitioning and how to overcome these barriers to help youth move onto adult services. The workshop is to be used as a resource to provide professionals with the appropriate supports and tools they need to encourage youth transitioning. As well, it is intended to help staff educate youth on the importance of continuing mental health care. In addition, a list of local adult community resources is provided to assist program facilitators in transitioning youth to appropriate adult services.

The exemplar program and resource manual is to be utilized at the discretion of the front line staff and can be adapted for specific client needs. The workshop will be most beneficial when being delivered through a youth mental health agency and
presented to both youth and adult mental health agencies. The workshop will be presented as a Psychoeducational workshop and will give participants the opportunity to ask questions and allow for discussion of important topics. The workshop will take approximately 45 minutes to present and can be done in large or small groups.

**Suggested Settings and Materials**

The workshop is intended to be at a youth agency as their staff will benefit the most from the workshop. The workshops can be completed with small or large groups of front line workers, and should take approximately 60 minutes to complete. To present the workshop, the facilitator will require a computer and projector or screen that can display the workshop from the facilitator’s computer. The facilitator will have copies of the workshop, the resource manual and the information sharing letter to distribute to all front line staff attending the workshop. The front line staff participating in the workshop will distribute parts of the manual to their clients as they find necessary.

**Procedures**

The facilitator’s workshop is presented in two main parts. The first part consists of the introduction to transitioning and the problems currently associated with helping youth transition successfully. This part outlines the gap in youth transitioning literature, which explains how to successfully help youth move to adulthood. The problems outlined in the first section of the workshop consist of: care continuity, barriers to transitioning, and the risks of not accessing adult services. The beginning of the workshop helps to create a foundation for the need for transition planning, and provide the rationale for teaching front line staff how to appropriately help youth transition.

The second part of the workshop is solution-focused, identifying the need for services, and going over an exemplar program plan and the outline of the resource manual to give an idea of how to appropriately help youth move to adulthood. The workshop then outlines a proposal for an exemplar transition program plan. The program plan is completed over six sessions, which outline the steps for appropriate transitioning. The following are brief descriptions outlining the content for each session included in the program plan:

**Session 1: Introducing Transitioning to Youth.** The program facilitator outlines transitioning by defining transitioning and the importance of moving to adult services. The first session is to introduce the concept of care continuity to the youth, and encourage the youth’s insight into understanding a need for continued services.

**Session 2: Identifying a Need for Help.** This session consists of helping youth gain insight into their own mental health needs. The facilitator should help the youth recognize the signs and symptoms associated with their diagnoses. This may be difficult as some clients lack awareness in regards to their disorder/s. If front line staff is working with a youth who does not identify with their diagnoses, the staff can discuss the current problems the youth identifies with and they can work together to increase insight within the youth. As well, session two is about teaching the clients which programs and services can be accessed for various needs.

**Session 3: Utilizing the Resource Manual.** This session helps the youth and facilitator to collaborate to identify which resources would be most beneficial to the client. The facilitator will introduce the resource manual to their client. The client and facilitator will collaborate to ensure the youth feels their voice is being heard and they are making most decisions for themselves in the transition plan.
Session 4: Making the Referral. The fourth session is particularly important for the program facilitator as this is when a majority of the paperwork is completed. In this session, the facilitator and youth will work together to create an information letter (Appendix C), which outlines the client’s diagnosis, the signs and symptoms leading to instability, the youth’s strengths and areas for improvement and finally, the goals/skills that have already been addressed by youth programming. Once the youth and front line staff have identified the programs and agencies the client would benefit from transitioning to, the facilitator will make the referral call at the end of the session. Therefore the facilitator can have all necessary information about the client, before making the referral.

Session 5: Initial Agency Meeting. This session consists of starting off the therapeutic relationship between the youth and the new agencies. This session can take a few weeks, in order for the youth to have an initial meeting with all new agencies. The initial meeting entails providing the new agency with the prepared information letter, and opening discussion between the youth and adult agency. During this meeting, the new adult agency can educate the youth on the services they can provide and how the agency can best support the youth. As well, the youth can address any concerns, and ask any questions they may have for the new agency.

Session 6: Following Up. This will usually be the final meeting with the youth. During this session, the facilitator will follow-up with the youth, prompting questions surrounding their visits with the adult agencies. The facilitator should contact the new agencies prior to this meeting to find out if the client has utilized any of their services since the initial meeting. The front line staff should consult with the client and explore whether the new resource is helpful or not for the client’s needs. If the client did not find the agency to be beneficial for their needs, the staff and youth should explore why the agency was not a good fit. The facilitator and youth should return to session 3 and identify similar agencies that may be a better fit for the client. Finally, the facilitator should do a second follow-up phone call with the youth and adult agency to ensure that the new agency is a good fit for the youth.

At the end of the second part of the workshop, the trainer will introduce the resource manual to the staff. The workshop instructor will discuss the sections of the manual, and how it can be best utilized. The manual will be broken down into 3 main sections, grouping together similar counties. Sections according to need areas, such as addictions, and mental health service providers, will be separated in the manual. To ensure both the resource manual and the workshop are informative and useful, staff will be asked to fill out a “participant feedback survey” (Appendix D).

Evaluation
Upon finishing the workshop, the trainer will ask all participants to fill out a “participant feedback survey”. The survey will be used to collect data and gain a better understanding for the effectiveness of the workshop and resource manual. The participants will be asked to identify at least one strength and weakness of the workshop. The data obtained from the survey will assist the creator of this thesis in improving the workshop for future use.
Chapter IV: Results

Final Products

The final products of this thesis include a facilitator’s workshop (Appendix A), a resource manual (Appendix B), and an information sharing letter (Appendix C). The facilitator’s workshop focuses on helping the participant understand the importance of youth transitioning, current issues associated with transitioning, and an exemplar program plan to identify the procedures to follow when helping a youth transition to adult services. Next, a resource manual was created to accompany the workshop, and assist frontline staff when directing youth to various programs and services. The resource manual should be used to help direct the frontline worker to the appropriate services for their clients. Lastly, an information-sharing letter was created to better assist the frontline staff, along with a referral application to ensure that all relevant information is covered for the new agency.

The three products are best utilized as guidelines to assist frontline staff with youth transitioning. The products are a result of literature reviewed on the topic of youth transitioning to the adult mental health service system. The combination of products will be best utilized by those in the healthcare field, specifically those working with transition-aged youth in the six counties identified above.

Feedback Received

The final products of this thesis were evaluated by staff at the agency. Seven frontline workers and one manager were given the opportunity to provide feedback about the thesis and the resources created. The feedback survey consisted of a 10-item Likert-type scale questionnaire, critiquing the content and effectiveness of this thesis. As well, the survey asked participants to identify both strengths and any areas that need improvement with the resources created. The agency staff found that the thesis products to be relevant for their agency, and they did not identify any areas for improvement. They noted that the resources included would be effective and beneficial within their agency and other youth/adult mental health agencies.

Figure 1. Results of participants feedback survey.
Chapter V: Discussion

Thesis Summary

This thesis sought to address a gap in the literature that prevents youth from appropriately transitioning to adult mental health services. Currently there are multiple barriers that restrict the movement of youth to adult mental health services (Pottie et al., 2013). These barriers include, but are not limited to: age restrictions, a lack of communication between service providers, and specific criteria for accessing programming (Pottie et al., 2013). Many adult services are provided on a voluntary basis, which makes it difficult to engage youth with mental health concerns in adult programming, as they often find programming unnecessary and have difficulty engaging. Lastly, many youth agencies lack the appropriate resources to encourage youth to access youth services (Rauen et al., 2013). Therefore, this thesis aimed to bridge the gap that divides youth and adult services, and provide frontline staff with an exemplar program plan that can help guide them through encouraging youth transitioning.

At the time of this thesis, it was determined by the staff at St. Lawrence Youth Association, that the staff needed a resource manual that would help them guide youth to appropriate adult mental health services. There was no current literature or resources available to help frontline staff guide youth through this transition process. Thus, facilitators workshop and resource manual were created to better assist the worker when encouraging youth to transition to adult mental health services.

The final products of this thesis consisted of a facilitator’s workshop for frontline staff, a resource manual, and an information-sharing letter. The workshop identified the issues surrounding youth transitioning, particularly those with mental health needs. The workshop outlined the barriers, the importance of transitioning, and the risks to youth who do not successfully access the appropriate adult mental health services. The resource manual consisted of information about adult agencies within the six serviceable counties that offer mental health and addictions services. This information included: the agency name/location, services provided, and contact information. Lastly, an information-sharing letter was created to help the youth agency provide all the necessary information to the adult agencies to ensure a smooth transfer of services. The information-sharing letter outlined basic referral information (e.g. emergency contact, leading youth agency, and current diagnoses). The information-sharing letter also outlined important information about the client including: their mental health symptoms, their strengths and areas for improvement.

The present thesis provided the agency with resources to better assist youth during the transition process to adult mental health services. The frontline staff and manager of the agency were given the opportunity to rate the usefulness of the products of this thesis, and their strengths and limitations. The survey asked questions that indicate the helpfulness of the workshop, and resource manual, and the effectiveness of the resources included. As seen in the graph above, the agency staff indicated that the resources were useful for their agency, and they would utilize the resources that are included. As well, the answers to the survey indicated the manual was important for the agency and included all the necessary services for youth. Finally, the agency did not identify any areas that could be improved, and the resources were effective for their agency.
Strengths
A major strength of this thesis is that the workshop will help to address a current gap in the literature relative to youth transitioning. A second strength of this thesis is the resource manual that will allow frontline staff to easily identify programs that can be best utilized by their clients as they transition to the adult mental health system. The staff will be able to easily identify which services are offered in their area (or neighbouring counties) and how to appropriately contact these services. Lastly, the resources included in this thesis will make the idea of transitioning less stressful for the agency and youth. This thesis helps to guide the frontline staff to encourage youth to successfully transition, and helps to remove some of the current barriers surrounding the transitioning process.

Limitations/Challenges
Although the final products of this thesis have the potential to be an asset to the agency, there are several limitations that should be considered. For example, due to time constraints, the author was unable to expand the content to further areas of need including, education, vocation and housing.

A second limitation for this thesis was that, due to time constraints, the thesis could not be implemented. Therefore, the hypothesis for this thesis could not be confirmed. Due to this, there is no way of determining the impact this thesis had on the agency and/or clients.

Multilevel Challenges
Client Level. The clients may not be willing to engage in the transition process, particularly if the clients do not agree with their diagnoses. The clients must be willing to participate in the process with their frontline workers. The clients will be required to continue to engage in programming even when the youth agency is no longer a consistent support in the clients lives.

Program Level. The challenge related to the program level is the lack of literature that is available for the transition process from youth to adult mental health services. There is currently a gap in the literature that creates difficulty when working with transition-aged youth.

Organization Level. This thesis created difficulty when creating a manual that incorporated most agencies in the six primary counties. This created difficulty when choosing which agencies should be included, and how to best organize these services in one manual.

Society Level. Transition planning is not seen within society and society has difficulty identifying the need for transitioning. Transitioning is a new topic with little research, and society needs research to develop and implement plans.

Contribution to the Behavioural Psychology Field
The field of Behavioural Psychology is committed to promoting and maintaining positive behaviour change in an effort to improve daily functioning, and overall quality of life. This thesis has the ability to contribute to this field by attempting to maintain clients quality of life through the years, and ensure they comprehend the need for continued mental health care from youth to adulthood. The products of this thesis allow frontline workers the opportunity to better support youth, while encouraging them to become self-sufficient in continuing to access adult mental health services. In addition, this thesis fills a gap in the Behavioural Psychology field where there is currently a lack of appropriate resources.
**Recommendations for Future Research**

As noted in the limitations, the hypothesis of this thesis could not be directly tested into a clinical setting. It is recommended that in the future, the guidelines (outlined in Chapter III) be implemented and evaluated for effectiveness. Following evaluation, the products of this thesis should be updated regularly to ensure agency information remains current. Finally, it is suggested that the contents of the manual be expanded to include other need areas including, education, vocation and housing.
References


Appendix A: Facilitator’s Workshop

Transition Planning for Youth

Care Continuity
Uninterrupted movement from one service to another.
- Adult services are VOLUNTARY.
- Multiple agencies.
- Self-sufficient.
- Information Sharing.
- INDIVIDUALIZED transition plans.

Barriers to Transitioning
A circumstance or obstacle that keeps people or things apart or prevents communication or progress.
- DIVIDE between youth and adult services.
- Lack of sister agencies. Youth get left behind; Lack of flexibility.
- External barriers to accessing adult services.
- Restricted adult budgets. AGE LIMITS with youth and adult agencies.

Risks of not Accessing Services
When youth do not access services they put themselves at risk for lower future functioning.
- Lowered FUTURE FUNCTIONING in society.
- Increased mental health symptoms.

Importance of Services
Mental Health
- Diagnoses mental health disorders.
- Strong therapeutic rapport.
Addiction
- Early UNDIAGNOSIS of signs & symptoms.
- Addiction treatment offer reduces risk of negative future outcomes.
Education & Vacation
- Expectation for role in society.
- NEGATIVE PERCEPTIONS of self.
Session
Introducing transitioning to youth.

- What is Transitioning?
  - Moving from one service to another.
  - Why is transitioning important?
  - Transitioning ensures that services and supports are continued even when VOLUNTARY.
- Continued care allows the client to move from one agency to another with uninterrupted services.

Session
Identifying a need for help.

- When should your client seek help?
  - Help the client IDENTIFY signs and symptoms of distress.
  - Help the client know which services should be accessed.
- Understanding the difference between agencies and the programs they offer.

Session

- Where should your client seek help?
  - Help the client identify the agencies from the resource manual that will be applicable for them.
  - What programs would be beneficial?
    - Identify what programs your client is interested in and EXPLORE programs within the resource manual that will be helpful for your client.

Session
Making the Referral.

- How do you make a referral?
  - Call the agency and ask about their REFERRAL process.
  - What information do you share?
    - With your client’s help, fill out an the information sheet provided with the exemplary program plan.

Session
Initial Agency Meeting.

- What you can provide in an initial meeting?
  - Explaining client symptoms, the need for services, and information needed by the new agency.
- What the new agency provides in an initial meeting?
  - ANSWERING questions and offering specifics about agency programming.

Session
Following Up.

- How should you follow-up with the new agency?
  - Find out if the youth has used the new service, and do they require any other information.
  - How should you follow-up with your client?
    - Did they ATTEND the programming, did they find it beneficial, will they return.
    - Do a SECONd follow-up to ensure they are still attending and finding the programming beneficial.

Resource Manual
Resource Binder for Supporting youth through transitioning.

- Listing Mental Health and Addiction Agencies.
- Broken down into 3 COUNTIES:
  - Hastings and Prince Edward County.
  - Lennox & Addington and Frontenac County.
  - Leeds & Grenville and Lanark County.
- For use by front line staff.
- Each AGENCIES programming, contact information and service areas are provided.

This Way To Successful Transitioning!
Appendix B: Resource Manual

Tri-County Resources

Created by Brittany Couto
For St. Lawrence Youth Association
This manual was created for the use of St. Lawrence Youth Association as a resource for youth transitioning to adult services. This manual was created as part of a thesis written by Brittany Couto in the Bachelor of Behavioural Psychology program at St. Lawrence College in Kingston, ON.

The following resource manual is broken up into three sections, consisting of two counties per section, consisting of Hastings and Prince Edward; Lennox & Addington and Frontenac; Lanark and Leeds & Grenville.

*It was left to the Behavioural Psychology student’s discretion to determine what resources would be included in the manual.*
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*Any information that has been left out (e.g. Emails, website, age limits, etc.) was unavailable for the author to include in the manual.*
Section 1: Hastings and Prince Edward County
## Hastings- Mental Health

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<th>Bancroft Family Health Team</th>
<th>Service Areas</th>
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| Referrals                   | Bancroft      | • Patient Education  
| Bancroft: 19 Oak St.        |               | • Rehabilitation  
| Box# 1089                   |               | • Disease Prevention Program  
| K0L 1C0                     |               | • Smoking Cessation |
| Phone: 613-332-1565 ex. 222 or 221 |           |                  |
| Fax: 613-332-5541           |               |                  |
| Website: www.bancroftfht.com|               |                  |

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<th>Canadian Mental Health Association- Hastings and Prince Edward County</th>
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| Referrals                                                             | Prince Edward County Hastings County | • Housing  
| Belleville: 41 Octavia St.                                           |               | • Information & Referral  
| K8P 3N9                                                               |               | • Return To Work  
| Phone: 613-969-8874                                                  |               | • Assertive Telephone Outreach Program  
| Fax: 613-968-4312                                                   |               | • Public Education Program  
| Website: www.hastings-cmha.org                                      |               | • Counselling  
|                                                                      |               | • Support Groups Include:  
|                                                                      |               | • Anger Management  
|                                                                      |               | • Wellness Support Group  
|                                                                      |               | • Women’s Depression & Self-Esteem Support Group  
|                                                                      |               | • Depression Support Group  
|                                                                      |               | • Parents of Adult Children With Mental Health Illness  
|                                                                      |               | • Schizophrenia Support For Families Support  

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<th>Central Hastings Family Health Team</th>
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| Referrals                          | Central Hastings | • Individual, Family, & Couple Assessment/ Counselling  
| Madoc: 52 St.Lawrence              |               | • Psychotherapy  
| St. E Main Floor                   |               | • Stress Management  
| K0K 2K0                             |               | • Parent Education  
| Phone: 613-473-4134                |               | • Counselling For Eating Disorders  
| Fax: 613-473-4740                  |               | • Grief, Loss & Trauma Counselling  
| Marmora: 1 Madoc B# 520             |               | • Addictions Counselling  
| K0K 2M0                             |               | • Mental Health Info  
| Phone: 613-472-6131                |               |                  |
| Fax: 613-472-6135                  |               |                  |
| Website: www.chfht.ca              |               |                  |

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<th>Community Living: North Hastings Community Integration Association</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
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</table>
| Referrals                                                           | North Hastings | • Youth Transition Services (Ages 14-25)  
| Bancroft: 2 Alice St.                                               |               | • Respite  
| Box# 1508                                                           |               | • Community Awareness  
| K0L 1C0                                                            |               | • Referrals & Resource Info  
| Phone: 613-332-2090                                                 |               | • Skill Building  
| Fax: 613-332-4762                                                  |               | • Dual Diagnosis Help  
<p>| Email: <a href="mailto:Communityliving@nhcia.ca">Communityliving@nhcia.ca</a>                                    |               |                  |
| Website: <a href="http://www.nhcia.ca">www.nhcia.ca</a>                                               |               |                  |</p>
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<th>Counselling Services of Belleville &amp; District</th>
<th>Service Areas</th>
<th>Programs Offered</th>
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| Referrals                                   | Belleville and District | • Adult Protective Services  
• Autism Intervention Program  
• Behavioural Consulting Services  
• Family Court Clinic  
• Family Resource & Support  
• Home Personnel Resource Program  
• Individual, Marital & Family Counselling  
• Infant & Child Development Program  
• Supervised Access Services |
| Belleville: 12 Moira St. E                   |              |                 |
| K8P 2R9                                     |              |                 |
| Phone: **613-966-7413**                     |              |                 |
| Fax: 613-966-2357                           |              |                 |
| Email: csdb@csdb.on.ca                      |              |                 |
| Website: www.csbd.on.ca                     |              |                 |

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<th>Gateway Community Health Centre</th>
<th>Service Areas</th>
<th>Programs Offered</th>
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| Referrals                      | Tweed and Area | • Crisis Intervention  
• Income Tax Program  
• Transition From Post-School  
• Education & Literacy  
• Counselling  
• Smoking Cessation |
| Tweed: 41 McClellan St.         |              |                 |
| K0K 3J0                        |              |                 |
| Phone: **613-478-1211**         |              |                 |
| Website: www.gatewaychc.org     |              |                 |
| *General Inquiry Form on Website* |              |                 |

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<tr>
<th>Health Unit: Hastings &amp; Prince Edward County</th>
<th>Service Areas</th>
<th>Programs Offered</th>
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| Referrals                                     | Quinte West  | • Sexual Health Clinics  
• Smoking Cessation Clinics  
• Immunization Clinic  
• Flu Clinic  
• Needle Exchange  
• Alcohol & Substance Misuse  
• Injury Prevention  
• Environmental Health |
| Trenton: West End Plaza                       |              |                 |
| 499 Dundas St. W                             |              |                 |
| K8V 6C4                                      |              |                 |
| Phone: **613-394-4831**                      |              |                 |
| Fax: 613-965-6535                            |              |                 |
| Website: www.hpechu.on.ca                    |              |                 |

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<th>Health Unit: Hastings &amp; Prince Edward County</th>
<th>Service Areas</th>
<th>Programs Offered</th>
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</thead>
</table>
| Referrals                                     | Central Hastings | • Sexual Health Clinics  
• Smoking Cessation Clinics  
• Immunization Clinic  
• Flu Clinic  
• Needle Exchange  
• Alcohol & Substance Misuse  
• Injury Prevention  
• Environmental Health |
| Madoc: 108 Russel St. N                       |              |                 |
| K0K 2K0                                      |              |                 |
| Phone: **613-473-4247**                      |              |                 |
| Fax: 613-473-2320                            |              |                 |
| Website: www.hpechu.on.ca                    |              |                 |

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<th>Health Unit: Hastings &amp; Prince Edward County</th>
<th>Service Areas</th>
<th>Programs Offered</th>
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| Referrals                                     | North Hastings | • Sexual Health Clinics  
• Smoking Cessation Clinics  
• Immunization Clinic  
• Flu Clinic  
• Needle Exchange  
• Alcohol & Substance Misuse  
• Injury Prevention  
• Environmental Health |
<p>| North Hastings: 1 Manor Ln.                   |              |                 |
| 2nd Floor. Unit#1                            |              |                 |
| Box# 99                                      |              |                 |
| K0L 1C0                                      |              |                 |
| Phone: <strong>613-332-4555</strong>                      |              |                 |
| Fax: 613-332-5418                            |              |                 |
| Website: <a href="http://www.hpechu.on.ca">www.hpechu.on.ca</a>                    |              |                 |</p>
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<th>Health Unit: Hastings &amp; Prince Edward County</th>
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| Referrals
Belleville: 179 North Park St.
K8P 4P1
Phone: **613-966-5500**
Fax: 613-966-9418
Website: www.hpechu.on.ca | Belleville | • Sexual Health Clinics
• Smoking Cessation Clinics
• Immunization Clinic
• Flu Clinic
• Needle Exchange
• Alcohol & Substance Misuse
• Injury Prevention
• Environmental Health |

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<th>Madoc Friends &amp; Neighbours Support Centre</th>
<th>Service Areas</th>
<th>Programs Offered</th>
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| Referrals
Belleville: Box# 22162
K8N 5V7
24-hCrisis Phone: **613-966-3074**
Toll Free: 1-800-267-0533
Admin: 613-967-1416 ex. 225
Website:www.threeoaksshelterandservices.ca | Belleville
Quinte West
Hastings
Prince Edward County | • Safe Shelter
• Outreach Services
• Transitional Support Program
• Training & Education Program
• Family Court Support Program
• Volunteer Program
• Community Partnership |

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<th>Maggie’s Resource Centre</th>
<th>Service Areas</th>
<th>Programs Offered</th>
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| Referrals
Bancroft: 63 Cleak Ave.
Box # 611
K0L 1C0
Phone: **613-332-3010**
Fax: 613-332-6629
Email: executivedirector@maggiesresource.com
Website:www.maggiesresource.com | North Hastings | • *Serving Women Only*
• Crisis Intervention
• Safety Planning
• Transitional Housing Support
• Counselling
• Safe Placement & Transportation When Leaving Abusive Relationships
• Advocacy
• Referrals For Health, Legal & Income Support |

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<th>Mental Health Services- Hastings and Prince Edward Corporation</th>
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<th>Programs Offered</th>
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| Referrals
Bancroft: 33 Flint St.
Box # 1389
K0L 1C0
Phone: **613-332-3826**
Fax: 613- 332-0005 | Bancroft
L’Amable
Faraday Township
Hastings
Highlands
Limerick
Wollaston
Tudor/Cashel
Carlow/Mayo | • Assessment
• Case Management
• Counselling
• Court Diversion
• Hospital Liaison Program
• Social & Recreational Programs
• Support Groups
• Skills Training Groups
• Client Advocacy
• Consultation, Education & Prevention Programs
• Family Support & Education
• Support for Instrumental Living Skills & Major Life Activities |
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<tr>
<td><strong>Referrals</strong></td>
<td>Belleville, Corbyville, Foxboro, Rednersville, Rossmore, Deseronto, Tyendinaga, Shannonville</td>
<td>• Assessment • Case Management • Counselling • Hospital Liaison Program • Social &amp; Recreational Programs • Support Groups • Skills Training Groups • Client Advocacy • Consultation, Education &amp; Prevention Programs • Family Support &amp; Education • Support for Instrumental Living Skills &amp; Major Life Activities</td>
</tr>
<tr>
<td><strong>Belleville:</strong> 3 Applewood Dr. 2nd floor K8P4E3</td>
<td>Phone: <strong>613-967-4734</strong>  <strong>613-968-2619</strong></td>
<td>Fax: 613-968-4312</td>
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<td><strong>Programs Offered</strong></td>
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<tr>
<td><strong>Referrals</strong></td>
<td>Hastings Prince Edward Country</td>
<td>• Court Diversion</td>
</tr>
<tr>
<td><strong>Belleville:</strong> 15 Bridge St. W K8P3H3</td>
<td></td>
<td>Phone: <strong>613-968-1111</strong> Fax: 613-968-9555</td>
</tr>
<tr>
<td><strong>Mental Health Services-Hastings and Prince Edward Corporation</strong></td>
<td>Tweed Madoc Marmora Stirling Centre Hastings Surrounding areas, as far north as Millbridge</td>
<td>• Assessment • Case Management • Counselling • Court Diversion • Hospital Liaison Program • Social &amp; Recreational Programs • Support Groups • Skills Training Groups • Client Advocacy • Consultation, Education &amp; Prevention Programs • Family Support &amp; Education • Support for Instrumental Living Skills &amp; Major Life Activities</td>
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<td><strong>Referrals</strong></td>
<td></td>
<td>Phone: <strong>613-473-9914</strong> Fax: 613-473-1005</td>
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<tr>
<td><strong>Madoc:</strong> 167 Durham St. S Box# 419 K0K2K0</td>
<td></td>
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<tr>
<td><strong>Trenton:</strong> 27 King St. Box# 22095 K8V6S3</td>
<td>Trenton Frankford Carrying Place Murray Township Sidney Township Surrounding Areas</td>
<td>• Assessment • Case Management • Counselling • Court Diversion • Hospital Liaison Program • Social &amp; Recreational Programs • Support Groups • Skills Training Groups • Client Advocacy • Consultation, Education &amp; Prevention Programs • Family Support &amp; Education • Support for Instrumental Living Skills &amp; Major Life Activities</td>
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<td>Phone: <strong>613-394-1655</strong> Fax: 613-394-2151</td>
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<td>Referrals</td>
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<td>• Living Well/Self-Management Programs</td>
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<td>Bancroft: 1P Manor Ln.</td>
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<td>• Heart Healthy Class</td>
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<tr>
<td>Box# 418</td>
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<td>• Weight Management Program</td>
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<td>K0L 1C0</td>
<td></td>
<td>• Diabetes Education Program</td>
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<tr>
<td>Phone: <strong>613-332-5692</strong></td>
<td></td>
<td>• Smoking Cessation</td>
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<td>Fax: 613-332-5749</td>
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<tr>
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<td></td>
<td>Trenton</td>
<td>• Assertive Community Treatment Team</td>
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<tr>
<td>Phone: <strong>613-969-7400</strong></td>
<td></td>
<td>• Parent, Child &amp; Youth Program</td>
</tr>
<tr>
<td>Toll Free: 1-800-483-2811</td>
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<td>• Mental Health Clinic</td>
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<tr>
<td>Fax: 613-968-8234</td>
<td></td>
<td></td>
</tr>
<tr>
<td>North Hastings: 1H Manor Lane</td>
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</tr>
<tr>
<td>K0L 1C0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone: <strong>613-332-2825</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax: 613-332-3847</td>
<td></td>
<td></td>
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<tr>
<td>Trenton: 242 King St.</td>
<td></td>
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<tr>
<td>K8V 5S6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone: <strong>613-392-2540</strong></td>
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<td></td>
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<tr>
<td>Fax: 613-392-2489</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.qhc.on.ca">www.qhc.on.ca</a></td>
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</table>
## Hastings- Addictions

<table>
<thead>
<tr>
<th>Addictions Centre- Hastings and Prince Edward County</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bancroft: 33 Flint St.</strong>&lt;br&gt;K0L 1C0&lt;br&gt;Phone: <strong>613-332-6868</strong>&lt;br&gt;Website: <a href="http://www.addictionscentre.ca">www.addictionscentre.ca</a>&lt;br&gt;<strong>Contact form available on website</strong></td>
<td>Bancroft and Area</td>
<td>• Community Treatment Services &lt;br&gt;  • Entry Services &lt;br&gt;  • Assessment &amp; Treatment Planning &lt;br&gt;  • Counselling/Treatment &lt;br&gt;  • O.W. Addictions Services Initiative &lt;br&gt;  • Residential Treatment Program For Men (21 And Older) &lt;br&gt;  • Problem Gambling &lt;br&gt;  • Assessment &lt;br&gt;  • Treatment Planning &lt;br&gt;  • Individual Counselling &lt;br&gt;  • Family Counselling &lt;br&gt;  • Referrals &lt;br&gt;  • Concurrent Disorders Counsellor &lt;br&gt;  • Addiction Supportive Housing Program &lt;br&gt;  • Impaired Driving Program (Back On Track)</td>
</tr>
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</table>

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<tr>
<th>Addictions Centre- Hastings and Prince Edward County</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Referrals</strong>&lt;br&gt;Main Office&lt;br&gt;Belleville: 218 Front St.&lt;br&gt;K8N 2Z2&lt;br&gt;Phone: <strong>613-969-0077</strong>&lt;br&gt;Fax: 613-962-3211&lt;br&gt;Website: <a href="http://www.addictionscentre.ca">www.addictionscentre.ca</a>&lt;br&gt;<strong>Contact form available on website</strong></td>
<td>Belleville and Area</td>
<td>• Community Treatment Services &lt;br&gt;  • Entry Services &lt;br&gt;  • Assessment &amp; Treatment Planning &lt;br&gt;  • Counselling/Treatment &lt;br&gt;  • O.W. Addictions Services Initiative &lt;br&gt;  • Residential Treatment Program for Men (21 And Older) &lt;br&gt;  • Problem Gambling &lt;br&gt;  • Assessment &lt;br&gt;  • Treatment Planning &lt;br&gt;  • Individual Counselling &lt;br&gt;  • Family Counselling &lt;br&gt;  • Referrals &lt;br&gt;  • Concurrent Disorders Counsellor &lt;br&gt;  • Addiction Supportive Housing Program &lt;br&gt;  • Impaired Driving Program (Back On Track)</td>
</tr>
<tr>
<td>Addictions Centre- Hastings and Prince Edward County</td>
<td>Service Areas</td>
<td>Programs Offered</td>
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</tbody>
</table>
| **Residential Site**<br>Belleville: 142 Foster Ave..<br>K8N 3P9<br>Phone: **613-962-7838**<br>Fax: 613-962-8388<br>Website: www.addictionscentre.ca | Belleville and Area | • Community Treatment Services  
• Entry Services  
• Assessment & Treatment Planning  
• Counselling/Treatment  
• O.W. Addictions Services Initiative  
• Residential Treatment Program for Men (21 And Older)  
• Problem Gambling  
• Assessment  
• Treatment Planning  
• Individual Counselling  
• Family Counselling  
• Referrals  
• Concurrent Disorders Counsellor  
• Addiction Supportive Housing Program  
• Impaired Driving Program (Back On Track) |

<table>
<thead>
<tr>
<th>Addictions Centre- Hastings and Prince Edward County</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| **Madoc: 108 Russel St.<br>Suite 301<br>K0K 2K0<br>Website: www.addictionscentre.ca** | Madoc and Area | • Community Treatment Services  
• Entry Services  
• Assessment & Treatment Planning  
• Counselling/Treatment  
• O.W. Addictions Services Initiative  
• Residential Treatment Program for Men (21 And Older)  
• Problem Gambling  
• Assessment  
• Treatment Planning  
• Individual Counselling  
• Family Counselling  
• Referrals  
• Concurrent Disorders Counsellor  
• Addiction Supportive Housing Program  
• Impaired Driving Program (Back On Track) |
### Addictions Centre - Hastings and Prince Edward County

#### Picton: 66 Main St. K0K 2T0
Website: www.addictionscentre.ca

**Picton and Area**
- Community Treatment Services
- Entry Services
- Assessment & Treatment Planning
- Counselling/Treatment
- O.W. Addictions Services Initiative
- Residential Treatment Program for Men (21 And Older)
- Problem Gambling
  - Assessment
  - Treatment Planning
  - Individual Counselling
  - Family Counselling
  - Referrals
- Concurrent Disorders Counsellor
- Addiction Supportive Housing Program
- Impaired Driving Program (Back On Track)

#### Trenton: 81 Dundas St. W K8V 3P4
Located in Career Edge
Website: www.addictionscentre.ca

**Trenton and Area**
- Community Treatment Services
- Entry Services
- Assessment & Treatment Planning
- Counselling/Treatment
- O.W. Addictions Services Initiative
- Residential Treatment Program for Men (21 And Older)
- Problem Gambling
  - Assessment
  - Treatment Planning
  - Individual Counselling
  - Family Counselling
  - Referrals
- Concurrent Disorders Counsellor
- Addiction Supportive Housing Program
- Impaired Driving Program (Back On Track)

### Central Hastings Family Health Team

**Referrals**
Madoc: 52 St. Lawrence St. E Main Floor K0K 2K0
Phone: **613-473-4134**
Fax: 613-473-4740
Marmora: 1 Madoc Box# 520 K0K 2M0
Phone: **613-472-6131**
Fax: 613-472-6135
Website: www.chfht.ca

**Central Hastings**
- Individual, Family, & Couple Assessment/ Counselling
- Psychotherapy
- Stress Management
- Parent Education
- Counselling for Eating Disorders
- Grief, Loss & Trauma Counselling
- Addictions Counselling
- Mental Health Info
<table>
<thead>
<tr>
<th>Change Health Care</th>
<th>Service Areas</th>
<th>Programs Offered</th>
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</thead>
<tbody>
<tr>
<td>Referrals</td>
<td>Picton and Area</td>
<td>• Methadone Maintenance</td>
</tr>
<tr>
<td>Picton: 266 Main St.</td>
<td></td>
<td>• Suboxone Substitution Therapy</td>
</tr>
<tr>
<td>K0K 2T0</td>
<td></td>
<td>• Addictions Harm Reduction Strategies</td>
</tr>
<tr>
<td>Phone: <strong>613-476-3636</strong></td>
<td></td>
<td>• Needle Exchange Program</td>
</tr>
<tr>
<td>Fax: 613-473-3634</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.changehealthcare.ca">www.changehealthcare.ca</a></td>
<td></td>
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</table>

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<tr>
<th>FourCast- Campbellford Memorial Hospital</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals</td>
<td>Hastings and Area</td>
<td>• Suspended &amp; Convicted Driving Program (Back On Track)</td>
</tr>
<tr>
<td>Campbellford: 146 Oliver Rd.</td>
<td></td>
<td>• Community Education &amp; Professional Training</td>
</tr>
<tr>
<td>Rm. 246</td>
<td></td>
<td>• Ontario Works- Addiction Services Initiative</td>
</tr>
<tr>
<td>K0L 1L0</td>
<td></td>
<td>• Pregnant/Parenting Women Program (Umbrellas)</td>
</tr>
<tr>
<td>Phone: <strong>1-705-653-3352 or 1-800-461-1909</strong></td>
<td></td>
<td>• Gambling Program</td>
</tr>
<tr>
<td>Fax: 1-705-653-1584</td>
<td></td>
<td>• Community Withdrawal Management</td>
</tr>
<tr>
<td>Email: <a href="mailto:fourcast@fourcast.ca">fourcast@fourcast.ca</a></td>
<td></td>
<td>• Individual &amp; Group Counselling</td>
</tr>
<tr>
<td>Website: <a href="http://www.fourcast.ca">www.fourcast.ca</a></td>
<td></td>
<td>• Addiction Supportive Housing</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>Open Line Open Mind</th>
<th>Service Areas</th>
<th>Programs Offered</th>
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</thead>
<tbody>
<tr>
<td>Referrals</td>
<td>Belleville</td>
<td>• Family &amp; Interpersonal Problems</td>
</tr>
<tr>
<td>Belleville: 265 Dundas St. E.</td>
<td>Trenton</td>
<td>• Mental Health Concerns</td>
</tr>
<tr>
<td>K8N 5A9</td>
<td>Picton</td>
<td>• Addiction</td>
</tr>
<tr>
<td>Phone: <strong>613-310-6736</strong></td>
<td>Bancroft</td>
<td>• Social Service Problems</td>
</tr>
<tr>
<td>Fax: 613-472-6135</td>
<td>Madoc</td>
<td>• Housing Concerns</td>
</tr>
<tr>
<td>Website: <a href="http://www.chfht.ca">www.chfht.ca</a></td>
<td></td>
<td>• Financial Problems</td>
</tr>
</tbody>
</table>
**Prince Edward County - Mental Health**

<table>
<thead>
<tr>
<th>Alternative for Women in Prince Edward County</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Picton: 82 King St.  
Box# 6206  
K0K 2T0  
24-H Phone: **613-476-2787**  
Admin Phone: 613-476-4435  
Toll Free: 1-877-499-6636  
Fax: 613-476-1987  
Email: info@alternativesforwomen.org  
Website: www.alternativesforwome.org | Prince Edward County and Area | • 24-hour Crisis Intervention  
• Free, Confidential Counselling  
• Emergency Transportation To Shelter  
• Safety Planning  
• Individual/Group Support  
• Second-Stage Housing  
• Accompaniment To Meetings & Court  
• Advocacy & Referrals  
• Information Of Options  
• Transitional & Housing Support  
• Outreach Counselling  
• Public Education Programs & Presentations |

<table>
<thead>
<tr>
<th>Quinte Health Service</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Picton: 403 Main St. E  
Box# 1900  
K0K 2T0  
Phone: **613-476-1008**  
Fax: 613-476-8600  
Website: www.qhc.on.ca | Belleville  
North Hastings  
Prince Edward County  
Trenton | • Mental Health Inpatient Unit  
• Crisis Intervention Centre  
• Transitional Outpatient Centre  
• Assertive Community Treatment Team  
• Parent, Child & Youth Program  
• Mental Health Clinic |

<table>
<thead>
<tr>
<th>Health Unit: Hastings &amp; Prince Edward County</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Referrals  
Picton: 74A King St.  
K0K 2T0  
Phone: **613-476-7471**  
Fax: 613-476-2919  
Website: www.hpechu.on.ca | Prince Edward County | • Sexual Health Clinics  
• Smoking Cessation Clinics  
• Immunization Clinic  
• Flu Clinic  
• Needle Exchange  
• Alcohol & Substance Misuse  
• Injury Prevention  
• Environmental Health |

| Mental Health Services-  
Hastings and Prince Edward Corporation | Service Areas | Programs Offered |
|---------------------------------------|---------------|------------------|
| Referrals  
Picton: 82 King St.  
K0K 2T0  
Phone: **613-476-2990**  
Fax: 613-476-6403 | Prince Edward County | • Assessment  
• Case Management  
• Counselling  
• Court Diversion  
• Hospital Liaison Program  
• Social & Recreational Programs  
• Support Groups  
• Skills Training Groups  
• Client Advocacy  
• Consultation, Education & Prevention Programs  
• Family Support & Education  
• Support For Instrumental Living Skills & Major Life Activities |
## Prince Edward County - Addictions

<table>
<thead>
<tr>
<th>Addictions Centre Inc. - Hastings and Prince Edward Counties</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Referrals | Prince Edward County | • Assessment  
• Case Management  
• Counselling |
| Picton: 6 Talbot St.  
K0K 2T0 | | |
| Phone: **613-969-0077**  
Email: ykarnik@addictionscentre.ca  
Website: www.addictioncentre.ca | | |
Section 2: Lennox & Addington and Frontenac
# Lennox & Addington- Mental Health

<table>
<thead>
<tr>
<th>Lakelands Family Health Team</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| **Referrals**               | Addington Highlands and Area | • Mental Health Counsellor  
• Social Worker  
• Physicians & Nurse Practitioner  
• Dietitian  
• Registered Nurse  
• After Hours Clinic  |
| Northbrook: 12357 Hwy. #41- R.R.#1  
K0H 2G0 | Phone: 613-336-8888  
Fax: 613-336-2819 | |
| Denbigh: 31 Central St.  
K0H 1L0 | Phone: 613-333-1333  
Fax: 613-333-1263  
Email: info@lakelandsfht.ca  
Website: www.lakelandsfht.ca/ | |

<table>
<thead>
<tr>
<th>Lennox &amp; Addington- Addiction and Community Mental Health Services</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| **Referrals**                                                        | Napanee  
Amherstview  
Northbrook | • Crisis Program  
• Criminal Justice Program  
• Community Support Services  
• Residential Services  
• Longer Term Counselling Services  
• Centralized Intake Services  
• Addiction Services  
• Concurrent Disorders Counselling & Treatment  |
| Napanee: 70 Dundas St. East  
K7R 1H9  
37 Dundas St. West  
K7R 4C1 | Phone: 613-354-7521  
1-800-267-7877  
Fax: 613-354-7524  
Crisis: 613-354-7388 or | |
| Lennox and Addington Addiction and Community Mental Health Services | Lennox and  
Addington and Neighboring Areas in Hastings and Frontenac Counties | **Referrals**  
Northbrook: 13 Airport Rd.  
K0H 2G0 | • Crisis Program  
• Criminal Justice Program  
• Community Support Services  
• Residential Services  
• Longer Term Counselling Services  
• Centralized Intake Services  
• Addiction Services  
• Concurrent Disorders Counselling & Treatment  |
| Phone: 613-354-7521  
1-800-267-7877  
Crisis: 1-800-267-7877  
Fax: 613-354-7524  
Website: www.laacmhs.ca | |

| Lennox and Addington Addiction and Community Mental Health Services | Lennox and  
Addington and Neighboring Areas in Hastings and Frontenac Counties | • Crisis Program  
• Criminal Justice Program  
• Community Support Services  
• Residential Services  
• Longer Term Counselling Services  
• Centralized Intake Services  
• Addiction Services  
• Concurrent Disorders Counselling & Treatment  |
| Referrals | Lennox and  
Addington and Neighboring Areas in Hastings and Frontenac Counties | **Referrals**  
Northbrook: 13 Airport Rd.  
K0H 2G0 | • Crisis Program  
• Criminal Justice Program  
• Community Support Services  
• Residential Services  
• Longer Term Counselling Services  
• Centralized Intake Services  
• Addiction Services  
• Concurrent Disorders Counselling & Treatment  |
| Phone: 613-354-7521  
1-800-267-7877  
Crisis: 1-800-267-7877  
Fax: 613-354-7524  
Website: www.laacmhs.ca | |

| Lennox and Addington Addiction and Community Mental Health Services | Lennox and  
Addington and Neighboring Areas in Hastings and Frontenac Counties | • Crisis Program  
• Criminal Justice Program  
• Community Support Services  
• Residential Services  
• Longer Term Counselling Services  
• Centralized Intake Services  
• Addiction Services  
• Concurrent Disorders Counselling & Treatment  |
| Referrals | Lennox and  
Addington and Neighboring Areas in Hastings and Frontenac Counties | **Referrals**  
Northbrook: 13 Airport Rd.  
K0H 2G0 | • Crisis Program  
• Criminal Justice Program  
• Community Support Services  
• Residential Services  
• Longer Term Counselling Services  
• Centralized Intake Services  
• Addiction Services  
• Concurrent Disorders Counselling & Treatment  |
| Phone: 613-354-7521  
1-800-267-7877  
Crisis: 1-800-267-7877  
Fax: 613-354-7524  
Website: www.laacmhs.ca | |
<table>
<thead>
<tr>
<th>Napanee Area Community Health Centre</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Referrals                           | Napanee and Area | • Diabetes Education Program  
|                                    |               | • Register/Refer: 613-354-8937  
| Napanee: 6 Dundas St. East          |               | • Advanced Foot Care  
| K7R 1H6                             |               | • Community & Sexual Health Clinics  
| Phone: **613-354-8937**             |               | • Ex. 7165  
| Fax: 613-354-8940                   |               | • Counselling  
| Email: info@nachc.kchc.ca           |               | • Self-care, Wellness, Emotion Management  
| Website: www.kchc.ca                |               | • Primary Health Care  
|                                    |               | • Nurses, Dietitian, Social Worker, Community  
|                                    |               | Development Worker, Aboriginal Community  
|                                    |               | Development Worker, Aboriginal Elder,  
|                                    |               | Aboriginal Nurse Practitioner, Community  
|                                    |               | Health Clinic  

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<tr>
<th>Peer 17 Napanee Support Centre</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Referrals                       | Napanee and Area | • Outreach to Hospital & Community  
| Napanee: 58 Dundas St. East     |               | • Assistance Connecting To Resources  
| K7R 1H8                          |               | • Social & Recreational Opportunities  
| Phone: **613-354-1690**          |               | • Laundry  
| Fax: 613-354-1683                |               | • Educational Resources, & Computer Resources  
| Email: peer17@mhsn.ca            |               | • Monthly Activity Calendar On Website  
| Website: www.mhsn.ca             |               |                  
| Contact: Todd Buchanan           |               |                  
| Support Centre Coordination      |               |                  
| 613-922-4264                    |               |                  
| tbuchanan@mhsn.ca                |               |                  

| Program Location and Contact Info: | Service Areas | Programs Offered |
| Kingston Community Health Centre (CHC)- Telemedicine | Kingston Frontenac Lennox and Addington | • Videoconference Technology To Meet With Specialists  
| Referrals                             |               | • Free To Ontario Residents With A Valid OHIP Card  
| Kingston: 263 Weller Ave.            |               |                  
| K7K 2V4                              |               |                  
| Phone: **613-542-2949 ex. 1170**     |               |                  
| Fax: 613-542-7657                    |               |                  
| Email: telemedicine@kchc.ca          |               |                  
| Website: www.kchc.ca                 |               |                  |
# Lennox & Addington- Addictions

<table>
<thead>
<tr>
<th>Lennox &amp; Addington- Addiction and Community Mental Health Services</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals&lt;br&gt;Napanee: 70 Dundas St. East&lt;br&gt;K7R 1H9&lt;br&gt;37 Dundas St. West&lt;br&gt;K7R 4C1&lt;br&gt;Phone: 613-354-7521&lt;br&gt;Fax: 613-354-7524&lt;br&gt;Crisis: 613-354-7388 or 1-800-267-7877&lt;br&gt;Website: <a href="http://www.laacmhs.ca/">www.laacmhs.ca/</a></td>
<td>Napanee&lt;br&gt;Amherstview&lt;br&gt;Northbrook</td>
<td>• Assessment &amp; Treatment Planning&lt;br&gt;• Community-Based Treatment&lt;br&gt;• Case Management &amp; Referrals&lt;br&gt;• Family Support Services&lt;br&gt;• Problem Gambling Education &amp; Counselling&lt;br&gt;• Methadone Maintenance Treatment</td>
</tr>
</tbody>
</table>
# Frontenac- Mental Health

<table>
<thead>
<tr>
<th>Art of Therapy</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| **Referrals**  | Kingston and Area | • Art Therapy  
 | Kingston: Unknown | • 6 yrs. And Older |
| Phone: **613-449-0302** | | |
| Email: Catherine@artoftherapy.ca | | |
| Website: www.artoftherapy.ca | | |

<table>
<thead>
<tr>
<th>Canadian Mental Health Association</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| **Referrals**                      | Kingston and Area | • Mental Health Awareness  
 | Kingston: 400 Elliott Ave. Unit #3  
 | Phone: **613-549-7027** | • Suicide Bereavement Support Group  
 | Fax: 613-549-7098 | • Autism Program  
 | Email: cmhstaff@kingston.net | • Speakers Bureau  
 | Website: www.kingston.org/cmha | | |

<table>
<thead>
<tr>
<th>Centre for Abuse and Trauma Therapy</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| **Referrals**                       | Kingston and Area | • Crime Victim/Witness Counselling  
 | Kingston: 234 Concession St.  
 | Phone: **613-507-2288** | • Abused Adults  
 | Fax: 613-507-2289 | • Adult Sexual Assault Survivors  
 | Email: info@centrefortherapy.ca | • Sex Trade Workers  
 | Website: www.centrefortherapy.ca | | |

<table>
<thead>
<tr>
<th>Centre for Addiction and Mental Health-Kingston.</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| **Referrals**                                    | Frontenac County,  
 | Kingston: 27 Place d’Armes, 2nd Flr.  
 | Phone: **613-546-4266**  
 | 1-888-287-4439 | • Community Mental Health Agencies  
 | Fax: 613-546-3931 | • Anxiety Disorders  
 | Email: chris.sullivan@camh.ca | • Eating Disorders Treatment  
 | Website: www.camh.ca/ | • Gambling Counselling/Treatment  
 | | • Maintenance Treatment  
 | | • Mental Health Evaluation  
 | | • Planning/Coordinating/Advisory Groups  
 | | • Mental Illness/Emotional Disabilities  
 | | • Psychiatric Disorder Counselling  
 | | • Psychiatric Inpatient Units  
 | | • Smoking Cessation  

<table>
<thead>
<tr>
<th>Community Living Kingston</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| **Referrals**             | Kingston and Area | • Community Options  
 | Kingston: 1412 Princess St.  
 | Phone: **613-546-6613** | • Family Home  
 | Website: www.communitylivingkingston.org | • Family Support  
 | | • Residential Services  
 | | • Respite Relief  
 | | • Supported Independent Living  

<table>
<thead>
<tr>
<th>Program Location and Contact Info: Community Options</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals with Janet Barry</td>
<td>Kingston and Area</td>
<td><em>19 Yrs. And Older</em></td>
</tr>
<tr>
<td>Kingston: 1412 Princess St. K7M 3E5</td>
<td></td>
<td>• Community Options Include:</td>
</tr>
<tr>
<td>Phone: 613-546-6613 ex. 259</td>
<td></td>
<td>• Career Choices</td>
</tr>
<tr>
<td>Website: <a href="http://www.communitylivingkingston.org">www.communitylivingkingston.org</a></td>
<td></td>
<td>• Recreation and Seniors’ Programs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Education</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Life Skills Opportunities</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program Location and Contact Info: Family Home</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals with Sandra Bonucchi-Bilow</td>
<td>Kingston and Area</td>
<td><em>Individuals with Intellectual Disability</em></td>
</tr>
<tr>
<td>Kingston: 1412 Princess St. K7M 3E5</td>
<td></td>
<td>• Provides A Stable Family Environment Full-Time Or As Respite Care</td>
</tr>
<tr>
<td>Phone: 613-546-6613 ex. 232</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.communitylivingkingston.org">www.communitylivingkingston.org</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program Location and Contact Info: Family Support</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals with Janet Barry</td>
<td>Kingston and Area</td>
<td><em>Individuals with Intellectual Disabilities and their families</em></td>
</tr>
<tr>
<td>Kingston: 1412 Princess St. K7M 3E5</td>
<td></td>
<td>• Support Available:</td>
</tr>
<tr>
<td>Phone: 613-546-6613 ex. 259</td>
<td></td>
<td>• Planning Tools (e.g. Transition, Estate, Etc.)</td>
</tr>
<tr>
<td>Website: <a href="http://www.communitylivingkingston.org">www.communitylivingkingston.org</a></td>
<td></td>
<td>• Advocates For Client With Family</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Assistance With Funding Applications</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Liaising With Other Agencies</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Providing Information, Referrals, Suggestions &amp; Resources, Etc.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program Location and Contact Info: Residential Services</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals with Janet Barry</td>
<td>Kingston and Area</td>
<td>• Supports From Semi-Independent Living To 24-Hour Staffing</td>
</tr>
<tr>
<td>Kingston: 1412 Princess St. K7M 3E5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone: 613-546-6613 ex. 259</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program Location and Contact Info: Respite Relief</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals with Mary-Ann Maxwell</td>
<td>Kingston and Area</td>
<td>• Family Home Respite</td>
</tr>
<tr>
<td>Kingston: 1412 Princess St. K7M 3E5</td>
<td></td>
<td>• Out of Home Overnight Respite</td>
</tr>
<tr>
<td>Phone: 613-546-6613 ex. 234</td>
<td></td>
<td>• Group Respite</td>
</tr>
<tr>
<td>Email: <a href="mailto:maryann.maxwell@clkingston.ca">maryann.maxwell@clkingston.ca</a></td>
<td></td>
<td>• Community Helpers For Active Participation Respite Services</td>
</tr>
<tr>
<td>Email: <a href="mailto:maryann.maxwell@clkingston.ca">maryann.maxwell@clkingston.ca</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Program Location and Contact Info: Supported Independent Living</td>
<td>Service Areas</td>
<td>Programs Offered</td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
<td>--------------</td>
<td>-----------------</td>
</tr>
</tbody>
</table>
| Referrals with Janet Barry                                    | Kingston and Area | *Between ages of 18-65 Yrs*  
  - Support Includes:  
    - Assistance In Teaching Activities Of Daily Living  
    - Assistance With Menu Planning, Groceries, & Cooking  
    - Assistance With laundry  
    - Assistance With Health Care Appointments  
    - Monitoring Medications  
    - Assistance With Income  
    - Assistance With Community Resources  
    - Assistance With Securing Living Accommodations  
    - Assistance With Community Integration  
    - Liaison With Families, Private Home Providers, Friends & Advocates |

<table>
<thead>
<tr>
<th>Dr. Anthony Eccles</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Referrals                                                   | Kingston and Area | *12 Years And Up Who Have Committed A Sexual Assault(s)*  
  - Private Health Care Services  
  - Mental Health Evaluation  
  - Adult Sex Offender  
  - Programs for Offenders with Mental Disabilities  
  - Adult Sex Offenders  
  - Sex Offender Counselling |

<table>
<thead>
<tr>
<th>Frontenac- Frontenac Community Mental Health &amp; Addiction Services</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals</td>
<td>Kingston and Area</td>
<td></td>
</tr>
</tbody>
</table>
  - Assertive Community Treatment Teams  
  - Community Support Services  
  - Court Support Services  
  - Crisis Services  
  - Addiction Services  
  - Housing Services  
  - Vocational Services |

<table>
<thead>
<tr>
<th>Frontenac Community Mental Health and Addiction Services</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals</td>
<td>Napanee</td>
<td></td>
</tr>
</tbody>
</table>
  - Family Counseling Program  
  - Adult Protective Services Worker  
  - Transportation Service  
    - 1095 Garrett St.  
    - 1-877-279-2044 or transportation@frontenac.net |
### Full Circle Health Network

<table>
<thead>
<tr>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kingston and Area</td>
<td>• Clinical Counselling Services ($130 for one-hour session)</td>
</tr>
<tr>
<td></td>
<td>• Stress, Anxiety, and Depression</td>
</tr>
<tr>
<td></td>
<td>• Grief and Loss</td>
</tr>
<tr>
<td></td>
<td>• Physical and Sexual Abuse</td>
</tr>
<tr>
<td></td>
<td>• Self-Esteem Concerns</td>
</tr>
<tr>
<td></td>
<td>• Anger Management</td>
</tr>
<tr>
<td></td>
<td>• Parenting/ Co-Parenting Concerns</td>
</tr>
<tr>
<td></td>
<td>• Separation and Divorce</td>
</tr>
</tbody>
</table>

#### Hotel Dieu Hospital (HDH)

<table>
<thead>
<tr>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kingston and Area</td>
<td>• Adult Eating Disorder Program</td>
</tr>
<tr>
<td></td>
<td>• Chronic Pain Clinic</td>
</tr>
<tr>
<td></td>
<td>• Detoxification Centre</td>
</tr>
<tr>
<td></td>
<td>• Early Psychosis Intervention</td>
</tr>
<tr>
<td></td>
<td>• Sexual Assault/Domestic Violence Program</td>
</tr>
<tr>
<td></td>
<td>• Weeneebayko Patient Services</td>
</tr>
</tbody>
</table>

#### Program Location and Contact Info:

<table>
<thead>
<tr>
<th>Adult Eating Disorder Program</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kingston: Centenary 5 166 Brock St. K7L 5G2</td>
<td>Kingston and Area</td>
<td><em>BMI of 16 Or Higher</em></td>
</tr>
<tr>
<td>Phone: 613-544-2342 1-855-851-3490</td>
<td></td>
<td>• Binge Eating Disorder Not Accepted Yet</td>
</tr>
<tr>
<td>Referral Fax: 613-544-6095</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Program Location and Contact Info:

<table>
<thead>
<tr>
<th>Chronic Pain Clinic</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kingston: Jeanne Mance 3 166 Brock St. K7L 5G2</td>
<td>Kingston and Area</td>
<td><em>Pain Persists Longer Than 3 Months</em></td>
</tr>
<tr>
<td>Phone: 613-548-2342 1-855-851-3490</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Referral Fax: 613-544-9638</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Program Location and Contact Info:

<table>
<thead>
<tr>
<th>Early Psychosis Intervention</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kingston: Centenary 5 166 Brock St. K7L 5G2</td>
<td>Kingston and Area</td>
<td><em>Between The Ages Of 14-35</em></td>
</tr>
<tr>
<td>Phone: 613-544-3400 ex. 2550/2556 1-866-485-2728</td>
<td></td>
<td>• First Episode Of Psychosis</td>
</tr>
<tr>
<td>Referral Fax: 613-545-1364</td>
<td></td>
<td>• Has Not Received Psychosis Treatment Prior</td>
</tr>
<tr>
<td>Program Location and Contact Info: Sexual Assault/Domestic Violence Program</td>
<td>Service Areas</td>
<td>Programs Offered</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
</tbody>
</table>
| Referrals | Kingston and Area | • 16 and Older And Sexual Assault Occurred In Past 7 Days  
• 16 And Older And Domestic Assault Occurred In Past 7 Days Or Injuries Are Still Visible  
• 16 And Under Access At Any Time After The Assault (Services Only Available In Kingston) |
| Kingston: 76 Stuart St.  
K7L 2V7  
Phone: **613-549-6666 ex. 4880**  
1-866-485-2728  
Website: www.hoteldieu.com | | |

<table>
<thead>
<tr>
<th>Program Location and Contact Info: Weeneebayko Patient Services</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals</td>
<td>Kingston and Area</td>
<td><em>First Nations</em></td>
</tr>
</tbody>
</table>
| Kingston: Centenary 5  
166 Brock St.  
K7L 5G2  
Referral Phone: 613-544-3310  
ex. 3074/3086  
Referral Fax: 613-544-1698  
Phone: **613-544-3310 ex. 3071**  
Fax: 613-544-1698  
Website: www.hoteldieu.com | | |

<table>
<thead>
<tr>
<th>Kingston Community Counselling Centres</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Referrals | Kingston and Area | • Family Counselling Program  
• Youth In Transition Worker  
• Between Ages Of 16-24, Crown Wardship, Legal Custody Order, Or Formal Customary Care Agreement, Renewed Youth Supports, Continued Care Supports For Youth  
• Call Or Text 613-328-5376  
• Adult Protective Services  
• Women’s Counselling  
• Women’s Drop-In Group Tuesday Afternoon  
• Family Court Support Worker  
• Partner Assault Response  
• K3C Credit Counselling  
• www.K3creditcounselling.org  
• Family Services Employee Assistance Programs  
• www.fseapkingston.org; Counselling, Resource Information, Online Services, Critical Incident Stress Management (CISM)  
• Male Survivors Group  
• Trusteeship Programs  
• Referrals Through OW Between Ages 16-18  
• Residential Placement Advisory Committee |
| Kingston: 417 Bagot St.  
K7K 3C1  
Phone: **613-549-7850**  
Fax: 613-544-8138  
Email: info@k3c.org  
Website: www.k3c.org | | |
### Kingston Community Health Centres

**Service Areas**

**Referrals**

Kingston: 263 Weller Ave.
K7K 2V4
Phone: **613-542-2949**
Fax: 613-542-7657
Email: info@kchc.ca
Website: www.kchc.ca

**Programs Offered**

- Community Health Team
- Immigrant Services
- Kingston CHC
- Living Well Workshops
- Ontario Harm Reduction Distribution Program
- Street Health Centre
- Telemedicine
- The Space
- Thrive

**Program Location and Contact Info:**

**Community Health Team**

- Kingston and Area
- Food Program
- Cooking for Yourself
- Feeding Your Family
- Food Safety Training
- Good Food Box
- Community Initiatives
- North Of Princess Communities In Action
- Community Response To Neighborhood Concerns
- Junior Community Response To Neighborhood Concerns
- Community Harvest Working Group
- Special Events Committee
- Kingston Head Lice Community Coalition
- Housing Action Coalition
- Compton St. Community Garden
- Social Issues Networking Group
- Friendship Blooms Intergenerational Program
- Support Services & Advocacy
- Rental & Utilities Arrears
- Obtaining Fuel & Oil
- Emergency Food & Food Bank Referrals
- Dental & Eyeglass Coverage Issues
- OW & ODSP Issues
- Lost, Or Stolen Identification
- Transportation & Moving Costs
- Winter Clothing
- Christmas Food & Toy Hampers
- Referrals for Affordable Housing, Child Care
- Peer Support Initiative
- Active Living Programs

**Immigrant Services**

- Programs Offered:
  - Settlement Services
  - Initial Needs Assessment
  - Information & Orientation
  - Referrals
  - Solution-Focused Counselling
  - Immigration Document Help
  - Group Information Sessions
  - Translation Services
  - Ethnic Cooking Classes
  - Regular Social Events
  - Language & Cultural Mentoring
  - English Conversation Circles
<table>
<thead>
<tr>
<th>Program Location and Contact Info: Kingston Community Health Centre (CHC)</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Referrals | North Kingston Catchment Area | • Primary Health Care  
• Diabetes & Me Education program  
• Craving Change  
• Managing Fatigue  
• Fear Of Failing  
• Sexual Health  
• Prenatal & Obstetrical Care  
• Occupational Therapy  
• Counselling  
• Foot Care  
• Nutrition Services |
| Kingston: 263 Weller Ave.  
K7K 2V4  
Phone: **613-542-2949**  
Fax: 613-542-3872  
Email: infor@nkchc.kchc.ca  
Website: www.kchc.ca |  |

<table>
<thead>
<tr>
<th>Program Location and Contact Info: Ontario Harm Reduction Distribution Program (OHRDP)</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Kingston: 200 Princess St.  
K7L 1B2  
Phone: **613-544-9735**  
**1-866-316-2217**  
Fax: 613-544-1980  
**1-866-316-2218**  
Website: www.ohrdp.ca | Kingston and Area | • Safe Injecting Supplies  
• Opiod Overdose Prevention Supplies |

<table>
<thead>
<tr>
<th>Program Location and Contact Info: Street Health Centre</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Referrals | Kingston and Area | • Health Care  
• Methadone Maintenance Treatment  
• Hepatitis C Program  
• Counselling Services  
• Needle Exchange & Harm Reduction Supplies  
• Outreach Support Services |
| Kingston: 235 Wellington St.  
K7K 0B5  
Phone: **613-549-1440**  
Fax: 613-549-7986  
Email: info@streethealth.kchc.ca  
Website: www.kchc.ca |  |

<table>
<thead>
<tr>
<th>Program Location and Contact Info: Kingston Community Health Centre (CHC): Telemedicine</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Referrals | Kingston Frontenac  
Lennox and Addington | • Videoconference Technology To Meet With Specialists  
• Free To Ontario Residents With A Valid OHIP Card |
| Kingston: 263 Weller Ave.  
K7K 2V4  
Phone: **613-542-2949 ex. 1170**  
Fax: 613-542-7657  
Email: telemedicine@kchc.ca  
Website: www.kchc.ca |  |

<table>
<thead>
<tr>
<th>Program Location and Contact Info: The Space</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Referrals | Kingston and Area | *Between ages of 14-26 Yrs*  
• Provide Hepatitis C Information & Support, Harm Reduction Education & Supplies, Sexual Health Information & Condoms, Community Referrals, Outreach, Recreational Opportunities, Housing and Job Board  
• Weekly Programming  
• Indigenous Health Program  
• FUSE Group (LGBTQ)  
• Open Drop-in |
| Kingston: 20 Montreal St.  
K7K 3L6  
Phone: **613-876-3449 (Ashley)** |  |
<table>
<thead>
<tr>
<th>Program Location and Contact Info:</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Thrive</strong></td>
<td>Kingston and Area Belleville and Area Rideau and Area</td>
<td><em>Pregnant or Parenting Child under 6 Yrs</em> <em>Have been of currently are using (Oxycodone, Percocet, Heroin, Dilaudid, Morphine)</em></td>
</tr>
<tr>
<td>Referrals</td>
<td></td>
<td>• Programming Offered:</td>
</tr>
<tr>
<td>Kingston: 234 Concession St. Unit #203 K7K 6W6</td>
<td></td>
<td>• Counselling</td>
</tr>
<tr>
<td>Phone: <strong>613-766-1101</strong> 1-800-766-1101</td>
<td></td>
<td>• In-Hospital/In-Home Support Visits</td>
</tr>
<tr>
<td>Website: <a href="http://www.kchc.ca">www.kchc.ca</a></td>
<td></td>
<td>• Parenting Support/Education</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Coordinated Care Plan</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Transportation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Food</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Child Care</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Kingston Military Family Resource Centre</strong></th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals</td>
<td>Kingston and Area</td>
<td><em>For Military Members/Families</em></td>
</tr>
<tr>
<td>Verona: 32 Lundy’s Lane K7K 5G2</td>
<td></td>
<td>• Emergency Childcare</td>
</tr>
<tr>
<td>Phone: <strong>613-541-5010 ex. 5195</strong></td>
<td></td>
<td>• Crisis Counselling</td>
</tr>
<tr>
<td>Fax: 613-541-4474</td>
<td></td>
<td>• Respite Care</td>
</tr>
<tr>
<td>Email: <a href="mailto:kmfrc@forces.gc.ca">kmfrc@forces.gc.ca</a></td>
<td></td>
<td>• Self-Help Support Groups</td>
</tr>
<tr>
<td>Website: <a href="http://www.familyforce.ca/sites/Kingston/EN/Pages/default.aspx">http://www.familyforce.ca</a></td>
<td></td>
<td>• PTSD Information</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Counselling Services</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Macdonald &amp; Associates Counselling and Consulting Services</strong></th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals</td>
<td>Kingston and Area</td>
<td></td>
</tr>
<tr>
<td>Kingston: 4 Cataraqui St. K7K 1Z7</td>
<td></td>
<td>• Private Health Care Services</td>
</tr>
<tr>
<td>Phone: <strong>613-634-6499</strong></td>
<td></td>
<td>• Counselling Services</td>
</tr>
<tr>
<td>Email: Through Website</td>
<td></td>
<td>• Life Coaching</td>
</tr>
<tr>
<td>Website: <a href="http://www.shopinkingston.com/Macdonald---Associates-Counselling-and-Consulting-Services/597213.htm">www.shopinkingston.com/Macdonald---Associates-Counselling-and-Consulting-Services/597213.htm</a></td>
<td></td>
<td>• Workshops</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Consulting Services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Teaching Strategies</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Presentations</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Northern Frontenac Community Services Corporation</strong></th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals</td>
<td>Kingston and Area</td>
<td></td>
</tr>
<tr>
<td>Sharbot Lake: 1020 Elizabeth St. K0H 2P0</td>
<td></td>
<td>• Family Counselling Program</td>
</tr>
<tr>
<td>Phone: <strong>613-279-3151</strong> 1-855-279-2052</td>
<td></td>
<td>• Adult Protective Services Worker</td>
</tr>
<tr>
<td>Fax: 613-279-2565</td>
<td></td>
<td>• Community Support Services</td>
</tr>
<tr>
<td>Email: <a href="mailto:core@frontenac.net">core@frontenac.net</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.nfcs.ca">www.nfcs.ca</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Ongwanada

**Referrals**  
Kingston: 114 Wright Crt.  
K7L 4T8  
Phone: **613-634-6499**  
Fax: 613-548-8652  
Email: info@ongwanada.com  
Website: www.ongwanada.com

**Kingston and Area**

- Residential Services
- Day Support
- Vocational & Life Skills Training
- Medical Services
- Occupational & Physical Therapy
- Respite Care
  - Community Behavioural Services
  - Adult Protective Services

## Providence Care: Aging, Mental Health & Rehabilitation Care

**Referrals**  
Kingston: 752 King St. West  
K7L 4X3  
Phone: **613-546-1101**  
613-548-5567  
Email: info@providencecare.ca  
Website: www.providencecare.ca/

**Leeds, Grenville, Lanark, Frontenac, Lennox & Addington, Hastings, and Prince Edward County**

- Long-Term Care
- Inpatient Adult Mental Health
- Inpatient Forensic Mental Health
- Inpatient Complex Medical Care
- Inpatient End-Of-Life Care
- Inpatient Physical Rehabilitation
- Inpatient Seniors Mental Health
- Inpatient Respite Care
- Inpatient Restorative Rehab Care
- Inpatient Seniors Rehabilitative
- Outpatient Mental Health
  - Outpatient Mood Disorder
  - Westwood School
- Outpatient Seniors Rehabilitative
  - Seniors Rehabilitative Care
  - Day Hospital
- Outpatient Rehabilitation Clinics
- Community Care Services
  - Attendant Care & Endymion
  - Hildegrade Centre (Day Program)
- Community Mental Health
- Rehabilitation Management
- Spiritual Health Services
- Telemedicine Services

## Program Location and Contact Info:  
Community Brain Injury Services

**Referrals**  
Kingston: Lasalle Mews  
303 Bagot St. #401  
K7K 5W7  
Phone: **613-547-6969**  
Website: www.providencecare.ca/

**Leeds, Grenville, Lanark, Frontenac, Lennox & Addington, Hastings, and Prince Edward County**

- Outreach
- Supported Living
- Psychology Services
- Reconnection Groups

## Program Location and Contact Info:  
Assertive Community Treatment Team  
Community Connections

**Referrals**  
Kingston: 525 & 533 Montreal St.  
K7K 3H9  
Phone: **613-540-6165**  
Website: www.providencecare.ca/
<table>
<thead>
<tr>
<th>Program Location and Contact Info: Dual Diagnosis Consultation and Outreach Team</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals Kingston: 234 Concession St. Suite#301 K7K 6W6 Phone: 613-530-2400 Website: <a href="http://www.providencecare.ca/">www.providencecare.ca/</a></td>
<td>Leeds, Grenville, Lanark, Frontenac, Lennox &amp; Addington, Hastings, and Prince Edward County</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program Location and Contact Info: Personality Disorders Service</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Sexual Assault Centre Kingston</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals Kingston: 400 Elliott Ave. Unit# 1 K7K 6M9 Phone: 613-545-0762 Crisis: 613-544-6424 1-877-544-6424 Fax: 613-545-9744 Email: <a href="mailto:sack@sackinston.com">sack@sackinston.com</a> Website:www.sackinston.com</td>
<td>Kingston and Area</td>
<td>• 24-Hour Crisis Intervention &amp; Support Line For Male &amp; Female Survivors • Individual &amp; Group Counselling For Women &amp; Transgendered Survivors • Medical, Legal, &amp; Police Accompaniments • Young Women’s Program • Public Education • Volunteer Opportunities</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sipho’s Home for Special Care</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals Kingston: 450 Portsmouth Ave. K7M 1V8 Phone: 613-329-4300</td>
<td>Kingston and Area</td>
<td>• Private Health Care Services • Mental Health Services &amp; Counselling • Psychiatry</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Southern Frontenac Community Services Corporation</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals Sydenham: 4419 George St. K0H 2T0 Phone: 613-376-6477 1-800-763-9610 Fax: 613-376-6734 Email: <a href="mailto:info@sfcsc.ca">info@sfcsc.ca</a> Website: <a href="http://www.sfcsc.ca">www.sfcsc.ca</a></td>
<td>Kingston and Area</td>
<td>• Bereavement Counselling • Caregiver Counselling • Case/Care Management • Congregate Meals/Nutrition Sites • Disability Related Transportation • Extreme Heat Cooling Programs • Tax Preparation Assistance • Housing Expense Assistance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The Salvation Army</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals Kingston: 472 Division St. K7K 4B1 Phone: 613-549-2676 Fax: 613-549-2128 Email: <a href="mailto:rwong@freedomministries.ca">rwong@freedomministries.ca</a> Website: <a href="http://www.freedomministries.ca">www.freedomministries.ca</a></td>
<td>Kingston and Area</td>
<td>• Circles Of Support &amp; Accountability • Chaplaincy Services • Community Work Programs • S.A.F.E Program • Correctional &amp; Justice Services • Anger Management Course • Residential Treatment Program</td>
</tr>
</tbody>
</table>
# Frontenac- Addictions

<table>
<thead>
<tr>
<th>Canadian Mental Health Association</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Referrals                          | Kingston and Area | • Mental Health Awareness  
| Kingston: 400 Elliott Ave. Unit #3 |               | • Suicide Bereavement Support Group |
| K7K 6M9                             |               | • Autism Program  
| Phone: **613-549-7027**             |               | • Speakers Bureau  |
| Fax: 613-549-7098                   |               |                 |
| Email: cmhstaff@kingston.net        |               |                 |
| Website: www.kingston.org/cmha     |               |                 |

| Centre for Addiction and Mental Health-  
<table>
<thead>
<tr>
<th>Kingston</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Referrals | Frontenac County,  
| Kingston: 27 Place d’Armes, 2nd Flr. | Lanark County, Leeds  
| K7K 6Z6 | and Grenville, United  
| Phone: **613-546-4266**  
| 1-888-287-4439 | Counties, Lennox &  
| Fax: 613-546-3931 | Addington | • Alcohol Abuse Education/Prevention  
| Email: chris.sullivan@camh.ca |               | • Comprehensive Outpatient Substance Abuse Treatment  
| Website: www.camh.ca/ |               | • Detoxification  
|               |               | • Drug Abuse Education/ Prevention  
|               |               | • Gambling Counseling/ Treatment  
|               |               | • Addiction/ Dependence Issues  
|               |               | • Smoking Cessation  |

| Frontenac- Frontenac Community Mental  
<table>
<thead>
<tr>
<th>Health &amp; Addiction Services</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Referral Form on Website    | Kingston and Area | • For Programming Call ex. 2356  
| Kingston: 385 Princess St   |               | • Addiction Services  
| K7L 1B9                     |               |                 |
| Phone: **613-544-1356** ex.  
| 2225 1-866-616-6005 |               |                 |
| Fax: 613-544-2346 (Clinical) |               |                 |
| 613-544-5804 (Admin)        |               |                 |
| Crisis: 613-544-4299        |               |                 |
| Email: info@fcmhhas.ca      |               |                 |
| Website: www.fcmhas.ca/     |               |                 |

| Kingston Community Health Centre:  
<table>
<thead>
<tr>
<th>Street Health Centre</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Referrals | Kingston and Area | • Health Care  
| Kingston: 235 Wellington St. |               | • Methadone Maintenance Treatment  
| K7K 0B5 |               | • Hepatitis C Program  
| Phone: **613-549-1440** |               | • Counseling Services  
| Fax: 613-549-7986 |               | • Needle Exchange & Harm Reduction Supplies  
| Email: info@streethealth.kchc.ca |               | • Outreach Support Services  
<p>| Website:www.kchc.ca  |               |                 |</p>
<table>
<thead>
<tr>
<th>Kingston Military Family Resource Centre</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Referrals</strong></td>
<td>Kingston and Area</td>
<td><em>For Military Members/Families</em></td>
</tr>
<tr>
<td>Kingston: 32 Lundy’s Lane</td>
<td></td>
<td>• Addiction Counselling Services</td>
</tr>
<tr>
<td>K7K 5G2</td>
<td></td>
<td>• Addiction Support Groups</td>
</tr>
<tr>
<td>Phone: <strong>613-541-5010 ex. 5195</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax: 613-541-4474</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:kmfrc@forces.gc.ca">kmfrc@forces.gc.ca</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.familyforce.ca/sites/Kingston/EN/Pages/default.aspx">http://www.familyforce.ca/sites/Kingston/EN/Pages/default.aspx</a></td>
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<thead>
<tr>
<th>Hotel Dieu Hospital (HDH)</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Referrals</strong></td>
<td>Kingston and Area</td>
<td>• Detoxification Centre</td>
</tr>
<tr>
<td>Kingston: 166 Brock St.</td>
<td></td>
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</tr>
<tr>
<td>K7L 5G2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone: <strong>613-544-3310</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax: 613-548-6095</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.hoteldieu.com">www.hoteldieu.com</a></td>
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<thead>
<tr>
<th>Ontario Harm Reduction Distribution Program (OHRDP)</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Kingston</strong>: 200 Princess St.</td>
<td>Kingston and Area</td>
<td>• Safe Injecting Supplies</td>
</tr>
<tr>
<td>K7L 1B2</td>
<td></td>
<td>• Opioid Overdose Prevention Supplies</td>
</tr>
<tr>
<td>Phone: <strong>613-544-9735</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1-866-316-2217</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax: 613-544-1980</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1-866-316-2218</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.ohrdp.ca">www.ohrdp.ca</a></td>
<td></td>
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</table>
Section 3: Lanark County and Leeds & Grenville
# Lanark County- Mental Health

<table>
<thead>
<tr>
<th>Carleton Place and District Memorial Hospital</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Carleton Place: 211 Lake Ave E. K7C 1J4  
Phone: **613-257-2200**  
**613-257-3026**  
Fax: 613-257-5197  
Email: foundation@carletonplacehosp.com  
Website: www.carletonplacehospital.ca | Lanark and Area | • Psychiatry  
• Public Education  
• Social Worker  
• Speech & Language Therapy |

<table>
<thead>
<tr>
<th>Carleton Place Positive Change Centre (Private Practice)</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Carleton Place: 173 Park Ave. St#4 K7C 2G9  
Phone: **613-451-0139**  
Email: Allison_cppc_centre@yahoo.ca  
Website: www.carletonplacepositivechangecentre.com | Lanark and Area | • Therapeutic Mediation  
• Conflict Resolution  
• Parenting Strategies  
• Recovery from Loss  
• Life Coaching |

<table>
<thead>
<tr>
<th>Lanark Community Programs</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Carleton Place: 30 Bennett St K7C 4J9  
Phone: **613-257-7121**  
**1-800-667-2617**  
Fax: 613-257-2675  
613-257-2209  
Website: www.lcp-home.com | Lanark and Area | • Family Relief Program  
• Behaviour Development Program  
• Autism Program (ABA Or IBI)  
• Speech & Language Development Program  
• Therapeutic Riding Program  
• Connections Program |

<table>
<thead>
<tr>
<th>Lanark County Mental Health</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Carleton Place: 5 Bates Dr. Unit #14 K7C 4J9  
Phone: **613-257-5915**  
**1-800-465-4442**  
Fax: 613-257-8101  
Email: inquiries@lanarkmentalhealth.com  
Website: www.lanarkmentalhealth.com | Lanark and Area | • Crisis Services  
• Court Diversion/Support Services  
• Case Management Services  
• Counselling and Treatment Services  
• Women’s Health Services  
• Rehabilitation/Social Recreation Services  
• Rehabilitation/Vocational Services  
• Geriatric Psychiatry Services  
• General Psychiatry Services  
• Group Programming  
  • Connections For Women  
  • Connections For Men  
  • Pathways to Recovery (Psychiatric Symptoms)  
  • Depression/Anxiety Management Group  
• Dialectical Behaviour Therapy Programs  
  • DBT Skills Group  
  • Postpartum Depression Group  
  • Social Recreation Group  
  • Wellness Recovery Action Plan (WRAP) Group |
<table>
<thead>
<tr>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Lanark and Area | - Crisis Services  
|               | - Court Diversion/Support Services  
|               | - Case Management Services  
|               | - Counselling & Treatment Services  
|               | - Women’s Health Services  
|               | - Rehabilitation/Social Recreation Services  
|               | - Rehabilitation/Vocational Services  
|               | - Geriatric Psychiatry Services  
|               | - General Psychiatry Services  
|               | - Group Programming  
|               |   - Connections For Women  
|               |   - Connections For Men  
|               |   - Pathways to Recovery (Psychiatric Symptoms)  
|               |   - Depression/Anxiety Management Group  
|               | - Dialectical Behaviour Therapy Programs  
|               |   - DBT Skills Group  
|               |   - Postpartum Depression Group  
|               |   - Social Recreation Group  
|               |   - Wellness Recovery Action Plan (WRAP) Group  
| Leeds, Grenville and Area | - Central Intake  
|               | - Case Management  
|               | - Counselling  
|               | - Housing  
|               | - Vocational and Educational  
|               | - Partner Assault Response  
|               | - Psychiatric Services  
|               | - Social & Recreation Program  
|               | - Wellness Program  
| Lanark and Area | - Counselling & Support Services  
|               | - Group Programs  
|               |   - Growing Together Through YOGA  
|               |   - Mindfulness Based Stress Reduction  
|               |   - Ruby Tuesdays (Support For Women)  
|               |   - Mindfulness Based Stress Reduction Silent Retreats  
|               |   - Expressions For Women  
|               |   - Diabetes Connection  
|               |   - Physical Activity & Nutrition Programs  
| Lanark and Area | - Entry Services  
|               | - Initial Assessment/Treatment Planning Services  
|               | - Case Management Services  
|               | - Community Treatment Services  
|               | - Prevention & Awareness  

<table>
<thead>
<tr>
<th>Whitewater Bromley Community Health Centre Satellite</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Beachburg: 20 Robertson Dr. K0J 1C0                  | Lanark and Area | • Primary Care  
• Urgent Care  
• After Hours Care  
• Social Worker  
• Fitness Programs  
• Weight Management Program  
• Chronic Disease Self Management Program  
• Mindfulness Workshops  
• Change Your Mind (Self-Care) |
| Phone: 613-582-3685                                  |               |                  |
| Fax: 613-582-7095                                    |               |                  |
| Website: www.wbchc.on.ca                            |               |                  |
## Lanark County - Addictions

<table>
<thead>
<tr>
<th>Lanark County Mental Health</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Carleton Place: 5 Bates Dr. Unit #14 K7C 4J9 | Lanark and Area | • Crisis Services  
• Court Diversion/Support Services  
• Case Management Services  
• Counselling & Treatment Services  
• Women's Health Services  
• Rehabilitation/Social Recreation Services  
• Rehabilitation/Vocational Services  
• Geriatric Psychiatry Services  
• General Psychiatry Services  
• Group Programming  
  • Connections For Women  
  • Connections For Men  
  • Pathways to Recovery (Psychiatric Symptoms)  
  • Depression/Anxiety Management Group  
• Dialectical Behaviour Therapy Programs  
  • DBT Skills Group  
  • Postpartum Depression Group  
  • Social Recreation Group  
  • Wellness Recovery Action Plan (WRAP) Group |
| Smith Falls: 88 Cornelia St. W. Unit A2 K7A 5K9 | Lanark and Area | • Crisis Services  
• Court Diversion/Support Services  
• Case Management Services  
• Counselling and Treatment Services  
• Women’s Health Services  
• Rehabilitation/Social Recreation Services  
• Rehabilitation/Vocational Services  
• Geriatric Psychiatry Services  
• General Psychiatry Services  
• Group Programming  
  • Connections For Women  
  • Connections For Men  
  • Pathways to Recovery (Psychiatric Symptoms)  
  • Depression/Anxiety Management Group  
• Dialectical Behaviour Therapy Programs  
  • DBT Skills Group  
  • Postpartum Depression Group  
  • Social Recreation Group  
  • Wellness Recovery Action Plan (WRAP) Group |
<table>
<thead>
<tr>
<th>North Lanark Community Health Centre</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Lanark: 207 Robertson Dr. K0G 1K0 | Lanark and Area | • Counselling & Support Services  
• Group Programs  
  • Growing Together Through YOGA  
  • Mindfulness Based Stress Reduction  
  • Ruby Tuesdays (Support For Women)  
  • Mindfulness Based Stress Reduction Silent Retreats  
  • Expressions For Women  
  • Diabetes Connection  
  • Physical Activity & Nutrition Programs |
| Phone: **613-259-2182**  
  **1-866-762-0496** | Fax: 613-259-5235  
Email: info@nlchc.on.ca  
Website: www.northlanarkchc.on.ca |

<table>
<thead>
<tr>
<th>Tri County Addiction Services</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Smith Falls: 88 Cornelia St. W. Unit A3 K7A 5K9 | Lanark and Area | • Entry Services  
• Initial Assessment/Treatment Planning Services  
• Case Management Services  
• Community Treatment Services  
• Prevention & Awareness |
| Phone: **613-283-7723**  
  **1-800-361-6948** | Fax: 613-283-9407  
Email: north@tricas.on.ca  
Website: www.tricas.on.ca |
### Leeds & Grenville- Mental Health

<table>
<thead>
<tr>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leeds, Grenville and Area</td>
<td><em>16 yrs. And older</em></td>
</tr>
</tbody>
</table>
| Brockville: 25 Front Ave. W. St #4 K6V 4J2 | Assertive Community Treatment Team  
Inpatient Unit  
Outpatient Unit  
Crisis Team  
Education |
| Phone: **613-354-4600**  
**1-866-281-2911** | ACT Team: 613-342-2522  
Inpatient: Daytime: ex. 2400  
After Hours: ex. 2400/2577 |
| Fax: 613-354-4111 | Email: Online Submissions |
| Website: [www.bgh-on.ca](http://www.bgh-on.ca) | |

<table>
<thead>
<tr>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leeds, Grenville and Area</td>
<td></td>
</tr>
</tbody>
</table>
| Brockville: 25 Front Ave. W. St #3 K6V 4J2 | Adult Mental Health Court Services  
Transportation Services  
Public Education  
Family Support Services  
Supports Individuals With:  
- Depression  
- Anxiety  
- Schizophrenia  
- Phobias and Panic Disorder  
- Bipolar  
- Eating Disorders  
- Posttraumatic Stress Disorder  
- Obsessive-Compulsive Disorder |
| Phone: **613-345-0950**  
**1-866-499-8445** | Fax: 613-342-7937 |
| Email: info@cmha-lg.ca | Website: [www.cmha-lg.ca](http://www.cmha-lg.ca) |

<table>
<thead>
<tr>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gannanoque and Areas</td>
<td></td>
</tr>
</tbody>
</table>
| Referrals  
Gannanoque: 338 Herbert St. K7G 3G3 | Adult Day Services  
Caregiver Support- In-Home Respite Services  
Caregiver support and Counselling Services  
Caregiver Information, Education & Training  
Client Intervention  
Transportation Services  
Friendly Visiting  
Telephone Reassurance |
| Phone: **613-382-7383** | Fax: 613-382-7323 |

<table>
<thead>
<tr>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gannanoque and Areas</td>
<td></td>
</tr>
</tbody>
</table>
| Referrals  
Gannanoque: 345 Herbert St. K7G 3G3 | Adult Day Services  
Caregiver Support- In-Home Respite Services  
Caregiver Support & Counselling Services  
Caregiver Information, Education & Training  
Client Intervention  
Transportation Services  
Friendly Visiting  
Telephone Reassurance |
| Phone: **613-382-1175**  
**1-800-561-8024** | Fax: 613-382-8357 |
<table>
<thead>
<tr>
<th>Gananoque &amp; District Association for Community Living</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Referrals: Gananoque: 26 Mill St. K7G 3A6 Phone: 613-382-7702 ext. 207 Fax: 613-382-7705 Email: gdacl@kos.net Website: www.communitylivinggananoque.com | Elgin, Gananoque, Lansdowne, Leeds and Grenville, Lyndhurst, Westport | • Business Assistance Services  
• Developmental Disabilities  
• Centers For Independent Living  
• Developmental Disabilities Day Rehabilitation Programs  
• Supported Employment  
• Supported Living Services For Adults With Disabilities  
• Transition Services For Students With Disabilities |

<table>
<thead>
<tr>
<th>Leeds Grenville Mental Health- Services for Our Community</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Brockville: 25 Front Ave. W. K6V 4J2 Phone: 613-342-6214 1-866-281-2911 Fax: 613-342-0884 Email: Online Submissions Website: www.lgmentalhealth.ca | Leeds, Grenville and Area | • Central Intake  
• Case Management  
• Counselling  
• Housing  
• Vocational & Educational  
• Partner Assault Response  
• Psychiatric Services  
• Social and Recreation Program  
• Wellness Program |

<table>
<thead>
<tr>
<th>Leeds Grenville Mental Health- Services for Our Community</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Delta: 18 King St. K0E 1G0 Phone: 613-928-3460 1-866-281-2911 Fax: 613-928-3466 Email: Online Submissions Website: www.lgmentalhealth.ca | Leeds, Grenville and Area | • Central Intake  
• Case Management  
• Counselling  
• Housing  
• Vocational & Educational  
• Partner Assault Response  
• Psychiatric Services  
• Social and Recreation Program  
• Wellness Program |

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<thead>
<tr>
<th>Leeds Grenville Mental Health- Services for Our Community</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Gananoque: 21B Mill St. K7G 2L5 Phone: 613-382-4016 1-866-281-2911 Fax: 613-382-8872 Email: Online Submissions Website: www.lgmentalhealth.ca | Leeds, Grenville and Area | • Central Intake  
• Case Management  
• Counselling  
• Housing  
• Vocational & Educational  
• Partner Assault Response  
• Psychiatric Services  
• Social and Recreation Program  
• Wellness Program |
<table>
<thead>
<tr>
<th>Leeds Grenville Mental Health - Services for Our Community</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Kemptville: 2671 Concession St.                           | Leeds, Grenville and Area | • Central Intake  
• Case Management  
• Counselling  
• Housing  
• Vocational & Educational  
• Partner Assault Response  
• Psychiatric Services  
• Social and Recreation Program  
• Wellness Program |
| Phone: 613-258-7204  
1-866-281-2911  
Fax: 613-258-5724  
Email: Online Submissions  
Website: www.lgmentalhealth.ca | | |

<table>
<thead>
<tr>
<th>Leeds Grenville Mental Health - Services for Our Community</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Prescott: 360 Dibble St. 3rd Flr.                        | Leeds, Grenville and Area | • Central Intake  
• Case Management  
• Counselling  
• Housing  
• Vocational & Educational  
• Partner Assault Response  
• Psychiatric Services  
• Social and Recreation Program  
• Wellness Program |
| Phone: 613-925-5940  
1-866-281-2911  
Fax: 613-925-4059  
Email: Online Submissions  
Website: www.lgmentalhealth.ca | | |

<table>
<thead>
<tr>
<th>Mental Health and Addictions Resource Centre - Brockville</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Brockville: 1804 Hwy. #2                                 | Leeds, Grenville and Area | • Social Worker  
• Psychiatrists  
• Psychologist  
• Occupational Therapist  
• Speech Therapist  
• Dietitians |
| Phone: 613-345-1461 ex. 2538  
Fax: 613-928-3466  
Email: mharc@theroyal.ca  
Website: www.theroyal.ca | | |

<table>
<thead>
<tr>
<th>Stone’s Mill Family Health Centre</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals</td>
<td>Gananoque and Areas</td>
<td>• One Psychotherapist available</td>
</tr>
<tr>
<td>Gananoque: 25 Mill St.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>K7G 2L5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone: 613-382-3974</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax: 613-382-4417</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The Leeds&amp; Grenville Social Services- Sub-Office</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
</table>
| Prescott: 360 King St. W.                        | Leeds, Grenville and Area | • Central Intake  
• Case Management  
• Counselling  
• Housing  
• Vocational & Educational  
• Partner Assault Response  
• Psychiatric Services  
• Social and Recreation Program  
• Wellness Program |
| Phone: 613-928-3460  
1-866-281-2911  
Fax: 613-928-3466  
Email: Online Submissions  
Website: www.lgmentalhealth.ca | | |
# Leeds and Grenville - Addictions

<table>
<thead>
<tr>
<th>Brockville General Hospital - Mental Health Community &amp; Outpatient Programs</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brockville: 25 Front Ave. W. St #4</td>
<td>Leeds, Grenville and Area</td>
<td><em>16 yrs. And older</em></td>
</tr>
<tr>
<td>K6V 4J2</td>
<td></td>
<td>• Assertive Community Treatment Team</td>
</tr>
<tr>
<td>Phone: 613-354-4600</td>
<td></td>
<td>• Inpatient Unit</td>
</tr>
<tr>
<td>1-866-281-2911</td>
<td></td>
<td>• Outpatient Care</td>
</tr>
<tr>
<td>ACT Team: 613-342-2522</td>
<td></td>
<td>• Crisis Team</td>
</tr>
<tr>
<td>Inpatient Unit: Daytime: ex. 2400</td>
<td></td>
<td>• Education</td>
</tr>
<tr>
<td>After Hours: ex. 2400/2577</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax: 613-354-4111</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email: Online Submissions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.bgh-on.ca">www.bgh-on.ca</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Leeds Grenville Mental Health - Services for Our Community</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brockville: 25 Front Ave. W.</td>
<td>Leeds, Grenville and Area</td>
<td>• Central Intake</td>
</tr>
<tr>
<td>K6V 4J2</td>
<td></td>
<td>• Case Management</td>
</tr>
<tr>
<td>Phone: 613-342-6214</td>
<td></td>
<td>• Counselling</td>
</tr>
<tr>
<td>1-866-281-2911</td>
<td></td>
<td>• Housing</td>
</tr>
<tr>
<td>Fax: 613-342-0884</td>
<td></td>
<td>• Vocational &amp; Educational</td>
</tr>
<tr>
<td>Email: Online Submissions</td>
<td></td>
<td>• Partner Assault Response</td>
</tr>
<tr>
<td>Website: <a href="http://www.lgmentalhealth.ca">www.lgmentalhealth.ca</a></td>
<td></td>
<td>• Psychiatric Services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Social and Recreation Program</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Wellness Program</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>Leeds Grenville Mental Health - Services for Our Community</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delta: 18 King St.</td>
<td>Leeds, Grenville and Area</td>
<td>• Central Intake</td>
</tr>
<tr>
<td>K0E 1G0</td>
<td></td>
<td>• Case Management</td>
</tr>
<tr>
<td>Phone: 613-928-3460</td>
<td></td>
<td>• Counselling</td>
</tr>
<tr>
<td>1-866-281-2911</td>
<td></td>
<td>• Housing</td>
</tr>
<tr>
<td>Fax: 613-928-3466</td>
<td></td>
<td>• Vocational &amp; Educational</td>
</tr>
<tr>
<td>Email: Online Submissions</td>
<td></td>
<td>• Partner Assault Response</td>
</tr>
<tr>
<td>Website: <a href="http://www.lgmentalhealth.ca">www.lgmentalhealth.ca</a></td>
<td></td>
<td>• Psychiatric Services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Social and Recreation Program</td>
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<td></td>
<td></td>
<td>• Wellness Program</td>
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<tr>
<th>Leeds Grenville Mental Health - Services for Our Community</th>
<th>Service Areas</th>
<th>Programs Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gananoque: 21B Mill St.</td>
<td>Leeds, Grenville and Area</td>
<td>• Central Intake</td>
</tr>
<tr>
<td>K7G 2L5</td>
<td></td>
<td>• Case Management</td>
</tr>
<tr>
<td>Phone: 613-382-4016</td>
<td></td>
<td>• Counselling</td>
</tr>
<tr>
<td>1-866-281-2911</td>
<td></td>
<td>• Housing</td>
</tr>
<tr>
<td>Fax: 613-382-8872</td>
<td></td>
<td>• Vocational &amp; Educational</td>
</tr>
<tr>
<td>Email: Online Submissions</td>
<td></td>
<td>• Partner Assault Response</td>
</tr>
<tr>
<td>Website: <a href="http://www.lgmentalhealth.ca">www.lgmentalhealth.ca</a></td>
<td></td>
<td>• Psychiatric Services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Social and Recreation Program</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Wellness Program</td>
</tr>
<tr>
<td>Leeds Grenville Mental Health Services for Our Community</td>
<td>Service Areas</td>
<td>Programs Offered</td>
</tr>
<tr>
<td>--------------------------------------------------------</td>
<td>---------------</td>
<td>------------------</td>
</tr>
</tbody>
</table>
| Kemptville: 2671 Concession St.  
P.O. Box# 1582  
K0G 1J0  
Phone: **613-258-7204**  
**1-866-281-2911**  
Fax: 613-258-5724  
Email: Online Submissions  
Website: www.lgmentalhealth.ca | Leeds, Grenville and Area | • Central Intake  
• Case Management  
• Counselling  
• Housing  
• Vocational & Educational  
• Partner Assault Response  
• Psychiatric Services  
• Social and Recreation Program  
• Wellness Program |
| Leeds Grenville Mental Health Services for Our Community | Service Areas | Programs Offered |
| Prescott: 360 Dibble St. 3rd Flr.  
K0E 1T0  
Phone: **613-925-5940**  
**1-866-281-2911**  
Fax: 613-925-4059  
Email: Online Submissions  
Website: www.lgmentalhealth.ca | Leeds, Grenville and Area | • Central Intake  
• Case Management  
• Counselling  
• Housing  
• Vocational & Educational  
• Partner Assault Response  
• Psychiatric Services  
• Social and Recreation Program  
• Wellness Program |
### Personal Information

<table>
<thead>
<tr>
<th>Full Name:</th>
<th>Last</th>
<th>First</th>
<th>M.I.</th>
</tr>
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<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Address:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Address</td>
</tr>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>City</th>
<th>Province</th>
<th>Postal Code</th>
</tr>
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<tbody>
<tr>
<td></td>
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<table>
<thead>
<tr>
<th>Home Phone:</th>
<th>Alternate Phone:</th>
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<tbody>
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<table>
<thead>
<tr>
<th>Lead Youth Agency</th>
<th>Ending Date with Lead Agency</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Referral Date</th>
</tr>
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<tbody>
<tr>
<td></td>
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</table>

### Contact Information

<table>
<thead>
<tr>
<th>Referring Agency Contact Name:</th>
<th>Last</th>
<th>First</th>
<th>M.I.</th>
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<tbody>
<tr>
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</table>

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<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>Street Address</td>
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<tr>
<td></td>
</tr>
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<tbody>
<tr>
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<table>
<thead>
<tr>
<th>Primary Phone:</th>
<th>Alternate Phone:</th>
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<tbody>
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<table>
<thead>
<tr>
<th>Relationship:</th>
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<tbody>
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<p>| | | |
|               |               |               |
|               |               |               |</p>
<table>
<thead>
<tr>
<th>Full Name:</th>
<th>Last</th>
<th>First</th>
<th>M.I.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>Street Address</td>
<td>Apartment/Unit #</td>
<td></td>
</tr>
<tr>
<td></td>
<td>City</td>
<td>Provence</td>
<td>Postal Code</td>
</tr>
<tr>
<td>Primary Phone:</td>
<td>Alternate Phone:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Relationship:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Current Agencies Involved with the Youth (Plus their Contact Info)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Client Diagnoses</th>
</tr>
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<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Typical Signs and Symptoms of Client Instability</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<tr>
<td>Client’s Current Strengths</td>
</tr>
<tr>
<td>------------------------------------</td>
</tr>
<tr>
<td>Previously Learned Skills/Goals</td>
</tr>
<tr>
<td>Areas in Need of Improvement</td>
</tr>
<tr>
<td>Goals/Skills Currently Being Addressed</td>
</tr>
<tr>
<td>Goals/Skills to Work on in the Future</td>
</tr>
</tbody>
</table>
Appendix D: Participant Feedback Survey

Participant Feedback Evaluation

<table>
<thead>
<tr>
<th>Survey Item</th>
<th>Scale</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Poor</td>
</tr>
<tr>
<td>1. The workshop was helpful to my profession.</td>
<td>1</td>
</tr>
<tr>
<td>2. The workshop was helpful to me.</td>
<td>1</td>
</tr>
<tr>
<td>3. I would use some of the ideas in the workshop.</td>
<td>1</td>
</tr>
<tr>
<td>4. The facilitator produced the workshop in a useful and engaging manner.</td>
<td>1</td>
</tr>
<tr>
<td>5. The facilitator was knowledgeable and was able to answer the questions I had.</td>
<td>1</td>
</tr>
<tr>
<td>6. I would use the program plan in my agency.</td>
<td>1</td>
</tr>
<tr>
<td>7. The client information sheet would be useful for my agency.</td>
<td>1</td>
</tr>
<tr>
<td>8. I will be able to utilize the resource manual.</td>
<td>1</td>
</tr>
<tr>
<td>9. I would be interested in using this workshop in my agency.</td>
<td>1</td>
</tr>
<tr>
<td>10. I would recommend this workshop to other professionals.</td>
<td>1</td>
</tr>
</tbody>
</table>

The best thing about the workshop was:

The part of the workshop I would change is: