

The Mental Health Landscape in Niagara

An environmental scan for the Healthy Living Niagara Mental Health Working Group



Prepared by

Niagara Connects (formerly known as Niagara Research and Planning Council)

& Brock University Researcher Karen Cudmore

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BACKGROUND

In 2010 the Ontario Ministry of Health Promotion and Sport's Healthy Communities Fund asked Healthy Living Niagara (HLN) to determine recommended local actions to address priorities pertaining to physical activity, sport and recreation, healthy eating, tobacco use/exposure, mental health promotion, substance and alcohol misuse, and injury prevention. HLN (www.healthylivingniagara.com) is a partnership of community groups working together so people in Niagara can lead safe, healthy active lives and youth can flourish.

The HLN goal for Mental Health that emerged was: "Develop a Mental Health Charter that has an inclusive, holistic approach across the whole lifespan (child-senior)". The HLN Mental Health Working Group was formed, and Niagara-wide participants identified that they would like to work together to create a Mental Health Charter for Niagara. The intent is to set the framework for planning and action required to build a continuous integrated Mental Health System with a common agenda, so that each community member's needs are fully met as efficiently and effectively as possible.

In February 2011, following a process of community consultation, HLN made recommendations to move forward with a comprehensive framework for action plans.

Healthy Communities: Baseline Data Assessment for Niagara:

http://healthylivingniagara.com/files/folders/healthy_communities_fund/entry795.aspx

PURPOSE OF ENVIRONMENTAL SCAN

Niagara Connects (formerly Niagara Research and Planning Council) was engaged to work with the HLN Mental Health Working Group to move toward creation of the desired mental health and addictions charter. Niagara Connects is a Niagara-wide network for collaboration, planning, learning, innovation and community action toward a stronger future for Niagara.

Creation of this environmental scan report was made possible through funding and in-kind support from several community partners: the Canadian Mental Health Association, Niagara Branch; United Way of St. Catharines & District; Niagara Region Public Health; and Healthy Living Niagara.

The first step in creating a charter is to describe the current Niagara-wide landscape for mental health promotion, mental illness prevention and mental health and services, by identifying relevant national and provincial strategies and data, and utilizing a survey methodology.

The purpose of conducting an environmental scan of the mental health landscape in Niagara is to understand:

- where we are now;
- what our hidden wealth or assets are;
- how our mental health workers are connected and separated;
and
- how effectively individual community members are able to access mental health and/ or illness services

Issues relating to mental wellness, mental health and mental illness affect all of us in varying ways and to varying degrees. Mental health runs on a continuum; all of us fall within the range of mental health at any given time in our lives, from health to illness.

Factors influencing mental health are relevant to many aspects of government and private sector activity. Policy and approaches-on everything from child and youth services, to housing and social benefits, to the criminal justice system, to workplace health and safety-need to incorporate an understanding of what works best for the mental health of the population. Working to promote mental health and preventing mental illness is becoming an everyday activity across all sectors of society.

The primary focus for a mental health strategy for Niagara is to provide access to the right combination of services, treatments and supports, when and where community members need them, thereby increasing the prevalence of mentally healthy citizens in Niagara and reducing the impact of the consequences of mental illness.

RELEVANT INTERNATIONAL, NATIONAL, PROVINCIAL AND LOCAL EVIDENCE AND EXPERT OPINION

The World Health Organization (WHO) issued a Discussion Paper in August of 2012, entitled "Risks to Mental Health: An Overview of Vulnerabilities and Risk Factors". This paper is the basis for development of a comprehensive mental health action plan.

Key points covered in this discussion document include:

- The value of mental health and well-being;
- Determinants of mental health and well-being;
- Risks to mental health over the life course;
- Vulnerability to mental disorders (among certain groups in society);
- Vulnerability among persons with mental disorders; and
- Mental health promotion and protection.

There are three important documents on the Canadian horizon that will greatly influence our work. These documents represent work done since 2009, to translate current research and utilize trusted expert opinion. They are:

- Changing Directions, Changing Lives, 2012 (Health Commission of Canada)
- Open Minds, Healthy Minds, 2009 (Ontario Ministry of Health and Long-Term Care)
- Improving Our Health Care Experience: Integrated Health Services Plan, 2009 (HNHB LHIN)

"Changing Directions, Changing Lives"

was released by The Mental Health Commission of Canada in May of 2012. It lays out a framework for communities to focus on improving mental health across Canada. This comprehensive report focuses on improving mental-health and well-being for all Canadians. It focuses on a solutions based approach to address the needs of all ages by creating an effective mental health system that has as its foundation the promotion of mental health for all, the prevention of mental illness and collaborative treatment and access to services for those with mental illness.

The Commission has laid out a range of strategies in an effort to address and improve mental health outcomes for all Canadians.

The six Strategic Directions are as follows:

1. Promote mental health across the lifespan in homes, schools, and workplaces, and prevent mental illness and suicide wherever possible.

a. Reducing the impact of mental health problems and illnesses and improving the mental health of the population require promotion and prevention efforts in everyday settings where the potential impact is greatest.

2. Foster recovery and well-being for people of all ages living with mental health problems and illnesses, and uphold their rights.

a. The key to recovery is helping people to find the right combination of services, treatments and supports and eliminating discrimination by removing barriers to full participation in work, education and community life.

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RELEVANT EVIDENCE AND EXPERT OPINION

3. Provide access to the right combination of services, treatments and supports, when and where people need them.

a. A full range of services, treatments and supports includes primary health care, community - based and specialized mental health services, peer support, and supported housing, education and employment.

4. Reduce disparities in risk factors and access to mental health services, and strengthen the response to the needs of diverse communities and Northerners.

a. Mental health should be taken into account when acting to improve overall living conditions and addressing the specific needs of groups such as new Canadians and people in northern and remote communities.

5. Work with First Nations, Inuit, and Métis to address their mental health needs, acknowledging their distinct circumstances, rights and cultures.

a. By calling for access to a full continuum of culturally safe mental health services, the Mental Health Strategy for Canada can contribute to truth, reconciliation, and healing from intergenerational trauma.

6. Mobilize leadership, improve knowledge, and foster collaboration at all levels.

a. Change will not be possible without a whole-of-government approach to mental health policy, without fostering the leadership roles of people living with mental health problems and illnesses, and their families, and without building strong infrastructure to support data collection, research, and human resource development.

The report notes that mental health is not the concern of the health sector alone. The policies and practices of multiple government departments (including education, justice, corrections, social services and finance) have a major impact on people's mental health and well-being. Beyond government, it is clear that workplaces, non-government organizations, the media, and many others all have a role to play.

RELEVANT EVIDENCE AND EXPERT OPINION

The Changing Directions, Changing Lives report offers an opportunity for everyone's efforts-large and small, both inside and outside the formal mental health system-to help bring about change. In addition to setting priorities for all Canadians, this strategy has set the following goals:

1. People of all ages living with mental health problems and illnesses are actively engaged and supported in their journey of recovery and well-being.
2. Mental health is promoted, and mental health problems and illnesses are prevented wherever possible.
3. The mental health system responds to the diverse needs of all people in Canada.
4. The role of families in promoting wellbeing and providing care is recognized, and their needs are supported.
5. People have equitable and timely access to appropriate and effective programs, treatments, services and supports that are seamlessly integrated around their needs.
6. Actions are informed by the best evidence based on multiple sources of knowledge, outcomes are measured, and research is advanced.
7. People living with mental health problems and illnesses are fully included as valued members of Canadian society.

"Open Minds, Healthy Minds"

is Ontario's comprehensive Mental Health and Addictions Strategy. The intent is to reduce the burden of mental illness and addictions by ensuring that all Ontarians have timely access to an integrated system of excellent, coordinated and efficient promotion, prevention, early intervention, community support, and treatment programs. The Ontario Minister of Health and Long Term Care's (OMHLTC) advisory group on Mental Health and Addictions has developed this 10-year strategy. It is promising that the strategy looks beyond health to include the roles and contributions of other sectors (for example housing, employment and education) for well-being. The LHINs will implement the provincial mental health and addictions strategy, helping to create a system that provides Ontario citizens with equitable access to safe, respectful and effective services.

1. Improve mental health and well-being for all Ontarians
2. Create healthy, resilient, inclusive communities
3. Identify mental health and addictions problems early and intervene
4. Provide timely, high quality, integrated person-directed health and other human services

RELEVANT EVIDENCE AND EXPERT OPINION

The OMHLTC strategy has six accompanying principles, of which the following two are the most pertinent for our work in Niagara:

Healthy development, hope and recovery: Individuals are resilient and have an inherent sense of hope for the future. Services will leverage personal strengths to help children and youth develop a sense of safety, self-worth, and mastery over their future, and to help adults achieve personal fulfillment, meaningful social roles and relationships within the community.

Accountability: Ontario will build on effective mental health and addictions programs and services, with the best available evidence from lived experience, practice and research. Services must improve quality of life in a sustainable way. Providers should be held accountable for the value of care they provide, and continually monitor results.

In 2006 the Ontario Ministry of Children and Youth Services issued a policy paper, "A Shared Responsibility - Ontario's Policy Framework for Child and Youth Mental Health". The goals of this framework are:

A child and youth mental health sector that is coordinated, collaborative and integrated at all community and government levels, creating a culture of shared responsibility;

Children, youth and their families/caregivers have access to a flexible continuum of timely and appropriate services and supports;

Optimal mental health and well-being of children and youth is promoted through an enhanced understanding of, and ability to respond to, child and youth mental health needs through the provision of effective services and support; and

A child and youth mental health sector that is accountable and well-managed.

RELEVANT EVIDENCE AND EXPERT OPINION

"Moving on Mental Health - a system that makes sense for children and youth"

This 2012 system transformation initiative of the Ontario Ministry of Children and Youth Services will, by 2015, result in a significant change for the delivery of children and youth mental health services in Ontario.

This plan envisions Child and youth centred, responsive, seamless, equitable, evidence-informed, matched to need, supported by:

Valid tools, evidence-informed practice

Defined communities, lead agencies, and core services

Pathways/needs and timeliness at centre of service delivery

Coordination between providers and across sectors

Linked standards, contracting, performance and results

Funding tied to population, needs, performance and impact/results

Goals:

Parents, children and youth have confidence in the people and agencies providing services

Parents, children and youth know how to access services, what is available to them and what to expect at each point along transparent service pathways

Regardless of where they live, families have access to a consistent set of easy to identify supports and services through an identifiable lead agency that is accountable to government

Wait times for service are timely, predictable, and matched to severity of need

Parents and funders know whether the services received have made a difference

"Improving Our Health Care Experience: Integrated Health Service Plan 2010-2013"

is the Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN) Mental Health and Addictions Strategy. Its objective is to: Implement the Mental Health and Addictions 10 year Strategic Plan (MOHLTC). In doing so, the LHIN has identified seven strategic actions:

1. Act Early
2. Meet People on their terms
3. Transform the system
4. Strengthen the Mental Health and Addictions Workforce
5. Stop Stigma
6. Create Healthy Communities
7. Build Community Resilience

What do these documents mean for Niagara?

One of the greatest challenges in Niagara is the lack of available information about how we work together, share our information and identify and work with our assets. A large portion of Canada's Changing Directions, Changing Lives report is dedicated to recommendations around using evidenced-based approaches and solutions-focused strategies to achieve optimal mental health that is both equitable and accessible for all.

Describing and quantifying where we are today in Niagara, in terms of mental wellness promotion, mental illness prevention and mental health services, is critical to developing a sustainable roadmap for results. Without having a broad understanding of available mental health services in the Niagara Region, it becomes challenging to accurately outline a pathway to successful collaboration and integration.

THE IMPACT OF MENTAL ILLNESS

According to the Centre for Addition and Mental Health (CAMH), 1 in 5 Canadians will experience a mental illness in their lifetime. The remaining 4 will have a friend, family member or colleague who will experience a mental illness in their lifetime. Of those with a mental health problem, about 20% of people with a mental disorder have a co-occurring substance use problem. 70% of those diagnosed with mental illness have onset of symptoms in childhood or adolescence, with those aged 15-24 more likely to report mental illness and/or substance use disorders than any other age group. Men are 2.6 times more likely than women to meet the criteria for substance dependence; however, women are 1.5 times more likely to meet the criteria for a mood or anxiety disorder. People in the lowest income groups are 3-4 times more likely to report poor mental health.

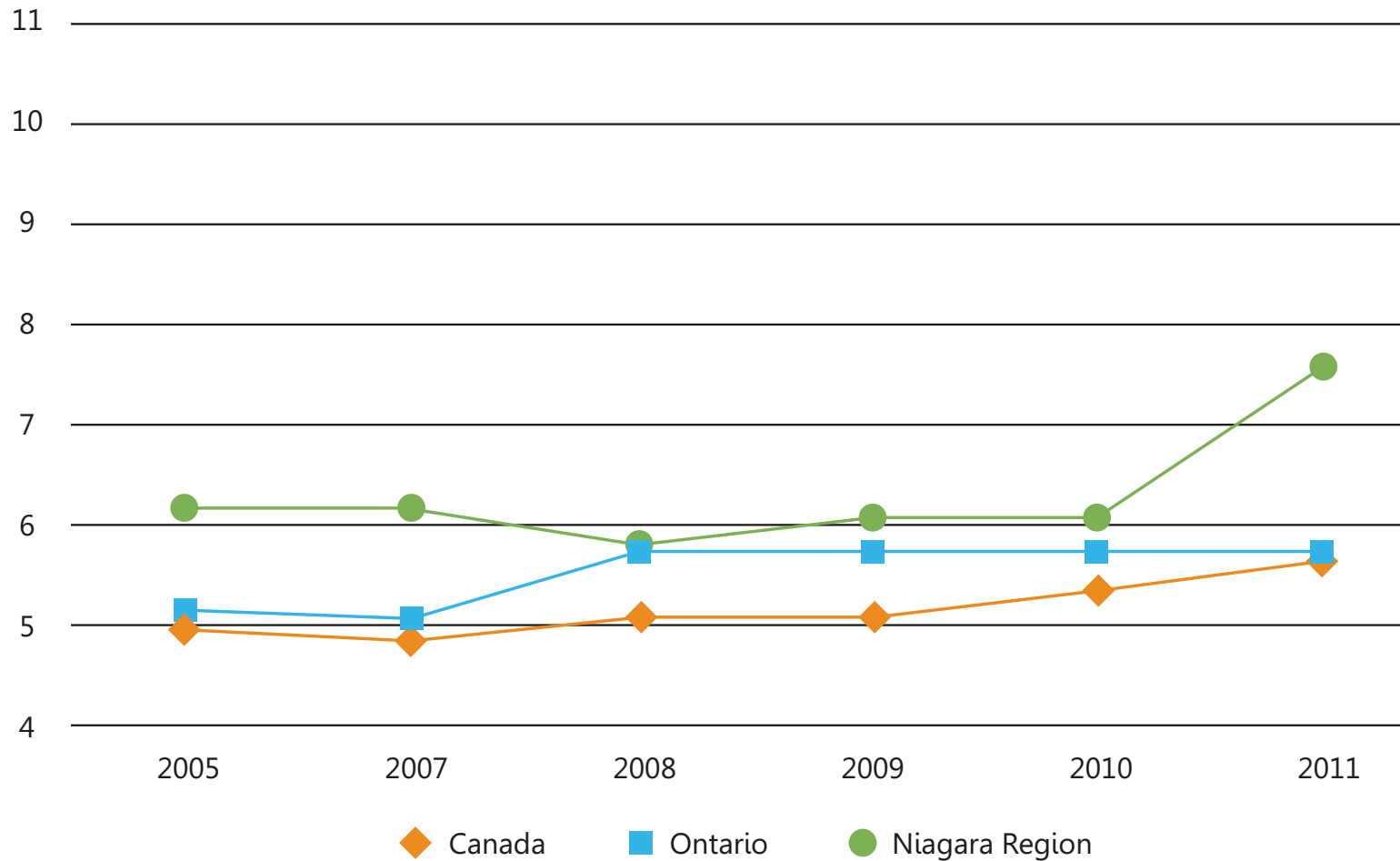
CAMH reports that only one-third of those who need mental health services in Canada actually receive them. While mental illnesses constitute more than 15% of the burden of disease in Canada, these illnesses receive only 5.5% of health care dollars. Mental illness is the number one cause of disability in Canada and accounts for 30% of all disability claims. Mental illness costs the Canadian economy over \$51-billion each year, due to health care costs and economic impacts of lost productivity.

Statistics Canada conducts an ongoing survey about health status of Canadians; it includes factors that determine health status and use of health care services. Known as the Canadian Community Health Survey (CCHS), it features information on more than 30 health indicators, including perceived physical and mental health, smoking, access to a physician, obesity and dietary habits. The CCHS also asks Canadians about chronic conditions, including mood disorders (Latest data can be found at <http://www5.statcan.gc.ca/cansim/a26>).

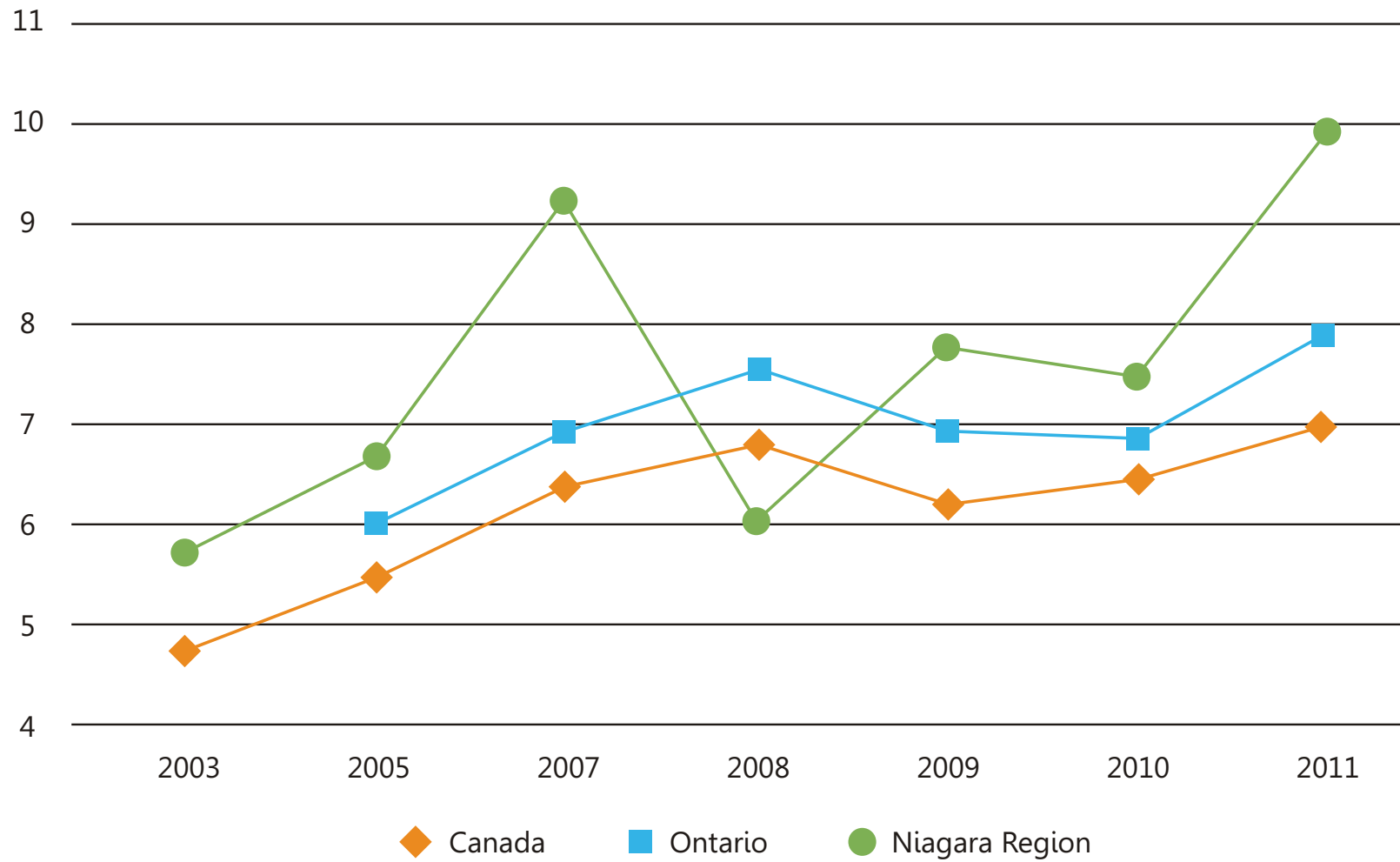
According to 2011 data, the percentage of those living in Niagara reporting perceived mental health as poor or very poor is higher than both the provincial and federal rates. Of the surveyed CCHS population, aged 12 and over, there has recently been a 75% increase in those that report that they have been diagnosed by a health professional as having a mood disorder, such as depression, bipolar disorder, mania or dysthymia.

Statistics Canada Health Profile (January 2013), shows the rate of persons indicating a high level of life stress in Niagara is lower than that of Ontario. In contrast, mortality rates and years of life lost due to suicide or self-inflicted injury is statistically higher than those of Ontario. Mortality rates due to suicide or self-inflicted injury are decreasing across Canada, while during the same time period increasing across Niagara. While the rates in Niagara have not changed from the previous reference period, they remain statistically higher than those rates in Ontario.

PERCENT OF POPULATION REPORTING THAT THEIR MENTAL
HEALTH IS POOR OR VERY POOR 2005-2011 CANADA, ONTARIO
& NIAGARA REGIONAL HEALTH UNIT CANSIM TABLE 105-0501



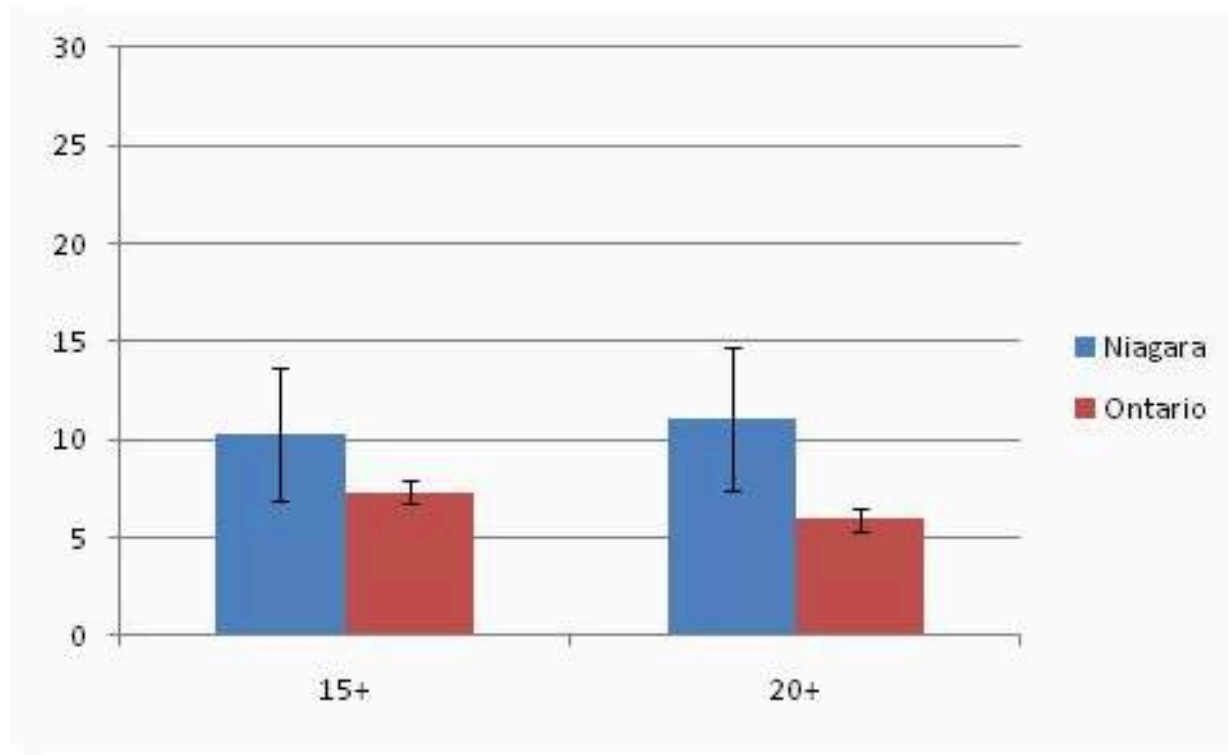
PERCENT OF POPULATION REPORTING THAT THEY HAVE A MOOD DISORDER 2003-2011 CANADA, ONTARIO AND NIAGARA REGIONAL HEALTH UNIT CANSIM TABLE 105-0501



The following chart, from the Niagara Region Public Health strategic plan (2013), illustrates that 11 per cent of people 20 and older in Niagara have attempted suicide, which is almost double the percentage in Ontario (5.9 per cent).

Suicide

Percentage of population who have ever attempted suicide



Source: Canadian Community Health Survey 4.1, 2007-2008, Statistics Canada, Share File, Ontario MOHLTC.

CREATING A CHARTER

We are fortunate to have three current Canadian mental health strategy documents and other data available to us as we move forward in constructing a Charter to support the continuum of mental health and wellbeing in Niagara.

Although it is essential to have the latest information / evidence / research and expert opinion when building a Charter, there are some key elements required to move forward. The intent of the community to move forward in the same direction with a desire to collaborate and integrate is critical. At the very start Niagara's mental health community must be able to visualize and articulate a common agenda. The community must understand at a practice level what it means to have a "Collective Impact", to understand what it means to work toward mutually reinforcing activities.

A Charter is really a broad statement and may be developed to:

- provide a philosophical framework

- establish a vision

- create awareness and to inform

- to guide action and to give direction

- provide underpinnings for the development of policy

- unite organizations and individuals

- provide the expression of a commitment

There are various approaches to creating the elements of the Charter, and ensuring a process for revising and refining them. The HLN Mental Health Working Group is planning a Niagara-wide forum on May 15, 2013, to gather people working in the areas of mental wellness promotion, mental illness prevention, and mental health services, to explore the idea of creating a Mental Health & Addictions Charter for Niagara. Such a gathering can be seen as one part of a process, with development of the Charter continuing beyond that date.

The planning, involvement in, and crafting of a Charter document becomes a powerful activity in and of itself. It creates momentum and relationships needed to realize the social change desired by the Niagara-wide community.

The Niagara approach will be strengthened by incorporating principles of Collective Impact, documented by John Kania and Mark Kramer in the Stanford Social Innovation Review (Winter 2011).

Regarding "Collective Impact versus Isolate Impact", they state: "Large scale social change requires broad cross-sector coordination; yet the social sector remains focused on the isolated intervention of individual organizations".

Collective Impact = the commitment of a group of important actors from different sectors to a common agenda for solving a specific social problem (eg. strengthening Mental Health in Niagara)

Successful Collective Impact Initiatives share 5 conditions:

1. Common Agenda
2. Shared Measurement System
3. Mutually Reinforcing Activities
4. Continuous Communication
5. Backbone Support Organization

(Kania & Kramer, Stanford Social Innovation Review, Winter 2011)

NIAGARA-WIDE SURVEY

Mental Health in Niagara

The HLN Mental Health Working Group identified 131 agencies across Niagara that provided services related to mental wellness promotion, mental illness prevention and mental health services in the Niagara Region. (Appendix C). This group ranges from large publicly-funded institutions to those that are individual privately-funded care providers. It was determined that agencies that deal with a range of clientele should also be included in this survey as, although their overall mandate is not directly in the area of mental health, they are dealing with an ever-increasing number of clientele that suffer from mental health issues

The initial survey was compiled using stakeholder input and consultation with members of the HLN Mental Health Working Group. After finalization of the survey, the instrument was beta-tested with representatives of 6 different agencies that offered their time and provided input to recommended changes.

Of those 131 identified agencies in the Niagara Region, contact information was gathered for 118 of them, from available public information. A brief profile of each agency was compiled using public data sources (such as Information Niagara). Of the initially identified agencies, 22 had no current contact information; this yielded 109 email invitations being sent to service providers.

An individualized invitation to participate in this survey was sent to these service providers on June 29, 2012 with a reminder email sent to those who had not submitted a response on July 11, 2012. In total, 62 participants have responded to this invitation and provided agency information and feedback to this project. Each organization was asked to provide updates to the profile information; Appendix D provides a brief overview of each of the agencies in Niagara that provided such information.

How Do We Describe Mental Health?

Agencies were asked to rank two definitions of mental health (one from the World Health Organization and the other from the Public Health Agency of Canada) as to which provides the clearest description of mental health:

Statement

% that agreed with statement

Mental health is a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully and is able to make a contribution to his or her community (World Health Organization/ASWHO).

32.2%

Mental health is the capacity of each and all of us to feel, think, and act in ways that enhance our ability to enjoy life and deal with the challenges we face. It is a positive sense of emotional and spiritual well-being that respects the importance of culture, equity, social justice, interconnections and personal dignity. (Public Health Agency of Canada)

67.8%

If you refer clients to other organizations to get information / service, who do you most commonly send them to?

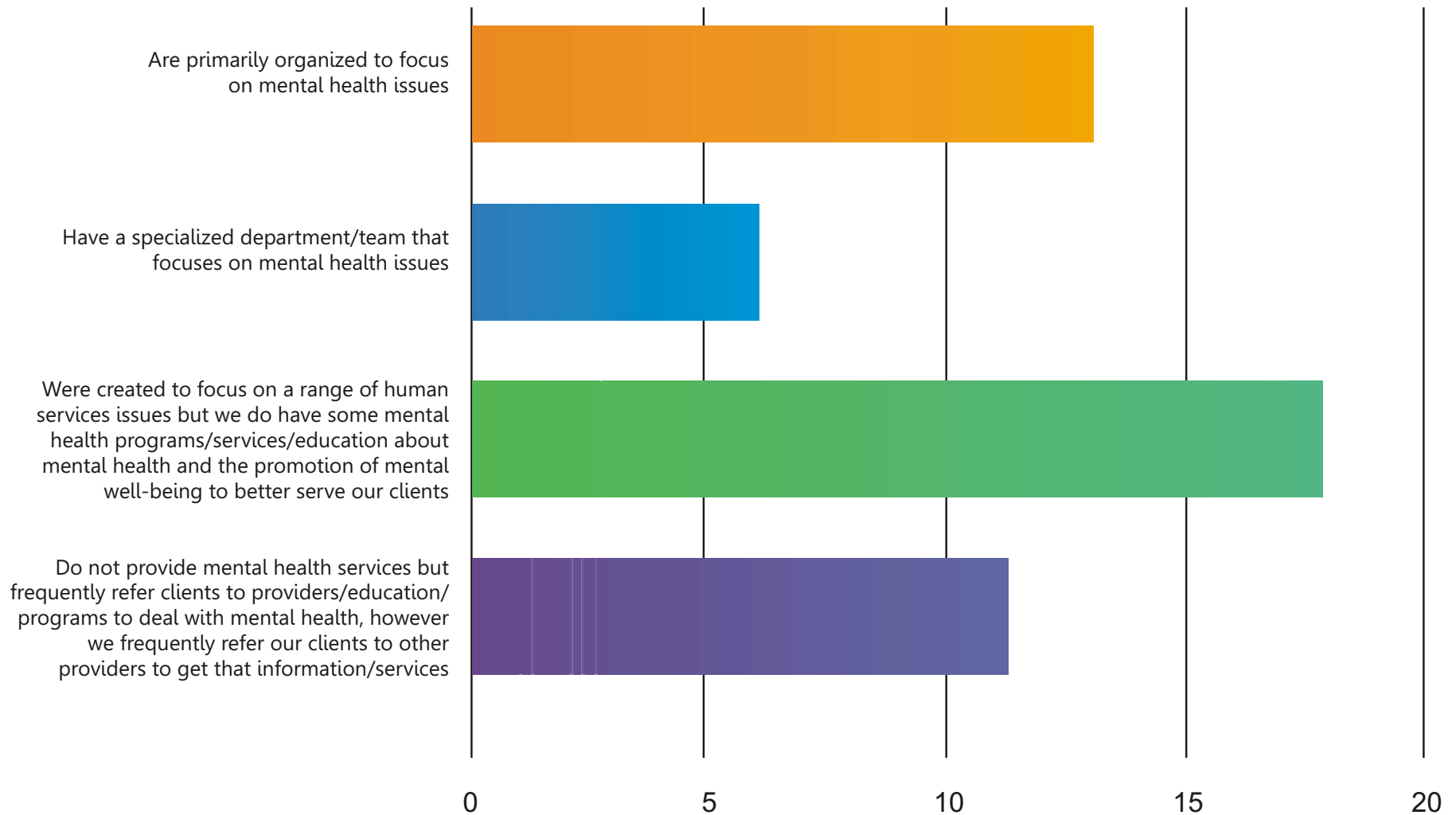
A total of 48 agencies, organizations, professionals, services and information sources were cited; of those, 13 were cited 5 times or more.

# of mentions	Agencies most often mentioned for Referral
28	Canadian Mental Health Association (Niagara Branch)
12	Hospital (Niagara Health System, Hamilton Health Sciences)
12	Pathstone Mental Health
10	Public Health/Niagara Region Community Mental Health/Infant and Child Development Services
9	COAST Niagara
7	Family and Children's Services Niagara
7	Contact Niagara
7	Distress Centre Niagara
6	Niagara Life Centre
5	Gateway Residential & Community Support Services
5	Community Addiction Services of Niagara
5	Community Health Centers/ Physicians
5	Alternative Programs /Holistic Services - Yoga Classes; Art Classes; acupuncture, Reiki, reflexology, massage, etc...

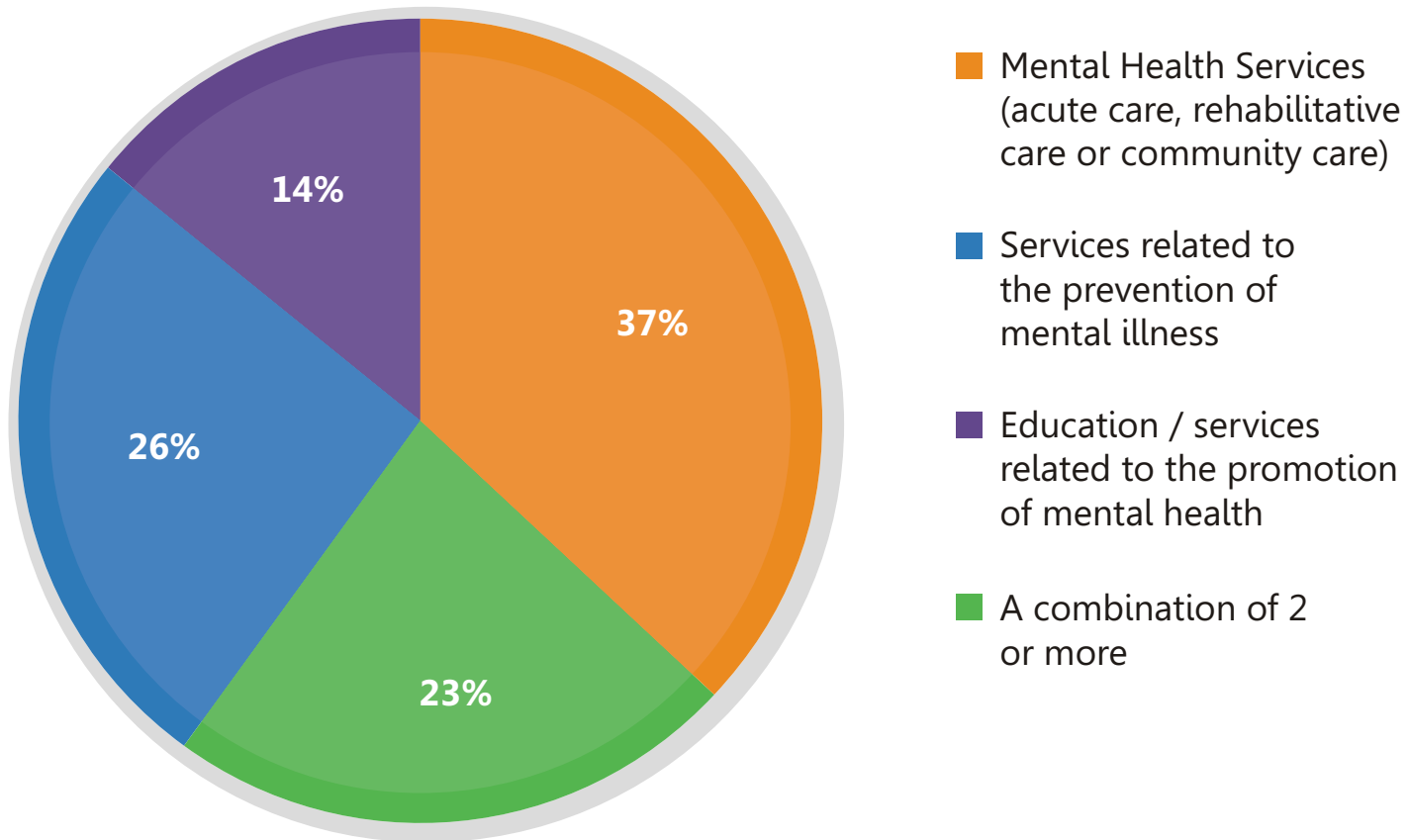
Other Agencies/services Mentioned:

Alcoholics Anonymous	Niagara Regional Native Centre
Anger management classes	Niagara Support Services
Alzheimer Society of Niagara Region	Niagara Training and Employment Agency
Bethesda (Children's Services)	Organizations which provide services to individuals with developmental disabilities
CAMH (Toronto)	Physicians
Celebrate Recovery	Psychiatric support
Community Addiction Services of Niagara	Psychologists
Community Living Grimsby, Lincoln and West Lincoln	Private Counselors / Psychotherapists/
CPRI (Child & Parent Resource Institute), MCYS	Other private practice professionals
Design for a New Tomorrow	Quest Community Health Centre
Extra-judicial Measures Programs	Salvation Army
Housing / Homelessness Supports / Shelters	School Board supports and services;
Information Niagara 2-1-1	Speech Services Niagara
John Howard Society	Victim Services Niagara
Legal Assistance (Lawyers, Family Legal Clinics)	Walk-in clinics
New Port Centre (Port Colborne, NHS)	WARM (Women's Addiction Recovery Mediation)
Niagara Addiction Services	Wellspring Niagara (Cancer Support)
Niagara Peninsula Children's Centre	

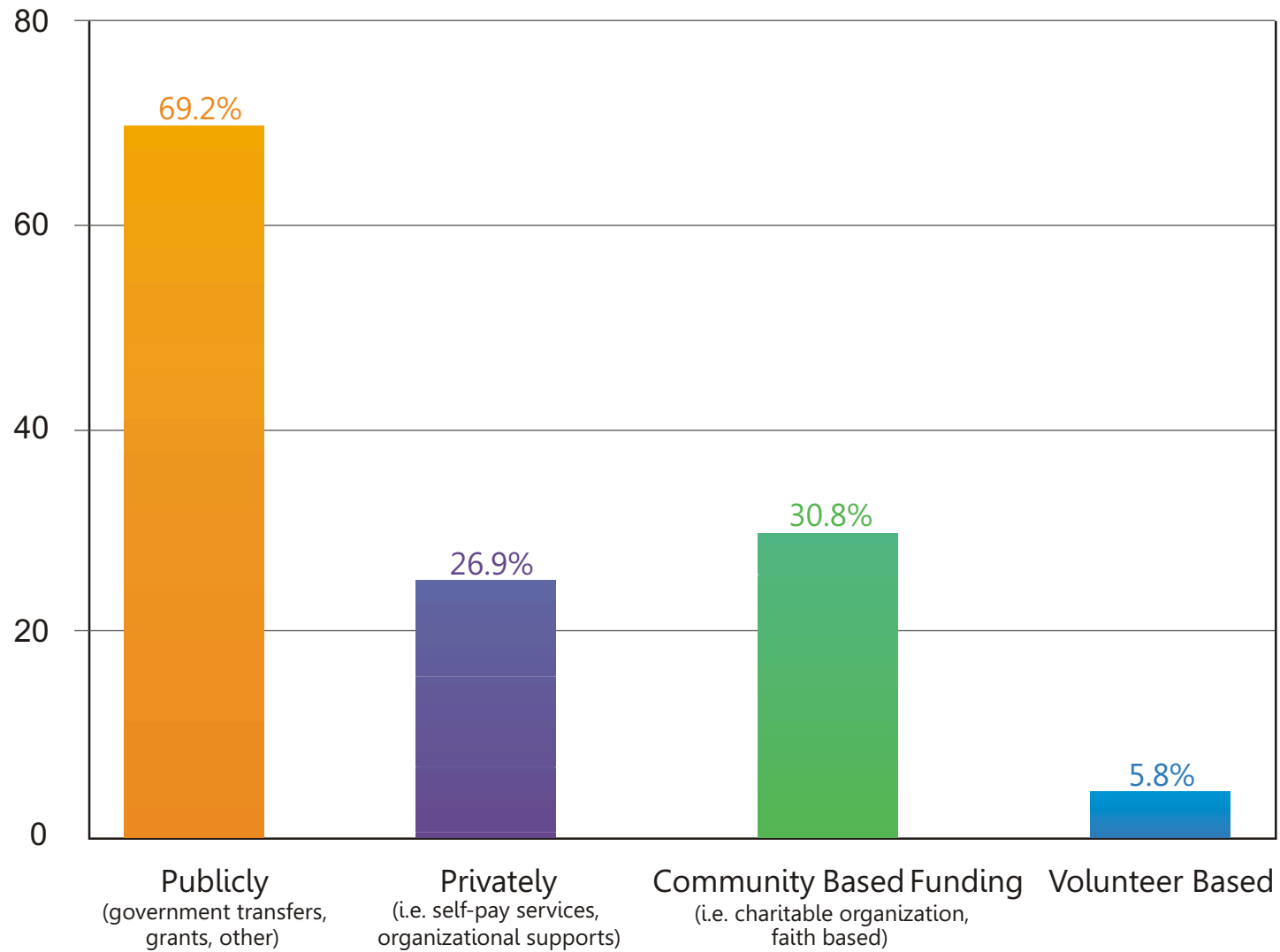
IN OUR ORGANIZATION WE...



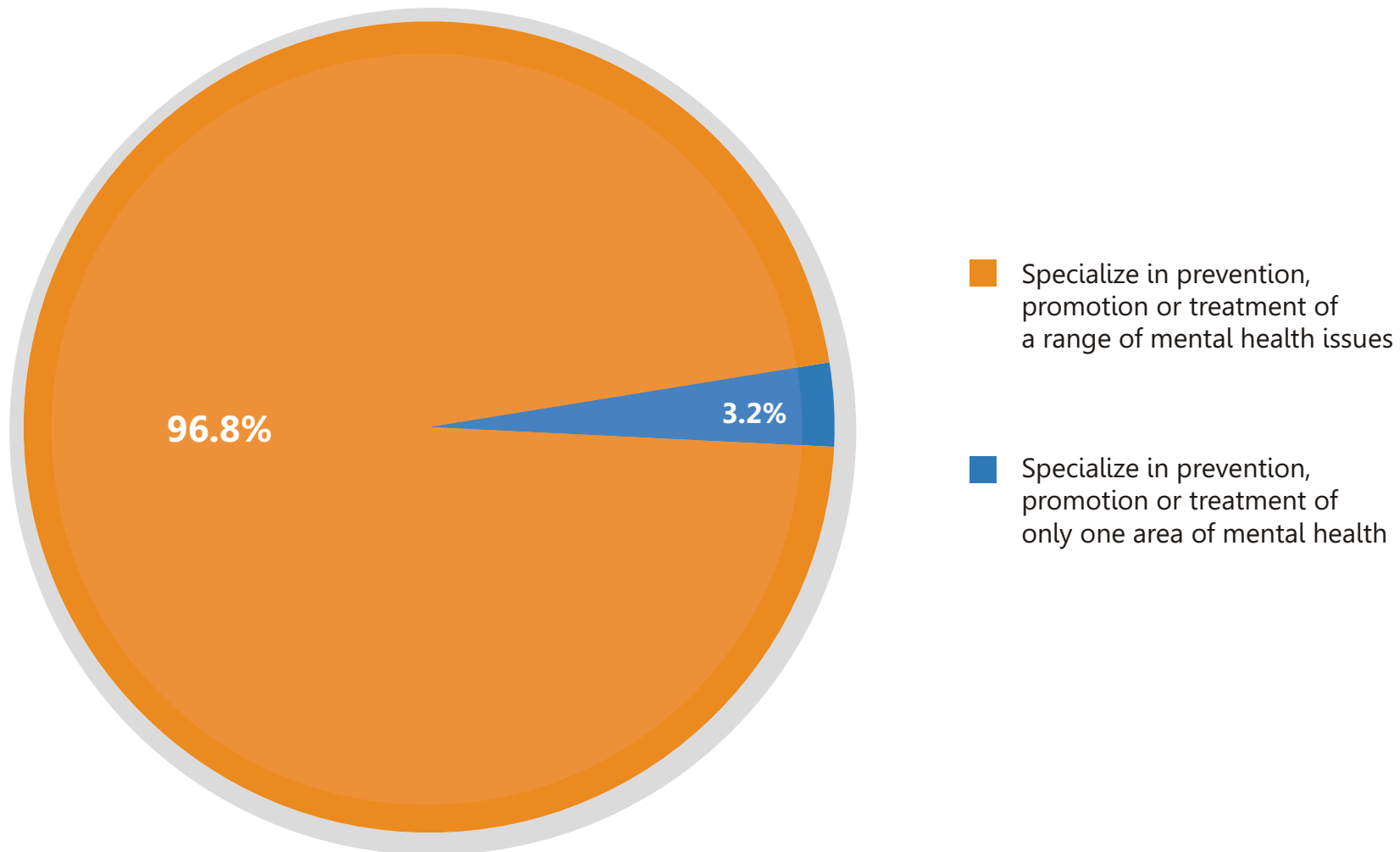
WHAT IS THE PRIMARY FOCUS OF SERVICES AND PROGRAM PROVIDED BY YOUR ORGANIZATION?



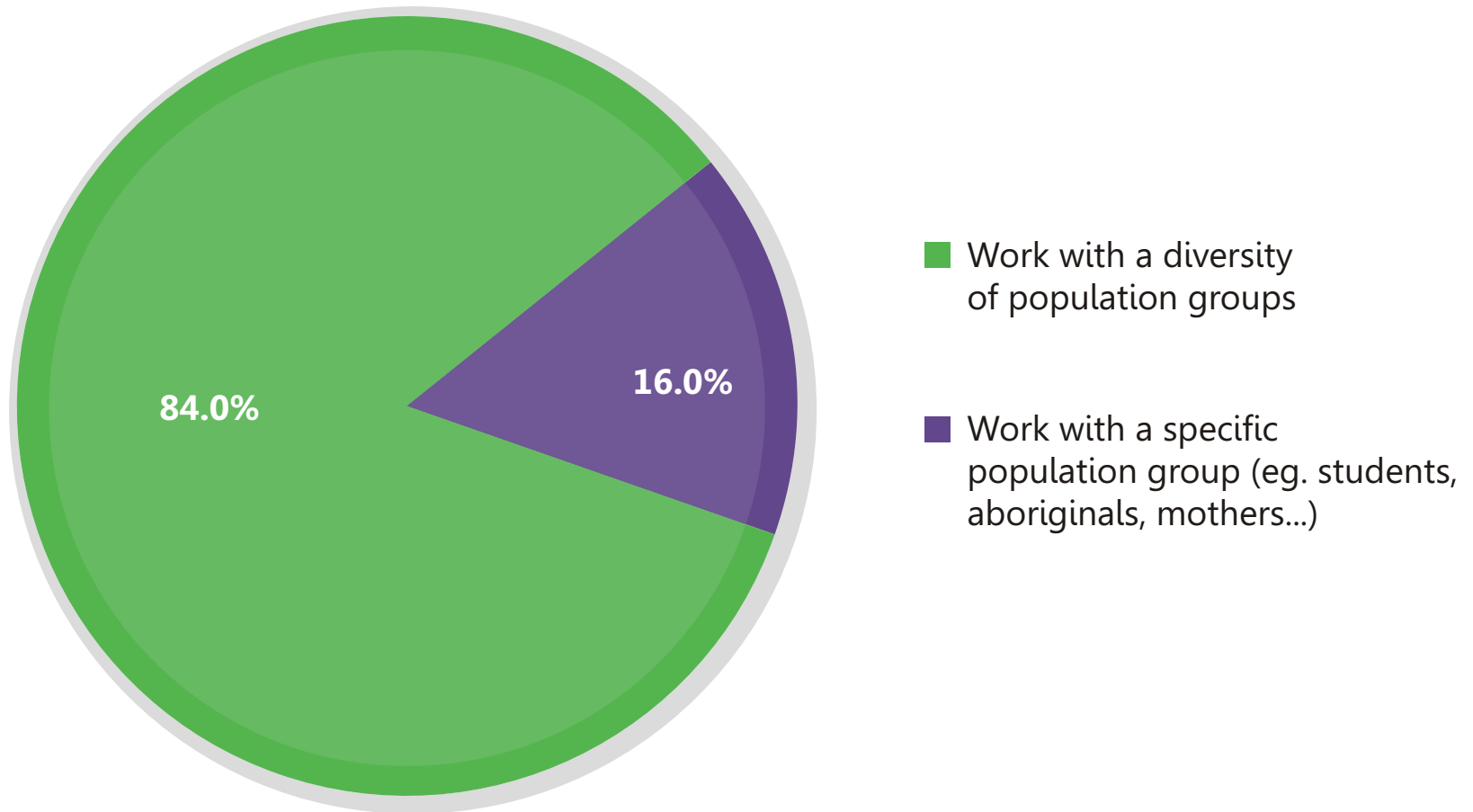
HOW IS YOUR ORGANIZATION FUNDED



DOES YOUR AGENCY



DOES YOUR AGENCY



NIAGARA-WIDE SURVEY

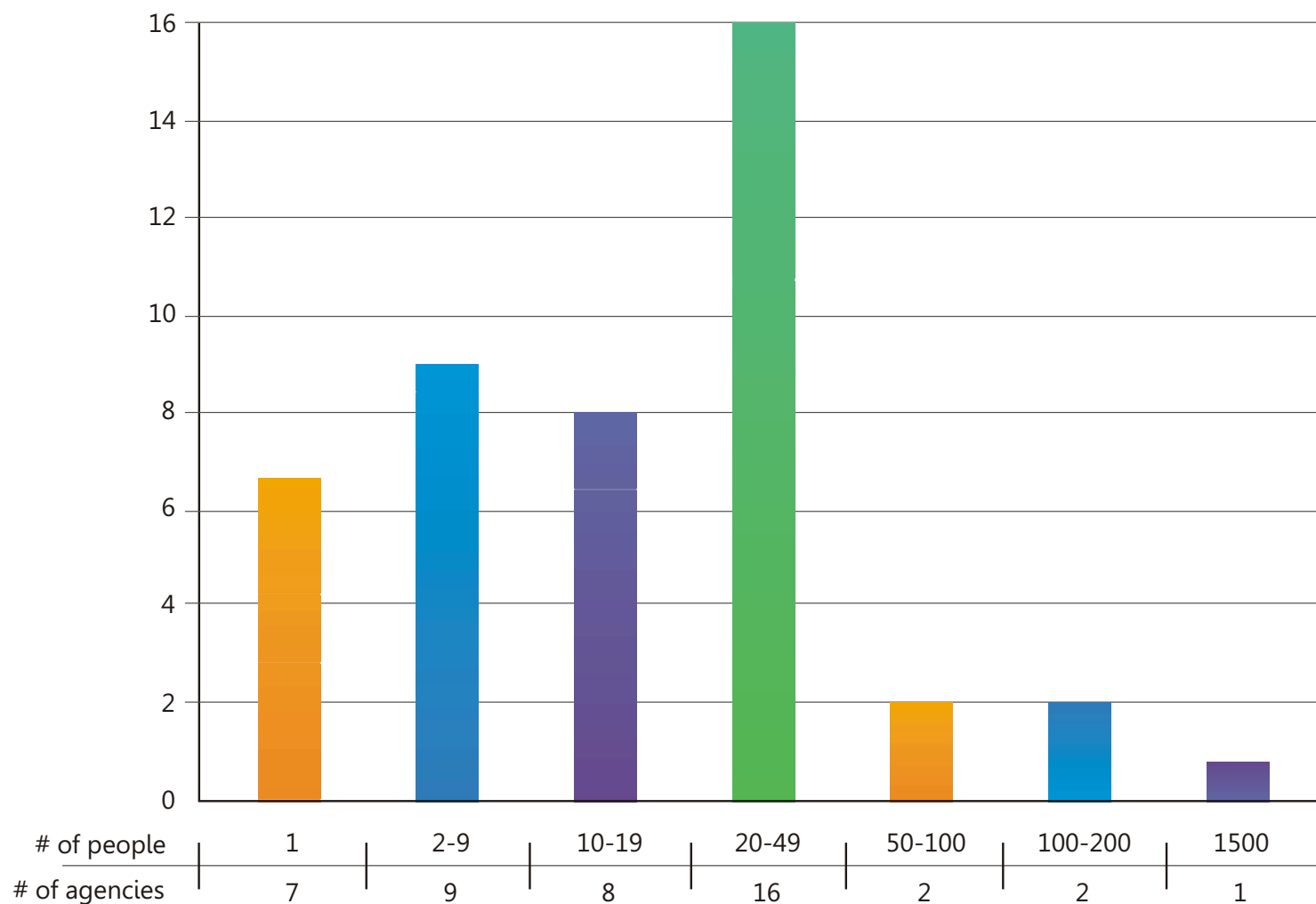
For those that indicated that they worked with a specific population group, they were asked to identify which group they worked with. Of the 16% that indicated that they worked with a specific group, the following responses were indicated:

Aboriginal
Adult Family Members
Adults
Living On A Low Income
Needy Families
People With Developmental Challenges
Women
Seniors
Students Grades K - 12
Women And Their Children Who Are Victims Of Domestic Violence
Young Pregnant Women And Babies
Youth

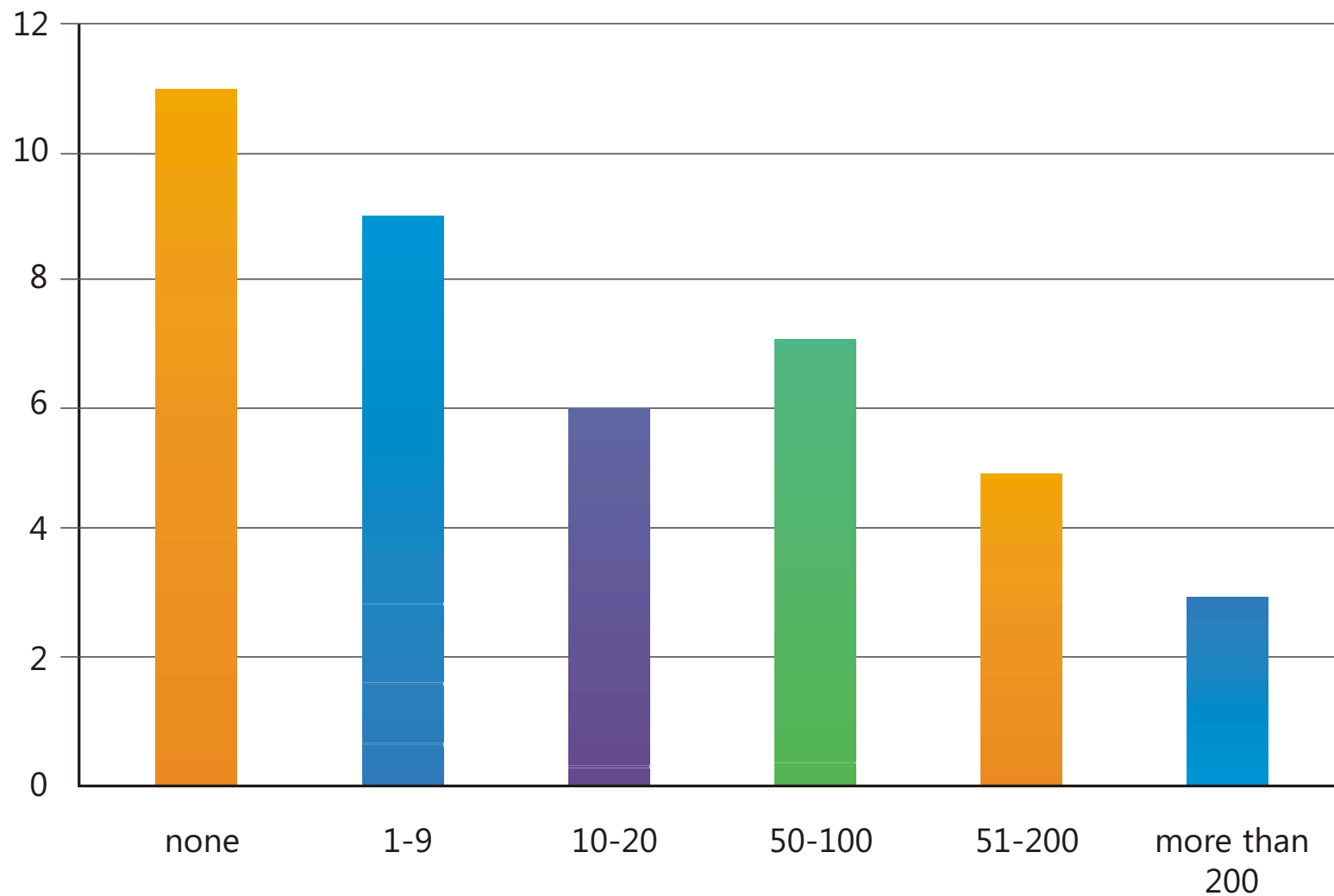
There was a wide range of responses re: how agencies report measuring their services. Responses include:

By each session (hour or 50 minute)
Number of individuals served
Number of calls and mobile visits
Numerous units of service are reported as prescribed by government funders (eg. Ministry of Community & Social Services; Ministry of the Attorney General)
Each program has various ways of measuring units of service
Through contact with client (one-on-one sessions/group sessions/workshops)
Number of patients seen
Days of service
Number of residents
We track the coaching work done with each person served
DATIS reporting to MOH & LTC direct service contact occurred
How many times an individual receives help including each family member
A variety of ways depending on the program and type of service provided.
Number of unique individuals served and the number of face-to-face contacts in a fiscal year
Number of cases investigated # of children interviewed # of counselling referrals made
Number of families served, food provided
Number of calls from family members,
Number of participants in workshop sessions,
One-on-one help to family members in the workshop groups.
Number of calls; number of intakes completed; number of referrals made;
Number of redirects/information; number of individuals served
All units are based on LHIN formulas

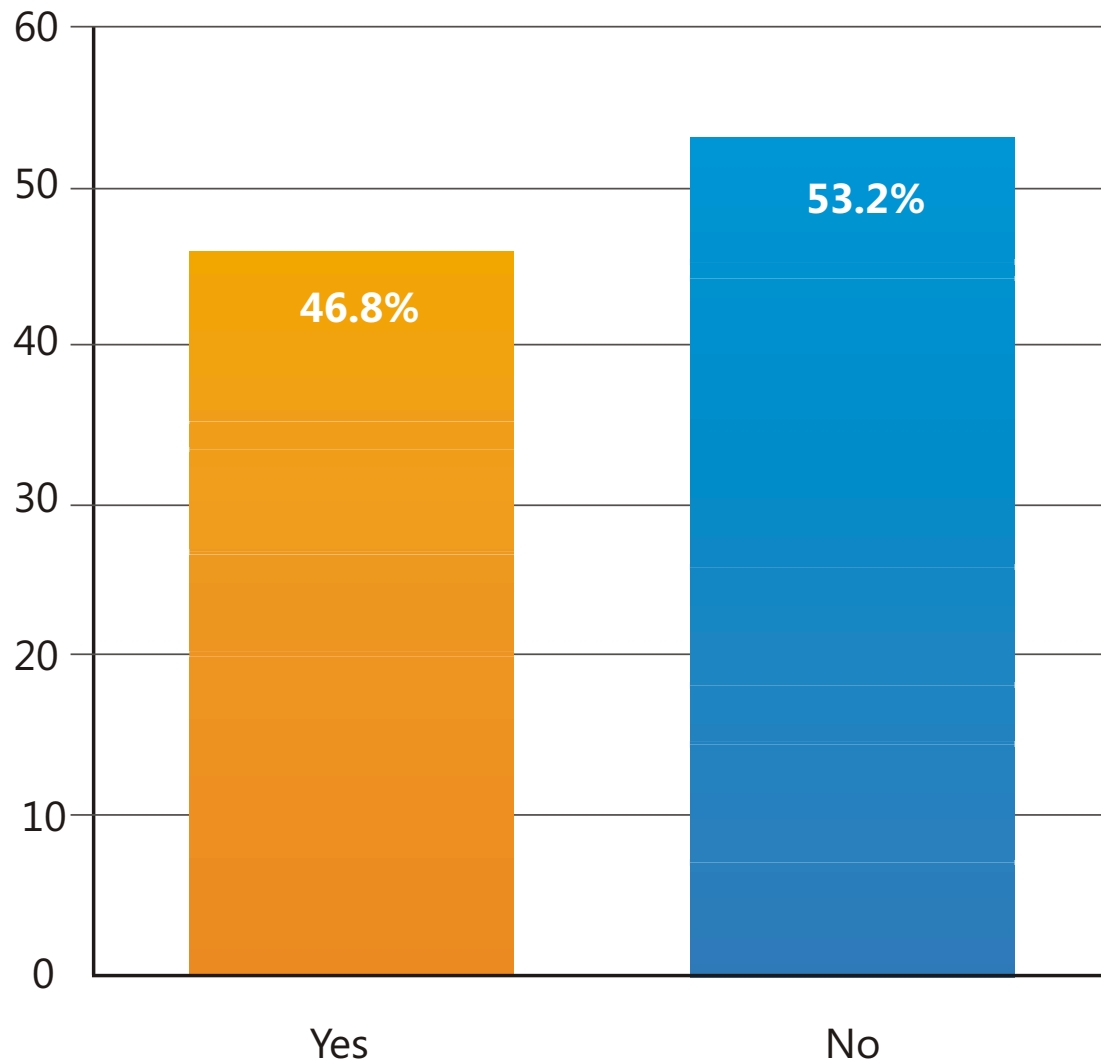
HOW MANY PAID STAFF MEMBERS WORK AT YOUR AGENCY? (count)



HOW MANY VOLUNTEERS DOES YOUR AGENCY HAVE?



DOES YOUR AGENCY HAVE A WAIT LIST?



Agencies were asked to indicate whether they have a wait list, and if so, how long a new client could expect to wait for services.

Responses ranged from immediate service availability to 3 months. The majority of responses were in the 2 to 3 week time frame. Further analysis is required in order to definitively describe actual service delivery times

Please provide examples of activities your agency conducts
in relation to the **Promotion of Mental Health**

78% of responses were related to collaborative approaches to delivering services that promote of mental health.

Of those that responded, the majority of health promotion activities were targeted to school-aged (7-18 years of age) children and youth, and to adults (25-65 years of age).

Focus on Collaborative Approaches

- Case management Team
- Focus on using collaborative approaches - Partnering with
- Community Health Centre to access primary care for patients who require this
- Collaboration, partnership and service collaboration with other health professionals and other agencies
- Collaborative Problem Solving
- Each client meets with Canadian Mental Health Association once a week.
- Involved with numerous community committees to ensure we are not duplicating services and follow best practice recommendations
- Joint curriculum design and workshop facilitation other agencies
- Liaison with Medical Doctors and other health professionals

- Participate in a variety of community planning initiatives and pilot projects We often engage in process evaluations of collaborative efforts
- Represented on community committees
- Utilization of other aboriginal organizations, healers, counsellors are often sought out and client/participants are referred to these agencies and people as well.
- Host several organizations to work out of our building on a weekly basis to decrease access barriers (hub-model). Provide training, meetings with a broad range of other agencies to increase knowledge
- Work with Holistic Practitioners for a whole-self approach

Use Integrated Recovery

- Promote holistic health practices (exercise, diet, sleep, relaxation, and social contact.
- Use Integrated Recovery - Partnering with Consumer Survivor Initiative to provide Wellness Recovery Action Plan groups
- Use the Ontario Common Assessment of Need (OCAN) to create a treatment plan in collaboration with the client to identify common goals
- Work to ensure that clients don't have to retell their story while still maintaining their privacy and ensuring that their needs are met
- Work as part of a multidisciplinary team where possible

Establish Guidelines for Common Mental Health Programs

- Certified clinical member(s)
- Case management
- Participant in various community initiatives and committees addressing suicide prevention and mental health promotion
- Run groups for specific needs (CBT, Self Esteem)
- Follow standards of practice for the Assertive Community Treatment team, Early Intervention in Psychosis Service and met all targets identified in the Multi-Sectoral Services Accountability Agreement as outlined by the Local Health Integration Network
- Healthy Minds document
- Use of standardized assessments and integrated treatment
- Quarterly program reporting and semi-annually agency reporting to board and funder.
- We recently were a site for applied research involving a nurse led team in the management of depression in the elderly

Support Access to Appropriate Care

- Supports and referrals to appropriate service providers and/or professionals
- Primarily we support individuals by helping them access mental health services
- Case management Team
- Support access to appropriate care - In progress of developing an urgent service concurrent disorders access team
- Comprehensive assessments and treatment plans are completed and monitored on an ongoing basis to ensure treatment efficacy and relevance.
If needed this can be arranged with client and worker
- Staff members work to be well versed on the services available to our residents and former residents. They work to advocate, support and help to navigate within the system to ensure appropriate care. Our coaches are also available to assist with accessing care by attending meetings when circumstances would provide significant barriers to being served.
- Work with community partners to establish positive relationships

NIAGARA-WIDE SURVEY

Use Technology

- Phone sessions available after initial assessment
- Information obtained through technology can and is dispersed to clients if so desired.
- Association research (Longitudinal Data)
- Telepsychiatry for Emergency Department assessments
- Website / Internet Presence on Social Media (Twitter, Facebook, LinkedIn)
- Electronic Record System
- Telemedicine equipment (used to manage mileage costs and reduce transportation barriers for residents of Niagara and clients of this and other Niagara programs.
- Searchable music library on website
- All of our work is supported through a comprehensive client management system
- Many of our programs include computer programming.
- Training via webinars.

Other

- Ongoing education & training
- Trauma identification, intervention, and treatment;
- Suicide prevention, intervention, and post-vention training and workshops.
- Complimentary audio CD

NIAGARA-WIDE SURVEY

Please provide examples of programs or services your agency has in place to address **Mental Illness Prevention Strategies**

63% of responses were related to training front-line service providers to delivering services related to the addressing mental illness prevention strategies.

Of those that responded, the majority of health promotion activities were target at school-aged (7-18 years of age) and young adults (19-25 years of age).

Public policy support /advocacy

- Developing Mental Health Charter
- Meetings/collaboration with Provincial Ministries - feed information up to assist with policy development
- Early intervention and preventative focus on resiliency and community capacity building.
- Education
- Peer Counselling provided by Mental Health Worker
- Public policy support /advocacy
- Volunteer Programs, Youth Advisory committees

Public understanding of how to improve mental health

- Website, brochure distributed describes benefits of service
- Culturally Appropriate Services ie. Medicine Wheels, Workshops, conferences, public awareness groups
- Surveys
- Presentations to community groups or educational groups as requested
- Regular education and awareness sessions - speaker bureau

Early Identification

- Professional training for early intervention, healthy attachment, positive parenting etc.
- Parent training and classes
- Youth services in secondary school
- Social Media and Public Awareness campaigns: Facebook campaign and bus ad campaign
- Lead agency – "Working together for kids' mental health" - MCYS initiative to implement screening tools for early identification across Niagara
- Day Care consultation. Developed screening tool utilized in all Niagara Day Cares. Training in mental health tools now being used in education health and social service agencies
- Implemented a 3D Best Practice to identify those with Depression, Delirium and/or Dementia
- Stress management

Train Front Line Service Providers

- Frequent education and supports to schools and service providers
- Annual Training provided by the Ontario Federation of Indian Friendship Centers
- Provide Suicide Intervention / Prevention Skills Training
- Training in trauma assessment & treatment, around compassion fatigue, wellness, suicide prevention and intervention, addictions, and mental health
- Will be continual throughout, this worker trains front line workers on working with aboriginal families.
- Mental Health First Aid and de-escalation techniques.
- Staff will attend workshops
- Crisis intervention services to children and their caregivers
- Anger Solutions Training for Service Providers
- Staff are trainers through Working Together - includes mental health awareness training and specific training related to identified screening tools
- Standard trainings in EBT in house training and we have an active culture of learning program model

Fight Stigma

- Work with diverse populations
- Participate in campaigns, such as 1 in 5, etc.
- Addressed through workshop and training events
- Mental health week, a parent support group, and through trainings
- Education done through program delivery sessions
- Staff participate in the Anti-Stigma campaign and we have representation on the TAMI (Talking About Mental Illness) committee
- Mental health forums

Please provide examples of programs or services your agency has in place to address the **treatment or intervention of diagnosed Mental Illness**

61% of responses were related to providing support for other agencies and providing individual treatments to deliver services related to treatment or intervention of diagnosed Mental Illness

Acute in-facility treatments

- Acute care beds
- Deliver services to those in residential facilities
- Refer when necessary to appropriate services
- Safe beds, crisis workers in hospitals, damp-houses, transitional housing, support 133 subsidized units for housing

Outreach Services

- Provide mobile crisis team
- The IMPACT program provides outreach services for acutely ill patients who otherwise would require an inpatient stay
- Parent coaching, school consultation, clinical consultation
- Provide program information to outside agencies
- Youth In Transition Program
- Canadian Mental Health Association meets with all of our clients once a week.
- ACTT, EI, Case management, Psycho Geriatric Program, Supporting Independent Living, Telemedicine
- Referral to services
- COAST, community crisis workers, homelessness

Crisis Intervention

- Referral
- Suicide prevention
- Currently have a crisis response team
- Our agency provides 24 hour telephone crisis support
- Walk-In Clinic
- Having trained staff to handle crisis intervention, and referrals when necessary
- Therapeutic Crisis Intervention
- Family Advocate and Counsellors provide crisis intervention services at the time of investigation and immediately following
- Facilitate coordination of crisis services to individuals (i.e. admission and discharge planning)
- Psychotherapy and psychological services

Provide Support for Other Agencies

- Referrals and supports to other service providers
- Accept referrals
- Strong network of agencies within Niagara - partner and support each other well
- Clinical consultation and supervision
- Participation in various community committees
- Provide supports to other agencies i.e. Streetworks AIDS Niagara
- Aim at coordination of services through development of Mental Health Charter
- Intake and access; information; community planning
- Regular training

Individual Treatment

- Individual assessment, case management, and therapy
- Individual counseling services are provided through the outpatient programs
- Core Counseling Program, VAW programs
- We provide peer counseling supports but will refer to NIHB therapists
- Plan Of Care, Assessment
- Harm reduction approach with motivational interviewing
- All programs
- Individual counseling
- Individual psychotherapy and psychological services

Group Treatments

- Drug & alcohol Worker
- Group treatment is available on the inpatient and outpatient units
- Group therapy and workshops for various issues available with sufficient demand
- Caring Dads, PAR group, Child Witness,
- We provide peer counselling supports but will refer to NIHB therapists and to healing lodges as necessary
- Family, spousal, men's woman's co-ed recovery groups
- Provide groups when there are enough participants registered (Anxiety/Panic Disorder group, educational Borderline Personality Group
- Group Anger Solutions sessions available

Work with other agencies to minimize barriers for patients

- Networking referrals and advocacy for clients
- Working with CMHA, offer office space for counselling
- Collaborative consultation with involved agencies to ensure patient's needs are best met.
- Partnering with Quest Community Health Centre to improve access for clients without primary care supports
- Done through a referral and advocacy basis
- Transportation to shelters, doctor appointments may be provided
- Panic anxiety group with Public Health Mental Health
- Working with a range of agencies to coordinate access to services
- Provide information to help direct service agencies identify and minimize barriers

Have Supports for Families

- Family therapy
- Case management assists with plan of care for clients and their families
- Advocacy, education, resources, therapy, consultation.
- FKSS program
- Through programming at center we often utilize the other program to assist with families and extended family members and will refer if needed.
- Through all services with or without the designated client
- Psychoeducation groups provided for families in addition to 1:1 support
- Referrals Family and couples counseling also provided, and supports for parents
- Psychotherapy and psychological services
- Liaison and referral with supports

NIAGARA-WIDE SURVEY

If you had unlimited financial and human resources at your disposal, what is the one thing that you would do to restructure and/or strengthen the mental health continuum in Niagara (mental health promotion, mental illness prevention and mental health service delivery)?

- Additional Clinical Staff in Community Agencies to meet the treatment needs of students that we refer who currently are on wait lists due to high volume of referrals.
- Better availability of psychiatric outpatient care and consultation to residential services
- Create an integrated system so that I am not sending my clients on a "wild goose chase" no wait lists or advocacy while waiting funds that I could have someone on staff that could help a client navigate the mental wellness and addiction system
- Centralized intake for adult and children's mental health including addictions
- Early intervention, training staff to screen for and recognize signs / symptoms of mental health earlier in life. Raising awareness in schools to promote sensitivity training (for staff, students, and parents) and reduce stigma. Greater collaboration between services
- Every mental health patient/client should be assigned an advocate that can be accessed at any time to advocate/counsel/guide in problem solving
- Expand the breadth and depth of services with clear choices for clients or participants central information for client access
- Eliminate the copyright restrictions on all 1920's to 1950's music and make these songs freely available in all media.
- Have a Social Worker in each school to provide counselling services for students with mental health and addictions. Additional funds to provide training for frontline staff.
- Integrate psychiatry into inter-disciplinary model of care to provide consultation and follow-up as well as participate in team treatment planning; specialized intake for adults and children with mental health, including addictions

NIAGARA-WIDE SURVEY

If you had unlimited financial and human resources at your disposal, what is the one thing that you would do to restructure and/or strengthen the mental health continuum in Niagara (mental health promotion, mental illness prevention and mental health service delivery)

- Integrating psychiatry in interdisciplinary models of care to provide consultation and follow up and participate in team treatment planning.
- I would focus on recruiting excellent psychiatrists who are collaborative with other professionals (teams) and balanced in their approach to diagnosis and treatment (psychosocial and biological). In this, experienced and knowledgeable front line staff should be involved in the selection of these physicians.
- Increase mindfulness-based stress reduction focus with a variety of populations
- Increase counselling services for children
- Increase addiction education, housing
- It would be good to have a more integrated system with service providers working in a more collaborative and client centered way. This would include any organization providing direct mental services as well as those organizations are supporting this population. We work with a large number of individuals who have serious mental health issues and it would serve them much better if we could work more cohesively and in a more integrated and collaborative environment with those organizations providing direct service.
- Institute throughout the Region education and awareness campaigns and resources related to prevention...include throughout a child's life beginning with the early years, activities and information related to mental wellness...provide excellent resources for children and youth showing signs of early mental illness so that a more serious illness can be prevented...TALK is actually not a program...it is a project and over the past 7 or 8 years, I have done many presentations related to youth victimization and mental health issues among children and youth and the best way to work with them so as not to exacerbate the problem. Education of teachers, doctors and any other professionals working with young people need to be aware of the issues related to mental health. Teachers Colleges and Schools of Medicine need to include education re: mental health in their curriculum.
- I see a great need in Niagara for more mental health promotion, however the funds simply aren't there right now. Young people seem to respond very well to hearing accurate information about mental illness (signs, symptoms, coping strategies, stigma etc.) paired with the 'real life' experiences of those who experience mental illness. I believe this type of awareness should be brought to all students and the community at large, as this would go a long way to breaking down barriers, increasing compassion and empathy and encouraging help-seeking behaviours.

NIAGARA-WIDE SURVEY

If you had unlimited financial and human resources at your disposal, what is the one thing that you would do to restructure and/or strengthen the mental health continuum in Niagara (mental health promotion, mental illness prevention and mental health service delivery)

- Increase mental health promotion - promoting counselling as a normal, healthy form of mental health treatment service delivery - shorter wait times for psychiatric care
- I would create more clubs, where people can acquire skills and receive peer support. I would have more "on-the-road" or travelling workers who could offer supports for people in rural areas without access to transportation. I would create a "Hoarding" task team. This team would help with clean ups and work to prevent more hoarding (maintenance).
- I would ensure that each and every private person (child) and employee have at their finger-tips the opportunity to speak with a mental health professional whenever they felt they needed it. To try and make the general public understand that going to your GP for a check-up to see if your physical body is in working order and all is okay should be done with your mental health as well...everyone should 'check in' with a mental health professional from time to time to ensure their mental health is in top form...This usually is not done, most clients come to us after their mental health issues have manifested into physical symptoms...Think of how much strain would be off the Healthcare system if the general public were aware that when they are feeling like they are losing control, having trouble coping, have signs of depression, anxiety and stress they make an appointment with a mental health provider...lessening or eliminating all together the physical issues.
- I would make sure full mental health services are provided at many different agencies (on site). I believe that many people do not access all the services available because they are unwilling to go to a specific agency and are not comfortable in a new environment. However, if services are available at agencies that clients use/visit they may be more likely to follow up with them.
- Markedly expand the pro-bono services.
- More ads/programs to break stigma so people will reach out for services when needed more psychiatrists/group therapies so clients can be treated more assessment facilities - so you don't have to wait months for an assessment
- More complete and easily available information to family members and help with their coping efforts.
- More funding for the Early Intervention in Psychosis service in order to have the opportunity to get a young person to turn their life around with minimal intervention and move forward to become a contributing participant in his/her life with the ability to attend/complete their schooling, gain meaningful employment and not become a statistic experiencing chronic and persistent mental illness for their adulthood.

NIAGARA-WIDE SURVEY

If you had unlimited financial and human resources at your disposal, what is the one thing that you would do to restructure and/or strengthen the mental health continuum in Niagara (mental health promotion, mental illness prevention and mental health service delivery)

- More mental health workers .more supports from hospital system. effective outreach and rapid response
- More community based programs - introduce more peer specialists within the hospital - system navigators to work with clients - partner with Public Health for example in more health promotion/prevention initiatives
- More money should be put into decreasing the stigma of mental illness and to providing services that are ongoing to help ensure that stability is maintained (once reached) so that the individual can have a healthy and productive life
- More training of non-professionals in what is mental illness along with identification. More preventative efforts in schools etc. More involvement in youth justice custody facilities and in CAS foster care programs. Training for family physicians on working with mental health issues and local mental health agencies Greater profile in all 12 of Niagara's communities which would afford more walk in opportunities.
- Much more support is needed so I would hire at least 80 more mental health workers.
- One central access point for all services - one call - all access reorganizing the services to better align with each other to provide a better continuum of care
- Provide an all aboriginal menial health unit with certified therapists/counselors/healers.
- Provide more appropriate housing units and provide a stronger system for meeting vulnerable peoples human/basic supports make sure that programs that already exist are accessible
- Stronger psychiatric care in the community Stronger and more seamless integration between hospital/community/hospital Greater access to ACT services Greater access to services to address Hoarding through a coordinated approach

NIAGARA-WIDE SURVEY

If you had unlimited financial and human resources at your disposal, what is the one thing that you would do to restructure and/or strengthen the mental health continuum in Niagara (mental health promotion, mental illness prevention and mental health service delivery)

- With unlimited resources, I would increase the number of services available for children's mental health. I would create non-profit transitional housing for persons with severe mental illness so that they can transition gradually from hospital to full-time supported housing, then to mid-level support, and then to supported independent living. I would formalize a suicide prevention strategy for Niagara and fund the Niagara Suicide Prevention Coalition; set aside funds for media campaigns to promote suicide awareness in Niagara and provide ASIST suicide intervention training to EVERY front-line worker and emergency personnel worker in Niagara (including police, EMS, and fire services). I would also set aside funds to promote pro-social behavior in our schools as a bullying prevention strategy, and would begin the conversation about emotional intelligence early on in the school years as a way to encourage children to be more sensitive to the emotional states of others, and help them to understand that mental health runs on a continuum (all of us fall on the range of mental health/illness). I would work with our intake services to make the process for accessing mental health services less threatening and cumbersome, and work with agencies, community stakeholders, and funders to ensure that there are no gaps in services in Niagara. I would also set aside funds to provide training to physicians and nurses in hospital settings who also need to have a suicide intervention strategy and an understanding of how events such as bullying, MVAs, or other chronic intense stress situations may contribute to poor mental health. Finally, I would encourage the development of an integrated mental health system, one that combines behavioral, medical, psychotherapeutic, and holistic methods so that each client's needs are more fully met.
- Work with gender diversity. This is not a rigid setting. It is much more fluid.
- We would like more active community outreach that can work with marginalized populations and partner with other agencies in the community who offer support to these groups.

Appendix 1: Invitation to Participate



Niagara Research and Planning Council

www.nrapc.com

"Generating knowledge that drives community action"

June 29, 2012

Invitation to Participate

Niagara-wide citizens and Mental Health experts are building a Mental Health Charter for Niagara. Through the leadership of Healthy Living Niagara these citizens have expressed a desire to build a more person-centred care system that can be navigated as a Niagara-wide continuum from Mental Health Promotion, to Illness Prevention, and Mental Health Services.

In order to begin the work, Healthy Living Niagara (www.healthylivingniagara.com) is generating information about agencies and organizations that provide services related to both mental health and mental illness to gain a better understanding of the qualities of current services and programs that are provided across Niagara.

This effort is supported by recommendations in both the Canadian Mental Health Association's report "Changing Directions, Changing Lives" and by Ontario's Comprehensive Mental Health and Addictions Strategy in their report "Open Minds, Healthy Minds".

Based on available public information, we have included the following description of your agency:

Individual profile for each agency was included here

Your input is important to this process and we appreciate your time and contribution in completing this survey.

The on-line version of the survey can be found at:

https://www.surveymonkey.com/s/mental_health_services_niagara

Alternatively, you may print and mail to:
Niagara Research and Planning Council
264 Welland Avenue,
St. Catharines, Ontario L2R 2P8

Thank you,

Catherine Mindorff-Facca (Chair)

Mary Wiley (Executive Director)

Karen Cudmore (Researcher)

Mental Health Provider Survey

[Exit this survey](#)

“Niagara’s Mental Health 2012”

Through the work of Healthy Living Niagara, Niagara-wide participants identified that they would like to work together to build a Mental Health Charter for Niagara.

The first step is to describe the Niagara-wide landscape of mental health promotion, mental illness prevention and mental health services. The intent of this survey is to begin to gather that information. We acknowledge that you may have been asked to complete a number of surveys recently, related to mental health services in Niagara. The results of this survey will compliment other recent surveys in Niagara.

We appreciate your time and contribution in completing this survey. Please complete the following survey, OR print and mail to:

Niagara Research and Planning Council
246 Welland Ave.
St. Catharines, ON
L2R 2P8



Niagara Research and Planning Council

"Generating knowledge that drives community action"

www.nrapc.com

1. Does the profile included in the email accurately reflect your organization's activities?

Not at all

Somewhat

Moderately

To a high degree

2. Based on the initial profile that was provided in the email, is there any other information that you could provide that would briefly describe your organization?

Mental Health Provider Survey

[Exit this survey](#)

3. Agency Name

4. Survey completed by:

5. Which of the following definitions do you believe provides the clearest description of mental health?

Mental health is a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully and is able to make a contribution to his or her community (WHO).

Mental health is the capacity of each and all of us to feel, think, and act in ways that enhance our ability to enjoy life and deal with the challenges we face. It is a positive sense of emotional and spiritual well-being that respects the importance of culture, equity, social justice, interconnections and personal dignity. (Public Health Agency of Canada)

Other (please specify)

6. In our organization we

Are primarily organized to focus on mental health issues

Have a specialized department / team that focuses on mental health issues

Were created to focus on a range of human services issues but we do have some programmes / services / education about mental health and the promotion of mental well-being to better serve our clients

Do not provide services / education / programmes to deal with mental health however, we frequently refer our clients to other providers to get that information / services

Other (please specify)

7. If you refer clients to other organizations to get information / service, who do you most commonly send them to?

Mental Health Provider Survey

[Exit this survey](#)

8. What is the primary focus of services / programmes provided by your organization?

- ☐ Mental Health Services (acute care, rehabilitative care or community care)
- ☐ Services related to the prevention of mental illness
- ☐ Education / services related to the promotion of mental health

A combination of 2 or more (specify)

9. How is your organization funded?

- ☐ Publicly (government transfers, grants, other)
- ☐ Privately (i.e. self-pay services, organizational supports i.e. insurance, EAP)
- ☐ Community Based Funding (i.e. charitable organization, faith based organization)
- ☐ Volunteer Based

Other (please specify)

10. Who are the clients that you serve?

- ☐ Preschool 0-6
- ☐ School Aged 7-18
- ☐ Young Adults 19-25
- ☐ Adults 26-65
- ☐ Seniors 66 and above
- ☐ All ages

Other (please specify)

11. Does your agency

- ☐ Specialize in prevention, promotion or treatment of a range of mental health issues
- ☐ Specialize in prevention, promotion or treatment of only one area of mental health (i.e. schizophrenia, grief, body image)

If you specialize in one area please specify

12. Does your agency

- ☐ Work with a diversity of population groups
- ☐ Work with a specific population group (students, aboriginals, mothers, newcomers)

If you work with a specific population group, please specify

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Mental Health Provider Survey

Exit this survey

13. How does your agency measure units of service?

14. On an average week, how many units of service do you provide?

15. How many paid staff members work at your agency?

16. How many volunteers does your agency have?

17. Does your agency have a wait list?

Yes

No

18. If so, how long would a new patient expect to wait for an appointment?

Days

Months

Years

Prev

Next

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Mental Health Provider Survey

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Supports and Services

The following section will gather specific information on activities, supports and services your organization provides.

Please complete each of the following tables briefly describing an example of some of the activities, supports and services your organization provides, how you provide them, how people access them, fees, staffing assignments, etc and what topic and age group the activity addresses.

Please use a new row for each different activity. If you do not provide activities that address the strategy, please indicate by N/A.

19. Please provide examples of activities your agency conducts in relation to the Promotion of Mental Health

Focus on using collaborative approaches	<input type="text"/>
Use Integrated Recovery	<input type="text"/>
Established guidelines for common mental health problems	<input type="text"/>
Support access to appropriate care	<input type="text"/>
Use technology	<input type="text"/>
Other	<input type="text"/>

20. If you need more space to expand on the previous answer, please add any additional information

21. Do any of these programmes or services deal with a specific age group

preschool 0-6

- school aged 7-18
- young adults 19-25
- adults 26-65
- seniors 66+

Other (please specify)

22. Please provide examples of programmes or services that your agency has in place to address Mental Illness Prevention Strategies

- public policy support /advocacy
- public understanding of how to improve mental health
- early identification education
- train front-line service providers
- fight stigma
- Other

23. Please add any additional information into text box below

24. Do these programmes or services target a specific age group?

- preschool 0-6
- school aged 7-18
- young adults 19-25
- adults 26-65
- seniors 66+

Other (please specify)

25. Please provide examples of programmes or services that your agency has in place to address the treatment or intervention of diagnosed Mental Illness

Acute in-facility treatments	<input type="text"/>
Outreach services	<input type="text"/>
Crisis intervention	<input type="text"/>
Provide support for other agencies	<input type="text"/>
Individual treatments	<input type="text"/>
Group treatments	<input type="text"/>
Work with other agencies to minimize barriers for patients	<input type="text"/>
Have supports for families	<input type="text"/>
Other	<input type="text"/>

26. Please add any additional information into text box below

27. Do these programmes or services address a specific age groups?

- preschool 0-6
- school aged 7-18
- young adults 19-25
- adults 26-65
- seniors 66+

Other (please specify)

28. Does your organization provide (or refer clients to) on-line resources?

Yes

No

29. If yes, please provide the online site or URL that you give clients



30. If you had unlimited financial and human resources at your disposal, what is the one thing that you would do to restructure and/or strengthen the mental health continuum in Niagara (mental health promotion, illness prevention and service delivery)



Thank you for your information and input into strengthening the Niagara-wide community !

Appendix 3:

Identified Agencies in Niagara

(working in the areas of mental wellness promotion, mental illness prevention and/or mental health services)

A J McGowan Child and Family Consultant
ABA Autism Services Niagara
Abma Counseling Services*
ADD and Brain Treatment Centre of Niagara*
Alanon -& Alateen
Alcohol Babies Anonymous
Alcoholics Anonymous
Another Perspective Family Centers Inc.
Arid Group Home
Attoe Counseling and Psychotherapy*
Beekhuis & Neufeld Counseling Associates
Bereavement Resource Council of Niagara
Bethesda Outreach Services
Bethlehem Housing and Support
Big Brothers Big Sisters
Bridges Community Health Centre*
Business Education Council of Niagara
Canadian Diabetes Association
Canadian Mental Health Association -Niagara*
Catalyst Life Coaching & Counseling
Centre de Sante Communautaire
Centre For Addiction and Mental Health
Child Advocacy Centre of Niagara*
Child and Family Counseling
Children's Mental Health Network
Community Addiction Services of Niagara*
Community Care St. Catharines /Thorold*

Community Living
Community Living Fort Erie*
Community Living Grimsby, Lincoln
Community Living Port Colborne/Wainfleet
Community Mental Health Services, Niagara *
Community Support Services of Niagara*
Conseil Scolaire de District Catholique Centre-Sud
Consumer/Survivor Initiative of Niagara
Contact Niagara (Children's & Developmental Services)*
Creative Counseling*
Dawn Shickluna Counseling and Consulting Services
Distress Centre of Niagara Inc.*
District School Board of Niagara
Family and Children's Services Niagara*
Family Counseling Centre Niagara*
Family Mental Health Support Service Network of Niagara*
Fort Erie Native Friendship Centre*
Gambling Support Services
Garden City Family Health Team*
Gateway Residential Support Services of Niagara Inc.*
Giant Life Solutions
Goodwill Industries Niagara*
Grimsby Benevolent Fund
HNHB Community Care Access Centre*
Hamilton Niagara Haldimand Brant LHIN
Hannah House Maternity Home*
Healthy Living Niagara*

Appendix 3:

Identified Agencies in Niagara

(working in the areas of mental wellness promotion, mental illness prevention and/or mental health services)

John Howard Society of Niagara
Leverage U*
Loving Outreach
March of Dimes
Montebello Place Inc.
Mood Disorder Support Group of Niagara Region
Music Reminiscence*
Mutual Support Systems of the Niagara Region*
National Network For Mental Health
Niagara Catholic District School Board*
Niagara College*
Niagara Eating Disorders Outpatient Program
Niagara Falls Community Health Centre*
Niagara Family Therapy
Niagara Health System*
Niagara Medical Group
Niagara Network for Freedom From Weight
Preoccupation & Eating Disorders
Niagara N. Community Legal Assistance*
Niagara Region Community Services*
Niagara Region Public Health*
Niagara Regional Native Centre*
Niagara Suicide Prevention Coalition*
Niagara Youth Justice Committee*
Nightlight Youth Shelter
NPHU Chronic Disease Prevention
Oak Centre
Ontario Early Years
Pathstone Mental Health
Port Cares*

Port's End Youth Home
Powerhouse Project
Project SHARE*
Quest Community Health Centre*
RAFT (Niagara Resource Centre for Youth)*
Rainbow Youth Niagara
Schizophrenia Society of Ontario
Sherry Campbell Counseling Group*
Southern Ontario Aboriginal Diabetes Initiative*
Southridge Community Church Shelter*
Start Me Up Niagara*
TALK Teams of Adults Listening to Kids*
TAMI (Talking About Mental Health)
The Family Mental Health Support Network
The Fort
The Hope Centre*
Victorian Order of Nurses
Welland Heritage Council
Wendy Bulthuis Counseling
West Lincoln Community Care*
West Niagara Mental Health*
Women's Addiction Recovery Mediation (WARM)*
Women's Place of South Niagara*
YMCA of Niagara
Your Life Counts
Youth Advance Consulting Services
Youth Gambling Awareness Program
YMCA Niagara*

Appendix 4:

Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
A J McGowan Child and Family Consultant	A private child and family consultancy specializing in all aspects of personal development and well-being. Services include: child development - all aspects of growth and maturation - needs assessment, behavioral contracts, evaluation - stress, grief, trauma, anxiety, depression; divorce, Alanon, sexual violence - relationships, partners, children, family, coworker, bosses
ABA Autism Services Niagara	Provides play therapy, social skills groups, individual ABA/IBI therapy, communication training, parent training, assessments, behaviour analysis, early learner groups and tutoring services under the clinical supervision of Dr. Dan Dalton, registered psychologist.
Abma Counselling Services*	Providing compassionate, professional counseling and psychological services for individuals, couples and families. Family concerns, relationships, depression, anxiety and stress, self-esteem, parenting issues, addictions, anger management, conflict resolution, pain and disability management, assertiveness, career concerns, OCD, grief and loss, life transitions, spiritual issues, life coaching. Counseling services are offered to help individuals acknowledge and work through difficult thoughts and emotions, develop personal insight, manage current situations more effectively and develop skills to face future challenges.
ADD and Brain Treatment Centre of Niagara*	A private business specialized in brain-based and behavioral disorders in children, adolescents and adults. Provide treatments for disorders such as ADHD, Tourettes, Autism, learning disabilities, brain injury, Epilepsy, work and motor vehicle accident injuries, depression, anxiety, insomnia, chronic pain syndromes, memory and concentration problems. Services offered for children with childhood behavioral and learning disabilities: diagnosis and assessment of ADHD/ADD if present - diagnosis of other childhood behaviour disorders - psychological testing of individual achievement levels and deficits - brain mapping - treatment of brain areas with neurofeedback training to improve academic and behavioral functioning - meta-cognitive learning strategies. Services offered for adults with various disorders: physiological and psychological assessment of disorder/illness/injury including brain mapping - intelligence, memory and achievement testing - treatment of adult ADD with neurofeedback method - vocational rehabilitation assessment - workplace injury assessment and rehab - treatment of depression, anxiety and chronic pain - cognitive-behavioral psychotherapy and biofeedback for emotional control and stress management. Dr Semple is a Psychologist in Private Practice in St. Catharines.
Alanon	A program of self-help for anyone affected by someone else's drinking or drug abuse
Alateen	A program designed for the younger family member also affected by another's drinking or drug abuse.

Appendix 4:

Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Alcohol Babies Anonymous	A Christian charity which provides education, advocacy and support for individuals affected by prenatal alcohol exposure and for their loved ones in a confidential manner.
Alcoholics Anonymous	A recovery group for alcoholics. AA is not aligned with any sect, denomination, organization or institution - open meeting for AA, newcomers, family and friends - closed meetings for group discussion by alcoholics - 12-step program
Another Perspective Family Centers Inc.	A private business offering personalized counseling services and supports for adults, adolescents, children, and seniors within individual, family, couple, and group contexts. Therapists possess and utilize Theological training and incorporate Biblical promises and truths as they address individual and spiritual issues. Provides: communication, conflict resolution and reconciliation - substance and behaviour addictive tendencies - abuse and trauma - premarital, marital and post marital counseling - stress, anxiety, eating disorders - relaxation therapy - youth and parental interventions - separation, death, suicide and grief - cognitive/behavioral/social handicap intervention - phobia, stress management - mental health interventions - bipolar/depression/anxiety - critical incident resolution - spiritual matters - life management and goal setting - group presentations, seminars and workshops - premarital counseling packages - spousal renewal packages
Arid Group Home	A residential, non-medical setting for recovering alcoholics and addicts. Alcohol and drug-free environment with a minimum of supervision on a continual basis. Access to counselors - spiritual counseling - referral to government agencies for vocational training - referrals Alcoholics Anonymous meetings - discussions and meetings with Alcoholics Anonymous members - referral to family, legal, mental health and substance abuse assessment/treatment counseling for employers and employees
Attoe Counseling and Psychotherapy*	Privately owned counseling and psychotherapy practice for individuals, children, couples and families who may be experiencing stress, loss, parenting concerns, mindfulness based stress reduction, relationship issues or other life struggles. Offering counseling, psychoanalytic psychotherapy, coaching, cognitive behavioral therapy, single session consultations, art therapy, infant-parent therapy
Beekhuis & Neufeld Counseling Associates	A privately owned service; counselors are Registered Social Workers with graduate degrees; fees reimbursed by many major insurance plans. Offer counseling based on proven principles of clinical practice. Individual, couple and family therapy, child and adolescent counseling, employee assistance plans. Deals with issues including: stress management, anxiety, bereavement, depression, addictions, eating disorders, trauma and abuse issues, and anger management
Bereavement Resource Council of Niagara	Council members, which includes professionals from all walks of life, with group leaders meet four times a year to exchange information regarding services, support groups and resources for the bereaved in the Niagara Region. -information and referral to support groups and resources for the bereaved - workshops and seminars - death, bereavement and grief process presentations to groups - brochures and pamphlets on all support groups available.

Appendix 4:

Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Bethesda Outreach Services	<p>Offers a wide range of outreach services to adults and children who have a developmental disability. Children's Outreach Services include: Children's Developmental Assessment Services - the CDAS team conducts a holistic assessment to identify the nature, type, extent and cause of the developmental delay; Autism Consultation Services - provides consultation, support, and education to families and agencies who support children diagnosed with Autism Spectrum Disorder; Children's Behaviour Support Services - provides behaviour consultation, education and support to children, their families, and professional support staff; Hamilton/Niagara Regional Autism Intervention Program - in collaboration with families and local service providers, this program offers effective intensive behaviour intervention services for children with Autism Spectrum Disorder; Autism Spectrum Disorder Respite Services - offers respite services after school, Saturdays and during March Break and summer camps; Autism Spectrum Disorder Transition Program - provides support to youth with Autism Spectrum Disorder who are transitioning in to adolescence and secondary school. Adult Outreach Services include: Adult Behaviour Support Services - under the supervision of a consulting psychologist, behaviour therapists provide consultation and support in the management of behavioral issues for adults, training and education also provided; Bereavement Support Services - provides education and support to individuals regarding death and dying; Community Response Program - designed to address the urgent behavioral needs of adults with a developmental disability living in the Hamilton/Niagara regions; Dual Diagnosis Justice Case Management - provides supports and services to individuals who are dually diagnosed and have been or are currently involved in the justice system; Twin Lakes Clinical Services - unique program co-sponsored by Bethesda that offers specialized clinical services including psychiatry, psychology, and speech and language services to adults with a developmental disability across the Hamilton/Niagara region; Southern Network of Specialized Care - assists local areas to provide service to adults with developmental disabilities who need specialized care for co-existing mental illness and/or behavioral issues</p>
Bethlehem Housing and Support	<p>A multi-service organization serving the diversified needs of Niagara residents by offering support for individual growth through housing and support services. Services include: transitional housing - one year length of stay and support services for people facing issues of poverty, abuse, homelessness, and family breakdown; permanent, supportive housing - for people of low to moderate income including those with specific needs such as people with disabilities, victims of violence and the homeless; community outreach support - assistance with housing, referrals, life skills and advocacy for residents leaving our transitional housing as well as, women in the community who have experienced domestic violence; early learning centers - parent education and interactive play groups for parents and caregivers with children from birth to age six; skills of success for women - 30 hours of life skills training that capitalizes on women's strengths for increased personal and economic independence</p>

Appendix 4:

Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Big Brothers Big Sisters	<p>One to one and group mentoring program for boys and girls dedicated to helping in the positive development of children growing up in our community. Traditional Program - Little Brothers or Little Sisters are matched with a Big Brother or Big Sister for companionship. Bigs and Littles take part in activities within the community such as bowling, movies, walks or just spending time together. Big Bunch-Community Matching Program - allows all children that apply for a Big Brother or Big Sister to participate in activities while they are waiting. Activities take place once a month. One volunteer is matched with 3-4 children to participate in activities in the community. Big Bunch - Volunteers get together with a group of 8-10 children at Bethlehem Projects and the Multicultural Centre and interact with them. Activities include games, crafts, movies, etc. In School Mentoring Program - a cooperative effort between the DSBN, the CDSB and Big Brothers Big Sisters. A Volunteer Mentor is matched with a child from Grades 1 through 10. Mentors and Mentees meet together for one hour per week at the child's school, during school hours. Volunteers and children are matched based according to their interests. Go Girls! Healthy Bodies Healthy Minds - a program matching Women mentors aged 18 to 26 with a group of 8-10 girls in grades 7 and 8. This 7-10 week program runs in local elementary schools throughout St. Catharines and Thorold. The program equips young girls with the tools necessary to make healthy choices around issues of physical activity, balanced eating and feeling good about themselves. Sessions allow participants to take part in fun, educational and active games, healthy snack breaks and discussions aimed at developing self esteem. Not Just Homework Club - takes place at two community centers in St. Catharines. This United Way funded program provides a safe place for elementary students to drop in for homework help and educational activities such as science experiments, trivia games, computers, etc. Mentors are provided with a structured manual and are offered ongoing support. Children at the drop in centers range from 8-16. Not Just Homework Program - a program that occurs after school in St. Catharines. Mentors work one on one with a child who needs additional help with their homework. Mentors can also help children by playing board games, reading, and assisting them with extra credit worksheets</p>
Bridges Community Health Centre*	<p>Bridges Community Health Centre (CHC) serves the communities of Fort Erie, Port Colborne and Wainfleet with a focus on the needs of seniors, children and youth, newcomers to Canada, and families or individuals with low incomes. Provides primary health care services and health promotion programs using a multidisciplinary team of health care providers. Our team includes Family Physicians, Nurse Practitioners, Registered Nurses, Dietitians, Diabetes Educators, Mental Health Nurse, Social Worker, Consulting Psychiatrist, Health Promoters and Community Health Workers. Mental Health Services include mental health assessments, short term supportive counseling, linkages with community services and psychiatric consultation regarding treatment, diagnosis and medication.</p>
Business Education Council of Niagara	<p>BEC Internet Services: Internet service including purchase of dial-up, DSL, email address only and web-hosting. School Career Connections: providing support services to NCDSB and DSBN in delivery of Speakers service for teachers, Roots of Empathy, Take Our Kids to Work Day and Employer Registry. Early Years Niagara: providing administrative support to the Early Years network including all local committees. Niagara Prosperity Initiative: providing administrative support for NPI which is funded and managed by Niagara Region. apprenticesearch.com: providing delivery of Niagara-area portion of this MTCU program</p>

Appendix 4:

Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Canadian Diabetes Association	To promote the health of Canadians through diabetes research, education, service and advocacy - Summer camp for children with diabetes - Resource Centre with diabetes information - Support Groups - Diabetes Supplies Depot Sites at pharmacies across Niagara - Fundraisers are held throughout the year - Public Programs and Services: gives presentations on the seriousness, complications and prevention of diabetes, upon request.
Canadian Mental Health Association Niagara Branch*	Committed to improving the quality of life for individuals experiencing mental and emotional issues who reside in the Niagara Region. Information and Referral: Individuals, families and interested parties receive phone support, referrals and general information about mental illness in the Resource Centers. Resource Centre: people can come to get information and resources about mental illness and its effects. A broad range of community resources are also accessible for individuals and their families. A Mental Health Counselor is available to assist members of the community in accessing programs and services in CMHA and within the community. Public Education: Community members are provided with information to increase their understanding and acceptance of people with mental illness. Information to promote positive mental health is also provided throughout the Niagara Region. Volunteer Department: Volunteers work directly with consumers in WARM Line, Partnering Up, Speakers Bureau, public education and mental health promotion. Volunteers also make up the Board of Directors, as well as committees. Volunteers receive training and support throughout the Niagara Region. Community Crisis Care: Crisis Workers provide support to individuals in crisis and provide access to Safe Beds as necessary. Short-Term Counseling: Individuals with emotional difficulties receive individual counseling and access to other services as needed. Support Groups: Depression and Separation/Divorce groups are offered at various times throughout the year. Individuals share common feelings and experiences with a goal to learn coping strategies. Trained counselors facilitate the support groups. Community Support: Individuals are helped to access and maintain housing, learn basic life skills and are linked with community resources throughout the Niagara Region. Phase II Homelessness Initiative: to provide a combination of affordable housing and the ongoing, flexible supports to maintain the housing for individuals with serious mental health issues who are homeless or at risk of becoming homeless throughout the Niagara Region. Mental Health Court Support: Individuals charged with minor offences, as per Crown policy, are supported in the court system and with their transition back into the community. Individuals are assisted to obtain the supports they need including: housing, social assistance and medical services. Peer support and case management provided as necessary. Group Living: Provided for individuals who are preparing to live independently. Home support counselors are available for those with moderate support needs and high support needs. Transitional housing support is also available. REAL WORK: Individuals are helped in their development of job skills and employment search. Once a job is found, individuals are assisted to maintain their employment. Second Career: support to recently laid-off unemployed workers who require long-term training for employment in high-skill, high-demand occupations.
Catalyst Life Coaching & Counseling	Privately owned, professional counseling and coaching services delivered by a Registered Social Worker with graduate training. Fees are reimbursed by many insurance plans. Proven principles of clinical practice determine the best practice for the individual. Will assist in issues such as depression, stress management, grief/loss, anxiety, anger management, relationship difficulties, trauma, addiction, abuse and managing life choices. Available for home visits when it is not possible for individual to leave their home.

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Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Centre de santé Communautaire	<p>A multi-disciplinary agency serving the French speaking population of Niagara and Hamilton regions. Primary Health Care Services: Health care professionals include general practitioners, nurse practitioner, registered nurses, and occupational therapist. Our services include medical clinic and lab services - vaccinations - blood pressure clinic - nutritional counseling - prenatal services - foot care - health promotion activities such as workshops and other community events - home visits from a health professional. Community Health: Health promotion programs include clinique mobile - visiting health professionals; support services and programs for seniors 50 and over - diabetes education and management program - oral health workshops and dental hygiene services through a partnership with the Niagara Region for eligible individuals - Healthy Smiles Ontario Program - Jeunesse en mouvement - activity program for youth - O...! ma sante Activity program children - Community Action Program for Children and Canada Prenatal Nutrition Program - volunteer opportunities. Nutrition: Individual counseling from a registered dietician. Educational workshops provide practical and reliable information and resources. Printed material related to food and nutrition are available in French. Aging at Home Program: "Soyons actifs" is a weekly exercise program available to seniors - case management services for French-speaking seniors or frail adults - visiting nurse services may be available for eligible clients - health promotion workshops - social and intergenerational activities - volunteer opportunities. Children's Mental Health Program: a wide variety of services available to assist children, youth and families coping with mild to moderate mental health issues. Individualized assessment, counseling, case management and follow-up services are available to French-speaking children who have been exposed both directly and indirectly to some form of trauma such as violence, abuse, intimidation, war or torture. The Service Coordination Program provides assistance to children and youth who require specialized mental health services that are currently not available in French. Services in this program may include accompaniments and interpretation services, assisting English-speaking mental health professionals in the development of case plans for French-speaking clients, carrying out client assessments, counseling/treatment and case management services as agreed upon and in collaboration with the English-speaking service provider. Adult counseling services: counseling services for those facing issues such as depression, bereavement, relationship difficulties with children, etc. The CSC provides counseling and transitional support services for women who have been or are currently victims of abuse. Practical assistance such as accompaniments to lawyers' appointments, referrals to shelters or other housing options and safety planning are available.</p>
Centre For Addiction and Mental Health	<p>The Centre for Addiction and Mental Health is Canada's largest mental health and addiction teaching hospital, as well as one of the world's leading research centers in the area of addiction and mental health. CAMH is fully affiliated with the University of Toronto and is a Pan American Health Organization/World Health Organization Collaborating Centre. CAMH combines clinical care, research, education, and policy and health promotion to transform the lives of people affected by mental health and addiction issues.</p>

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Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Child Advocacy Centre of Niagara*	Child Advocacy Centre Niagara (CACN) is a safe place to tell your secrets for children and youth who have been physically abused, sexually abused, become the targets of internet luring, or were the unwilling witness of violence. Opened in Fall 2008, CACN is a registered charity that serves Niagara's 12 municipalities, helping children and families cope with the life altering impact of child abuse. Nestled in a welcoming, tree-lined residential neighborhood, our home-like Centre is child focused and a family's privacy is always respected. Children speak about their experience of abuse to specially trained teams that investigate and conduct forensic interviews. These video recorded interviews are proven to be effective in gathering valuable information to help both the child and the justice system. CACN offers a Family Advocacy Program, a support and reference service for children, youth and their families. Counseling is provided at no cost, and without a wait list. CACN's partners are Niagara Regional Police Service, Family and Children's Services Niagara, Family Counseling Centre Niagara and medical professionals.
Child and Family Counseling	A private community program providing counseling services: children and youth from infancy to late teen years; individual, relationship and family counseling; groups; abuse and violence; stress and anger management; life skills and communication; assertiveness; young offenders; alcohol and drug addiction; problem solving; self esteem; supervised custody access and visitation program; parenting; learning disabilities; ADD/ADHD; autism spectrum disorders; behavioral problems; oppositional defiant disorder; parenting issues; therapeutic play therapy; YES (Youth Embracing Success Program); Teen Turnabout/Parent Turnabout; Niagara Parent Support; Family Mediation; LIFT (Life Issues for Teens) Program
Children's Mental Health Network	A voluntary association of major mental health providers in the Niagara Region. The group has the task of addressing issues around troubled and troubling children and those that live and work with them. Does not provide direct service to the public.
Community Addictions Services Niagara*	Youth, adults and family members can access this program which is designed to help individuals and their relatives/significant others with alcohol, drug and gambling problems obtain effective treatment. Services include a comprehensive assessment, individualized treatment plan, referrals to appropriate resources, case management, outpatient counseling, pretreatment group, day treatment education and skills development group, and aftercare groups. Individual, family, spousal and couples counseling, and support is also available for relatives/significant others. The stage of change for the individual is matched in treatment using the strategies of motivational interviewing. Cognitive behavioral and solution focused approaches toward developing healthier choices are practiced with capacity for concurrent disorders.
Community Care St. Catharines/Thorold*	Distributes food, good used clothing, and small household articles to residents facing financial challenges. Limited assistance for dental/vision care and utilities. The Christmas Bureau provides new toys and grocery vouchers. Life Skills training includes Savory Samplings Program, Community Gardens, and a preserves/canning program. Collection of cash register tapes from Zehrs for the save a tape program. Also offers the Snacks & Sneakers program. Administers the Canadian Tire Jumpstart program for St. Catharines. Jumpstart provides financially disadvantaged children with the opportunity to participate in sports and recreational activities. Project Zero - Free combination smoke detector/carbon monoxide detector. St. Catharines Fire Services, Enbridge Gas and the Fire Marshal's Public Fire Safety Council have joined forces to offer this program which will see more than 300 smoke alarm/carbon monoxide detectors installed in St. Catharines homes of residents who may not have the resources to purchase and install them.

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Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Community Living St. Catharines	Will assist with individualized planning for services and supports to individuals with a developmental disability and their families. Currently operating various supports and services assisting people to reach their goals. Programs: Adult Support Programs; Family Support Services; St. Catharines Preschool Services; Therapeutic Support Program. Recycling Matters - the fundraising arm of the Ontario Association for Community Living can arrange to have your car towed away free of charge and will issue a receipt to be used as a charitable donation on income tax.
Community Living Fort Erie*	Mission: Community Living - Fort Erie exists to promote inclusion and to ensure people with intellectual challenges have their rights and privileges upheld. Vision: "An Inclusive Community That Only Sees Abilities" Offers many services and programs to children and adults with intellectual challenges. Supports are provided through a variety of programs including: Residential Services - Adult Day Program - Family Support - Community Support - Children's Day Respite Programs - Family Home Share - Volunteer Services - Special Services at Home
Community Living Grimsby, Lincoln	Provides support to both children and adults living with a developmental disability and their families. Services include residential options, employment support, day programs, family support, recreation and leisure activities and respite
Community Living Port Colborne/Wainfleet	Will assist with individualized planning for services and supports to individuals with a developmental disability and their families. Currently operating various supports and services assisting people to reach their goals. Programs: Group Home Residences; Apartments; Employment Options; Life Skills; Community Family Support; Volunteer Opportunities; Youth Programs and Respite Care
Community Mental Health Services, Niagara Region	Niagara Region, Community Mental Health Program provides clinical services to adults (16 and over) who are experiencing severe and persistent symptoms associated with mental illness. The Community Mental Health Program provides a range of services including assessment, consultation, case management, counseling, and recovery focused intervention. This includes those who do not currently receive mental health services; have required long or frequent hospitalizations; require a high level of care by family or others; are a high safety risk to self or others; are extremely isolated and withdrawn; or have spent many days homeless or in shelters or without adequate housing, crisis prevention or intervention and advocacy. The service provides individual, conjoint and family counseling for a variety of serious mental health concerns. Particular attention is given to co-ordination of service between hospital and community for consumers and their families in need. Some services (Early Intervention and Telemedicine) require the primary care provider to follow-up on treatment recommendations of the consulting psychiatrist. The Community Mental Health Program provides consultation with other professionals - advocacy through committee participation - practicum experience for students pursuing their education in the area of mental health - counseling open to all - free of charge - home visits - Anxiety/Panic Disorder Groups. Additional group therapy programs are offered periodically for those experiencing other mental health concerns based on clinical needs and availability of resources.

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Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Community Support Services of Niagara*	Volunteer Visiting: Volunteers visit with clients (seniors and adults with disabilities) in the client's home once a week for at least 1 hour providing friendship. The client and volunteer participate in activities that they both enjoy such as walking, talking, crafts, and games. Phone Chat: volunteers make short telephone calls on a regular basis to check on the client's well being and for a friendly chat. Home Maintenance and Repair: Brokered workers provide home maintenance, gardening, grass cutting, snow shoveling, spring cleaning, etc. Workers charge a reasonable fee for their services. Homemaking: Regular cleaning, shopping, cooking, laundry and housekeeping support is available on a weekly, bi-weekly or monthly basis. Safety at Home - an in depth assessment of the home atmosphere of an individual to promote their independence through falls prevention Meals on Wheels (in West Lincoln & Welland/Pelham)
Conseil Scolaire de District Catholique Centre-Sud	Roman Catholic school system providing French-language education from Junior Kindergarten to Grade 12.
Consumer/Survivor Initiative of Niagara	A consumer/survivor group that offers support, education, advocacy and self-help groups for consumers of the mental health system.
Contact Niagara for Children's and Developmental Services*	Provides information and connects people to services for children and youth experiencing emotional, behavioral, developmental and/or mental health difficulties, funded by the Ministry of Children and Youth Services and the Ministry of Community and Social Services. Contact Niagara Resource Coordinators help an individual understand children's mental health and developmental services in Niagara and guide them through an intake process to identify their needs and connect them to the services they need. Contact Niagara connects individuals looking for: child and youth mental health services, including assessment, support, counseling, consultation and intensive supports; Autism services for children and youth; family support and respite services
Creative Counseling*	Certified Trauma Specialist and Trainer for the National Institute for Trauma and Loss Consultant. A private business which offers alternate treatment approaches for children, youth and their families through the use of creative methodologies such as art, sand, play and therapeutic games focused counseling. Services: creative approaches to counseling including use of sand, art, play, storytelling, guided imagery, and therapeutic games; Cognitive Behavioral Therapy; individual and group counseling; risk-assessment; behaviour modification; home, community, and school based intensive supports; parent coaching; community mobilization; anger management; separation and divorce; trauma intervention treatment groups. Workshop presentations and public speaking engagements are also available
David James and Associates Professional Counseling Services	A private counseling service offering counseling for trauma, mental health issues, addictions and assessment, anger management, pain management, separation divorce mediation, high risk youth, marital and family counseling. Also offers hypnosis.

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Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Dawn Shickluna Counseling and Consulting Services	A private business offering counseling services for individuals aged 14 and older, couples, and groups. Specializing in: parents and teens, women, trauma, eating issues, self-injury, relationships, sexuality, sexual orientation, sexual identity, gender issues, bullying
Distress Centre of Niagara Inc.*	Provides a free, confidential, 24-hour distress line. Uses trained volunteers - assist callers to solve their own problems - information and referrals - intervene in life-threatening situations - extensive pre-service training programs for distress line - suicide prevention and intervention workshops - communication skills training. They now provide a mobile crisis outreach team (COAST)
District School Board of Niagara*	The DSNB is made up of 119 schools plus a number of educational centers. This public system serves approximately 48 000 regular students plus adult students in day and night classes. Complete educational services are offered from Junior Kindergarten to Grade 12 in regular, cooperative, French Immersion and alternative settings
Family and Children's Services Niagara*	. The Family Counseling Centre (FCC) is an Accredited Family Service Agency that offers a wide range of programs related to a variety of presenting issues. Some of the programs are fully funded; others are supported by the United Way, while others have fees geared to income. The FCC offers the following programs in addition to providing individual, marital and family therapy. The Niagara Falls Walk-In Clinic provides counseling to persons on a first come, first-served basis, at no cost to the client. The Child Advocacy Counselor provides services to children who have been physically and sexually abused, in conjunction with supporting their care providers. Counseling is provided at 8 Forester Street in St. Catharines and also at various sites throughout the region. Caring Dads addresses men who have, or are at risk to abuse and/or neglect their children. The program assists men to be more knowledgeable about child development, more child centered and to be more aware of their child's needs. The Adult Protection Services Worker program provides support to developmentally disabled adults who are either moving towards or living independently in the community. The Partner Assault Response program provides participants with the opportunity to challenge their belief systems, acquire an understanding of abuse and an awareness of the impact of their abusive behavior on children and their partners. The Side By Side and For Me and

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Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Family Counseling Centre Niagara*	The centre provides a range of professional counseling and support programs to individuals, couples, families or groups who are experiencing personal, social or work problems which are contributing to marital or family difficulties. Counseling and Therapy offers individual, couple or family therapy depending on the issue. Also offers group therapy that brings together people who are dealing with a common problem such as separation, sexual abuse or anger management. Family Violence and Child Witness Programs focus mainly on children who have witnessed family violence and mothers who have been in violent relationships and have concerns around parenting. Employee Assistance Programs provide counseling and therapy service to companies who have a commitment to the emotional and mental health of their employees. Adult Protective Services assist residents of Niagara, 18 years and over, who have a developmental disability and who live independently in the community. This service may also provide consultative support to families by agreement of the client. The program promotes independence, autonomy, encourages health growth and development, and enhances quality of life and overall well being. It also promotes client advocacy to help ensure the clients' rights are respected and that they receive all necessary services. Partner Assault Response Program provides education and counseling services to individuals convicted or found guilty of a criminal offence against a current or former partner, as well as information and support to the victims of these crimes. Critical Incident Stress Management Services is for adults who have experienced critical incidents in the workplace. Family and Kinship Support Services offer a psycho education and support group for foster parents and kinship caregivers of children who are, or suspected of having Fetal Alcohol Spectrum Disorder. Family Group Conferencing is an alternative dispute resolution program helping families develop plans which address the concerns raised by a Children's Aid Society. Caring Dads is a program to help fathers improve their relationships with their children and end controlling, abusive and neglectful behavior.
Family Mental Health Support Network of Niagara*	The Family Mental Health Support Network (FSN) offers free workshops that focus on helping caregivers understand mental illness, treatments and what mental health services are available in the Niagara region. The FSN also supports caregivers by teaching coping skills. The workshops are sponsored by the Ministry of Health and Long term Care and are provided in partnership with the Niagara Health System.
Fort Erie Native Friendship Centre*	Vision: Together for a Stronger Tomorrow Mission: To enhance all aspects of Native life while extending friendship to the community promoting cultural, recreational, social, and educational activities, serving the Native community and the community collectively. Provides: native court-work; health outreach; lifelong care; addictions; healthy babies; family support; prenatal worker; employment; alternative secondary school; ACE program; literacy; healing and wellness; youth programs. The Centre has a Mental Health worker as well. Their doors are open to all people, you do not have to be aboriginal to attend any of the programs and services are offered
Gambling Support Services	Out-patient assessment and counseling services specific to problem gamblers. Service is flexible and anonymous and is available at various locations throughout the Niagara Region. Counseling for family members/significant others are also available.

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Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Garden City Family Health Team*	The Garden City Family Health Team offers patients a team approach to health care. The team includes patients, family doctors, nurses, social workers, dietitians, nurse practitioners, respiratory therapist and consulting adult & child psychiatrist plus consultant sports medicine doctor. Programs include: an After Hours Urgent Care Clinic; a Stop Smoking Clinic; COPD Clinic, mental health assessments; Nutrition Counseling; Health Care and Education and a Craving Change Healthy Lifestyle Program.
Gateway Residential and Community Support Services of Niagara Inc.*	A community based organization that is a registered charity funded by the Ontario Ministry of Health and Long Term Care. Mission Statement: To enable individuals to achieve greater independence through innovative, consumer centered housing and support services. Residential Program: Operates two residences in the Niagara area. The first residence is located in Welland, which has the capacity to accommodate seven tenants. Professional staff provides intense case management and support services. The second residence is located in Port Colborne and has the capacity to accommodate five tenants who receive moderate case management services. All tenants have private rooms with shared facilities. Community Support Program: Case managers provide moderate level support to consumers throughout the Niagara Region that include engaging consumers and/or families to provide emotional support and mental health education, daily life counseling and referral for appropriate clinical treatment, legal advocacy regarding rights and entitlements representation, discharge planning from hospital and correctional facilities and community mental health services discharge planning. Homelessness Initiative Phase II: As a partner in the Homelessness Initiative Phase II program Gateway provides a combination of affordable housing and ongoing flexible support to maintain housing for individuals with serious mental health issues, who are homeless or at risk of becoming homeless. Gateway leases units from the private rental market and in turn rents them to consumers in the program. These units are subsidized so that tenants can afford a home that is conducive to health maintenance and recovery. Community Treatment Orders Program: Provides enhanced case management services that are in partnership with doctors and other community health professionals. CTOs are a mutual agreement by all parties, are consent based and can be revoked at any time by either party.
Giant Life Solutions	A private firm that was established to meet the growing demands for nontraditional wellness and holistic based health services. Specializes in establishing or re-establishing emotional and mental wellness through the delivery of therapy programs for adults of any age. Programs and services are offered to clients within a corporate or residential setting and have the flexibility to operate within restrictive time frames regardless of the location. Specializes in anger solutions, hypnotherapy, laughter therapy, life support coaching, separation & divorce counseling, grief counseling
Goodwill Industries Niagara*	Non-profit organization providing assessment, training and employment programs to persons with disabilities/employment barriers. These services are partially funded from the recycling/sale of donated items. Also an employment service provider
Grimsby Benevolent Fund	A non-profit organization providing food, clothing, furniture, house ware, Christmas hampers limited utility assistance to low income residents in Grimsby and surrounding areas.

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Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Hamilton Niagara Haldimand Brant Community Care Access Center*	Community Care Access Centers are the local point of access to community-based health care services. CCACs provide access to government-funded in-home health care and community services, and placement to long-term care homes. Also provide information about local community support service agencies, and we can link people to these agencies. Our Vision and Mission All of our employees - from your Case Manager (also referred to as a "Care Coordinator") to the administrative staff and management - are dedicated to realizing our Vision and Mission. Our Vision: Outstanding care - every person, every day. Our Mission: To deliver a seamless experience through the health system for people in our diverse communities, providing equitable access, individualized care coordination and quality health care.
Hamilton Niagara Haldimand Brant LHIN	The Hamilton Niagara Haldimand Brant Local Health Integration Network is one of 14 LHINs established across the province to plan, integrate and fund local health care. While LHINs do not directly provide health care services, they are responsible for planning, integrating and funding these services in consultation with, and based on the needs of, the people and providers in their communities. The services include community support services, community health centers, Community Care Access Centers, mental health and addictions services, long term care homes, and hospital services.
Hannah House Maternity Home*	A residential program that offers support during and after pregnancy. Girls under the age of 21 are welcome to enter the home anytime during pregnancy, and mom and baby can stay up to six months after the baby is born. Offers a safe, nurturing family atmosphere.
Healthy Living Niagara*	Healthy Living Niagara is made up of community partners working together so people in Niagara can lead safe, healthy, active lives and youth in Niagara can flourish. The work of the partnership is carried out by standing committees and working groups under the direction of a Steering Committee. Healthy Living Niagara receives funding from the Ministry of Health Promotion as part of the Healthy Communities Fund -- Partnership Stream. In 2011 partners will create an operational plan to address one or more of the following ministry priorities: healthy eating, physical activity, tobacco-free living, injury prevention, mental wellness and substance and alcohol misuse.
John Howard Society of Niagara	Corrections programs provide service for Bail Verification and Supervision, Community Service Order, Adult Diversion, Volunteer Probation Officer Program, Intermittent Work and Attendance Centre. Involved in several community development and prevention programs - Youth Action (with disadvantaged youth), Changes for at risk youth. Operates employment programs under the moniker Job Gym and Job Finding Club.

Appendix 4:

Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Leverage U*	Leverage U provides group and individual coaching in Anger Solutions. One-to-one coaching/counseling services for adults aged 18+ are provided in 15 one-hour sessions. Individual counseling is also now available for anxiety, depression, traumatic stress, marital problems, parenting, self esteem, eating disorders, and post MVA recovery. Group programs run between 6 and 8 weeks depending on demand. Specialized services are available for youth aged 9-13 and aged 14-18. This program addresses issues such as violence, school bullying, coping with divorce/separation, taking responsibility for one's behaviour, and developing decision makes models to affect more positive outcomes. Speaker services are also available for schools and agencies looking for expert information on anger. The organization is currently restructuring, and will focus its energies strictly on training, provision of learning resources, and corporate coaching (including workshops and seminars geared to promoting mental health in the workplace). Counseling and psychotherapy services will be offered separately from the services of Leverage U.
Loving Outreach	Loving Outreach is a support group for people who are living with the loss of a loved one through suicide.
March of Dimes	Vision: Create a society inclusive of people with physical disabilities. Independent Living Services: offers several programs: Attendant Services - Outreach and Respite Care provide attendant services assistance with daily living activities to persons 16 years and over, in their homes on a regular and respite basis. Supportive Housing Service Centers: Ridley Terrace Service Centre, Scott Street Service Centre and Faith Lutheran Villa Service Centre in St. Catharines and Stamford Kiwanis Manor Service Centre in Niagara Falls offer attendant services. Respite care is also available on a 24-hour basis. Wellness Supportive Living Program: offers attendant care from 7 am to 11 pm, 7 days a week for Seniors living within these four sites: 211 King St., Welland; 4900 Buckley Ave, Niagara Falls; 15 Gale Crescent mad 479 Carlton St., St. Catharines. Fee-For-Service: services are available to care providers, whether they are needed for a few hours, overnight, a weekend or longer. Volunteer and Fundraising Services: offer the Volunteer Befriending Program to persons 16 years and over. Volunteers help with daily activities such as grocery shopping, banking, assistance in getting to medical appointments, leisure activities and friendship on a long-term basis. Volunteers are also recruited to participate in fundraising, committee work, special events and other support services. Recreation and Integration Services: provides a variety of quality recreation opportunities from year-round holiday experiences at Geneva Park, to travel education and other assistance for those who like to plan their own vacations. Design Ability: is comprised of a group of volunteers with creative minds and hands, who build simple, low-cost gadgets that give independence to people with physical disabilities.
Montebello Place Inc.	A residence for individuals with a mental illness. Provides meals and 24 hour staffing. Nursing care is not available. The home is licensed for 15 residents. Homes for Special Care provide a supervised setting for psychiatric patients of St. Joseph's Healthcare Centre for Mountain Health Services and are licensed under the Ministry of Health. The Centre works with the Homes and provides supportive services to the clients.
Mood Disorder Support Group of Niagara Region	A support group for persons affected by bipolar illness or depression, as well as their friends and family members. Linked with groups throughout Ontario. Informal meetings. Well known speakers specializing in depression and manic depression.

Appendix 4:

Profile Information of Agencies in Niagara

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Organization	Profile
Music Reminiscence*	A private business providing a program of music (piano and sing-a-longs) which is mainly directed to seniors living in residential and long term care facilities. A number of collectibles are offered for handling in order to facilitate conversation and memory recall. Although not a licensed music therapist, Music Reminiscence is described as a caring entertainer by playing live piano music that is appropriate to the age groups that are attend. Some songs that are played may not have been heard since their teens brining delight to each group
Mutual Support Systems of the Niagara Region*	Residential care and treatment program for children with emotional and behavioral difficulties. 2 Houseparent Model Group Homes, 2 Staff Model Group Homes. Full-time on duty child care worker support. Specialized foster care. Operates 3 classrooms in conjunction with DSBN. Recreational programs. Social and life skills programs. Counseling. Play therapy. Intensive transitional program for older teens. Intensive staff model program for younger high needs children. Long term maturational treatment program. They also provide community workers to assist recently graduated residents (Youth In Transition program) and family counseling. Respite is available based on bed availability.
National Network For Mental Health	A national non-profit organization that systematically advocates for persons with mental health issues through providing information and resources to educate, advocate and provide expertise that benefit the Canadian mental health consumer/survivor community. The NNMH works very closely with other consumer/survivor organizations nationally to advocate for consumers rights and services. Skills development programming is available nationally for employment. Information, support and assistance are available. The NNMH has project sites across Canada that focus on providing persons with mental health issues advanced customer service, computer, and personal and professional employment skills.
Niagara Catholic District School Board*	Catholic school system providing education from Junior Kindergarten to Grade 12. Also provides classes for children with special needs.
Niagara College*	Niagara College is a College of Applied Arts and Technology within the Niagara Region of Southern Ontario, Canada. The College has two main campuses: the Welland Campus in Welland, the Niagara-on-the-Lake Campus in Niagara-on-the-Lake. With 8,000 full-time students, including more than 500 international students from more than 60 countries, the College offers over 90 post-secondary diploma, baccalaureate degrees and advanced level programs. The Continuing Education Division attracts approximately 15,000 registrants to more than 400 courses each year.
Niagara Eating Disorders Outpatient Program	Providing outpatient services at the Port Colborne NHS site, for clients with Eating Disorders; referrals accepted from all sources. Clients should see their family physician or a health care provider in order to ensure medical stability while waiting for assessment. The current average length of time from receipt of referral to assessment is 6-8 weeks. Clients requiring more intensive treatment are offered referrals to other programs. For adults, these include the Homewood Health Centre, Toronto General Hospital and Credit Valley Hospital. For children and teenagers, referral sites are the Eating Disorder Programs at McMaster Children's Hospital or the Hospital for Sick Children.

Appendix 4:

Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Niagara Falls Community Health Centre*	NFCHC priority population has been defined as: - Individuals/families without a healthcare provider - People with mental health and/or addiction issues - Low income families - Isolated seniors - At risk children and youth - Street involved/non-insured persons - Newcomers to Canada - People with physical disabilities. The interdisciplinary team includes: Physicians, Nurse Practitioners, Registered Nurses, Social Workers, Outreach Workers and a Dietitian and Health Promoter. Services include: - Primary Health Care Services - Counseling - Health Promotion Programs - Outreach - Chiropody Services in Partnership
Niagara Family Therapy	A private counseling service offering supportive counseling for individuals & families. Available for children, teenagers, adults, and seniors.
Niagara Health System*	The Niagara Health System provides inpatient, outpatient and community based services to residents of the Niagara Region. The NHS has almost 900 acute care, complex care, mental health, long-term care and addiction recovery beds, and a wide range of outpatient clinics and programs. Mental Health and Addiction services currently span across the NHS sites. At over 81,000 sq. ft., the Program boasts the largest department square footage in the new Catharines Site, encompassing the entire first level of the inpatient platform. When inpatient services consolidate at the new site in 2013, the Program will provide a full range of mental health and addiction services to patients in the Region. Outpatient mental health and addictions services will continue to be provided across the NHS sites. Inpatient rates are currently over 2,289 admissions per year. The Niagara System also offers a range of out-patient services that include: Child/adolescent mental health services, medication clinics, IMPACT Niagara (a mobile program), Community Crisis Care Program, Community Treatment Order, Community Niagara Eating Disorders Program, ABC Program (for mothers with concerns about alcohol related issues), Methadone Programme, and Withdrawal Management Services. Additionally, they offer Niagara Multi-Lingual Prevention/Education Problem Gambling Program, the New Port Centre (short-term residential addiction center), Hepatitis C Clinics, Smoking Cessation Program, Primary Care Nurse Practitioner Program and Niagara Addiction Services Methadone Program. (see: http://www.niagarahealth.on.ca/uploads/Mental-Health-Addictions-Program-Backgrounder.pdf).
Niagara Medical Group	Niagara Medical Group is a partnership of family physicians, Nurse Practitioners, Nurses, Mental Health counselors, a psychiatrist, registered dietitians, chiropodist, and office staff which all work in an integrated and collaborative manner, known as a Family Health Team.
Niagara Network for Freedom From Weight Preoccupation & Eating Disorders	A web site formed to raise awareness on a range of body image issues and weight and eating problems. Identifies community resources that deal with prevention and treatment of body image, weight and eating problems. Increases communication among individuals and agencies that provide services that deal with body image issues. Supports the development of networks to address prevention, treatment and self-help concerns in the Niagara Region. Provides: prevention/resource; assessment; medical management; nutrition counseling; support; individual therapy; group therapy; psycho education; family therapy; support group or in-patient

Appendix 4:

Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Niagara North Community Legal Assistance*	NNCLA is a community legal clinic located in St. Catharines and serves the Niagara area from Niagara Falls to Grimsby. It is dedicated to providing a variety of legal services to disenfranchised members of the community to improve their quality of life. NNCLA provides summary advice, brief services and representation to clinic clients, on clinic law issues with significant emphasis on income maintenance (OW, ODSP, and WSIB), landlord and tenant matters and provides attendance as duty counsel at the Landlord and Tenant Board. Other services include community outreach, public legal education and advocating law reform.
Niagara Region Public Health*	As an accredited public health department, Niagara Region Public Health is committed to providing public health programs and services and the efficient response to the changing public health needs of the communities we serve. This commitment is demonstrated through health protection, disease prevention, health promotion and injury prevention programs. Offers a complete range of public health programs to: promote: healthy child development and healthy parenting; positive mental, reproductive, sexual, dental, and heat health; healthy living to include healthy eating and physical activity; immunization; early detection of cancer. Prevent: substance misuse and tobacco use; chronic diseases (such as obesity and diabetes) and injuries; infectious diseases. Protect: communities from infectious diseases and environmental hazards (food, water, air, and soil); Niagara by preparing for, responding to, and recovering from emergency situations; residents and visitors by providing emergency medical services. A variety of staff work with the community including public health inspectors, public health nurses, registered nurse practitioners, health promoters, epidemiologists, registered dietitians, dental hygienists, dental assistants, systems status controllers, paramedics, social workers, community support workers, family home visitors, tobacco control officers and support staff. Provincial and federal legislation govern the work of the Niagara Region Public Health. The department offers a variety of clinics and classes for members of the public. Addresses suicide prevention

Appendix 4:

Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Niagara Regional Native Centre*	<p>Provides human services, social, cultural, recreational and educational programs to all Native people. The NRNC serves residents in St. Catharines, Niagara Falls, Welland, Thorold, Beamsville and Grimsby. The staff provide a variety of services and referrals, in addition to diverse in-house programs which include: Healing and Wellness Program - provides crisis intervention and support services to those who are at risk or are currently experiencing family violence and/or crisis in their lives. Offers supportive peer counseling, referrals to community agencies, healing/talking circles, cultural events and other forms of support from an Aboriginal perspective; Health Outreach Project - provides individual support and advocacy services to those who are experiencing barriers to accessing the health care system. Also offers active living programs and workshops and other awareness events around various health issues. Assistance with OHIP, status card renewal, limited medical transportation and non-insured health benefits program of Health Canada; Youth Program - offers regular weekly group programs for Aboriginal youth between the ages of 12-24 years of age. Regular recreational, cultural and leadership programs offered; Community Action Program for Children - offers regular weekly programs designed for parents and children ages 0-6 years of age. Topics addressed include healthy habits, cultural teachings, parenting strategies and resources, child development, community kitchen; Prenatal Nutrition Program - aims to reduce to incidence of unhealthy pregnancies and low birth weights in women who may be faced with difficult life circumstances. Provides group based programming for women and their families who are planning a pregnancy, currently pregnant or have recently given birth; O-GI Employment Counselor - O-GI provides employment and training programs to the following - non-status, status, out-of-province individuals. To improve the employability of participants through programs and services; Life Long Care Program - provides advocacy and support to chronically ill, at risk elderly and seniors. Offers weekly senior support circle, home visiting program and advocacy; Three Fires Community Justice Program - a post-charge diversion program. Services both Aboriginal adults and youth in the Hamilton, Fort Erie and Niagara regions. The program aims to empower the participants through the creation of a holistic and culturally significant plan of care; Healthy Babies/Healthy Children Program - a home visiting program that provides support services to at-risk families who have young children in the home. Addresses child development issues, crisis intervention, parenting strategies and provides community referrals to encourage links between families and community resources; Literacy and Basic Skills Program - available to assist those who want to learn or upgrade their reading, writing and mathematical skills. Private tutors are available to assist students. Regular weekly day programs are also offered. Culturally-relevant curriculum for all ages. Family literacy activities and one-on-one services also provided; Addresses the needs of children 13-18 years of age through education support, cultural activities, and healthy lifestyle choices; addresses the unique ideas of urban Aboriginal children ages 7-12 years of age. Provides programs and services that are cultural based and focus on healthy physical, mental, emotional and spiritual development. Focuses on school intervention and support, and access to cultural and physical activities; Urban Aboriginal Healthy Living Program - provides access to and awareness of healthy lifestyles. This program is for Aboriginal people of all ages; Aboriginal Children's Mental Health - provides advocacy and support for children 7-18 challenged with mental health issues through the provision of culture based programs and services. Niagara Regional Native Center's programming consist of culturally appropriate programming which aids in the overall health of off reserve aboriginal peoples, we strive to ensure that the physical, mental, spiritual and emotional facets of our clients lives are cared for, whereby providing a unique service to our community, our clients, our volunteers, and the staff alike.</p>

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Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Niagara Region Community Services*	Administers, manages and delivers a full range of human services to the community. Seniors' Services; Children's Services; Social Assistance and Employment Opportunities including hostels and homelessness.
Niagara Suicide Prevention Coalition*	Niagara Suicide Prevention Coalition (NSPC) is made up of community partners who work to advance suicide prevention, intervention and postvention efforts in Niagara. The work of the NSPC is carried out by working groups under the direction of the NSPC Advisory committee. NPSC is a non-funded community coalition. (1) Mandate: Niagara Suicide Prevention Coalition exists to bring interested community organizations groups, individuals and volunteers together to help build Niagara to be a suicide-safer community. (2) Guiding principles: (2.1) Suicide is a community health problem. (2.2) Thoughts of suicide are understandable; reasons for suicide are complex and personal. (2.3) Suicide is 100% preventable. (2.4) Through seeking help and direct and honest talk Suicide can be prevented. (2.5) Supportive social networks either personal or professional are the core of suicide intervention. (2.6) Community collaboration and coordination support the advancement of NSPC's efforts around suicide prevention, intervention and postvention. (2.7) Intervention skills training is available to everyone and can be learned. (2.8) Ongoing research is important to understanding the effect of suicide on Niagara and the impact of the NSPC efforts.
Niagara Youth Justice Committee*	An alternative to criminal charges or court for youth aged 12-18th birthday. It brings together the youth alleged to have committed their first offence or a minor offence, their parents/guardians, the victim(s) & trained volunteers to negotiate an appropriate way for the youth to take responsibility and make amends for their actions.
Nightlight Youth Shelter	An emergency shelter for homeless and at-risk youth, designed to assist up to 10 youth reach their full potential through shelter and program services. Shelter programs include short term accommodation, meals, laundry and shower facilities, crisis and supportive counseling and life skills and personal development programming. Nightlight Youth Services has an 8 bed emergency residence, and a 7 bed long term transitions residence.
NPHU Chronic Disease Prevention	Promotes healthy eating, tobacco-free living, active living, sun safety, and prevention and early detection of cancer, to reduce the risk of chronic diseases such as heart disease, stroke, obesity, and cancer. Helps people learn how to be safe in their everyday lives. A Healthy Living Niagara community partner and sponsor of the Community Food Advisor and Physical Activity Advisor programs. Injury Prevention - helps people learn how to be safe in their everyday lives. Promotes safety throughout Niagara in the home and on the road. Substance Misuse Prevention - offers information and support to community programs, groups and schools about the prevention of substance misuse (alcohol, tobacco, and drugs) among youth, adults, and seniors. Provides consultation on the development of policies for workplaces and municipalities. Early Detection of Cancer - Promotion of breast, cervical, colorectal screening, and sun safety (skin cancer prevention). Tobacco - provides information and supports to help people quit smoking. Educates people about the dangers of second-hand smoke. Delivers programs to encourage youth to never start smoking and live smoke-free. Responsible for the proactive enforcement of tobacco legislation. Workplace Wellness - Assist workplaces to create policies and practices around healthy lifestyle choices.

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Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Oak Centre	Oak Centre is a psychosocial rehabilitation program for people with serious and on-going mental health issues following the clubhouse approach. Oak Centre is committed to the belief that all people need to discover and reclaim the power to control their own destiny, share in all aspects of living in a naturally supportive community and have the opportunity to participate with dignity in a regenerative environment that fosters hope. Continuum of employment opportunities include transitional employment, group employment, supported employment, independent employment, career planning, accessing education, training and employment resources in the community, supports on-the-job or in-training/academic programs.
Ontario Early Years	The Ontario Early Years Centre, Erie-Lincoln, main and satellite sites offers interactive learning opportunities for parents, caregivers and guardians with their children newborn to six years. The sites provide a place to get answers to questions, information about programs and services available and an opportunity to talk to early year's professionals. Interactive learning experiences and activities which nurture early literacy, numeracy, creativity and social skills development, time to network, meet and talk with others in a safe non-judgmental environment are offered daily. Ages and stages of child development are fostered through free play and structured child focused activities, led by Early Childhood Educators, alongside parents and volunteers.
Pathstone Mental Health*	A community based children's mental health agency providing a continuum of treatment and support to children and youth, from birth to 18th birthday, and their families in the Niagara Region. Pathstone is a non-profit charitable agency operating under the Child and Family Services Act, is accredited by Children's Mental Health Ontario and is governed by a community based board of directors. Funding is primarily provided by the Ministry of Children and Youth Services, the Ontario Ministry of the Attorney General, and the Regional Municipality of Niagara. Pathstone is the only Children's mental health agency in Niagara and is fully accredited. Pathstone offers a full range of services from consultation to intensive treatment including in home, residential, and crisis services. They have a specialized program for children under six and their families and also have a specialized forensic program which assess and treats youth who engage in fire involved behaviors, sexual offending, homicidal or harmful violent crimes.
Port Cares*	Not-for-profit community organization that provides leadership, support and resources to improve quality of life. Programs fall into four distinct categories: client support services, child and youth services, employment services, and skills development services. Community Legal Advice Clinic is available. Local lawyers will provide summary legal advice on civil or non-criminal law matters to clients on first come, first serve basis. The goals of this program are: to present ongoing information sessions on various topics such as available services, health and nutrition, financial issues, legal matters, safety, etc.; to create a senior pool of volunteers and connect participants with opportunities that are in keeping with their interests, skills, passion and availability; to develop inter-generational connections that would benefit seniors, youth and children alike. They have partnered with Canadian Mental Health Association to provide services and supports to our clients.

Appendix 4:

Profile Information of Agencies in Niagara

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Organization	Profile
Port's End Youth Home	A treatment facility providing treatment for female adolescents. Port's End is affiliated with a provincial association who treat physically and sexually abused, emotionally disturbed, medically fragile, young offenders, dually diagnosed, conduct disordered and other high-risk, hard to serve clients. Clients range between 10 and 18 years of age. The facility offers long term 2+ years treatment programs on a foundation of pro-social skills, including life skills training, anger management and emotions identification, individual and group therapy, play therapy, components and therapeutic programming. Additional professional resources are provided. A Section 23 classroom with modified grades to assist with learning disabilities and other special needs. Recreational programs are both on-site and community integrated activities.
Powerhouse Project	A non-profit agency dedicated to providing support, information and socializing opportunities for young careers and their families. Young careers are children and teens whose lives are impacted because they are caring for an ill or disabled family member at home, or who help via translating and advocacy due to language barriers. The Powerhouse Project-Young Careers Initiative offers after-school and evening programs providing homework help; computer/internet access; craft activities; Wii video games; puzzles, board games, cards; movies and special outings. Our staff and out programs are mobile and are offered throughout the region of Niagara. There is a permanent Drop In service at the centre every Tuesday. This array of programs helps young careers to distress, have fun, and connect with others in similar roles.
Project SHARE*	Provides emergency assistance to individuals and their families in Niagara Falls whose income is under the poverty line. Support: volunteer work experience is available to develop existing skills, extension of personal networks, goal setting and advocacy. Housing: a crisis intervention center that assists those individuals who are homeless or potentially homeless to obtain and/or maintain permanent housing. Awareness: offers public education to enhance community awareness of poverty in Niagara Falls and direct client service to enable members to utilize services available to assist them. Resources: operates a food cooperative enabling qualifying families to receive supplementary groceries once per month. Emergency: assistance and referrals for residents of Niagara Falls for food, food vouchers, accommodation, transportation, some prescription drugs, glasses and utilities is provided. Homelessness Initiative Outreach Program: workers respond on site to housing crisis situations. Utility Subsidy Program: should those in need in Niagara Falls receive a disconnection notice from a utility they can apply to see if they qualify for a subsidy to pay 1/2 of the reconnection fee. Christmas Program: make a difference and sponsor a needy family at Christmas. Community Garden: people can grow nutritious produce in their own garden plots, from seeds and plants donated by local businesses. Savory Samplings and Canning Program: heart healthy recipes are provided to families in our writing room with a sample of a dish using food commonly donated to food banks along with the recipe ingredients and instructions. Family members are taught in group sessions to can produce donated by local growers in season.

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Profile Information of Agencies in Niagara

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Organization	Profile
Quest Community Health Centre*	Community Health Centres (CHCs) are non-profit, community-governed organizations that provide primary health care, health promotion and community development services, using multi-disciplinary teams of health providers. These teams often include physicians, nurse practitioners, dietitians, health promoters, counsellors and others who are paid by salary, rather than through a fee-for-service system. Community Health Centres are sponsored and managed by incorporated non-profit community boards made up of members of the community and others who provide health and social services. Services are designed to meet the specific needs of a defined community. In addition, CHCs provide a variety of health promotion and illness prevention services which focus on addressing and raising awareness of the broader determinants of health such as employment, education, environment, social isolation and poverty. Groups: Strengthening Families; Take Charge! Chronic Disease Self Management; Craving Change; Gender Quest; Healthy Choices for Recovery
Raft (Niagara Resource Centre for Youth)*	A non-profit, charitable organization that provides emergency shelter, counseling, support and referral and basic life skills to youth in need of a safe environment. The RAFT operates as a drop-in center and emergency shelter for young people between the ages of 16 and 24. Offers: counseling; referral to local support agencies; life skills training (such as the "Steps to Independent Living Program"); basic help with such necessities as food, clothing, laundry facilities; companionship; open-door policy; all youth are welcome. Students from Brock University and Niagara College will mentor RAFT residents, as part of the Province of Ontario's "first generation students" project. The mentorship and homework buddy program may help RAFT residents to consider post-secondary education as an option. Also see the following website for information on the Youth Re-connect program, which provides outreach services to youth ages 16-24. http://www.theraft.ca/Youth_Reconnect.html
Rainbow Youth Niagara	Provides information, support and resources to agencies working with youth and adults regarding sexuality and gender diversity-related issues. Group presentations, referrals and direct support to youth and adults. Offers monthly Rainbow Squad support group in St. Catharines and Niagara Falls. Provides support and resources for schools starting Gay-Straight Alliances. Offers recreational activities and special events for youth and allies. Rainbow Youth Niagara is a program of Quest Community Health Centre, which provides primary health care to priority populations such as sexually and gender-diverse communities, isolated seniors, persons experiencing mental health, addiction and/or concurrent disorders, persons who are homeless or under-housed. Services are for those not registered with a primary care practitioner or who are having trouble accessing health care that they need. No health card is required.
Schizophrenia Society of Ontario	Provides public education and access to information about schizophrenia. Supplies pamphlets on schizophrenia: Schizophrenia - Get the Facts, Medication, and Youth and Psychosis - What Parents Should Know. Support group meetings for families and friends of people with schizophrenia (persons with schizophrenia are also welcome)

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Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Sherry Campbell Counseling Group*	A private practice that provides individual, marriage, family, group counseling and corporate workshops. Provides counseling services for a wide variety of mental health issues, such as depression, anxiety and panic, and conflict resolution. Provides crisis counseling for trauma, abuse and domestic violence. We have an office in Ridgeway and Jordan to provide services throughout the region. We also offer Employee Assistance Programs for mental health, personal and professional growth to organizations throughout Niagara both onsite and on location.
Southern Ontario Aboriginal Diabetes Initiative*	The Southern Ontario Aboriginal Diabetes Initiative is funded by the Ontario Ministry of Health and Long-Term Care, which provides financial assistance for the development, and enhancement of programs and services focusing on the education, prevention, and management of diabetes in Aboriginal communities, both on and off-reserve. The high prevalence of diabetes in Aboriginal society has placed it among the top health priorities. The following are the prioritized strategic objectives of SOADI: develop and distribute culturally appropriate education, promotion and prevention resources based on community needs; advocate, support and promote access to treatment and care options; establish and maintain appropriate networking, through coordination and recommendation of services; identify local and regional service needs related to diabetes, through data collection; act as a resource for other health and education service providers; gather, share and support relevant diabetes research. Vision: Through SOADI's continual efforts to eradicate the devastating effects of diabetes, Aboriginal peoples will once again enjoy the good health of our ancestors. SOADI supports Aboriginal communities working to decrease the high incidence of diabetes and its complications through prevention, intervention and management activities. In the pursuit of its Vision and Mission, SOADI values: respect for autonomy and diversity; community-based and responsive services; holistic wellness; a spirit of sharing and cooperation; personal choice and the right to privacy.
Southridge Community Church Shelter*	Southridge Shelter is a 24/7 homeless shelter with 35 beds to house both men and women in dorm-style accommodations. We serve 3 meals a day to current residents and former residents can come for a meal for \$2.00. We have a full schedule of recreation programming and adopt of model of engagement in community. Southridge Shelter is located in Southridge Church at 201 Glenridge Ave. Southridge is a community church associated with the Mennonite Brethren conference. Attendance at programs and services at Southridge are voluntary.
Start Me Up Niagara*	Self/Traditional employment development, placement and follow-up for ODSP, ES eligible individuals. Courses: Pathways to Peace, Computer Instruction, Life the Whole d' Thing. Housing preservation offers individualized support to individuals who have experienced chronic homelessness to maintain housing. Drop In Centre: interest based activities, reduce isolation, improve self esteem and employability levels
TALK Teams of Adults Listening to Kids*	Project Goals: coordinate and mobilize community response to issues associated with victimization, including dating violence, harassment, bullying, racism, homophobia/transphobia; address risk factors associated with anti-social and offending behavior including victimization, school failure, poor school attachment, neglect, substance abuse, lack of support services; involve all stakeholders including students, educators, parents and community partnerships.

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Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
TAMI (Talking About Mental Illness) Program	TAMI is an informative awareness presentation that takes place in secondary schools in the Niagara region. It consists of a presentation on mental illness, stigma and the importance of seeking treatment by a professional facilitator and the real life stories of people who have experience with mental illness. The mission of the program is to bring about positive change in young people's knowledge about mental health and reduce the stigma that surrounds mental illness.
The Fort (Niagara Resource Centre for Youth)	A support/resource center providing youth and their families with supportive listening, information, options and referrals in time of need. They are committed to providing free, confidential and supportive services addressing a wide variety of needs. Mission: As a community organization we strive to empower youth to make positive and successful life choices through opportunities and guidance.
The Hope Centre*	Provides emergency assistance - Hope Kitchen daily meal program - Emergency Groceries - Christmas Basket Program - Winter apparel for children and adults - Hope House Emergency Hostel - Housing assistance - Assistance with utilities (Winter Warmth & Share the Warmth) - Community Coaches - Canadian Tire Jumpstart Program - Adult drop-in - Literacy and Basic Skills upgrading - Advocacy - Information and referral. Kacey Lynn Fund provides financial assistance to families with children up to and including age 18, encountering health and dental expenses beyond their income and/or health benefits. Hope Community Garden - garden plots available to clients and the public. Community Plots - vegetables are harvested for the Hope Kitchen. Offer the following: Phones For Food - a national initiative to raise funds for food banks
Victorian Order of Nurses	Provides shift nursing and personal support worker care in the home, clinic and institutional. Specialized services include general nursing care, pediatric care, and wound care, foot care in the home, flu clinics, palliative care, occupational health services, wellness clinics and foot care clinics at various sites in the Niagara Region.

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Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Welland Heritage Council	Newcomer Settlement Services: information and referral to community and government programs and services that help meet newcomer settlement needs; assistance with immigration process; group sessions on settlement-related topics; information on credential assessment; housing and shelter information, health services, legal issues and human rights; access to fax, photocopier, computers and internet; professional, multilingual staff available. The centre also houses an emergency shelter for refugees as they enter Canada. The centre offers English-as-a-Second-Language Classes and English for Career and Professional Integration for higher level students. Child minding is provided for qualified students. Newcomer Settlement Program: information and referral, assistance filling out government forms, commissioner of oaths for original documents, supportive counseling, problem solving, settlement and orientation for immigrants and refugees. Employment Solutions: provides job search training, networking and mentorship opportunities. English as a Second Language Classes: classes, citizenship classes. Community Connections for Newcomers: offers group activities for newcomers of all ages to help them connect with people and places in the community. Multicultural United Youth: newcomer youth participate in group activities with volunteers to help newcomers get to know people in the community, adapt to Canadian culture, get to know the community and to have fun. Community Access Program: CAP allows smaller communities to access free internet and computer education in their local area. The 10-station computer lab is free to all who ask and is for individuals 15 and over. Volunteers: needed in the following capacity - participate in the organization and implementation of fundraising events - assist in clerical duties - Board Members - assist with Youth Group - volunteers needed for conversation partners and professional mentorship, and to facilitate a group activity such as Homework Club, Conversation Circle, Cooking, Sports, Dance, or Craft Workshop, or participate with Seniors Group. Welland Immigrant Seniors: a group for seniors who are newcomers to Canada and for Canadians who want to help create a welcoming community for them. Meets weekly and includes recreational activities.
Wendy Bulthuis Counseling	A private counseling business providing counseling services for individuals, children, adolescents, couples and families. Will assist in addressing issues such as depression, anxiety, grief, anger management, relationship problems, trauma, school performance, parenting troubles and blended families. Utilizes clinical practices including cognitive behavioral therapy, play therapy, solution-focused and narrative therapy techniques. Also conducts private custody assessments and other separation/divorce services.
West Lincoln Community Care*	Provides emergency food. Also provides vouchers for special needs. Also provides Christmas clothing, gifts and food boxes.
West Niagara Mental Health*	Providing treatment for adults who are 16 years and older living in West Niagara (Grimsby to Jordan Station/Smithville to Caistor Centre). This program was started in 1998 to help adults who live in West Niagara and who are having problems with the way in which they are feeling, thinking or behaving.
Women's Addiction and Recovery Mediation (WARM)*	Nonprofit, charitable, counseling and referral service for women dealing with the effects of addiction in either themselves or a loved one. Provides women with individual and group counseling, education and support. - provides services to individuals 16 years of age and older - self referrals accepted; an intake assessment is required - our programs offer women the opportunity to live at home, maintain jobs and continue family activities

Appendix 4:

Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
Women's Place of South Niagara*	Provides shelter for women and children experiencing abuse. Services include: 24-hour crisis lines, counseling for women and children who are or have been abused, emotional support, empowerment programs, development of safety plans, support groups, child and youth programs, transitional and housing support programs, legal support and advocacy program, public education programs, outreach counseling and education, accompaniment to court and various legal appointments, assistance with financial concerns and referrals. Program and service delivery is available on an in-shelter or outreach basis. This agency provides services to women and their children who are escaping domestic violence. Many of the women and children who have mental health issues because they have experienced abuse and violence.
YMCA of Niagara	Provides a broad range of member-based health, fitness and recreational programs and services for all ages. Programs include swimming lessons, preschool/children and youth programs, fitness classes, fitness center, aquafit, splash pad. Non-members are welcome to use the splash pad during Splash Times, but must pay \$1/child. Non-members may participate in other YMCA activities by purchasing a day pass. Also offers "Kids First" - care for children with special needs.
Your Life Counts	Online lifeline providing one-on-one counseling helping youth and families hold on to life in the toughest times with extensive web based resources that help individuals change the self-destructive and addictive behaviors that can lead to suicide. Our online presence gives continuity to our programs in schools and in the community.
Youth Advance Consulting Services	A private child and youth counseling service providing confidential services to youth and their families, dealing with anger, behaviour issues, ADD/ADHD. All services provided are in the comfort of your own residence. Life Skills; youth life coach/mentoring; parent coaching/parental support; behavioral management techniques; youth activity programs; youth money mentoring program; youth active living programs
Youth Gambling Awareness Program	The goal of the program is to implement a prevention and education program designed to reduce the potential harm associated with youth gambling. The program addresses the needs of youth ages 8-24 years and people who influence and work with young people. Offers community awareness sessions; interactive presentations to schools and organizations that work with youth; educational workshops for parents, teachers and health professionals and agencies/organizations that work with youth and also provides referrals to gambling treatment services. Presentations focus on decision making, coping strategies and asset development.

Appendix 4:

Profile Information of Agencies in Niagara

Note: Where possible, the following information was verified by survey respondents. The remaining profiles were taken from publicly available data (such as Information Niagara and agency websites).

Organization	Profile
YWCA Niagara *	<p>The YWCA Niagara Region provides shelter, food and assistance to homeless women and their families living in poverty. We are committed to social change and work to create a community that supports women in need and provides a helping hand through each step towards financial stability and independent living. Services include: Two 20 bed emergency homeless shelters across the Region; One 4-unit family emergency homeless shelter; Three phases of transitional housing across the Region; Life Skills programming including after-school programming for youth.</p> <p>The YWCA Niagara Region is part of a national and worldwide movement that is passionate about empowering women and their families by providing safe, supportive housing and programs and creating opportunity for all women to reach their full potential. Our vision: The YWCA is a leader in the Niagara Region providing awareness through education and advocacy to raise the equality of women and the visibility of issues in our community. Our 2012 statistics: Served 40,746 meals; 987 women & their families used our housing services; 622 women in Emergency Shelter; 150 children in Emergency Shelter; 42 women in On-site Transitional Housing; 136 women, men & children in Off-site Transitional Housing; 37 in Court Street; 1672 women took part in our Life Skills Programming; 395 Life Skills Workshops; 175 volunteers.</p>