



**Canadian Mental
Health Association**
Mental health for all

Directory of Community Services

Guide to Programs and Services in Hamilton (Substance Use, Mental Health, Youth, 2SLGBTQIA+, Newcomer, Older Adults & Housing Services)

Updates to this document are constantly changing due to our region's response to COVID-19. For the most up to date information please contact the agency directly. The following is a list of the services offered for Substance Use, Mental Health, Youth Programs/Services, 2SLGBTQIA+ Services, Newcomer Services, Older Adult Services, Housing/Shelter Services, and more in the Hamilton area. None of those listed below are emergency services. Crisis services are Underlined. If you are experiencing a mental health emergency, please go to the nearest emergency room or call 911 and advise them of your situation. Please note that many of the following services offer concurrent disorders support as well. These agencies are noted using ***

SUBSTANCE USE SERVICES

Alcohol, Drug and Gambling Services*** (905-546-3606)

Offers information to individuals, family members, and friends about where to find help. ADGS has stopped all groups. We are offering phone and video counselling and accepting new referrals/self-referrals into phone counselling. In-person appointments are available, on a limited basis. Option 2 to cancel an existing appointment. Option 3 for help with problem gambling, alcohol or drug concerns. Option 5 for Back on Track impaired driving program, Option 6 for the Cravings Hotline. Speak with our intake staff Belinda for further information or to complete registration with our program. ADGS can connect.

We also continue to provide consultation to families and friends and professionals.

Alternatives for Youth (AY) (905-527-4469)

Alternatives for Youth (AY) provides substance use counselling services for children and youth ages 12 – 25 years, and those who care about them. Alternatives for Youth is adjusting our service delivery model. We are continuing to provide services however, we are temporarily moving away from face-to-face appointments, shifting our service delivery model to one of offering telephone appointments and support. We are offering all intake, screening and modified assessment services by telephone and are providing counselling services to our current/active clients in the same manner. SMART Recovery virtual meetings starting May 2021.

Concurrent Disorders Program (SJHH) *** (905-522-1155, ext. 39207)

The concurrent disorders (CD) program operates through St. Joseph's Healthcare and is among the first major mental health programs to provide a competent approach to care for individuals that are experiencing mental health and addiction issues. One-on-one counselling and groups are being offered virtually (no face-to-face counselling or groups at the moment) Groups available virtually: Moving Forward Skillfully, Steps, Acceptance & Commitment Therapy (ACT), Dialectical Behavioural Therapy (DBT), Post-Acute Withdrawal Syndrome (PAWS), Smart Recovery. All new referrals and intakes are done through Connect 905) 522-1155, Ext.36499

Connect (SJHH) *** (905-522-1155 ext. 36499)

Connect is a centralized intake service for St. Joe's Mental Health and Addiction outpatient programs. A team of dedicated staff and clinicians dedicated to screening and triaging referrals determine the most appropriate outpatient service for each patient and schedule a first appointment. The Mental Health and Addiction outpatient programs offer evidence-based services in anxiety disorders, mood disorders, schizophrenia and psychotic disorders, neurocognitive disorders, eating disorders, borderline personality disorder and emotion regulation difficulties, substance use disorders, mood difficulties related to the reproductive cycle, and dual diagnosis (combined mental health concerns and intellectual disabilities). The services are primarily offered for transition-aged youth (17-25), adults and seniors. Connect offers referrals to: - Anxiety Treatment and Research Clinic (ATRC), Women's Health Concerns Clinic (WHCC), Seniors

Mental Health Clinic (Hamilton & Brant), Eating Disorders Program, Mood Disorders Program, Youth Wellness Centre (Early Intervention Stream), Community Psychiatry Clinic (CPC) & East Region MH Services (Concurrent Disorders Program, General Psychiatry Clinic, Bridge to Recovery Program, Borderline Personality Disorder Service), Cleghorn Early Intervention Clinic, Schizophrenia Outpatient Clinic (SOC), Developmental Dual Diagnosis Program . If you are interested in accessing these programs, please contact your family doctor for a referral or contact Connect for more information. The team will take 4-6 weeks to review the referral and make a decision. For more information email: connectmhap@stjoes.ca

Drug and Alcohol Helpline (1-800-565-8603)

The Drug and Alcohol Helpline is a 1-800 telephone line and website that provides health professionals with a range of suitable treatment options tailored to their individual clients. The Drug and Alcohol Helpline also links members of the general public with local assessment and referral, withdrawal management, and other treatment resources for themselves or someone they know. In addition to this, they also offer support and strategies to assist individuals with their goals. Phone call, email, and chat available 24/7.

Hamilton Regional Indian Centre (905- 548 -9264)

Aboriginal programming provides cultural access to a variety of services made available to those with Aboriginal backgrounds. The Centre is currently not open to the public. HRIC are still providing support over the phone, and are also running various virtual groups over Facebook and Zoom. Some of the virtual groups include: book club, nutrition/cooking classes, smudging ceremonies, braiding, family activities for parents with children at home, and more. They are also still taking referrals for their programs which include: Aboriginal Alcohol and Drug Program, Aboriginal Health and Wellness, Cultural Resource Coordination, Language Program, Urban Aboriginal Healthy Living.

Men's Addiction Service Hamilton (905-527-9264)

The MASH program provides a safe and welcoming environment to assist men (16+), who are in crisis with substance use. At the moment, program support

includes: 24/7 crisis telephone support, residential withdrawal management, and psycho-educational relapse prevention. The residential withdrawal management program is open with 7 available beds for community members. To access a bed, a negative Covid-19 test is required within 96 hours of admission. There are an additional 7 beds for men who have completed the withdrawal management, where recovery/treatment planning and next steps are determined with a team member. 24/7 phone support remains available for past, present or future clients and service providers. The day program, smoking cessation, and support groups are not running at the moment due to Covid-19 restrictions.

New Choices, Grace Haven (905-522-5556)

New Choices offers a one-stop setting for pregnant and parenting women, with substance use concerns, and their children ages 0-6. Services for women include assessment, treatment and referral and both individual and group counselling concerning substance use. Services for women also include prenatal and postnatal education, and general wellness.

Parenting education and support is provided both individually and in group format as well as through interactive play between mother and child. Services for children include individualized therapeutic play programs that promote physical, social, and emotional development, developmental screening and assessment, and speech and language services. Services are available through telephone or virtually.

Ontario Problem Gambling Helpline (1-800-230-3505)

The Ontario Problem Gambling Helpline provides information about problem gambling services in Ontario. Additional services include support/strategies to meet the individual's needs, as well as setting up a first appointment with a treatment provider. Funded by the Government of Ontario. Service is live answer 24/7, confidential, and free.

**Rapid Access Addiction Medicine (RAAM) Clinic
(905-522-1155 ext. 35800)**

The Rapid Access Addiction Medicine (RAAM) Clinic serves those with substance use issues, with a primary focus on opioids and alcohol. The purpose of the clinic is to provide quick access to care for addiction issues, including assessments, counselling (for any substance use concern) and prescriptions for medications like methadone and suboxone.

Offers rapid assessment: patients will be seen within 24 hours after referral, also offers connections to other community treatment programs. The clinic is still operating 8am-4pm, Monday to Friday. Referrals are accepted from all sources via fax or telephone. Self-referrals are strongly encouraged. Physicians and counselling staff are providing telephone and virtual appointments at this time.

Salvation Army (905-521-1660)

The Salvation Army gives hope and support to vulnerable people today and every day in 400 communities across Canada and in more than 125 countries around the world. The Salvation Army office is currently closed but staff are working remotely.

If you require family assistance or food bank please call 905-540-1888 or if you require support you can call the 24 hour men's support line: 905-527-1444 ext. 0

Booth Centre (94 York Blvd): emergency shelter for homeless or transient men – capacity is back to normal (82 beds) after renovations to increase space. Community meals service is no longer available for community members (residents only).

Suntrac (905-528-0389)

At Suntrac, individuals 19 or older find compassion and companionship in group sessions offered either during the day or evening. This flexibility is designed to support their personal recovery goal, while ensuring employment isn't sacrificed along the way. Suntrac has suspended all in-person groups and individual support, however, their team is working remotely to provide services to new and existing clients via telephone and video-conferencing. Suntrac is still accepting referrals (including self-referrals). Please call 905-528-0389 and leave a message. We will contact you with an intake

appointment time. Suntrac has a Partners in Recovery program (care and support for loved ones) as well as Aftercare program. Addiction Supportive Housing workers will not be making home visits with clients. They will connect by phone with clients on a regular basis. Substance Use Related Crime in Hamilton (SURCH) staff will maintain phone contact with clients in this program. We are accepting new referrals for SURCH. As of April 5, 2021, Suntrac will be providing Aftercare, Partners in Recovery, and Taking Steps groups in virtual format

Wayside House (men) (905-528-8969)

Wayside House is a long-term residential addiction treatment program for men. While adhering to best practices, they support the client from first contact through their multi-phase program (orientation, core program, recovery, and relapse prevention), discharge, and aftercare. Currently Wayside is still accepting referrals and is providing support to all current and past clients in-house and virtually. Wayside House has reduced the number of beds from 37 to 17 to ensure proper social distancing measures for the safety of clients. Prior to admission, a negative Covid-19 test is required. Once they arrive, clients receive another Covid-19 test from Public Health and spend 2 days in isolation before joining the rest of the residents. Wayside House also has a "Hep-C Outreach Team", which provides support to clients by meeting them "where they are at" in the community. They provide hepatitis C treatment, testing, counselling, and case management. As well as education & awareness, peer support, peer support training, and harm reduction supplies.

Womankind Addiction Service (905-545-9100)

Offers a safe, caring and supportive place where women are welcomed and assisted by our specially trained team to assess and define next steps regarding their substance use and recovery. There are still many programs and services that remain available during the pandemic. Telephone Support and/or Crisis Support provides support to women

and their families, 24 hours a day, 7 days a week. Withdrawal management provides a safe and supportive environment for women to withdraw from substance use and/or in a preventative way a place for women to come if they are at risk of relapsing. Supportive Housing assists women who have completed a treatment program to secure a safe, suitable, and partially subsidized home. Emergency Shelter/Transitional Programming provides a safe place for women without housing that require emergency shelter to transition into and out of treatment. Day and Residential Treatment provides trauma-informed therapeutic, holistic and educational programming in an evidence-informed 5 week treatment model. This program includes individual and group counselling as well as leisure and peer-lead programs. For both day/residential treatment, women must complete the GAIN Q3 assessment to be admitted (typically 2-3 month wait). Aftercare "Living in Balance" meets once a week via phone and supports women to review how they are managing everyday life post-treatment.

Youth Wellness Centre (SJHH) 905-522-1155 (ext. 31725)

Youth Wellness Centre is a safe, accessible environment for young people age 17 to 25 to receive expert mental health and substance use care by self-referral. Young people who are experiencing emerging mental health and addiction concerns. This stream is called Early Intervention. Young people who are looking for support transitioning from child and adolescent mental health services to adult mental health and addiction services. These services are delivered by St. Joseph's Healthcare Hamilton's adult Mental Health and Addictions Program and our community partners. This stream is called Transition Support. Young people who are students of Mohawk College, McMaster University, or Redeemer University College, and/or who are facing significant barriers to accessing care for their mental health and addictions concerns. This support is provided by our Mobile Team. This service is covered by OHIP and confidential. Unlike other specialized services, our centre accepts self- and family/friend referrals in

order to decrease barriers and make our services more accessible.

Young Adult Substance Use Program (SJHH) (905-522-1155 ext. 39492)

The Young Adult Substance Use Program at St. Joe's aims to provide early intervention so that young adults struggling with substance use can have the best chance possible of avoiding chronic substance abuse. Specifically, the program is for: Young adults age 17-25 People who are: looking to make changes to their substance use, people with a concurrent disorder, people committed to attending group-based treatment, those not in immediate crisis. 2 separate streams are offered: a young adult stream (for people aged 17-25 seeking help) and a loved ones stream (for biological, extended or chosen family). Care Team is made up of a multi-disciplinary team of: mental health worker, community support counsellor, nurse practitioners, clinical psychologist, addiction psychiatrist, substance use and mental health researchers.

MENTAL HEALTH SERVICES**Anxiety Treatment and Research Clinic (ATRC) (905-522-1155 ext. 35372)**

The Anxiety Treatment and Research Clinic's (ATRC) mission is to provide excellence and leadership in evidence based clinical service, education and research for anxiety disorders. A team of experts offer comprehensive evaluations and proven treatments for anxiety-related conditions. Treatments at the ATRC include both medications and effective psychological treatments. A physician referral is required to access care at the ATRC.

All individual and group sessions are now available virtually:

Family Education and Support Group: offered for family members of patients (advanced registration required (next group May 13th)

Virtual Booster Groups (for OCD, Panic & Social Anxiety, and PTSD) pre-registration required. If you would like to attend a booster group, call: (905) 522-1155 ext. 35377 and indicate which group you are registering for.

All new referrals and intakes are done through Connect 905) 522-1155, Ext.36499

Bridge to Recovery Program (SJHH) (905-522-1155 ext. 36499)

The Bridge to Recovery program provides time limited care for people with serious mental illness over the age of 17. All referrals receive an assessment to determine fit with the program and treatment goals of the client. No specific diagnoses are required for entry into the program. Bridge to Recovery is still offering assessments preferably over face-to-face support when deemed clinically needed. The Bridge program offers a combination of weekly individual therapy sessions and twice-weekly group therapy sessions, where clients learn Dialectical Behaviour Therapy (DBT) skills. At this time, all groups are available virtually; including: Managing Emotions Stream (DBT), Peer Support Groups, Wellness Recovery Action Planning (WRAP), and Therapeutic Recreation Group All referrals are done through Connect.

Barrett Centre ** (1-844-777-3571)

Our goal is to provide a safe place in the community where individuals can receive help in resolving a personal crisis. At the Barrett Centre, we strive to enhance the quality of life for all those who seek our assistance and support.

The Centre is still currently taking intakes although their bed numbers are down as to increase social distancing. Screening for Covid-19 is being done over the phone and in-person for those staying at the Centre. PLEASE USE THE 1-844-777-3571 number do to phone congestion issues. Kitchen is only open during meal time hours. Also are asking that those staying at Barrett limit their access to the community. Barrett remains at 10 beds at this time, but we have gone back to our 3-5 day stays. We continue to not have F2F supports, but can pre-book a 1 hour phone session as crisis intervention. Phone line remains the same with 24/7 support. Crisis line is most used service – can provide crisis support. All referrals are face-to-face, and beds day program comes through the crisis line. Anyone can be in crisis. Care with dignity to the people that they serve. Please use the crisis line as a service provider or as an individual

Borderline Personality Disorder Services (905-522-1155)

Clients must have a diagnosis of Borderline Personality Disorder. An initial assessment will determine a client's treatment pathway within the Borderline Personality Disorder Services. Clients screened into the program receive DBT-based programming. This evidence-based treatment is offered in various intensities, with group therapy being the primary delivery method. Currently BPDS is "paused" however clinicians are currently supporting all patients within the program through phone contact, virtual platforms and face to face when deemed clinical needed. External referrals are made through CONNECT.

Catholic Family Services (905-527-3823)

Catholic Family Services of Hamilton (CFS) is a nonprofit, multi-service agency offering services to anyone in need regardless of faith, race, ethnicity, economic status, sexual orientation, gender, age, physical and/or intellectual ability.

During the newest provincial lockdown (grey-zone), childcare, virtual counselling and telephone counselling are available. Home visits, donation drop off and in-person counselling are closed. Currently providing phone and/or video support and clients can book a walk-in appointment as well.

Cleghorn Early Intervention Clinic SJHH) (905-522-1155 Ext. 36586)

The Cleghorn Early Intervention Clinic works with people who are experiencing symptoms of psychosis for the first time. The Cleghorn Early Intervention Clinic offers services for young people aged 16-35 who have received less than one year of treatment for psychosis. Services that focuses on early psychosis intervention (EPI) last 3-5 years for eligible patients within the city of Hamilton. Staff at the Cleghorn Program are currently working remotely but every client is being supported by phone and video support. Providing in-person support on a case by case basis.

CMHA Hamilton * (905-521-0090)**

Canadian Mental Health Association (CMHA) Hamilton is continuing to support clients remotely through telephone and virtual case management. Our general information line is still open for support and/or questions. The CMHA Primary Health Care Clinic is supporting clients through phone and video/OTN. In response to COVID-19, CMHA Hamilton is offering free short-term phone and virtual supportive counselling to

both educators, and health & social services staff working on the frontlines of COVID-19. Front-line workers can call (905) 521-0090 to self-refer. CMHA

COAST * (905-972-8338)**

The Crisis Outreach and Support Team (COAST) is a program of St. Joseph's Healthcare Hamilton in partnership with Hamilton Police Service. COAST is a free crisis line available to all residence of the City of Hamilton. COAST is a multidisciplinary team consisting of nurses, occupational therapists, social workers and specially training police officers. Currently the team is not providing non-urgent, non-uniform outreach visit. However, the program is operating an extra crisis line available to help support an increased community need. If an individual requires in home support, this will be done through the Mobile Crisis Rapid Response Team (MCRRT). MCRRT is a division of COAST designed to respond to urgent mental health related calls via 911 dispatch.

De Dwa Da Dehs Nye>S/ Aboriginal Health Centre * (905-544-4320)**

Provides a number of programs and services including: advocacy and outreach services, health promotion programs, homelessness programs, mental health and addictions services, primary health care (doctors, nurses, other allied health professionals), and traditional healing. There are various workshops and groups which are being held virtually. Most groups require registration in order to attend. Currently are still seeing urgent need clients. Are providing mental health support over the phone. Sending out other resources upon request on an as needed basis. If you need support, please call 905-544-4320 ext. 399. Also are doing regular wellness checks and phone calls and are updating information on their Facebook site.

General Psychiatry (SJHH)

Clients with severe mental illness including bipolar disorders, depression, anxiety disorders, post-traumatic stress disorder, and concurrent disorders who can benefit from time limited goal focused

treatment which may include therapeutic groups (i.e., Cognitive Behavioural Therapy, Mindfulness, Behavioural Activation, Emotion Regulation Skills, etc.), individual sessions, and psychopharmacology. The General Team is still providing individual treatment services; preferable preferably over the telephone, however the clinic is still supporting face to face support when deemed clinically needed. Therapy groups are currently on "pause." External referrals are made through CONNECT.

Good Shepherd * (General Inquiries: 905.528.5877)**

Good Shepherd has been a compassionate presence in the Hamilton area for almost 60 years. As we all face the challenges of the pandemic, Good Shepherd is here to provide critical supports for our community's most vulnerable people. Good Shepherd services include emergency food and clothing; daily hot meals; emergency shelters for men, youth, families, women and children; transitional housing and education for homeless and street-involved youth; hospice palliative care; community mental health programs; and supportive housing programs. For more information on all Good Shepherd programs please visit: www.goodshepherdcentres.ca Mental Health Crisis Line: 905-529-7878. Women's Crisis Services: 905-523-6277.

Hamilton Program for Schizophrenia (905-525-2832)

The Hamilton Program for Schizophrenia is a comprehensive community-based treatment and rehabilitation program. They are dedicated to helping people with schizophrenia through case management services, rehabilitation programs and psychiatric care. The office is open, by appointment only. All staff are still working, mostly virtually. HPS has weekly webinars in the morning (11am and 1:30pm) Monday through Friday, including: Music Mondays, Coffee, Gratitude & Good News Stories, Workout Wednesdays and more. *Referral through InTAc

Hamilton Mental Health Outreach (905-522-9767)

A community mental health organization that provides client-directed intensive case management services and group programming for adults who have serious and persistent mental illness. There are no non-essential face-to-face activities in office during stay-at-home order. Essential face-to-face meetings will be available by appointment only. All other activities are available online including many virtual webinar groups (such as: Cooking with Mauj, Bingo, Leisure Groups and more). Referral through IntAc (see below)

Institute for Advancements in Mental Health (IAM) 1-855-449-9949

The Institute for Advancements in Mental Health (IAM), is a connector, collaborator, thought leader and solution driven organization, supporting, innovating and driving change for better mental health. IAM innovates in mental health with a focus on returning solutions back to communities, through partnership and collaboration. Through our own in-house services, we design programs around the needs of our clients - people with complex mental health needs and their support circles. As of May 2021, one-on-one support counselling is postponed until further notice. Strengthening Families Together, Caregivers Education Sessions, and CBT for caregivers groups are being offered virtually.

IntAc (905-528-0683)

A Single Point of Access to Mental Health Intensive Case Management Services Provided By: Canadian Mental Health Association, Hamilton Branch (CMHA), City of Hamilton Mental Health/Outreach Team* (Community Mental Health Promotion Program - CMHPP), Hamilton Program for Schizophrenia (HPS)

John Howard Society (905-522-4446)

John Howard Society of Hamilton, Burlington & Area is one of 19 affiliates in Ontario and over 50 across Canada. Our agency works with at risk individuals and is committed to providing a continuum of

evidence based and impact driven prevention and intervention services supporting individuals and families to develop the skills and assets necessary to make positive and long lasting life changes, enabling them to become fully contributing members of the community. Currently the John Howard Society has suspended all in person support but is connecting with clients remotely.

Mental Health Rights Coalition (905-545-2252)

MHRC is a consumer/survivor initiative. Its functions are reflective of the needs of the membership. Members, staff and volunteers all have lived experience with mental health and or addiction. Provides Peer Support (in person or on telephone), Daily Activities, Computer/Internet Access, Resource Library, and Peer Support Training. In addition to this the MHRC advocates for systematic change based on collective complaints at various committee meetings. We are open with regular hours (modified service). MHRC is providing remote services including phone peer support, online peer support and online peer support groups. Drop-in is closed until further notice. For more information about groups please call the number listed above.

Sexual Assault Centre Hamilton Area – 24-hour support line (905-525-4162)

SACHA is a feminist, non-profit, community-based organization that provides supports to people who have experienced sexualized violence at any point in their lives. We work to end violence and oppression through education, advocacy, outreach, coalition building, community partnerships, and activism. SACHA's office space remains closed during the grey-zone lockdown. Staff are working remotely and providing individual counselling virtually. The 24 Hour Support Line offers confidential and anonymous 24-hour non-judgmental telephone support. This service is for adults, 16 years of age or older, who have experienced sexual violence at any point in their lives and to those supporting survivors. The 24-hour line is covered by an answering service that will connect you with a SACHA volunteer.

CHILD/YOUTH SERVICES

Brennan House (905-577-1166)

Brennan House is an 8 bed, co-ed transitional housing program for youth 16 to 20 years of age (6 community beds and 2 CAS beds). This long-term, personal strength-based program supports young people in transition from homelessness to independence. Residents are expected to establish their own personal goals with the aid of Youth Support Workers. Brennan House is still open but maintaining social distancing measures. Most appointments with outside doctors/psychiatrists/workers are done virtually if possible. They are doing ongoing screening at the door and are asking for no visitors or guests at this time.

Children’s Aid Society of Hamilton (905-522-1121)

Children’s Aid Society of Hamilton is dedicated to the safety and well-being of children, youth, families, and our employees. Our agency continues to provide core child protection services, with a focus on keeping children and youth safe. Effective March 18, 2020, our office is closed to the public, with the exception of employees, those with appointments, anyone reporting child protection concerns and couriers. Screening questions are being asked to all those who do come into the agency or come in contact with agency employees in the community. Child protection employees are working from home, checking voice mails regularly and remaining connected to families and colleagues they are working with throughout the day. All internal and external training and group gatherings are cancelled until further notice. Concerned about a child? Call 905-522-1121 or 905-522-8053 for after hours. For assistance in French call 1-855-550-3571

Catholic Children’s Aid Society (905-525-2012)

CCAS have been supporting children, youth and families since 1953, as one of two child protection agencies serving the Hamilton community. CCAS works closely with other child- and family-focused community agencies to provide coordinated and complementary child welfare services. The office is closed as per the grey-zone lockdown rules. To reach the emergency line please call: 905 522 8053. CCAS is still supporting

families and children by telephone/virtually. Still responding to child protection concerns.

**Child and Adolescent Services, City of Hamilton
Public Health Services Healthy Families Division**

Child and Adolescent Services provides a range of evidenced based, strengths based and culturally responsive clinical assessment and treatment services to children, youth and their families (0-18 years old). We are still providing services during COVID-19, but they have changed. In-person appointments are taking place on a limited basis. Services are primarily provided over the telephone or online. There is a new online registration process for children, youth and families looking for brief or single session mental health support. To request longer-term counselling and therapy, you will need a referral from Contact Hamilton (905-570-8888). This will help to ensure that you are directed to the most appropriate services given your unique needs.

Children’s Services (Contact) (905-570-8888)

Children’s Services is a program of Contact Hamilton that helps children, youth and their guardians find services for children and youth that: Have social, emotional, behavioural, psychiatric and/or developmental concerns. Offices are currently closed however support is being done by phone and through email. Please leave a detailed message or email info@contacthamilton.ca

Living Rock (905-528-7625)

Living Rock Ministries is a charity reaching out in the cultural language of youth since 1985. Living Rock offers youth-at-risk a place of belonging, safety and a bridge to the community, while supporting youth to develop a personal vision for their lives. Youth drop-in is open 7 days a week at Living Rock. Free breakfast offered Monday- Friday (9AM-10AM) @ side-door (access to washroom, hampers, hygiene products), Free groceries and snacks (Tuesday-Thursday 1PM-4PM) @ side-door, shower and hygiene access (Monday-Friday 9AM-10AM)) and 7 days a week (1PM – 4PM), grocery deliver (book online @ www.livingrock.ca), free dinner (Monday-Friday from 4PM- 5PM) side-door access, drop-in center (7 days a week 1PM-4PM – limited space-book your time slot), weekends 12PM – 5PM side-

door access to washroom, food hampers and hygiene products. Living Rock also provides fun groups for youth while they are accessing services (i.e. Name that Tune during Dinner-time, positive chalking challenge at breakfast etc).

Lynnwood Charlton (905-389-1361)

Lynnwood Charlton Centre is a publicly funded charitable organization in the City of Hamilton which provides a spectrum of innovative and evidence-based, mental health services, including residential, day treatment, treatment foster care and in-home and community based services, to children, youth, families and the community. Lynnwood is currently open, but reduced programming and do have some youth on site they are continuing to support. They are still accepting referrals; however, they will not be processed until after Covid-19.

McMaster Children's Hospital (905-521-2100)

McMaster Children's Hospital has been providing care to children from across the region since 1988. Here, patients ranging in age from infancy to 17 receive care through a family-centered approach that accounts for the child's emotional, mental and physical well-being. The Child and Youth Mental Health Program (CYMHP) provides a range of intensive and time-sensitive services for children, youth and families who are dealing with mental health concerns. The well-being of the children, youth and families we serve is our primary concern. As a patient with our program, you/your child will work closely with a dedicated team of health professional. All visitors and patients are now required to wear medical-grade masks that will be supplied when you enter our hospitals.

Ron Joyce Children's Centre (905-521-2100)

Ron Joyce Children's Health Centre (RJCHC), a site of McMaster Children's Hospital, is home to a range of outpatient services focused on child rehabilitation and developmental health. Located in Hamilton's urban centre, RJCHC serves families living in the local community and throughout the region. Ron Joyce Centre has various programs like: autism program, child

and youth mental health day treatment, children's developmental rehabilitation program, infant-parent program, orthotics, prosthetics and more. The hospital remains open, all visitors and patients are now required to wear medical-grade masks that will be supplied when you enter our hospitals.

Notre Dame House (905-308-8090)

Notre Dame House is committed to helping youth who are street-involved or homeless due to family violence, conflict, abuse, neglect, poverty and exposure to mental health and addiction issues. Notre Dame House is a 24-hour emergency shelter providing 21 beds for youth between 16 and 21 years of age. The program uses a team approach with community collaboration to help youth reach their personal goals using a strength-based and client-centered approach. Notre Dame House is still operating as an emergency shelter for youth with reduced capacity to ensure social distancing guidelines are followed.

Thrive Child and Youth Trauma Services (905-523-1020)

THRIVE Child and Youth Trauma Services provides professional assessment and trauma treatment services, as well as prevention and educational programs. Our treatment programs include comprehensive assessment and specialized treatment for children and youth in our community who have been sexually abused, have been involved in interfamilial sexual abuse (children and youth within the same family), or have concerning sexualized behaviours. We also offer services to address the unique needs of refugee and immigrant children and youth experiencing trauma symptoms or significant acculturation stress as well as support to their families. Our services are confidential and accessible, and are provided in a welcoming, comfortable, safe and supportive environment where our professional team helps individuals and families deal with their concerns. Programs and services focus on 3 areas: treatment, education & support, and prevention. 460 Main Street East, Suite 201, in Hamilton, at the corner of Ontario Street. Free parking is available in the lot behind our building. Offices located on the second floor. For referrals, please call Contact Hamilton (905-570-8888).

2SLGBTQIA+ SERVICES

Kyle's Place

Kyle's Place is a trans and non-binary prioritized space that is committed to fostering community, solidarity, support, advocacy and access to resources, particularly for community members who are marginalized due to race, class, age, mental health and abilities. Kyle's Place uses a peer/mutual aid model and values the knowledge gained from lived experience. Kyle's Place is home to: transParent Hamilton-Niagara which offers advocacy workshops and support to parents/guardians of trans and non-binary youth; The Brody Brown Name Change Fund which assists with the financial burden of changing legal documents; The TransForm Pop-up Shop which is a social enterprise supporting trans and non-binary folks with paid employment skills and experience; and a once monthly older trans peer support group, a food pantry, clothing swaps, and a weekly afternoon social drop-in. Kyle's Place offers no cost meeting space and a place to host events for grassroots agencies that are committed to and work from an anti-racist/anti-oppression perspective. For more information please email: info@hthc.ca

Hamilton Transgender Community

Hamilton Transgender Community provides connections to confidential information, advocacy, resources and support meetings to assist transgendered and gender non-conforming folks and their allies. To attend their meetup group, please email: transpeers@gmail.com. For additional information please visit <http://www.facebook.com/HamiltonTransCommunity>

LGBT Youthline (647-694-4275)

LGBT YouthLine is a Queer, Trans, Two-Spirit* youth-led organization that affirms and supports the experiences of youth (29 and under) across Ontario. We do this by: Providing anonymous peer support and referrals; training youth to provide support to other youth; and providing resources so youth can make informed decisions. The HelpLine has been providing support to 2SLGBTQ+ youth through chat/text with volunteers and staff working remotely. The Chat/Text platform is mobile-friendly while maintaining anonymity and providing a much better user experience. Please text: 647-694-4275 for peer support assistance.

Rainbow Mentors (289-389-2061)

Rainbow Mentors was created to fill a gap in services for children and youth from ages 4 to 18 identifying as TWO-SPIRIT and LGBTQIA+. Rainbow Mentors is an innovative community development program created by Sean Cullen who has a diploma as a social service worker and experience working with marginalized youth. We offer supportive counselling for families around gender and sexuality. Our trained counsellors have lived experience with gender and identify as 2SLGBTQIA+. Counselling services are offered free of charge. To book a counselling session please contact us at info.rainbowmentors@gmail.com. Rainbow Mentors also facilitates speaking engagements/staff trainings including: positive space training, introduction to 2SLGBTQIA+ emotional and mental health, gender diversity training, making your organization 2SLGBTQIA+ positive, and supporting gender independent children and trans-youth. Located at 140 King St. E unit 101. For more information please email: info.mogaimentors@gmail.com

Spectrum Hamilton (www.spectrumhamilton.ca)

Spectrum Hamilton is an online resource for Hamilton's 2SLGBTQ+ resources for community, family and friends. It showcases important resources for community support with information about faith, health, law, and parenting for queer youth and families.

speqtrum Hamilton (www.spectrumhamilton.ca)

speqtrum is a youth-founded and youth-focused skill-sharing and community building program for 2S-LGBTQIA+ young people in Hamilton, ON. We aim to build community among 2S-LGBTQIA+ youth by offering a variety of programs and supports. We provide online one-on-one support through weekly Check-Ins and Peer Support, where speqtrum team members support youth through different challenges in life. Our check-in program is open to any 2S-LGBTQIA+ youth or young person in the Hamilton area. For more information there is a form on the website you can fill out, or email: info@speqtrum.ca.

Transcend (289-237-8336)

Transcend is a social and support group for trans, non-binary, gender non-conforming and gender questioning children and youth. These meetings take place at the same time as a group for parents/guardians/caregivers of trans, non-binary, gender non-conforming and gender questioning children and youth meet in another

room in the same location to discuss how to help support their children. Located at: 20 Education Court. For more information please contact:

dbyers@hwdsb.on.ca

Trans Lifeline (1-877-330-6366)

Trans Lifeline is a grassroots hotline and microgrants 501(c)(3) non-profit organization offering direct emotional and financial support to trans people in crisis – for the trans community, by the trans community. Trans Lifeline's Hotline is a peer support phone service run by trans people for our trans and questioning peers. We believe that some of the best support that trans people can receive is from trans community members with shared lived experience. Call us if you need someone trans to talk to, even if you're not in crisis or if you're not sure you're trans.

OLDER ADULT SERVICES

Alzheimer's Society of Hamilton (905-529-7030)

The Alzheimer Society leverages its own and community resources to deliver health promotion, advocacy and support services to people with dementia, those at greatest risk of developing dementia and their care partners. Supports for people with Alzheimer's disease and other dementias, and their caregivers. All in-person groups are cancelled until further notice; Volunteer-visiting is cancelled until further notice; Home visits and office visits are by appointment only, and only in exceptional circumstances; Clients are welcome to connect with staff by phone or video conference. We will continue to use phone and technology tools to deliver care virtually, including individual services and group programming.

Centre for Healthy Aging (St. Peter's Hospital) (905-521-2100 ext. 12397)

At the Centre for Healthy Aging, we are committed to delivering high quality care and an excellent experience to the patients and families we serve. Team includes: geriatricians & geriatric psychiatrists, interdisciplinary case managers, nurses, LHIN care coordinator, occupational therapists, chiropractors, etc. Eligibility and referrals: resident of Hamilton or larger LHIN community, 65 years or older (or under

65 if experiencing difficulties with aging such as Dementia), not currently under the care of a geriatrician, family physician completes and faxes referral, patient would benefit from one of the services (Intake Office: Phone: 905-521-2100 ext. 12397).

Seniors Support: Assisted Living Program (905-777-8801)

Good Shepherd's Seniors Support Services Assisted Living Program helps seniors manage activities of daily living in their own homes. The program (located at 10 Pearl Street N.) provides non-medical personal support services to individuals who require access to care in order to remain safe and healthy in their own homes. Services are available 24 hours a day. Personal support services: showering/ bathing; dressing/undressing; medication reminder visits or calls; personal hygiene; toileting; and other routine daily activities, security checks, reassuring visits, light homemaking services, laundry and meal preparation. Referrals may be made directly to the Seniors Support Services Program Manager from hospitals, primary care providers, CCACs, health professionals, informal caregivers such as family members, community support staff/volunteers, or through self-referral. All services continue to be provided in-person with social distancing measures in place (full PPE for staff).

Seniors Mental Health Clinic and Outreach Services (SJHH) 905-522-1155 ext. 36396

We provide high quality and responsive seniors' mental health care. The SJHH Seniors Mental Health Outpatient and Outreach Programs are designed to serve the complex mental health concerns of seniors. Our Hamilton-based program is primarily a clinic-based program located out of the Margaret & Charles Juravinski Centre for Integrated Healthcare (West 5th Campus) and offers outreach (e.g. home visit) for persons as needed, within our Hamilton catchment area. Currently the clinic is not doing any face to face consults all supports are being done over the phone.

NEWCOMER SERVICES

Hamilton Urban Core 905-522-3233

Hamilton Urban Core is an inner city health Centre with thousands of registered clients who routinely access the Centre’s many programs and services. The Core provides primary healthcare, community health & harm reduction services as well as mental health & addictions counselling, meal programs and more. All non-essential appointments, services and programs are suspended. We continue to offer services online.

Compass Community Health Centre 905-523-6611 ext. 2000

Open to immigrants and refugees. This program is beneficial for integration into the community. Goal of Program: To assist refugees and new immigrants. In light of Covid-19 Precautions, all Compass in-person Community Health Groups are cancelled until further notice. Groups are available virtually (please visit www.compassch.org for more information). All non-essential programs and services including the gym services will also be cancelled.

Centre de Santé Communautaire 905-528-0163

The Centre de Santé Communautaire Hamilton/Niagara is a Francophone Community Health Centre that is a multi-service agency providing health and social services to French-speaking clients. The CSCHN aims to provide services that meet the needs and preferences of clients and ensures that client values guide all decisions about their health. The Centre is currently open Monday to Friday from 9 a.m. to 5 p.m. but only providing essential services. All non-essential programming has been cancelled.

Good Shepherd Family Centre 905-528-9442

The Family Centre is a housing-focused shelter for families experiencing homelessness in the Greater Hamilton Area. All of our services and supports are focused on helping families secure housing in a timely manner. Operating 24 hours a day, 7 days a week, the Family Centre endeavors to help families identify their unique barriers to achieving safe, sustainable housing. Staff assists residents as they strive to develop effective short- and

long-term strategies for re-establishing housing and re-integrating into the community. The Family Centre is currently closed for all non-essential services. If your family is in need of assistance, please call the Family Centre at [905.528.9442](tel:905.528.9442) to complete a telephone assessment to determine your eligibility. Phone lines are answered 24 hours a day, seven days a week.

YMCA Immigrant Settlement Services 905-522-9922

YMCA Immigrant Settlement Services can help you connect with the wide range of services you and your family need as newcomers to Canada — including health care, education, and language help. The Y is a gateway to many resources that will help you settle in to your new community. YMCA staff speak a variety of languages. Contact us to find answers to your questions, discover programs for immigrant youth, and learn how to navigate unfamiliar processes. Immigrant Settlement Services offers: English language assessments, newcomer information & orientation services, newcomer settlement program, newcomer youth centres (groups online now), newcomer mentoring program and many more. In person appointments are no longer available with Covid-19 restrictions. Appointments are still available during regular office hours via phone or email.

YWCA: Join Immigration and Settlement Program 905-522-9922

YWCA Hamilton’s Join Program is a new immigration and settlement program designed specifically for newcomer women, youth and 2SLGBTQ+ youth. The purpose of Join is to help you settle in your community in every way possible. From employment counseling and job search support to accessing child care and safe spaces, Join addresses all aspects to support your settlement in Hamilton. Eligibility: identify as a woman, 2SLGBTQIA+ or non-binary and; be a Permanent Resident, Protected Person/Convention Refugee or a Live-in Caregiver: Temporary Foreign Worker with an approved work permit. Join offers

Wesley 905-528-5640

Wesley is a long-standing local non-profit, offering support for people experiencing poverty, homelessness, and barriers in the community. We provide programs and services to meet diverse community needs in Hamilton as well as Halton Region and Brantford – Brant. As a multi-service organization, Wesley offers Children, Youth & Family Services, Housing & Homelessness Services and Newcomer & Community Services. Wesley has also opened a Covid-19 Isolation Centre that provides isolation and case management support for at risk and vulnerable members of the community without access to housing who have either tested positive for Covid-19, been in close contact with a possible positive Covid-19 case, or who are awaiting test results. Wesley offers daily support, every step of the way, to over 1250 children, youth, adults and seniors living in poverty in Hamilton. Our essential supports for vulnerable populations and people experiencing homelessness, including the Wesley Day Centre, have remained open throughout this crisis. Donations of hygiene items, cleaning supplies and non-perishable food are needed! If you are able, please drop off donated items in Hamilton Food Share bins at your local grocery stores, such as Fortinos (50 Dundurn St S, Hamilton) and Metro at Fennell/Upper Gage (967 Fennell Ave E. Hamilton). Please contact info@wesley.ca if you have a large donation. Day Centre: Open 7 days a week, year-round. On-site Health Clinic. A designated location during hot and cold weather warnings (Hours: Monday – Friday: 8:30AM- 4:00PM & 5 – 9PM, Saturday 8:30AM – 1:30PM, Sunday 1 – 5PM). Covid-19 precautionary screening/social distancing measures in place.

HOUSING/ SHELTER SERVICES**Good Food Centre (Mission Services) (905-528-4212)**

The Good Food Centre is free and accessible to those with low income. GFC provides food and hygiene supplies for 7 days. As of April 2021, the East Hamilton Food Centre as reopened. If you are in need of immediate food access and are experiencing symptoms of COVID-19, or have come in contact with someone with symptoms, please do not visit the Good Food Centre. Instead, please ask a friend or family member to do so for you. Please provide a letter of permission and your I.D.

Housing Help Centre (905-526-8100)

Provide help in finding housing, understanding tenant rights, preventing eviction and accessing subsidized housing. Please be advised in response to the COVID-19 virus precautions Housing Help Centre - Hamilton & Services will be available via telephone and email. Please note, once our doors open, to accommodate for social distancing, our Agency will only allow a maximum of 5 people in our reception area and only 1 person per household to access services. Currently closed at 119 Main St. E but offering support through telephone or email at 905-526-8100.

Inasmuch House (Women's Shelter) (Crisis Line: 905-529-8600)

Inasmuch House is a shelter for women-identified and non-binary people with or without children in their care who are experiencing abuse and/or homelessness. Provide: safe shelter, child and youth workers, legal advocacy, transitional housing support, groups and one-to-one counselling, 24-hour text crisis line (289-212-6399). The shelter has re-configured rooms to ensure for social distancing. The city of Hamilton has also secured hotel spaces for overflow of women experiencing violence. There is also an isolation space within the shelter for those awaiting tests/test results.

Indwell 905-529-0454

Indwell is a charitable organization that provides a range of supportive housing options in the City of Hamilton. Independent apartments are offered with deeply

affordable rents and supports that vary by building. These include access to mental health nursing, addiction support, social recreation, peer support, and housing supports. Select programs offer food security assistance. Services are accessible on site. For the duration of the COVID-19 situation, Indwell will continue to provide access to individual supports that can be sustained in manner that maintains physical distancing. Many group activities are suspended at this time, and virtual opportunities for community connection are available. For more information about Indwell, please visit indwell.ca

Martha House (Good Shepherd)

Martha House is a secure and accessible 40-bed emergency shelter for women and their children who are homeless and fleeing violence and abuse. One unit has been converted into an isolation unit for women and family's to stay while they have a positive Covid-19 diagnosis, if they are unable to isolate in the public health isolation facilities/or if they are experiencing homelessness. Programs & Services; safe, short-term accommodation for women and their children in private family-style units, safety planning and emergency transportation to the shelter, if needed, referrals and advocacy for legal, medical, financial, employment, housing and community services. All groups and counselling is available virtually. Located at: 25 Ray St. North, Hamilton, ON.

Mary's Place (Good Shepherd)

Mary's Place is a 20-bed emergency shelter (located at 20 Pearl St. N) for women 18 years and older. Mary's Place provides safety, support and emergency accommodation to women dealing with homelessness, poverty, mental illness and/or violence. Emergency accommodation and safety planning, referrals and advocacy for medical, legal and other community services, assistance in establishing permanent housing – most services being offered virtually.

Men's Shelter (Mission Services) (905-528-7635)

Our emergency shelter (located at 325 James St. N) is currently running at reduced capacity, as guided by Public Health; a purposeful reduction to increase social distancing. Once renovations funded by the city are completed at the end of November, we expect to return to our full capacity of 58 beds. We have isolation spaces for those waiting for tests/test results. In response to the pandemic, the city has created hotel spaces for unsheltered men and couples. Mission Services is managing three floors of hotel rooms in Hamilton.

Native Women's Centre (905-664-1114)

The Native Women's Centre provides safe, emergency shelter for all women regardless of age, ancestry, culture, place of origin or sexual orientation with or without children who are experiencing crisis in their lives due to family violence, homelessness, or conflict with the law. 24-hour counselling for all residents, non-residents and past residents. Transitional housing support, emergency transportation to shelter can be arranged among request. 24 Hour Crisis Line: 1.888.308.6559

St Patrick's Rest and Hygiene Centre (905) 522-9828

St Patrick's Catholic Church has opened their doors to people experiencing homelessness to rest and have a snack. Ten people will be allowed in at once. Hygiene kits, shoes, clothing provided if needed. Open seven days a week from 2:00pm to 5:00pm during the stay-at-home order (when stay-at-home order is lifted they are open only Monday-Friday). Located at: 440 King St E.

Willow's Place (Mission Services) (905-528-5100 ext. 1200)

We have put measures in place to maintain social distancing as women eat and share space together. For women-identifying folks who are precariously housed but need our help, we can offer phone and food support in place of in-person services. We have an isolation space prepared for women waiting for tests/test results. This Hub is unique and vital to our community, filling a housing gap for marginalized women experiencing homelessness, precarious housing, and social isolation.

Women have access to laundry, shower facilities, a safe place to rest, meals, and harm reduction supplies. Beyond basic needs, Willow's provides opportunities to build on one's strengths and creativity through art, games, and other social activities. Willow's Place staff includes on-site client advocates who provide feminist, trauma informed compassionate supports for women, including referrals and housing applications and assessments. Many community partners including health, housing, addiction, and Indigenous services use Willow's Place as both a meeting space and a place for connection and engagement.

Hours: Monday – Sunday from 9 am – 8:30 pm

(Emergency services only from 8:30 – 9:00pm)

Location & Contact: 196 Wentworth St N (entrance faces Wentworth St N and is wheelchair accessible)

ADDITIONAL SERVICES

Affordable Produce Market (Neighbour 2 Neighbour)

(Friday 9:30 -12pm, Saturday 10am -12pm)

Light Take-Home Breakfast (Saturday 10am -12:30pm)

Take-Out Meals Thursday (3:30 -6pm), Friday (9:30 -12pm)

^^ all located at 10-310 Limeridge Road West.

De Mazenod Door Outreach, St. Patrick's Church | 440

King St. E, Hamilton, ON L8N 1C6 | (905) 522 -9828.

Hours of Operation: Saturday, Sunday, Monday,

Foodbank (Neighbour 2 Neighbour)

(905) 574-1334 ext. 300)

28 Athens St., Hamilton ON L9C 3K9 | Hours of

Operation: Monday, Tuesday, Wednesday 9:30am-

3:15pm; Thursday 12:30pm-7:15pm

Good Shepherd Men's Centre (135 Mary Street)

Hot meals distributed at 135 Mary St. (Monday – Friday 3:30 -4:45PM)

Niwasa Kendaaswin Teg Foodbank | 785 Britannia Ave,

Hamilton, ON L8H 2B5 | (905) 549-4884 (option 1)

By appointment only (call above number).

***Stoney Creek Food Bank** | 605 Highway #8, Stoney

Creek ON L8G 5G2 | (905) 643-2090 *only serves

residents of Stoney Creek Hours of Operation: Monday, Wednesday, Thursday 9:30am-1pm

St. Matthews House Seniors Support

Team delivering emergency food to vulnerable seniors that are 55+. Please call between the hours of 9:00am - 1:00pm and speak with one of our seniors support staff at 905-523-5546 x 240

The VAN/Harm Reduction Program Mobile Harm Reduction Service

Delivering safer drug use and safer sex supplies. Access by calling or texting 905-317-9966 (no voicemail).

Extended hours: Monday to Sunday 7:00 pm to 11:00 pm, and additionally Monday, Tuesday, Wednesday, Friday 11:00 am to 3:00 pm and Thursday 11:30 am to 3:00 pm. Does not operate on holidays. The VAN will be at The Wesley Mondays at 3 pm to train people on naloxone and distribute naloxone and other harm reduction supplies. Updated service schedule here <https://aidsnetwork.ca/the-van/>

Keeping Six

Street outreach with harm reduction supplies and bagged lunches, downtown core. Tuesday and Thursday 3 pm to 5 pm and Saturday 1:00 pm to 4:00pm; see <http://keepingsix.org/covid19> for updates.

For more information, email: info@keepingsix.org

Sex Workers Action Program (SWAP) Hamilton

Providing limited outreach services to sex workers and providing some emergency funding to current sex workers; access by emailing Scarlett at swaphamilton@gmail.com , updated info on website <https://swaphamilton.com/>

Grenfell Ministries Overdose Prevention Line

1-888-853-8542 is a number you can call if you are about to use drugs and are located in Ontario. The operator will stay with you on the phone line while you use drugs, in the event that they receive no response after administration of narcotics the operator will call 911 and alert them to a possible overdose at the



location you had given. The Line runs 7 days a week Monday to Friday from 12 pm to 10pm and

Shelter Health Network Clinics Generally continue to operate as per usual. The most up-to-date list of clinic times, locations, and whether they are walk-in or by appointment is available online please see online schedule:

http://shelterhealthnetwork.ca/?page_id=759

Showers YWCA, women only, Tuesdays, Wednesday's and Thursdays from 9:30AM – 1:30PM 75 MacNab St S

Christ's Church Cathedral Rest and Hygiene

Christ's Church Cathedral has opened their doors to people experiencing homelessness to rest and have a snack.

Ten people will be allowed in at once. Seven days a week 10:00am to 12:00