

MENTAL HEALTH SERVICES: HANDOUT

Your Health Care Provider has referred you to our Mental Health Program. Our team includes mental health counsellors and nurses, consulting psychiatrists and administrative support.

If you have an Employee Assistance Program (EAP) and/or have access to Extended Health Benefits for counselling, please use these resources first

Your first step is to contact the Mental Health Coordinator @ 905-988-9617 Ext. 242. She is available Monday's and Wednesday's from 9:00 am – 4:30 pm. Please leave a message on other days and she will return your call, which will include a brief intake regarding your specific needs and the goals that you hope to address in counselling. Additional resources within the family health team, various community services and online programs might also be suggested.

Individual counselling is provided on a short-term basis during regular business hours.

These sessions are a collaborative process, where we work on various skills & strategies to help you move towards meeting your goals, assist you in your growth and personal well-being.

Because of a high-demand-for-service, there is a **waitlist** for individual counselling, and it is important for you to keep your appointments. If you miss/cancel appointments, your health care provider will be advised.

In order to provide timely access for urgent matters, we provide a: **Single Session, Walk-in Service**. This is available on a first come, first serve basis and is limited to (3) single sessions per calendar year.

During the COVID-19 pandemic, all Single Sessions are "virtual" (phone or video) appointments

Single Session Days Offered	Location and Site Address *VIRTUAL ONLY	Number to call at 8:45 AM	Single Session Times
Wednesday's	St. Catharines: Unit 7, 145 Carlton Street (Lake & Carlton)	(905) 988-9617 ext. 226 (Laura)	9:00 am – Noon
Friday's	Virgil: 1882 Niagara Stone Road	(905) 468-2177 ext. 130 (Allie)	9:00 am – 2:00 pm (except 12:00 – 1:00 pm)

There also are various **Mental Health groups & workshops** offered by the Mental Health Program. Information about these programs can be found on the Niagara North FHT website:

<http://niagaranorthfht.ca/programs/mental-health>

OUR MENTAL HEALTH PROGRAM IS NOT A CRISIS SERVICE.
If the reason for your referral becomes a crisis, YOU MUST call
Mental Health & Addictions Access Line/ COAST at 1-866-550-5205.