



Healthy Opportunities Promoting Empowerment
Destigmatizing Mental Health

**Mental Health Services for
Wellington North and Minto
CRISIS NUMBERS**

Addictions, Mental Health
and Crisis Services: [1.844.437.3247](tel:18444373247) (HERE 247)
Ambulance / Police / Fire: [911](tel:911)
Distress Line: [519.821.3760](tel:5198213760) or [1.888.821.3760](tel:18888213760)

Index

Addictions, Mental Health and Crisis Services (Here 24/7)	3
Mental Health and Addictions Services	3-12
Housing, Transportation, and Food Banks	13-15
24 Hour Emergency Services	16
Youth Help Lines	16
Family Support / Abuse Services	17
Self Help / Peer Support Services	18-19
Advocacy Groups	20
Community Services	21-22
Helpful Websites and Phone Numbers	23

Addictions, Mental Health and Crisis Services

www.here247.ca 1.844.437.3247 (HERE 247)

Here 24/7 is the front door to the entire addictions, mental health and crisis sector in our region. You can call Here 24/7 with questions, and to access services from Canadian Mental Health Association (CMHA) Waterloo Wellington Dufferin and 11 other agencies from across Waterloo Region and Wellington and Dufferin Counties. (from cmhawd website)

Mental Health and Addiction Services

Canadian Mental Health Association - Waterloo Wellington (CMHA WW)

Location: Mount Forest with visiting and satellite service in Palmerston

Address: 392 Main St. N. Suite 1
Mount Forest, ON N0G 2L2

Phone: 1.844.264.2993

Website: <http://wwd.cmha.ca>

Fax: 519-323-3771

CMHA provides community based mental health services for individuals and families facing mental illness and developmental challenges. *Please note that referrals to all services is to be completed through the Here 24/7 route.*

Services include:

Crisis Services: Available 24 hours a day, 7 days a week to individuals experiencing a mental health crisis. **If you are experiencing a mental health crisis, please call Here 24/7 at 1.844.437.3247 .**

Infant & Child Development Program: Infants or children whose developmental progress maybe at risk or delayed can work with consultants who provided parents with information and resources they need to help their children learn to his or her potential.



Infant Mental Health Service: This service provides support to children (birth to age five) and their families around specific mental health concerns.

Children Services: Serving a population aged 6-18; children and their families can receive support to assist in managing mental health concerns. Counselling as well as family support is available on an individual or group basis. Single session meetings are available to help link families with appropriate services. Please note referrals for single sessions are also needed through Here 24/7.

Family Support Options: Family Support Options offers a range of supports to families who are caring for a child, up to the age of 18, with a developmental or physical disability living in Wellington County.

First Step Recovery: An assessment and treatment program for people who are experiencing a first episode psychosis. Treatment may include counselling, medication, group activities, family education and finding support for day to day living.

Employment Services: Assisting individuals with disabilities in Waterloo Region and Wellington County to obtain competitive, paid employment. A range of employment supports are offered through three programs: Bridging Employment Supports, Links To Work, and New Directions.

Mental Health and Justice Services: Offers advocacy and assistance in accessing resources and services to adults and youth experiencing mental health concerns who have been charged with a criminal offence with in Wellington County

Adult Counselling & Treatment: Mental health clinicians help individuals set priorities and goals to develop skills to implement creating fulfilling changes into one's life. Counselling is offered using a short term model. Also note a 16 week course is available for those who have been impacted by trauma who are working with CMHA clinicians.

Adult Intensive Support Coordination: Support coordination support individuals that live in the community dealing with significant mental health issues. Independence and quality of life are promoted through the coordination of appropriate services and consistent, ongoing support.

Eating Disorder Program: Serving children, adolescents and adults. Working together with CMHA team, family, friends and community to support an individual find a path to recovery. For children and adolescents, a family centred assessment as well as family based therapies are offered. For adults, individual assessment and treatment groups are offered.

Intensive Geriatric Services: Supports seniors with complex medical and/or mental health needs, working with support networks to create and support individualized care plan.

Seniors Mental Health: An assessment and treatment program for seniors experiencing mental health concerns. Working with individuals, family, supports and primary care physician to create care plan.

Youth Talk: Supports youth to create and deliver peer-led projects that address the myths and realities of suicide and mental health concerns, promote resiliency and healthy coping, and provide useful information about local resources in Wellington and Dufferin. These projects allow students to develop leadership skills and create meaningful connections with their peers to raise awareness and increase coping skills.
Contact: 1.844.264.2993 ext. 2524

Beautiful Minds: Provides school-based education programs that focus on positive mental health and the reduction of stigma. We work with schools, social agencies and community partners to develop, promote and deliver presentations designed to increase knowledge and promote stigma reduction throughout a person's life.
Contact: 1.844.264.2993 ext. 4018

Torchlight (Wellington/Dufferin)

Provides the following free, telephone-based support, referral and crisis intervention services including:

Distress Line: 1.888.821.3760

This is a 24/7 telephone listening service that supports people who are lonely, confused and / or in distress and who need someone to talk to. It is confidential and anonymous.

Youth Support Line: 519-821-5469 or toll free 1-888-821-3760

The YSL provides confidential, supportive listening, resources and information for young people. It is available 24 / 7.

Emergency Shelter Resource Line: 519-767-6594 or toll free 1-888-821-3760

This 24 / 7 service is for individuals need temporary shelter.

Family Health Team (Mount Forest) 519-323-0255

Programs and services include:

Feeling Good: for Adults with Mood Difficulties. Eight 2-hour sessions (once per week) for adults who are struggling with depression and/or anxiety. They will learn about depression, anxiety and the skills needed to improve their mood. The course is based on cognitive therapy (learning to think in a healthy way) and Mindfulness practice.

Friendship Circle: A coffee social for seniors. This group is for anybody looking to make new friends and enjoy the benefits of socializing and being active. Laughter, support, and connecting are what Friendship Circle is all about. The group runs every Tuesday from 10:30-11:30am at the Mt. Forest Pentecostal Church 259 Fergus St. S.

Laughter Yoga: Laugh as you have never laughed before and feel refreshed, invigorated and relaxed. Adults of all ages welcome. Laughter Yoga classes are held the first and third Thursday from 10:30-11:30a.m. at Birmingham Lodge, 356A Birmingham Street East, Mount Forest.

Pride and Prejudice: A social group for LGBTQ+ youth aged 14 to 24 (including youth who are questioning and are allies) that focuses on building leadership skills and a sense of community through art and education. P and P North Wellington is lead by ARCH (HIV/AIDS Resources and Community Health) and supported by the MFHT and WDG Public Health

- First Wednesday of every month
- No cost and pizza provided
- At Mount Forest Family Health Team
525 Dublin Street, Mount Forest ON
- Email education@archguelph.ca for more information

Rural Wellington Community Team: The Rural Wellington Community Team understands that it's hard to reach out and find the resources you need, when you need them.

We work in the community and with each rural health team to connect you to community agencies, help you to navigate social programs, and support you when family or friends can't help.

We know that there are many factors in your life that can affect your health. When people have support, they live healthier lives.

The Mount Family Health Team has an Outreach Worker available to help you with those connections. Care Coordinators with the Canadian Mental Health Association (CMHA-WWD) and Community Care Access Centre (WW-CCAC) are also on the Rural Wellington Community Team and work together with the Outreach Worker to support you with other services they provide. [519-321-1181](tel:519-321-1181)



Family Health Team (Minto Mapleton) 519.638.2110

Programs and services include:

Cognitive Behaviour Therapy: Minto-Mapleton FHT offers Cognitive Behavioural Therapy (CBT) groups throughout the year. The aim of the group is to introduce concepts with a focus on developing skills to better manage symptoms related to anxiety and depression. This group runs for 8 consecutive weeks. (location - Drayton)

Grief Group: Minto-Mapleton FHT offers an 8-week grief group. This group provides an opportunity to better understand the grieving process as well as to connect with others who have experienced loss. (location - Drayton)

Dialectical Behavioural Therapy: A skill building group that supports better emotion management. Participants will learn strategies to improve personal relationships and their ability to manage distress. An introduction to mindfulness meditation will also be included. For more information, contact your physician or nurse practitioner for a referral or contact us directly through any means listed on our contact page.

Homewood Health Centre - Mental Health and Addiction Facility

Homewood Community Addiction Services (CADS) provides initial, non-medical services including: outpatient counselling; family support programs; and outpatient support services. Call HERE 24/7 (1.844.437.3247) for intake. Referrals for problem gamblers, family members or youth come through the individual CADS offices.

Phone: 519.824.1010 (Guelph) or 519.323.4558 (Mount Forest)

Fax: 519.824.8751

For more information, visit www.homewoodhealth.com/health-centre

For other general information contact healthcentre@homewoodhealth.com



Programs offered:

Assertive Community Treatment Team (A.C.T. TEAM): Out-patient treatment, support and rehabilitation to people with severe and persistent mental illness.

- medication monitoring and supervision
- crisis assessment and intervention
- symptom assessment, management, and education
- counselling
- collaboration with families and agencies
- life skills teaching
- referral to community supports
- advocacy

The inter-professional team includes a psychiatrist, nurse, social worker, occupational therapist, program coordinator and program assistant.

Other Programs include:

- Substance abuse assessment through 24/7
- CADS substance abuse at schools
- Substance Abuse Community Treatment – Youth
- Substance Abuse Community Treatment – Adult
- Substance Abuse Community Treatment – Family Member

Family Counselling and Support Services for Guelph (Wellington)

Services in Mount Forest: Claire Stewart Medical Clinic, 525 Dublin Street, Mount Forest

Guelph Location: 109 Surrey Street East Guelph, ON N1H 3P7

Fergus Location: Centre Wellington Chamber of Commerce Building, 400 Tower Street, Fergus
Fergus Day and evening appointments will be available as well as groups and workshops.

Phone: (519) 824-2431, 1-800-307-7078

Fax: (519) 824-3598

Email: info@FamilyServiceGuelph.on.ca

Web site: www.FamilyServiceGuelph.on.ca



LinkedIn: www.linkedin.com/company/family-counselling-and-support-services-for-guelph-wellington

Twitter: @Familycounsgw

This is a not for profit, community-based, family service agency dedicated to strengthening and enriching people by providing counselling, advocacy, support and educational services.

Services: Certified therapists hold a minimum of a Master degree in their respective fields and continually upgrade their skills. The agency is proud to have a long-standing internship program training Masters level therapists. We offer several ministry-funded programs at no cost, and are supported by generous funding from United Way Guelph Wellington and private donations.

Community Justice: Abuse in any form leaves lasting harm on everyone it touches. Changing abusive behaviours and the negative outcomes associated with it begins with support from qualified professionals. We have a range of individual and group programs for: Anger Management, Partner Assault Response (PAR), Breaking Free = Better Choices + Better Relationships (a program for male youth), Trauma counselling for those who have experienced: Violence Against Women, Child Witness to Abuse, Childhood Sexual Abuse for men, women, and children, and as well as for those who have sexually offended. Groups are available in Guelph for all of these services, and ***individual support is available in Wellington North.***

Social Enterprise: Difficulties in marriages or other relationships, trouble coping at school or work, or feeling depressed and alone can feel overwhelming. An unbiased professional can help you develop strategies to deal with these concerns through our EAP, Full Fee, and Subsidized Fee Counselling services. These are available to Individuals, Couples, Families, Children (0 - 12 years of age), Youths (12 - 18 years of age), and groups. We offer a walk-in service in Guelph every Wednesday from 1:00-7:00; ***these services***

are available in Wellington North through calling our intake department. We offer customized EAP services, critical incident services, and corporate workshops and training.

Developmental Services:

Service Coordination for individuals with developmental disabilities or Autism Spectrum disorder:

- Information about services and resources
- Service coordination with community and clinical supports
- Case conferencing and collaboration among community partners
- Transitional planning as children become adults

Intensive Behavioural Support for families with children who have a dual diagnosis (developmental disabilities and mental health issues), attachment disorders, sexual abuse, trauma, and/or grief. The Intensive Behavioural Consultant works with clients, schools, workplaces, and caregivers at home to create consistent coping strategies and approaches such as: One-on-one support, Parental coaching, The Wonder of Me program, and Staff consulting and training where needed.

Financial Health and Literacy: Professional counsellors can help create personalized plans while also providing preventative education counselling including budgeting, debt, and money management strategies.

Programs Available:

- Individualized counselling
- Starting Over program for abused women
- Debt Management program for consumer debt consolidation
- Bright Futures Scholarship program to help low to modest income families save for their children's educations
- School Program which teaches basic budgeting and money management skills

All these services are available in Mount Forest.

Victims Services

Phone Teviotdale: 519-417-1235

Victims Services volunteers are trained extensively in communication, crisis intervention, traumatic stress and victim's issues. Working in cooperation with the police, fire, and other emergency services within Guelph and Wellington County, VS ensures our community's needs are met 24 hours a day, 7 days a week.

VSW provides support, referrals, safety planning, advocacy and education services that are designed with a victim centred approach.

On-scene assistance and referrals may include such incidents as:

- Abuse and Assault
- Arson and Fire
- Bereavement
- Domestic Violence
- Accidents
- Suicide/Sudden Death
- Personal Injury
- Robbery
- Homicide
- Missing Persons
- Harassment/Stalking

New Life Counselling

Phone: 1.800.410.4506

Faith Based Marriage, Individual and Family Counselling

- Offices in Palmerston and Arthur
- Sliding fee scale based on financial circumstances
- Food, Housing and Transportation

Housing

Wellington County has subsidized (rent geared to income housing units) in Wellington North and Minto Townships. For more information call

Phone: 519.824.7822

Toll Free: 1.800.663.0750

Fax: 519.837.6349

Web: www.wellington.ca/en/socialservices/wellingtoncountyownedhousing

AFTER HOURS EMERGENCY: To speak directly with a person 519.824.7822

After Hours NON Emergency: To leave a message 519.824.1960

Our Outreach Program works to support families and individuals in the community who are facing challenging life situations. We are committed to providing the tools, resources and necessary supports to foster self sufficiency within the community.

Housing Services are delivered from one office location. Our office is located at 138 Wyndham Street North in downtown Guelph. ***Appointments can be made with staff to meet at a Fergus and a Mount Forest location.***

Transportation

Community Resource Centre of North and Centre Wellington

Web: www.communityresourcecentre.org/

Wellington Transportation Services is a collaborative network of community service providers that believes every resident of Wellington County should have access to transportation supports commensurate to their needs, enabling them to access supports, services, and programming that are integral to their well being and that of their family.

Who is this transportation service for?

- Residents of Centre, North or East Wellington who do not have access to transportation and meet eligibility criteria for service
- Target populations for this service include: seniors, adults with a disability, low income families and individuals.

For more information on this valuable program or to arrange a ride, call 519.843.7003 or 1.866.694.9562

kmcginnis@communityresourcecentre.org

Food Banks

Community Pantry (Mount Forest)

Phone: 519.323.9218

Fax: 519.323.0323

Emergency food supplies for people in need.

- food provided up to once a month per client
- food donations accepted

Hours: Calls returned Monday and Thursdays 3pm - 5pm;
food is delivered Tuesday and Friday.

Areas Served: Minto, Southgate, Wellington North, West Grey

Boundaries: 10 mile radius of Mount Forest in all directions

Application - a registration form must be completed

Answering machine 519.510.3663

Harriston Food Bank

Phone: 519.510.3669

Provides emergency food supplies to families in need. ***(pick up only - no deliveries)***

Clifford Food Bank

Phone: 519.327.8588

Location: 6 Elora Street North, Clifford (at Knox United Church)

Palmerston Food Bank

Phone: 519.417.4774 Answering machine checked weekly on Wednesday nights

Location: Palmerston United Church, 215 James Street, Palmerston
lower level, accessed by the side entrance

Arthur Food Bank

Phone: 519-848-3272

Location: 146 George Street, Arthur

Hours: Open Tuesdays, 10 a.m. to 12 noon.

24 Hour Emergency Services

HOSPITALS

- Louise Marshall Hospital, Mount Forest. 519.323.2210
- Palmerston and District Hospital, Palmerston. 519.323.2030

POLICE

- 911

ADDICTIONS, MENTAL HEALTH AND CRISIS SERVICES

- Here 24/7 (1.844.437.3247)

Youth Help Lines

Web: www.wesforyouthonline.ca/

Phone: 1.855.797.0000

WES for Youth provides:

- An online safe space where teens in Grey Bruce and surrounding areas can express themselves and get free support from professional, non-judgemental counsellors.
- Resources for teens and parents. Available 24/7, our online Resource Centre provides high-quality, reliable information about a variety of mental health and emotional wellness issues.
- Insight, inspiration and support.

Kids Help Line

Phone: 1.800.668.6868

Kids Help Phone is a free, anonymous and confidential phone and on-line professional counselling service for youth 24 hours a day, 365 days a year.

Family Support / Abuse Services

Community Resource Centre of North and Centre Wellington

Services and supports around issues of:

- Support, advocacy and resolution
- Assistance with housing resources
- Accessing emergency shelter
- Emergency financial assistance
- Community service information and referrals

PO Box 442, Fergus, ON N1M 3E2

Phone: (519) 843-7000

Toll Free: 1.866.840.3249

Fax: (519) 827-2122

Web: www.communityresourcecentre.org/

Transportation Contact: <mailto:kmcginnis@communityresourcecentre.org/>

New Growth Family Centre (support for children and families)

Support for children and families who are struggling with behavioural and learning issues at school.

Location: 135 Sligo Rd E Mount Forest ON N0G 2L2

Phone: 519-509-6432

Fax: 519-323 3966

Web: www.newgrowthfamilycentre.com

Rural Women's Support (Women in Crisis)

The Rural Women's Support Program provides services for women and their children living in rural Wellington County who have been or are in an abusive relationship, or have experienced childhood sexual abuse and/or incest, recent or past sexual assault, harassment and/or stalking.

MOUNT FOREST OFFICE
102 Main Street S., Mount Forest, ON
Phone: 519-323-3638
Fax: 519-323-2844

PALMERSTON OFFICE
360 King Street, Unit 3, Palmerston
ON. N0G 2P0
Phone: 519-343-5192
Toll Free: 1-800-661-6041
Fax: 519-343-5197

Family Counselling and Support Services for Guelph Wellington: See page 4

Self Help / Peer Support

Recovery Inc.: A self-help mental health program offered weekly which assists people in dealing with depression, anxiety, anger, and/or fears using cognitive behaviour style therapy.

Hours: Monday, 7:30 to 9:30 at 392 Main St. N., Mount Forest
(McFarlane Health Facility)

Contact: Donna at 519-323-1780

Web: www.recoverycanada.org

Ignite the Spark: A community based, mental health initiative that focuses on healing through creative expression.

It is a completely free service beginning for people with mental health concerns, and their supportive allies such as family, caregivers etc. It is a place of shared understanding, safety and joy through creativity. It is a place to explore and create in order to build confidence, pride, assets, connections and positive experience.

For more information:

Phone: 519.323.4004

Email: ignitethespark@outlook.com

Web: www.ignitethespark.wordpress.com

Self Help Alliance: Meeting every Friday afternoon

Location: Canadian Mental Health Association
392 Main St N, Suite 1, Mount Forest, ON, N0G 2L2
(Intersection: Main St N and Sligo Road)

Web: <http://self-help-alliance.ca>

Alcoholics Anonymous

Answering Service: Feel free to call 519-396-2233 or 1-888-695-9357 at any time to find meetings near you, a friend to listen, or a ride to a meeting.

Harriston Group (Sunday)
Presbyterian Church
135 Elora St.,
8:00 PM

Palmerston Group
(Tuesday)
Presbyterian Church 315
Main St.
8:00 PM

Mount Forest (Thursday)
Reaching Hands Group
Mount Forest United
Church, 175 Queen St.E
8:00 PM

ALANON

To find a meeting anywhere in Canada, call **1-888-4-AL-ANON**. (There is not a group in north Wellington County. The closest groups are in Fergus and Hanover.)

Mindful Meditation - at Mount Forest United Church

Hours: Every Thursday from 12:15 to 12:45

Phone: **519 323 1910**

Advocacy Groups

Suicide Awareness Council of Wellington Dufferin (SACWD): The mission of the Suicide Awareness Council is to provide leadership and advocacy in communities to decrease suicide behaviour, promote hope, and improve services and supports.

For more information, call **1-844-CMHA WWD (264-2993)** ext. 7015

Please note that The Suicide Awareness Council of Wellington-Dufferin does not provide crisis services.

Wayfinders: The Wayfinders group is a community hub of people who discuss issues with mental health services in rural Wellington North and Minto, and who are working on projects to improve mental health and mental health services in our local area.

Contact: Janice at **519-509-8701**

HOPE Committee of Wellington North(Healthy Opportunities Promoting Empowerment - Destigmatizing Mental Health): The H.O.P.E. Committee is a collaborative community action group, started in 2009. It is comprised of service providers and members of the community who share a common purpose. The committee works towards destigmatizing mental health, and improving mental wellness in Wellington North. HOPE strives to provide information about services supports available, educate about issues that impact mental health, and coordinate efforts with other community groups and services when possible.

For more information please contact: Rhoda Seibert **519-323-2105**

Community Services

Mount Forest United Church Sunday Dinners: once every two months (January, March, May, August, September, November). Free of charge, donations are accepted

• Check website for details www.mountforestunitedchurch.com or call 519.323.1910

St. Andrews Presbyterian Church Dinners: The Father's Table (Mount Forest) - the 4th Monday of every month. There is no cost, and donations are accepted. A bag of non-perishable food/ personal care products also provided for those who need it. Call 519-546-2380 for more information.

Mount Forest Pentecostal Church Lunch: third and fourth Wednesday of each month

Location: 259 Fergus Street S.

Phone: 519-323-1023

Faith Baptist Church Primetimers: program and lunch one Friday a month starting at 10 AM

Location: 485 King St. East

Phone: 519-509-1600

Church of God: lunch one Wednesday a month starting at 12 PM

Located in community room at Mount Forest Public Library

Phone: (519) 323-4202 or (519) 923-5858

Employment supports - Agilec Mount Forest Employment Services Centre

Location: 392 Main Street North
Mount Forest, ON N0G 2L2

Phone: (519) 323-4540

Web: www.agilec.ca

Agilec provides employment support, resume writing, connection to local employers, support and liaison with employers (i.e. programs to support employment by gradual entry, subsidization of wages, assistance with clothing, work boots)
income tax preparation

Power of Hope Community Organization

Power of HOPE Community Organization is a registered charity that helps families in Wellington County (and other areas). Power of HOPE provides essential items needed by low income families, children and women in crisis.

Contact: Penny Jamieson,
Executive Director

Location 9119 Highway 6 North,
Kenilworth, ON N0G 2E0

Phone: 519.848.5024

Web: <http://powerofhopeontario.ca>

Helpful Websites and Phone Numbers

Caredove: www.caredove.com

This website gives information on services that are available and where they are located. Rural Wellington Health Care services are specifically addressed.

Help 24/7: <http://here247.ca/>

211: Call 211 when seeking government information and services.

211's telephone helpline (2-1-1) and website provide a gateway to community, social, non-clinical health and related government services. 211 helps to navigate the complex network of human services quickly and easily, 24 hours a day, 7 days a week, in over 100 languages. (from the 211 website)

Phone: 211

Web: www.211ontario.ca

Connex Ontario Health Services Information: connexontario.ca

The Health Line: wwhealthline.ca (Click on the tab for Rural Wellington)

Bereaved Families of Ontario:

1-800-488-5666

Hospice (Wellington): 519-836-3921

Family and Children's Services:

1-800-265-8300 (toll free)

519-824-2410 (Guelph/Elora offices)

Centre for Addiction and Mental Health Information & Support Line:

1-800-463-6273

Mental Health Help Line: 1-866-531-2600

OUTline (Support for Gay, Bisexual, Lesbian and Transgender): 519-836-4550

Problem Gambling Helpline:

1-888-230-3505

S.O.S. (Seniors Offering Support):

519-767-4445

1-866-767-4445 (toll free)



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This is a capture in time of the current resources as of the publication date. For changes or updates to information in this booklet, contact Janice Benson: ebenson@wightman.ca

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BANKING WITH PURPOSE