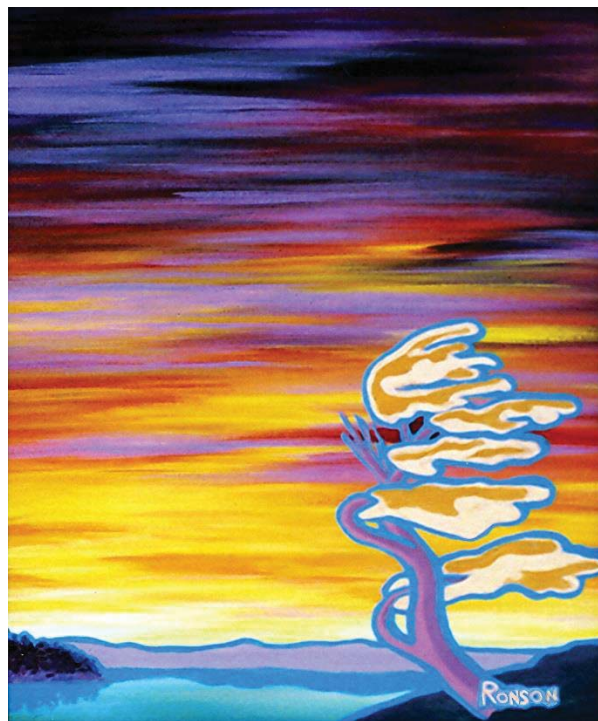


Family Support Manual

Schizophrenia Outpatient Clinic Program: A
Guidebook for Families and Caregivers



Artist: Ronson Green

St. Joseph's
Healthcare  Hamilton



Introduction

Since the Schizophrenia Outpatient Clinic opened its doors we have been very aware of the importance of including family to ensure our clients receive the best possible care. We know that the more knowledge family members have about services in the community as well as how to successfully navigate the healthcare system the more successful our client's journey to recovery.

It is for this reason that the Family Engagement Committee was created—to come up with new ways that we can support family members and provide them with the resources they need. The idea to create a guidebook for families came out of this desire to support families to the best of our abilities.

This Guidebook was created by the Schizophrenia Outpatient Clinic (SOC) Family Engagement Committee (Katelyn Hallas, Coralie Hecker, Alexandra Kraus), the Manager of SOC (Alycia Gillespie) as well as the Family Advisory Council in conjunction with McMaster Occupational Therapy student Fathima Tuan Kichil. The guidebook will provide you with some information about SOC as well as tips, strategies and resources in Hamilton to help support your family member living with a psychotic disorder.

It is our hope that this guidebook will be used by families in order to increase knowledge of the illness as well as what supports and resources are available to you in the community. We also hope that you can use some of the strategies suggested to build stronger relationships while supporting someone living with a psychotic disorder.

We especially want you to know that you are not alone on this journey. Use the information in this guide and the resources to ensure you also take care of yourself and seek support.

For more information about the Schizophrenia Outpatient Clinic or this guidebook contact:
905-522-1155 ext. 39021

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Schizophrenia Outpatient Clinic

Hours: Monday to Friday (8:30 AM-4:30 PM)

Tel: 905-522-1155 ext. 39021

Address: 100 West 5th Street

Hamilton, ON L8N 3K7

AIM

Supporting individuals living with schizophrenia or psychosis to manage their health, and to live meaningful lives through the provision of innovative, compassionate, and specialized mental health services.

OUR TEAM

- Nurse
- Social worker
- Occupational therapist
- Psychologist
- Psychiatrist
- Therapeutic Recreationist
- Nurse Practitioner
- Addiction Counsellor
- Vocational Counsellor

We believe everyone can:

- Grow, learn, and take back some control.
- Live well with a mental illness.

OUTPATIENT SERVICES

Diagnostic and Medication Consultation

- Individual Care Plans and Rehabilitation
- Group Opportunities
- Educational Opportunities for Student Learners
- Research Initiatives

WHAT WE DO

We are an outpatient clinic dedicated to providing collaborative, person-centered services that focus on self-management and recovery.

In a case management model, an interdisciplinary team provides consultations, personally tailored assessments, treatments and rehabilitation both individually and in a group setting.

Clients registered at the Schizophrenia Outpatient Clinic will be provided with a psychiatrist and one other healthcare provider referred to as the “Most Responsible Clinician” (MRC). The MRC is the client’s primary contact person and can be any member of our interdisciplinary team.

The MRC will:

- Talk with clients about needs and concerns
- Discuss clients’ goals and plans
- Help clients obtain the right service from the right people, at the right time
- Support clients through difficult times

TAKE CHARGE OF YOUR HEALTH!

We are here to help you take charge of your life and your health. To achieve the best results, we need to work together!

WE ENCOURAGE YOU TO:

Participate:

- Ask questions. Be involved in decisions about your treatment and care.
- You can improve your health and wellness by participating in activities and trying new things. You’ll gain confidence and feel more in control of your life.
- Learn about living well, experiment, and listen to others’ experiences and recoveries.

Communicate:

- Speak up if you have questions or concerns.
- Let us know your needs. To create an effective care plan, we need to know your experiences, preferences, needs, and hopes.
- We wish to be sensitive to the diversity of all kinds (language, culture, ethnicity, religion, gender, age, and sexual orientation).
- Tell us what has helped you deal with stress and situations in the past.

We offer support and education to families through our...

Family Engagement Program

The Family Education Program (FEP) is a three-month psycho-educational program that is offered to family members and emphasizes education about the illness, problem-solving techniques, crisis, and communication skills while also offering support and instilling hope.

Research shows that family members can play an important role in their relative's recovery. The recovery process can be challenging. The goal of this program is to educate and support families to meet these challenges.



Studies have shown that similar programs to FEP have been effective in reducing the relapse rate of the person with schizophrenia as well as providing a more harmonious emotional climate for the family.

Objectives:

1. To provide families with information about the cause, treatment, course, and management of schizophrenia.
2. To help family members identify problems in the management of their ill relative.
3. To help family members develop specific management strategies to deal with this problem.
4. To enlist support from family members for interventions such as medication or more independent living.
5. To teach family members to communicate with their relative in a positive, uncritical manner while encouraging independence.
6. To provide family members with the opportunity to develop emotional and social support outside the immediate family through the identification of resources and supports in the community or online.

Language Matters

Stigma is about disrespect. It hurts, punishes and diminishes people. It harms and undermines all relationships. It appears in behaviours, language, attitudes, posture and tone of voice. It happens even when we do not mean it.



Disrespectful language

Crazy, lunatic, wacko, looney tune,
psycho,
Manic-depressive

Schizophrenic (take this word out of
your vocabulary)
Handicapped person
Slow, low-functioning
Sufferer

Respectful language

(Person first language)

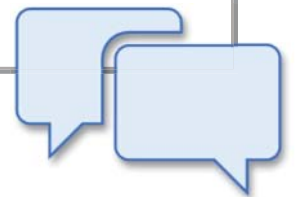
Examples:

Person with bipolar disorder or manic-
depression
Person who has schizophrenia

Person with a disability
Person who has cognitive difficulties
Person with schizophrenia

Some Suggestions

- **Do** put people first, not their disabilities. Say, for example, “person with a mental health issue” rather than “schizophrenic.”
- **Do** emphasize abilities, not limitations (Example: Your illness has made you more empathetic towards others vs. separates you from others)
- **Do** focus on issues that affect the quality of life for everyone e.g., accessible transportation, housing, affordable health care, etc. Do not focus on disability.
- Do not portray successful persons with disabilities as superhumans. This carries expectations for others and is patronizing to those who make various achievements.
- Do not sensationalize a disability. This means not using terms such as “afflicted with”, “suffers from”, “victim of”, etc.
- Do not use generic labels, such as “the retarded”, “our mentally ill”, etc.
- Do not use the psychiatric diagnosis as metaphors for other situations e.g., a “schizophrenic situation.” This is not only stigmatizing but also inaccurate.





Understanding Schizophrenia

WHAT IS SCHIZOPHRENIA?

Schizophrenia is a long-term mental illness that affects how the brain works. Therefore, it changes how you think, feel, and act. For example, people with schizophrenia will have difficulty telling the difference between what is real and what is imagined. They may also have difficulty with communicating with others, making decisions, thinking clearly, and responding emotionally.

CAUSES

Schizophrenia is a highly treatable brain disease. It is a biological brain disease that affects thinking, perception, mood, behaviour, and communication. The cause of this illness is not yet understood. We do know that schizophrenia is not caused by bad parenting, trauma, abuse or personal weakness.

Schizophrenia develops in one out of every 100 people – that is 1% of the general population. It is actually quite a common illness said to affect about 280,000 people in Canada alone.

TREATMENT

Schizophrenia is not curable, but it is **HIGHLY TREATABLE**. There have been great strides forward in understanding the symptoms and developing better and more effective medications as well as psychosocial treatments.

SYMPTOMS OF SCHIZOPHRENIA

Symptoms of schizophrenia can affect many areas of a person’s life, such as being able to keep up with friends, housing, money, and work. These symptoms are divided into 3 categories.

- Positive symptoms: thoughts and feelings that are “added on” to someone’s life.
- Negative symptoms: thoughts and feelings that are “taken away” from someone’s life.
- Cognitive symptoms: affected ability to understand and use information.

POSITIVE SYMPTOMS	NEGATIVE SYMPTOMS	COGNITIVE SYMPTOMS
<ul style="list-style-type: none"> ○ Psychosis, which includes: - Delusions - Hallucinations - Disorganized thoughts - Disorganized mood 	<ul style="list-style-type: none"> ○ Less physically active ○ Less motivation ○ Less emotions ○ Less time spent with others 	<ul style="list-style-type: none"> ○ Poor problem-solving ○ Poor short-term memory ○ Difficulty remembering all steps to do something ○ Unaware of illness

WHAT IS PSYCHOSIS?

Psychosis is a common symptom of schizophrenia. Psychosis is when someone loses contact with reality, and usually involves hallucinations and delusions. Because of this, people with schizophrenia may feel scared, anxious, frustrated, paranoid, and may avoid going outside or seeing people. The transition into psychosis can be a very slow and

gradual change or a very sudden change. The average length of time it takes for a person to become psychotic is up to about 18 months.

WHAT ARE HALLUCINATIONS?

Hallucinations occur when people hear, see, taste, smell, or feel something that is not real. The most common hallucination is hearing voices. These voices can:

- Seem very real to the person
- Sound like they are coming from their mind or from someone else
- Talk directly to the person and/or command the person to do things

WHAT ARE DELUSIONS?

Delusions are fixed, false beliefs that are not real. Common delusions include thinking:

- That they are famous, wealthy, powerful (delusions of grandeur)
- That everything is somehow connected to them (delusions of reference)
- That people are reading their minds, controlling their thoughts, or plotting to harm them (delusions of persecution)

SIGNS/SYMPTOMS/EARLY WARNING SIGNS

Most families, when they look back (and hindsight is always perfect), feel that something was changing in their relative long before they noticed full-fledged psychosis. Here is a list of early warning signs that may be present in your relative:

PRE-PSYCHOSIS PHASE/EARLY WARNING SIGNS

- More withdrawn
- Irritability
- Fearful
- Poor concentration, memory
- Low energy
- Sleeping less well
- Energy change (up or down)
- Mood change (up or down)
- More sensitive to stimulation by noise, light, people, TV, etc.
- Change in voices or responses to voices
- More fearful
- Suspiciousness

ACUTE PHASE

- Ideas of reference
- Paranoia
- Hallucinations
- Energy changes
- Poor judgement and insight

STRESS

Individuals with schizophrenia are quite vulnerable to stress. Stress can take many forms. Interacting with other people can be a stress. Even interacting with people they know well can be a stress and cause for concern. Stress can include: physical, mental, emotional, environmental, chemical, financial, spiritual, social and dietary stressors.

Information obtained from: Canadian Mental Health Association (<https://www.camh.ca/en/health-info/mental-illness-and-addiction-index/schizophrenia>)

Understanding Schizoaffective Disorder

WHAT IS SCHIZOAFFECTIVE DISORDER?

'schizo' – refers to psychotic symptoms || '-affective' – refers mood symptoms

Schizoaffective disorder is a chronic mental health condition, where an individual experiences symptoms of schizophrenia (hallucinations and/or delusions) and mood disorders (bipolar or depression). Mood disturbances can be expressed as mania or depression. The symptoms may appear at the same time or alternate.

SYMPTOMS OF SCHIZOAFFECTIVE DISORDER

Diagnosing schizoaffective disorder can be difficult; therefore, symptoms of schizoaffective disorder should be monitored closely. Symptoms can include:

- **Hallucinations**
- **Delusions**
- **Disorganized thinking/Impaired Communication**, quickly switching from one topic to another or providing answers that are completely unrelated
- **Depressed mood**, feelings of sadness, emptiness, feelings of worthlessness or other symptoms of depression
- **Manic behaviour**, feelings of euphoria, racing thoughts, increased risky behaviour and other symptoms of mania
- **Impaired occupational, academic, and social functioning**
- **Problems with self-care** (cleanliness and physical appearance)



TYPES OF SCHIZOAFFECTIVE DISORDER

There are two types of schizoaffective disorders, depending on the type of mood disorder an individual may have. The two types are:

- *Bipolar type*: individuals alternate between periods of “highs” (manic episodes) and “lows” (depressive episodes)
- *Depressive type*: individuals experience only depressive episodes

MANIC VS. DEPRESSIVE EPISODES

- *Manic episodes*: increased energy, activity, irritability; inability to sleep; reckless behaviour
- *Depressive episodes*: low energy and activity; feelings of sadness and hopelessness; decreased performance of everyday activities

TREATMENT

- Medications
- Psychotherapy
- Self-management strategies (skills and confidence to manage and live well with an illness)

Information obtained from: National Alliance on Mental Illness (<https://www.nami.org/learn-more/mental-health-conditions/schizoaffective-disorder>)

Tips & Suggestions for Communicating with Your Loved One

STRATEGIES FOR HELPFUL COMMUNICATION

- Make your expectations clear, straightforward, and manageable
- Relate in a supportive, non-critical way
- Show warmth and understanding
- Communicate in a calm manner and voice
- Invite cooperation
- Get involved but avoid becoming over-involved or over-protective
- Set out reasonable expectations (neither too high nor too low)
- If limit settings become necessary, use fair, enforceable consequences
- Use humour (the type your relative enjoys)
- Speak in clear sentences.
- Keep your voice, tone, rate of speech, posture calm and collected.
- Be considerate of their personal space.
- Make sure your relative has understood what you said.
- Give directions one at a time.
- Try to invite distractions when your relative is bothered by voices.
- Never assume your relative is deliberately forgetting or ignoring you.
 - Sometimes voices interfere with one's ability to follow through and can be very distracting.
- Some voices are very negative and can affect the ill relative's confidence.
 - Have compassion for this experience and encourage your relative to temporarily withdraw from highly stimulating social settings if they feel the need.
- Do not argue about what the voices have said.
 - Remember that the voices are real to the person. Do not refer to the voices as "in your head," "imaginary," or "not real."



UNHELPFUL COMMUNICATION

- Nagging
- Criticism
- Heavy sarcasm
- Hostility
- Expressing multiple ideas at once
- Threats



How Can I Help My Loved One Manage Voices?

- “Voices” may be sounds, noises or sensations and may be very difficult to explain
- 4% to 5% of the general population hears voices at some point in their lives
- Voices, an increase or change in tone, times or duration, can be a response to stress

Here are some suggestions that have worked for individuals. You may need to experiment to find the best solution or combination that works for you.

Advice for Voice Hearers

Consult with your doctor about increasing or changing your medications	Listen to music with one earphone	Wear an elastic band on your wrist and snap it when the voices act up
Ignore the voices and focus on something enjoyable or positive	Try an ear plug in your non-dominant (left if you're right handed) ear. Try the other ear (pay extra attention in public, while driving, etc.)	Hum, sing, chant, count, read
Talk with someone, yourself, a pet	Have a tea and/or bath	Challenge the voices
Try positive affirmations such as, “I am more powerful than the voice” or “I am stronger and more powerful than you”	Find a quiet, soundless place	Order the voices to go away or keep quiet
Keep a journal of when the voices start, how long they last and what they say	Work on and encourage a healthy support network, friends, family, professionals	Bargain with the voices
Visualize or draw the voice (This can make it seem less powerful, humorous)	Avoid alcohol and street drugs	Negotiate a time that you will be willing to listen to the voices for a short period; stick to it
If the voices are saying bad things about you, play a game of saying something good about yourself	Tell the voices “STOP” or “GO AWAY”	Ask the voices “why are you saying what you say?”
		Ask yourself “what right does the voice have to invade my privacy?”
		Try physical activity (a walk)

Advice for Caregivers, Family and Friends

Accept that the voices exist, that they are a real experience for the person.

Find out as much information as you can about voice hearing, treatment, medication and side effects.

Offer good listening.

Show appreciation – give credit for the smallest of achievements, so success is given the focus not failing.

Help them regain a sense of being in charge of their life.

Find out about self-help groups and see if your friend/relative voice hearer is interested.

Touch/massage can help some people relax, feel safe, secure, and loved.

Laughter: doing something light hearted can help ease tension, e.g. going to see a comedy film, remembering funny experiences

Practical help: sometimes day-to-day tasks can become extremely difficult for people. Encourage them to do some of a task or help them to do a task.

Advocacy: help the person stand up for their rights in order to get the best treatment. Be as supportive as possible without taking over things that people can do for themselves.

Look after yourself; this is extremely important, give yourself some time and space to relax. Learn to say “No.” When necessary seek professional help, counseling, and support if you need it.

Give the person who hears voices space and time alone when they need it.

Encourage some activity and social contact each day (careful to strike a balance between the stress of social interaction and becoming isolated).

Ask the person what they find reduces the voices and find out if they would like help with this.

Help the person to feel stronger than the voices and give them the opportunity to talk about their voices. Talking about and/or with their voices helps many voice hearers cope better.

Reduce stress in the family by recognizing and tackling causes of stress.

Avoid over-protection/doing everything for the person.

Accept that the voice hearers may not be able to express their love or gratitude in return.

Coping as a Family

When your family member was first diagnosed with schizophrenia, you may have experienced a sense of grief or loss over the person you once knew.

Grief is a process. It usually starts with a sense of shock, and includes denial, anger, and sadness. The final phase is acceptance.

In order to accept schizophrenia, it may help to:

- Acknowledge the illness and recognize the impact it will have on your family. Living with any chronic illness will change day-to-day life.
- Learn more about schizophrenia. Understanding the illness will help you better respond to your family member.
- Talk to family members and friends. Let them take on some of the responsibility for caregiving.
- Talk to someone you can trust, a good friend, a health care professional, clergy, or a family member.
- Maintain balance in your life. There is more to your ill relative than schizophrenia.



Between 40% and 50% of people with schizophrenia live with their families. The emotional stress of caring for someone with schizophrenia can be overwhelming. It is common to feel a wide range of emotions, such as fear, shame, anger, helplessness, resentment, sadness, depression and guilt.

The symptoms of schizophrenia, particularly bizarre behaviour, can strain relationships. **Family members should not take these behaviours personally but should recognize that they are symptoms of the illness.**

If you are a primary caregiver, it is important to take care of yourself. Your health and happiness are important. If you neglect your own needs, you risk burning out.

- Keep family life as normal as possible. Maintain routines.
- Get involved with a family support group. (Schizophrenia Society of Ontario: (905) 523-7413 or Schizophrenia Services Family Education group: 905-522-1155 ext. 36446)
- Be prepared for emergency situations.
- Consider ways to get involved and advocate for your family member and others with schizophrenia. This can help your healing. (Family Advisory Council 905-522-1155 ext. 36446)

“Taking Care of Me”

If you do not preserve your own health, it is much harder to assist your ill relative.

Juggling demands – family members often think that they must look after others first, often not getting their own needs met at all.

It is important for both YOU and your ill relative to eat healthy, get good sleep and exercise.



Questions to ask yourself to identify signs of caregiver stress:

- What do I do to preserve my health?
- How do I pace myself? What else might help?
- Do I feel overwhelmed or constantly worried?
- Am I feeling tired often? Am I getting enough sleep?
- Am I losing interest in the activities I used to enjoy?
- Am I eating healthy?
- Am I getting physical exercise?
- Am I feeling stressed?
- Am I gaining weight? Am I losing weight?
- Am I abusing alcohol or drugs (including prescription medications)?

IF you answered “YES” to the above questions, here are some suggestions for you to consider:

- Take care of your own needs (emotional, physical, and social).
- Get involved with a family support group.
- Be aware of what frustrates you and find ways to cope. It helps to address just one stressful thing at a time.
- Make time for things you enjoy (hobbies, physical activity, social events).
- You may need to contact a social worker or psychiatrist, in order to better cope with the impact of the illness.
- Try not to let the illness take over your life. It is okay to worry and grieve but remember there is nothing you could have done to prevent it.
- Set realistic expectations for yourself.
- Focus on what you are able to provide.
- Get connected to other caregiving resources in your community. **(Check out the last section in this package to find supports)**
- Seek social support.
- Set personal health goals.
- **Stress-relieving activities:**
 - Go for a 15-minute walk.
 - Eat sensibly.

- Spend time with family and friends.
- Get some rest.
- Deep breathing exercises.

Reminder to recognize and use existing skills – past successes and those things that make life more manageable and give pleasure. People often feel that they have no skills or resources when stressed.

RESOURCES FOR CAREGIVERS

<p>Mindfulness involves being more present-aware. Use mindfulness, also known as self-management techniques, to help manage stress.</p> <p>Check out Mindfulness Hamilton to join a class or to access more online resources.</p>	<p>Mindfulness Hamilton: http://mindfulnesshamilton.ca</p>
<p>If you want to find out more about caregiver self-care and taking care of YOU, check out Family Caregiver Alliance, which is the National Centre on Caregiving.</p>	<p>Family Caregiver Alliance: https://www.caregiver.org/caregiver-self-care-caring-you</p>
<p>If you would like to find out more about stress-relieving activities and caregiver burden, here are some links for you to check out.</p>	<p>MayoClinic: https://www.mayoclinic.org/healthy-lifestyle/stress-management/in-depth/caregiver-stress/art-20044784</p> <p>FitMinds: https://fitminds.ca/dementia-caregiver-burden/</p> <p>HelpGuide: https://www.helpguide.org/articles/stress/caregiver-stress-and-burnout.htm/</p>
<p>Respite care provides substitute living arrangements or special care in the home for adults with disabilities in order to provide a brief period of relief or rest (usually more than 24 hours) for the family member or caregiver. Here is a link for services offered in Hamilton, Niagara, Haldimand, and Brant area.</p>	<p>Hamilton Niagara Haldimand Brant Healthline: https://www.hnhbhealthline.ca/listServices.aspx?id=10276</p>

Understanding Medications

Non-adherence is a common issue; monitor for swallowing/cheeking/stockpiling

With medication treatments, positive symptoms of schizophrenia lessen, and recovery is in sight. Treatment of schizophrenia always involves medications to deal with the chemical imbalances.

Medication plays a role in recovery from a psychotic episode and in prevention of further episodes.

Staying in treatment and taking medications can be difficult. Sometimes a person may feel they have recovered and no longer see a need for treatment but continuing with medications can help a person stay in control of their life.

Dropping out of treatment will almost certainly make the illness worse and a return of symptoms will disrupt educational pursuits, work and friendships.

Just like heart disease, diabetes or asthma, schizophrenia requires ongoing treatment to keep the individual as healthy as possible.



Psychotropic Drug Classes:

CLASS	PURPOSE	EXAMPLES
Antianxiety (anxiolytic)	Treatment of generalized anxiety, obsessive compulsive disorder (OCD), post-traumatic stress disorder, phobic disorders, insomnia	<p>Benzodiazepines (alprazolam, clonazepam, lorazepam, oxazepam)</p> <p>Azapirone (buspirone)</p> <p>Beta blockers (propranolol)</p> <p>Antidepressants (doxepin, escitalopram)</p> <p>Hyposedatives (barbiturates e.g. Phenobarbital)</p>

Antidepressant	Treatment of depression, bipolar (depressed), OCD	<p>Tricyclics (TCAs) (amitriptyline, desipramine, doxepin, imipramine)</p> <p>Monoamine oxidase inhibitors (MAOIs) (phenelzine, tranylcypromine)</p> <p>Selective serotonin reuptake inhibitors (SSRIs) (fluoxetine, paroxetine, sertraline)</p> <p>Serotonin norepinephrine reuptake inhibitors (SNRIs) (venlafaxine, duloxetine)</p> <p>Others (bupropion/Wellbutrin, trazadone/Desyrel)</p>
Mood Stabilizing	Treatment of bipolar disorder (mania/depression), aggression, schizoaffective disorders	<p>Lithium</p> <p>Anticonvulsants (valproic acid, carbamazepine, lamotrigine, topiramate)</p> <p>Calcium channel blockers (verapamil)</p> <p>Alpha-2 adrenergic (clonidine)</p> <p>Beta adrenergic (propranolol)</p>
Antipsychotic (neuroleptic)	Treatment of schizophrenia, psychotic episodes (depression/organic [dementia/substance-induced]), bipolar disorder, agitation, delusional disorder	<p>Phenothiazines (chlorpromazine, thioridazine)</p> <p>Butyrophenones (Haldol)</p> <p>Thioxanthene (thiothixene)</p> <p>Diphenyl butyl piperidines (pimozide)</p> <p>Dibenzoxazepine (loxapine)</p> <p>Dibenzodiazepine (clozapine*)</p> <p>Benzisoxazole (risperidone)</p> <p>Thienobenzodiazepine (olanzapine/Zydis)</p>

Antiparkinsonian	Treatment of drug-induced parkinsonism, Parkinson's disease, and extrapyramidal symptoms	Benzothiazolyl piperazine (ziprasidone) Dihydrocarbotyryl (aripiprazole) Benztropine (Cogentin) Trihexyphenidyl (Artane) Amantadine
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*Strict clozapine protocol must be followed. Ask your MRC, psychiatrist or pharmacist!

Long-Acting Injectable (LAI) Antipsychotics:

WHAT IS IT?

- Injectable antipsychotic medications are administered through injections directly into muscles. Injectable medications tend to stay in your body longer; therefore, you do not need to take pills every day.
- Antipsychotic medications that come in long-lasting injectable forms include:
 - Aripiprazole (Abilify Maintena)
 - Aripiprazole lauroxil (Aristada)
 - Fluphenazine (Prolixin)
 - Haloperidol (Haldol)
 - Olanzapine pamoate (Zyprexa Relprevv)
 - Paliperidone (Invega Sustenna, Invega Trinza)
 - Risperidone (Risperdal Consta)

HOW LONG DOES IT WORK?

- Injectables can be delivered every 2 to 4 weeks or every 3 months, depending on the medication.

CAN I DO IT MYSELF?

- You don't inject the injectable yourself. You need to go to a doctor or nurse!
- The medication is injected into your upper arm or buttocks.

WHAT ARE THE BENEFITS?

1. Increased adherence

2. Decreased overdose potential
3. Studies show that injectable antipsychotics appears to reduce the risk of hospitalizations when compared to oral antipsychotics

WHAT ARE THE DISADVANTAGES?

Similar to any medications, there are risks for side effects. There is also reduced flexibility in dosing and possible injection site reactions. Some people may not like that they have to have a needle. Talk to your psychiatrist or MRC to find out more.

Information obtained from: DynaMed Plus <http://www.dynamed.com/resultlist?q=schizophrenia&filter=all>

Understanding Legal Issues/Orders to Support Your Loved One

Community Treatment Order

WHAT IS IT?

A **Community Treatment Order (CTO)** is an order to provide a person who has a serious mental illness with a plan that allows them to receive treatment in the community (i.e. their homes) or care with supervision. The CTO identifies a plan for the person with mental illness and their supports (family, friends and healthcare providers).

WHY?

It is a mutual agreement, agreed upon with the client, healthcare providers, and substitute-decision makers (SDM) and it provides clients with more freedom than being detained in a psychiatric facility. It helps individuals with medication compliance/management and provides an alternative to hospitalization.

HOW?

A doctor can issue a CTO when the client meets specific criteria including:

- a. The person must have been in a psychiatric facility two or more times or for a cumulative period of 30 days or more in the previous three years or have been on a previous CTO. A Community Treatment Plan (CTP) has been developed in consultation with those named in the CTP.
- b. The psychiatrist must also examine the person 72 hours prior to entering the CTO and be of the opinion that:
 - i. The person is living with a mental disorder and needs treatment or care and continuing supervision while living in the community
 - ii. If the person is not in a psychiatric facility, they meet the criteria for a Form 1-Application for Psychiatric Assessment
 - iii. If the person does not receive continuing treatment or care and supervision in the community, the person is likely to cause serious bodily harm to self or others or suffer substantial mental or physical deterioration or serious physical impairments.
 - iv. The person is able to comply with the plan
 - v. The treatment or care and supervision are available in the community.

The doctor must have consulted with the health practitioners and others named in the Community Treatment Plan, must be satisfied that the person or the Substitute Decision Maker (SDM) has consulted with a Rights Advisor and when consent has been obtained from the individual or SDM.

Community Treatment Plan (CTP)

This is developed before a CTO is issued with all those party to the CTP. Each person named in the plan will have a role to play in the provision of care and these responsibilities are defined during the development of the plan. A CTP might include such things as:

- Regularly scheduled meetings with the doctor,
- Regularly scheduled meetings with the Most Responsible Clinician (MRC)
- Assistance with medication and treatment,

How Can Families Be Involved?

If you feel that a CTO would be of benefit, speak to the doctor or the MRC

Your role may be as the Substitute Decision Maker for treatment if your relative is incapable to make treatment decisions as defined under the Health Care Consent Act, 1996.

For more information, call the CTO Coordinator at 905-522-1155 ext. 36321 or 36742 or visit the Ministry of Health and Long-Term Care Website at www.gov.on.ca/health

COMMON LEGAL FORMS

Form 1 (Application for Psychiatric Assessment)

- Can be used to bring someone to a psychiatry facility for an assessment that lasts up to 72 hours (three days).
- To put someone on a Form 1, a doctor must have personally examined the person within the previous seven days and have reason to believe that the person meets certain tests under the Mental Health Act.
- Form 1 also ensures that another doctor will examine the person with mental health concerns. During the assessment, other mental health professionals (e.g., nurses, psychologists, and social workers) may meet with the person and their involved family members, friends or caregivers to get additional information.

Form 2 (Order for Examination)

- Is used under the same conditions as the Form 1 but is issued by a Justice of the Peace.
- Typically, the Form 2 is used by a person's family or friends when it is not possible for the person to be examined by a doctor. This form allows the police to bring the person to a hospital for a psychiatric assessment.
- However, the form does not authorize for the person to be kept at the hospital. If an assessment in the hospital is necessary, the examining doctor must then complete a Form 1.

Form 3 (Certification of Involuntary Admission)

- Is used to admit the person to the hospital against their will.
- A Form 3 cannot be issued by the same doctor who issued the Form 1. The Form 3 means that the person will have to stay in hospital for up to two weeks.
- The person has a right to have the Consent and Capacity Board quickly review the form.

Form 4 (Certificate of Renewal)

- Is used when a doctor determines that the person must remain in the hospital involuntarily for another month.
- This certificate can later be renewed so that the person has to stay for another two months (second renewal) or up to three months (third renewal or more).
- The certificate can be renewed indefinitely. Each time it is renewed, the person can apply for a review by the Consent and Capacity Board.

Form 5 (Change to Voluntary Status)

- Is used when a doctor determines that the person does not need to be kept involuntarily anymore.
- This form can be completed at any time to end a Form 3 or a Form 4 before it expires.

- A patient is automatically considered voluntary once their certificate expires and another one is not completed.

Form 14 (Consent to the Disclosure, Transmittal or Examination of a Clinical Record)

- Is issued when a patient wants to give another person permission to see or get a copy of their clinical record.

Form 28 (Request to examine or to copy Clinical Record)

- Is used by a person who wants to get a copy of their own clinical record.

Form 47 (Apprehension Orders/Order for Examination)

- A Form 47 may be issued by the doctor if the client fails to attend appointments or take prescribed medications. Prior to the issuance of a Form 47, efforts will be made to contact the client and provide support to the client to follow the CTO.
- If a Form 47 is issued – the Hamilton Police Services and COAST will be notified jointly – and the client will be taken to the nearest emergency room for assessment.

“My Loved One is Unwell... How Do I Get Help?”

Help is available. If you are in Hamilton, here are some options:

1. Contact Your Most Responsible Clinician or psychiatrist at the Schizophrenia Outpatient Clinic.

Tel: 905-522-1155 ext. 39021

2. Order for Examination (Form 2) Issued by Justice of the Peace

- The Form 2 is used when a family, friend or any person, is concerned that a person in their life needs mental health care/services.
- It is issued by a **Justice of the Peace**.
- Please check out the handout attached for more information “Form 2 (Order for Examination)”.

3. In an **emergency**, call **9-1-1**.

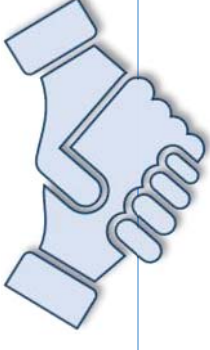
4. Go to the **Emergency Department at St. Joseph’s Healthcare Hamilton Charlton Campus** and tell the doctor if you are having thoughts of suicide.

St. Joseph’s Emergency Department: 50 Charlton Ave E, Hamilton, ON L8N 4A6

Phone: (905) 522-1155

5. Call the **Crisis Outreach and Support Team (COAST)** at **905-972-8338** or online at **www.coasthamilton.ca**

The COAST program is a program of St. Joseph’s Healthcare and serves the residents of the City of Hamilton who have serious mental health issues and are in crisis. COAST Hamilton's crisis line is answered 24 hours a day, 7 days a week.



Resources

Are you in Crisis?

Help is available. If you are in Hamilton:

6. Go to the Emergency Department at St. Joseph's Healthcare Hamilton Charlton Campus and tell the doctor if you are having thoughts of suicide.
St. Josephs Emergency Department: 50 Charlton Ave E, Hamilton, ON L8N 4A6
Phone: (905) 522-1155
7. Call the Crisis Outreach and Support Team (COAST) at 905-972-8338 or online at www.coasthamilton.ca
8. Call the Salvation Army Crisis Line at 1-855-294-HOPE or online at www.hopesalive.ca
9. **In an emergency, call 9-1-1.**

Crisis Lines

RESOURCE	WHAT IS IT?	HOW TO JOIN OR GET IN CONTACT?
Barrett Centre	Barrett Centre for Crisis Support provides a safe environment in the community and responds to the needs of individuals, 16 years of age or older, who experience a mental health crisis and do not require a hospital stay. Confidential and free services 24 hours a day, 365 days a year.	1-844-777-3571
Distress Centre Halton (also serves Hamilton)	Distress Centre Halton provides telephone and online support to people in our community to better cope with crisis, loneliness, and emotional stress.	<u>Oakville:</u> 905-849-4541 <u>Burlington:</u> 905-681-1488 <u>North Halton:</u> 905-877-1211
COAST (Crisis Outreach and Support Team)	The COAST program is a program of St. Joseph's Healthcare and serves the residents of the City of Hamilton who have serious mental health issues and are in crisis. COAST Hamilton's crisis line is answered 24 hours a day, 7 days a week.	<u>Hamilton:</u> 905-927-8338 – 24 hours <u>Halton:</u> 1-877-825-9011 – 24 hours
Ontario Mental Health Helpline	Provides non-judgmental support, offer strategies and give information on services in the caller's community. Offer services in over 170 languages.	1-866-531-2600

Good2talk	Free and confidential helpline providing counselling and information for mental health to post-secondary students in Ontario	1-866-925-5454, or connect through 2-1-1
Trans Lifeline	Staffed by transgender people for transgender people who experience a crisis. While the goal is to prevent self-harm, all calls are welcomed of any transgender person in need.	877-330-6366
LGBT Youth Line	If you have a question, if you need to know what events and supports are in your area, if you have a concern, or if you just need to talk! All of the services are confidential and anonymous. Their number will not show up on your phone bill.	Call: 1-800-268-9688 or Text: 647-694-4275
SUICIDE HELPLINES		
Salvation Army Suicide Crisis Line	If you are in crisis call HOPE LINE. They provide consultation services, practical assistance to those in need through their food bank & family services department, chaplaincy services, informal counselling, and resources & referrals.	905-522-1477: call between 9-4 Monday-Friday <u>General, Non-Emergency Inquiries:</u> 905-540-1888 <u>Crisis line:</u> 1-855-294-HOPE (4673)
COAST (Crisis Outreach and Support Team)	The COAST program is a program of St. Joseph's Healthcare and serves the residents of the City of Hamilton who have serious mental health issues and are in crisis. COAST Hamilton's crisis line is answered 24 hours a day, 7 days a week.	905-972-8338
Centre for Suicide Prevention	If you are thinking about suicide asking for help can be hard. That's why we offer a safe place to talk – any time, in your own way. If you are thinking about suicide, you don't have to face it alone. Reach out today.	Text Service: 45645 Online chat at: http://www.crisisservicecanada.ca/
Kids Help Phone	Kids Help Phone is always there for you. No matter what you want to talk about, we're here to listen. No judgment, totally private, 24/7.	1-800-668-6868
SEXUAL ASSAULT HELPLINES		
Sexual Assault Centre Hamilton and Area (SACHA)	The 24 Hour Support Line offers confidential and anonymous non-judgmental telephone support for adults, 16 years of age or older, who have experienced sexual violence at any point in their lives and to folks supporting survivors (friends, families, neighbours, co-workers and classmates of survivors) and professionals who may be supporting survivors and seeking information.	905-525-4573
Thrive Child and Youth Trauma Services	THRIVE Child and Youth Trauma Services offers free Group Programs with support and psycho-educational focus designed for parents, caregivers, and foster parents whose children have experienced sexual victimization or abuse, or who are concerned about their children's sexual behaviour.	https://www.thrivechildandyouth.ca Phone: (905) 523-1020

Hamilton Police Service	The Hamilton Police Service has a unit specifically mandated and specifically trained to investigate sexual assaults. If you or someone you know has been sexually assaulted, report it by contacting 905-546-4925 .	905-546-4925
Sexual Assault/Domestic Violence Care Centre (Hamilton Health Sciences)	The SA/DVCC provides specialized healthcare for children, adolescents, women, transgender persons, and men who have experienced sexual assault and/or domestic violence.	905-521-2100 ext. 73557
Victim Services of Hamilton-Wentworth	Victim Services is a branch of the Hamilton Police Service under the command of the Community Mobilization Division. It is the only 24-hour on scene crisis intervention service for victims of crime and trauma in the City of Hamilton.	905-546-4904
Kids Help Phone	Kids Help Phone is always there for you. No matter what you want to talk about, we're here to listen. No judgment, totally private, 24/7. Need help now? You can reach a Kids Help Phone counsellor 24/7.	1-800-668-6868

Addiction Services

RESOURCE	WHAT IS IT?	HOW TO JOIN OR GET IN CONTACT?
Drug and Alcohol Registry of Treatment (DART)	The Drug and Alcohol Helpline provides information about drug and alcohol addiction services in Ontario. They provide information about treatment services and supports in your community; listen, offer support and provide strategies to help you meet your goals, and provide basic education about drug and alcohol problems.	1-800-565-8603 1-800-565-8603 (Toll-Free) 1-800-565-8603 (Crisis Line)
Womankind Addiction Services	Womankind Addiction Service (WAS) offers a safe, caring and supportive place where women are welcomed and assisted by our specially trained team to assess and define next steps regarding their substance use and recovery.	905-545-9100
Suntrac Addiction Treatment Centre	Suntrac Addiction Treatment Centre provides outpatient counselling and family education programs, and walk-in clinic addiction services. They provide personalized support to men seeking to change their substance use.	905-528-0389 <u>Location:</u> 196 Wentworth N. St. Hamilton <u>Walk-in addiction services:</u> Mon. to Thur., 1-8 PM
Alternatives for Youth (AY) under 23 years	Alternatives for Youth (AY) provides substance use treatment services for children and youth ages 12 – 22 years, and those who care about them. Services include substance education, assessment, individual, group, and family treatment	905-527-4469 www.ayhamilton.ca
Alcoholics Anonymous Hamilton	Alcoholics Anonymous is a fellowship of men and women who share their experience, strength, and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking.	<u>Office:</u> 905-522-8399 <u>Hamilton Area (24-Hour):</u> 905-522-8392 <u>Burlington and Oakville Area (24 Hour):</u> 905-631-8784 https://www.aahamilton.org/index.php/a-a-meetings
Womankind	Provides non-medical residential withdrawal management, 24-hour telephone crisis support, early treatment groups, a taking steps group, day and residential treatment, and aftercare for women with substance use issues.	905-545-9100
New Choices	Community day treatment program for women who are pregnant or mothering young children and have substance addictions. They provide the opportunity to access addiction and parenting services based on individual needs and offer childcare and programming to children.	905-522-5556 ext 303 905-545-9100 (crisis) https://gracehavenhamilton.com/new-choices

Women for Sobriety	A self-help program for women with alcohol and substance abuse problems which takes into account the very special issues women have in recovery. The group is peer-led by a certified moderator.	416-434-9051 or 905-563-1057
Alcohol, Drug, & Gambling Services (Age 23+)	Alcohol, Drugs & Gambling Services, or ADGS provides information, counselling and programs on alcohol, drugs and gambling.	905-546-3606 (Mon. to Fri. - 9 am to 4:30 pm) <u>Location:</u> 21 Hunter St. E, 3 rd Floor, Hamilton, ON., L8N 1M2
Men's Withdrawal Management Centre	A program for men aged 16 years or older who are intoxicated, in withdrawal, or are otherwise in crisis due to alcohol and/or drug use can stay at the centre. Services offered include: qualified staff monitoring; support, safety and care during intoxication, withdrawal and crisis; nutritious meals, laundry facilities, etc.; weekly groups.	905-527-9264 <u>Location:</u> 595 Main St. E., Hamilton ON.
Wayside House	A program for men 18 years and older with a substance abuse problem. Services offered include 1) Residential addiction treatment (provides orientation, core program, recovery, relapse prevention and continuing care) and 2) supportive housing for men (post-residential treatment program, counselling, crisis intervention and stabilization available).	905-528-8969 <u>Location:</u> 15 Charlton Ave W, Hamilton, ON., L8P 2B8
Narcotics Anonymous	Narcotics Anonymous is an international, community-based association of recovering drug addicts with more than 50,000 weekly meetings in over 130 countries. Supports recovering addicts to learn from one another about how to live drug-free and recover from the effects of addiction.	905-522-0332 <u>Toll Free Information – Helpline:</u> (888) 811-3887 https://www.nahamilton.org/meetings.php
Cocaine Anonymous	Cocaine Anonymous is a fellowship of men and women who share their experience, strength and hope with each other so that they may solve their common problem and help others to recover from their addiction.	416-927-7858 (Local) 1-866-622-4636 (Toll-Free) https://ca-on.org
Ontario Problem Gambling Helpline	The Ontario Problem Gambling Helpline can help by providing you with information about problem gambling treatment services in Ontario. Toll-free, confidential, anonymous, open 24 hrs a day, 365 days a year.	1-888-230-3505 1-888-230-3505 (Toll-Free) 1-888-230-3505 (Crisis Line)
Nar-Anon Family Groups of Ontario	The Family Group is primarily for individuals who know or have known a feeling of desperation concerning the addiction problem of someone very near to them. Family Groups offers a supportive, anonymous environment whereby individuals take part in the twelve suggested steps of Narcotics Anonymous.	1-877-239-0096 https://naranonontario.com/find-a-meeting/



Emergency Shelters

WOMEN

RESOURCE	WHAT IS IT?	HOW TO JOIN OR GET IN CONTACT?
Fem'aide	Fem'aide, a provincial telephone helpline for Francophone women dealing with violence — including women who have experienced gender-based violence — offering support, information and referral to appropriate front-line services within their communities, 24 hours a day, 7 days a week.	1-877-336-2433
Housing Help Centre	Housing Help Centre offers rental listings, housing connect, eviction support, financial assistance programs, utility support programs and landlord support for everybody.	(905) 526-8100 Location: 119 Main Street East, Hamilton, ON L8N 3Z3 E-mail: info@housinghelpcentre.ca
Inasmuch House	Inasmuch House is a shelter for women fleeing domestic abuse or violence. It also accommodates women with children of any age — from infants to teenagers. They give women and youth support when they need it most.	905-529-8600
Interval House of Hamilton	Interval House will provide a safe place, support for abused women with or without children, community outreach services and practice-based research in our shared quest for freedom from violence.	905-387-8881
Good Shepherd Martha House	Martha House is a secure and accessible, 40-bed emergency shelter for women and their children who are homeless and fleeing violence and abuse. They offer many more services to support women and their children.	905-523-6277
Supporting our Sisters	A program for women who are homeless or at risk of homelessness. Supporting Our Sisters (S.O.S.) is a wrap-around program for women experiencing homelessness in Hamilton. It is supporting women in attaining transitional housing. S.O.S. focuses on gendered responses to women's homelessness and the multi-dimensional challenges women face in accessing appropriate responses and supports.	905-523-8766 ext. 4241 905-540-8000 (24 hours)
Native Women's Centre	The Native Women's Centre provides safe, emergency shelter (24 hours per day, 7 days a week including all meals, emergency clothing and personal need items) for all women regardless of age, ancestry, culture, place of origin or sexual orientation, with or without children who are experiencing crisis in their lives due to family violence, homelessness, or conflict with the law.	905-664-1114 or 1-888-308-6559 1900 King St. East, Hamilton ON.
Mary's Place	Mary's Place is a 20-bed emergency shelter for women 18 years and older. Mary's Place provides safety, support and emergency accommodation to women dealing with homelessness, poverty, mental illness and/or violence.	905-540-8000
Womankind	Womankind provides non-medical residential withdrawal management, 24-hour telephone crisis support, early treatment groups, a taking steps group, day and residential treatment, and	905-545-9100

aftercare for women with substance use issues.

YOUTH

RESOURCE	WHAT IS IT?	HOW TO JOIN OR GET IN CONTACT?
Notre Dame House	Good Shepherd Notre Dame is committed to helping youth who are street-involved or homeless due to family violence, conflict, abuse, neglect, poverty and exposure to mental health and addiction issues. Notre Dame House is a 24-hour emergency shelter providing 21 beds for homeless and street-involved youth between 16-21 years of age.	905-308-8090 14 Cannon Street West, Hamilton, ON., L8R 3B3

MEN

RESOURCE	WHAT IS IT?	HOW TO JOIN OR GET IN CONTACT?
Good Shepherd Centre	Emergency shelter for men in need of temporary accommodation. A daily hot meal is served for non-residents as well. Bag lunch available, also a food bank. Clothing and household items available if needed.	905-528-9109 <u>Location:</u> 135 Mary Street, Box 1003, Hamilton, ON., L8N 3R1
Mission Services Men's Residence	Emergency shelter available for adult men experiencing a crisis in housing, clothing, finances, and personal well-being. At Mission Services' Men's Emergency Shelter, you will find a warm bed, showers, laundry, and three nutritious meals a day at our kitchen. Our doors are open day and night, 365 days a year. The shelter has 58 beds and will not turn anyone away during a cold alert.	905-528-7635 <u>Location:</u> 325 James Street North, Hamilton, ON., L8L 1H3
Salvation Army/ Booth Centre Single Men's Hostel	An 82-dorm bed, and 21 room emergency shelter for homeless or transient men. Provides short- and long-term transitional accommodation, an enhanced hosting program with case management, Financial Management (HPI funding) and assessment, referral counselling for spiritual, practical and social needs.	905-527-1444 <u>Location:</u> 94 York Blvd Hamilton ON L8R 1R6 https://salvationarmy.ca
Good Shepherd Family Centre	The Family Centre offers temporary emergency accommodation and residential support to families who are experiencing homelessness.	905-528-9442 <u>Location:</u> 143 Wentworth Street South Hamilton, ON L8N 2Z1 Email: FamilyCtr@GoodShepherdCentres.ca

COOL PLACES IN THE CORE

RESOURCE	WHERE IS IT?	WHEN CAN I ACCESS? (See below for stage description)
Career Development Centre	181 Main St. W	Stage 2, 3

Hamilton Urban Core	71 Rebecca St.	Stage 1, 2, 3
Roxborough Senior Centre	402 Barton St. E	Stage 1, 2, 3
St. Matthew's Senior Centre	402 Barton St. E	Stage 1, 2, 3
The Freeway Café	333 King St. E	Stage 1, 2, 3
Wesley Urban Ministries	155 Queen St. N	Stage 1, 2, 3
Wesley Centre	195 Ferguson Avenue N	Stage 1, 2, 3
<p>Heat Advisory – stage 1 = 1 day with a humidex of 40 or greater Heat Warning – stage 2 = 2+ days with a humidex of 40 or greater Heat Alert – stage 3 = 4+ days with a humidex of 40 or greater or 1+ day with humidex of 45 or greater You can also cool down at all City of Hamilton rec centres, outdoor pools, splash pads, beaches, libraries, and municipal service centres. During Stage 2, the Salvation Army hands out bottled water in Gore Park 10 AM – 2 PM. For more information on heat and City-wide Cooling Places: www.hamilton.ca/heat</p>		



Housing

RESOURCE	WHO CAN APPLY/WHAT IS IT?	HOW TO JOIN OR GET IN CONTACT?
<p>Baldwin Housing and Community Support Program</p> <p><u>Bay Street Residence:</u> This rent-g geared-to-income, supportive housing program offers a cooperative living environment.</p> <p><u>Hess Street Residence:</u> These two townhouses provide a cooperative living environment for individuals requiring minimal supports.</p>	<p>The Baldwin Housing and Community Support Program promotes independence in living and self-determination in decision-making for individuals with serious mental illness. The program will advocate for and promote the social integration of consumers of mental health service.</p> <ul style="list-style-type: none"> • Individuals with serious mental illness. • 16 years of age and older, and who do not require 24-hour support. • Must have a clinical support system, i.e., clinician/doctor, psychiatrist, and/or social worker. • Individuals with a history of drug/alcohol abuse must be involved in a recognized treatment program. • Individuals must reside in the City of Hamilton. 	<p>To apply: 905-521-0090 for an intake appointment</p> <p>https://cmhamilton.ca/programs-services/baldwin-housing-and-community-support-program/</p>
<p>A.S.H. Addictions Supportive Housing</p>	<p>Addictions Supportive Housing (ASH) is a program designed to assist people who have trouble maintaining housing due to their substance use and are looking to make positive changes in their life</p> <ul style="list-style-type: none"> • Currently experiencing problematic substance use or require relapse prevention • History of multiple entries in treatment continuum (residential treatment, community treatment, AA/NA/CA, etc.) • Homelessness – current and historical track record, which may include at risk of homeless or inadequate housing • Not experiencing a serious mental illness or a severe Acquired Brain Injury <p>Interested individuals must almost meet admission criteria requirements</p>	<p>Call 416-461-9903</p> <p>http://adstv.on.ca/supportive-housing-for-addictions/</p>
<p>Good Shepherd Non-Profit Homes</p> <p>Hamilton Housing Sites: Brennan House; Emmaus Place; Taylor Apartments; McGinty House;</p>	<p>Good Shepherd Non-Profit Homes Inc. provides supportive housing in Hamilton. Tenants are typically those with mental or physical disabilities, victims of domestic violence and seniors. Good Shepherd Square offers rental units at 20% below the average market as determined by CMHC.</p>	<p>To apply for housing please download the application form from https://www.goodshepherdcentres.ca/affordable-supportive-housing</p> <p>Fax 905.525.2366 or mail completed form to</p>

<p>Aberdeen Avenue; Mathias Place; Emmanuel House; John Street North, Simcoe Street</p>		<p>15 Ray Street, Box A1 Hamilton, ON., L8R 2X5 Phone: 905-525-5188</p>
<p>Mission Services</p>	<p>Mission Services helps to support people in finding and staying in affordable housing. Alongside their partners at The Canadian Mental Health Association, Mission Services staff provide supportive, compassionate care to assist people with their recovery goals and remain housed.</p>	<p>905-528-0389</p>
<p>Access to Housing</p>	<p>Operates as the primary access point for subsidized housing in Hamilton.</p> <p>Subsidized housing is when rent is geared to the income of the recipient instead of market rates. Will assist applicants with the application process and maintains the central waiting list for subsidized housing available from social housing providers.</p> <ul style="list-style-type: none"> o Be 16 years of age or older and be able to live independently o Each member of the household must be a Canadian Citizen, Landed Immigrant or Refugee Claimant o No member of the household has a deportation order, departure or exclusion order under the Immigration Act o No member of the household owes arrears for rent or damage to any social housing provider in Ontario o If you own residential property, you must agree to sell within 180 days after RGI assistance is received 	<p>905-546-2424 ext. 3708 <u>Location:</u> 350 King St E Suite 110 Hamilton ON L8N 3Y3 <u>https://www.hamilton.ca/social-services/housing/social-housing</u></p>
<p>Housing Help Centre</p>	<p>Housing Help Centre offers rental listings, housing connect, eviction support, financial assistance programs, utility support programs and landlord support for everybody.</p>	<p>905-526-8100 <u>Location:</u> 119 Main Street East, Hamilton, ON L8N 3Z3 E-mail : info@housinghelpcentre.ca</p>
<p>CityHousing Hamilton</p>	<p>CityHousing Hamilton is the Housing Corporation owned and operated by the City of Hamilton</p>	<p><u>http://www.cityhousinghamilton.com/default.aspx?page=home&tab=1&menu=1</u></p>
<p>YMCA/YWCA</p>	<p>YMCA: Residence for men that has 174 single rooms, communal washrooms, laundry room. Cafe on site. Overnight Security. Full Rental</p>	<p>YMCA 905-529-7102</p>

	<p>Payment due upon arrival.</p> <p>YWCA: A 65-bed residence for temporary housing up to 11 months for women at risk or struggling, provides case management support, goal planning, skills building, employment support, supportive counselling and crisis intervention</p>	<p><u>Location:</u> 79 James St S, Hamilton, ON., L8P 2Z1 https://www.ywcahbb.ca/Home YWCA 905-522-9922 ext. 114</p> <p>Location: 75 MacNab St S, Hamilton, ON., L8P 3C1 www.ywcahamilton.org</p>
<p>Homes for Special Care</p>	<p>The Homes for Special Care Program provides housing, meals and assistance with daily living for adults with a serious mental illness. Homes for special care are funded and licensed annually by the Ministry of Health and Long-Term Care, according to the Homes for Special Care Act. This is a province-wide program and homes range in size from 1 – 47 beds.</p>	<p>For information on how to access this program go to the ConnexOntario website.</p> <p>http://www.health.gov.on.ca/en/pro/programs/hsc/ https://www.stjoes.ca/health-services/mental-health-addiction-services/mental-health-services/schizophrenia-community-integration-service-scis-/homes-for-special-care-hsc-</p> <p><u>Phone:</u> 905-522-1155 Ext.36624 https://indwell.ca</p>
<p>Indwell</p> <ul style="list-style-type: none"> ○ Wentworth Program: group home and supported studio apartments ○ Strathern Suites: semi-independent living ○ Dr. John M. Perkins Centre – studio apartments and community centre ○ Hamilton Apartment Programs: Caroline Apartments, Prinzen Flats, Rudy Hulst Commons ○ Parkdale Landing: semi-independent living units 	<p>Indwell is a Christian charity that creates affordable housing communities that support people seeking health, wellness and belonging. It exists to provide hope and homes for all. Indwell engages with diverse communities: we actively identify and remove barriers that prevent people from accessing and participating in our services.</p>	<p>Location: 1430 Main St E Hamilton, ON L8K 1C3 Phone: 1-866-529-0454 (Toll-Free) 905-529-0454 (Telephone) 905-529-0355 (Fax)</p>
<p>ARE YOU BEING EVICTED?</p>		
<p>Housing Help Centre</p>	<p>Housing Help Centre offers rental listings, housing connect, eviction support, financial assistance programs, utility support programs and landlord support for everybody.</p>	<p><u>Phone:</u> 905-526-8100</p> <p><u>Location:</u> 119 Main Street East, Hamilton, ON L8N 3Z3</p> <p><u>E-mail :</u> info@housinghelpcentre.ca</p>

<p>Hamilton Community Legal Clinic</p>	<p>Hamilton Community Legal Clinic is a community based not-for-profit agency whose diverse team of caring professionals and volunteers provides legal services to low-income individuals and communities to promote access to justice and to improve quality of life.</p>	<p><u>Phone:</u> 905-527-4572 <u>Location:</u> 100 Main St E, Suite 203 (2nd Floor), Hamilton, ON L8N 3W4 https://www.hamiltonjustice.ca/index2</p>
<p>Housing Emergency Loan (HELP)</p>	<p>H.E.L.P. is a financial stability program that helps low-income individuals maintain affordable housing. H.E.L.P. works in conjunction with other financial subsidy and support services for low-income families</p>	<p><u>Phone:</u> (905) 526-8100 <u>Fax:</u> (905) 528-1448 E-Mail: info@housinghelpcentre.ca</p>
<p>Ontario Rental Housing Tribunal, Landlord Tenant Board (LTB)</p>	<p>LTB can help you resolve disputes between landlords and tenants through mediation or adjudication; resolve eviction applications from co-ops, and provide information to landlords and tenants about their rights and responsibilities under the RTA</p>	<p>1-888-332-3234 (Toll-Free) 416-645-8080 (Telephone)</p>



Food Banks

RESOURCE/WHAT IS IT?	WHO CAN APPLY?	HOW TO JOIN OR GET IN CONTACT?
Salvation Army	The Salvation Army is there to help with emergency food assistance.	Identification, proof of income and address for all household members are presented on your first visit and yearly thereafter. <u>Phone:</u> 905-540-1888 <u>Location:</u> 80 Bay St. North
Good Shepherd	The Good Shepherd Venture Centre Marketplace is the distribution point for 95% of our donated items and processes more than 450,000 kilograms of food per year.	Open Monday, Tuesday, Wednesday, Thursday and Friday: 9:00 – 4:30 The Good Shepherd Venture Center has introduced a pre-registration process to replace the current first-come, first-served process that eliminates the need for members to line up or wait to shop. <u>Phone:</u> 905-528-9109 <u>Location:</u> 155 Cannon St. E Appointments are available Monday to Friday at one of the following times: 9 a.m., 10 a.m., 11 a.m., 1 p.m. and 2 p.m. Up to 25 members will be booked in each time slot. Appointments can be made in person or by telephone. <u>https://www.goodshepherdcentres.ca/pages/venturecentreregistration</u>
St. Matthew's House	St. Matthew's House is a place of hope that supports people in need. Their food security program helps people meet their basic daily needs in tackling hunger.	If this is your first time visiting the food bank, you'll need to bring: 2 pieces of I.D. for the head of household; 1 piece of I.D. for all other family members; Proof of income and Proof of address <u>Barton Street Food Bank:</u> 414 Barton St. E – Monday-Friday (9 AM – 3:00 PM) <u>Phone:</u> 905-523-5546 <u>Roxborough Centre Food Bank:</u> 785 Britannia Avenue – Monday & Thursday (9 AM – 12:00 PM) <u>Phone:</u> 905-545-0565
Mission services	Good Food Centre provides emergency access to food and hygiene supplies for 3-4 days in a community-based setting while working to improve skills related to healthy eating.	You will need to bring ID for all family members (photo ID for adults), proof of address, rent or mortgage statement & copies of utility statements (if applicable) <u>Location:</u>

		196 Wentworth St. N – Monday to Friday (9:30 am – 12:30 pm) Phone: 905-528-4212 ext. 1101
Welcome Inn Community Centre	The Emergency Food Bank was established to address the growing number of families experiencing hunger. Each month 400 households come to the Welcome Inn Community Centre and receive a three-day supply of food and personal hygiene items.	You will need to bring ID for each member of the household, proof of address. The Welcome Inn food bank can be accessed once per household every 30 days <u>Location:</u> 40 Wood St. East - Monday, Wednesday, Thursday (11:30 am – 2:00 pm) <u>Phone:</u> 905-525-5824
Neighbour to Neighbour	Neighbour to Neighbour offers emergency food support in our food bank to 1,200 families (3,500 individuals) per month by providing 5 -7 days of essential food – fruits and vegetables, meat, dairy, bread and vital non-perishable items.	You will need to bring ID for all household members, proof of address and proof of income <u>Location:</u> 28 Athens St., Hamilton, ON., L9C 3K8 Monday to Wednesday: 9:30am – 3:30pm; Thursday: 12:30pm – 7:30pm Friday: <i>Closed</i> <u>Phone:</u> 905-547-1334

Looking for a Meal?

RESOURCE	WHAT IS IT?	HOW TO JOIN OR GET IN CONTACT?
Good Shepherd Centres	A hot meal program for anyone in need. <u>Who can access this service:</u> Families and individuals in need, who are on a low income.	<u>Location:</u> 135 Mary St., Hamilton, ON., L8N 3R1 <u>Hours:</u> Mon. – Sat.: 3:30-4:45 <u>Phone:</u> 905-528-9109 https://www.goodshepherdcentres.ca/emergency-shelter-hot-meals-trusteeship
Olive Branch	Provides meals and personal items to individuals in physical and spiritual need. Personal items include soap, toothpaste, toothbrushes, combs, sleeping bags, blankets, and clothes, offered based on availability. <u>Who can access this service:</u> Open to all	<u>Location:</u> 195 Rebecca St., Hamilton, ON., L8R 1C2 <u>Hours:</u> Wed. – Sat.: 10 :00-2:00 & Sun.: 10-3 <u>Phone:</u> 905-522-7482 http://theolivebranchhamilton.com
Salvation Army	Salvation Army community meal programs provide nutritious free meals in a caring manner that dignifies and respects the individual. These meals often act as a gateway to access other Salvation Army services. Guests may be newcomers who don't know anyone, the unemployed or underemployed, the lonely, addicted, mentally ill, and/or physically disabled. Everybody is welcome to eat in a safe and friendly atmosphere.	<u>Location:</u> 94 York Blvd, Hamilton, ON, L8R 1R6 <u>Hours:</u> Mon-Sun 24 hours <u>Phone:</u> 905-527-1444 www.SalvationArmy.ca

Wesley Centre	<p><u>Who can access this service:</u> Age 18 years and older; Homeless men</p> <p>Offers programs supporting marginally housed, homeless, street-involved, disconnected, and at-risk men and women.</p> <p><u>Who can access this service:</u> Age 22 years and older; At-risk and vulnerable individuals</p>	<p><u>Location:</u> 195 Ferguson Ave N, L8L 8J1</p> <p><u>Hours:</u> Mon-Sat 8:30 am-1:30 pm *Sun 1 pm-6 pm</p> <p>Phone: 905-528-5640</p> <p>wesley.ca/housing/wesley-day-centre/</p>
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Need Free/Cheap Clothes

RESOURCE	WHAT IS IT?	HOW TO JOIN OR GET IN CONTACT?
Talize	Talize is a proudly Canadian owned and operated national for-profit retailer offering quality resale apparel and housewares at an unbeatable price.	<u>Location:</u> 400 Upper James St., L9B 1K3 <u>Phone:</u> (905) 318-2376
Eva Rothwell Resource Centre	The Clothing Room is available to anyone in need, and currently, 450 people visit the room every month. Each adult visitor is provided with one bag per day they can fill with items.	<u>Location:</u> 460 Wentworth St N, Hamilton, ON L8L 5W8 <u>Phone:</u> 905-526-1558
Good Shepherd Centres	The Emergency Clothing Program provides cost-free help for families and individuals in need.	<u>Location:</u> 155 Cannon St E, Hamilton, ON L8L 2A6 <u>Phone:</u> 905-528-9109
Salvation Army Thrift Stores	The Salvation Army has various thrifts stores where individuals can buy clothing at a discounted price. The goal is both to generate funds to help The Salvation Army achieve its mission and to positively influence the communities in which they operate.	Various locations, call for address 905-521-1660 <u>Locations:</u> 879 Upper James St, Hamilton, ON L9C 3A3 59 King St E, Hamilton, ON L8N 1A5 18-64 Hamilton St N, Waterdown, ON L8B 0E6 2500 Barton St E, Hamilton, ON L8E 4A2
Goodwill	Goodwill has various thrifts stores where individuals can buy clothing at a discounted price.	Various locations, call for address <u>Phone:</u> 905-526-8482 <u>Locations:</u> 1050 Upper Gage Ave, Hamilton, ON L8V 5B7 25 King William St, Hamilton, ON L8R 1B1
Value Village	Value Village has several thrifts stores where individuals can buy clothing at a discounted price	Various locations, call for address <u>Phone:</u> 905-318-0409 <u>Locations:</u> 50 Horseshoe Crescent, Waterdown, ON L0R 2H2 530 Fennell Ave E, Hamilton, ON L8V 1S9



Government Offices/Income Services

RESOURCE/WHAT IS IT?	HOW TO GET IN CONTACT?
<p>Ontario Disability Support Program (ODSP)</p>	<p><u>Location:</u> 119 King St W, Hamilton, ON L8P 4Y7 <u>Phone:</u> 905-521-7280</p>
<p>Ontario Works</p>	<p><u>Locations:</u></p> <p>Central Office: 250 Main St E, Hamilton, ON L8N 1H6 East End Office: 2255 Barton Street East, Unit 3 & 4, Hamilton, ON L8H 7T4 Mountain Office: 1550 Upper James St Unit 14A, Hamilton, ON L9B 2L6</p> <p><u>Phone:</u> 905-546-4800 https://www.hamilton.ca/social-services/ontario-works</p>
<p>Service Canada (Employment Insurance, Old Age Security, Canada Pension Plan, etc.)</p>	<p><u>Locations:</u></p> <p>1550 Upper James Street, Floor 1, Hamilton, Ontario 2255 Barton Street East (at Nash Road), Hamilton, Ontario <u>Phone:</u> 1-800-277-9914 OR 1-800-206-7218</p> <p><u>Location:</u> 210 Napier St., Hamilton, ON., L8R 1S7 <u>Phone:</u> 905-527-7479</p> <p>http://www.housinghelpcentre.ca/HELP-emergency-loans.html</p>
<p>Workplace Safety and Insurance Board (WSIB)</p>	<p><u>Location:</u> 120 King St W, Hamilton, ON L8P 4V2 <u>Phone:</u> 905-521-4419 1-800-387-0750 http://www.wsib.on.ca/WSIBPortal/faces/WSIBHomePage</p>
<p>Service Ontario</p>	<p><u>Location:</u> 50 Dundurn St S Unit 10, Hamilton, ON L8P 4W3 <u>Phone:</u> 905-577-4100 <u>Location:</u> 119 King Street West, 4th Floor, Hamilton, ON L8P 4Y7 <u>Phone:</u> 1-800-267-8097 <u>Location:</u> 17 King St E Unit 101, Dundas, ON L9H 1B7 <u>Phone:</u> 905-627-0667 <u>Location:</u> 1400 Upper James St #11, Hamilton, ON L9B 1K3 <u>Phone:</u> 1-800-267-8097 <u>Location:</u> 1439 Upper Ottawa Street, Units 14-15, Hamilton, ON L8W 3J6 <u>Phone:</u> 905-387-2800 <u>Location:</u> 163 Centennial Pkwy N, Hamilton, ON L8E 1H8 <u>Phone:</u> 1-800-267-8097 <u>Location:</u> 245 Dundas St E #7, Waterdown, ON L8B 0E9 <u>Phone:</u> 905-690-1000</p>
<p>LOST YOUR ID?</p>	
<p>Hamilton Urban Core Community Health Centre</p>	<p><u>Location:</u> 71 Rebecca St, Hamilton, ON L8R 1J1</p>

	<p><u>Phone:</u> 905-522-3233 http://www.hucchc.com</p>
<p>OHIP Office</p>	<p><u>Location:</u> 119 King Street West, 10th Floor, Hamilton, ON L8P 4Y7</p> <p><u>Phone:</u> 905-521-7547</p>
<p>SIN Card: Service Canada</p>	<p><u>Phone:</u> 1-800-206-7218</p> <p>See locations in the table above</p>
<p>Birth Certificate: Registrar General</p>	<p><u>Phone:</u> 1-800-461-2156</p> <p>https://www.orgforms.gov.on.ca/IBR/scr03b_ContactUs.html</p>



Employment Services

RESOURCE	WHAT IS IT?	HOW TO JOIN OR GET IN CONTACT?
Community Living Hamilton: Employment Access	Community Living Hamilton offers a wide range of programs and services that appeal to every age – kids to seniors – and different levels of support. Their goal is to ensure the availability of services that are most meaningful to their clients, and to provide choices that support the needs of all individuals with developmental disabilities.	<p><u>Phone:</u> 905-526-9339</p> <p><u>Location:</u> 191 York Blvd, Hamilton, ON L8R 1Y6 https://communitylivinghamilton.com/services/</p>
Goodwill: The Amity Group	Goodwill: The Amity Group is a social enterprise that has helped people in Hamilton-Halton since 1935 overcome employment barriers and obtain work. These initiatives cumulatively help increase their dignity and independence within the community, and thereby find solutions for local employers.	<p><u>Phone:</u> 905-526-8482 ext. 245</p> <p><u>Location:</u> 225 King William St, Hamilton, ON L8R 1B1 http://www.goodwillonline.ca</p>
Marty Karl Employment and Training Services		
Ontario March of Dimes	Every year, March of Dimes Employment Services helps hundreds of people with disabilities achieve greater independence by providing job training and finding them employment.	<p><u>Location:</u> 1550 Upper James St Suite 302, Hamilton, ON L9B 2L6 <u>Phone:</u> 905-522-2253</p> <p>https://www.marchofdimes.ca/EN/programs/employment/Pages/default.aspx</p>
Path Employment Services	PATH is a non-profit agency that has been helping people with any kind of disability get and keep jobs since 1972.	<p><u>Phone:</u> 905-528-6611</p> <p><u>Location:</u> 31 King St E, Hamilton, ON L8N 1A1 https://www.pathemployment.com</p>
St. Joseph's Health, Vocational Counselling	Talk to your MRC about being connected with a vocational counsellor.	<p>905-522-1155, ext. 36618</p>



Legal Services

RESOURCE	WHAT IS IT?	HOW TO JOIN OR GET IN CONTACT?
Legal Aid	Legal Aid Ontario has a statutory mandate to promote access to justice throughout Ontario for low-income individuals and to ensure that healthy communities include responsive and meaningful legal aid services and improved access to justice.	<p><u>Phone:</u> 905-528-0134</p> <p><u>Location:</u> 10 King St W, Hamilton, ON L8P 4S6 http://www.legalaid.on.ca/en/</p>
Hamilton Community Clinic	A non-profit community legal clinic serving low-income residents of Hamilton. In addition to providing 'traditional' poverty law services including legal advice and referrals and legal representation, the clinic is involved in public legal education, community development and law reform.	<p><u>Phone:</u> 905-527-4572</p> <p><u>Location:</u> 100 Main St E Suite 203, Hamilton, ON L8N 3W4 https://www.hamiltonjustice.ca</p>
John Howard Society	John Howard Society offers several programs to help individuals navigate the legal system. Programs offered include Direct Accountability, Federal Adult Diversion Program, Bail Verification and Supervision Program, Extrajudicial Measures Programs, Hamilton Youth Drug Diversion Program, etc.	<p>To find out more about these programs, visit their website: https://johnhoward.on.ca</p> <p><u>Phone:</u> 905-522-4446</p> <p><u>Location:</u> 654 Barton St E, Hamilton, ON L8L 3A2</p>
Elizabeth Fry Society	Elizabeth Fry Society offers legal aid for women. The Corrections Program includes court support, release planning and taking control and making healthy choices.	<p><u>Location:</u> 987 King St E #203, Hamilton, ON L8M 1C6</p> <p><u>Phone:</u> 905-527-3097</p> <p>https://www.efrysouthernontarioregion.org</p>
Ontario Ombudsman	The Ombudsman resolves and investigates more than 20,000 public complaints every year about Ontario government organizations and municipalities, universities and school boards.	<p><u>Phone:</u> 1-800-263-1830</p>
Mental Health Rights Coalition	Mental Health Rights Coalition is dedicated to enhancing the participation and voice of consumers in the mental health system. They are an organization run by and for people with lived experience of mental health and/or addiction issues.	<p><u>Location:</u> 100 Main St E #103, Hamilton, ON L8N 3W4</p> <p><u>Phone:</u> 905-545-2525</p>
Justice and Mental Health (JAMH) (Offered through the Schizophrenia Society of Ontario)	For families needing support when a loved one living with mental illness comes into contact with the law, our helpline is available to help connect you with options.	<p>Please contact us at 1-855-449-9949 or email: asktheexpert@schizophrenia.on.ca</p>



Peer Support/Caregiver Resources

RESOURCE	WHAT IS IT?	HOW TO JOIN OR GET IN CONTACT?
Youth Wellness Centre	Youth Wellness Centre is a safe, accessible environment for young people aged 17 to 25 to receive expert mental health and substance use care by self-referral.	<p><u>Location:</u> St. Joseph's Healthcare Hamilton's Youth Wellness Centre 2nd Floor, 38 James Street South, Hamilton, ON L8P 4W6 <u>Phone:</u> 905-522-1155 EXT. 31725 <u>Email:</u> YWCintake@stjoes.ca</p> <p>https://www.stjoes.ca/hospital-services/mental-health-addiction-services/mental-health-services/youth-wellness-centre</p>
Contact Hamilton	Contact Hamilton offers several resources for children and youth with disabilities (emotional, behavioural, or development) and their families. Services can range from respite services to family networks.	<p><u>Location:</u> 140 King St E #4, Hamilton, ON L8N 1B2 <u>Phone:</u> 905-570-8888 http://contacthamilton.com/main/</p> <p>To join, visit smartrecovery.org</p> <p><u>Location:</u> 47 Ottawa Street South, Hamilton</p>
SMART Recovery Group	SMART Recovery Family & Friends helps those who are affected by the substance abuse, drug abuse, alcohol abuse, or other addictions of a loved one.	<p>To join, visit smartrecovery.org</p> <p><u>Location:</u> 47 Ottawa Street South, Hamilton</p>
Strengthening Families Together (Offered through the Schizophrenia Society of Ontario)	<p>Strengthening Families Together (SFT) is a four-week education and support group for family members and friends of people living with serious mental illness. Each 4-week session is \$50.00/person.</p> <p>Topics presented in group sessions include information about schizophrenia and psychosis; treatment options; coping as a family; mental health system and criminal justice system; and advocacy.</p>	<p>Check schizophrenia.on.ca (under regional event) or contact Sharon for date</p> <p>To join: Sharon Smikle at 905-523-7413</p> <p><u>Location:</u> Access Community Church 140 Hunter Street East, Hamilton</p> <p>https://www.schizophrenia.on.ca/Get-Help/Services/Families</p>
IDEAS -Family Support Offered through the Schizophrenia Society of Ontario)	IDEAS Family Support Group is an evening of supportive conversation with presentations from guest speakers, held in a welcoming space. Topics focus on psychoeducation, system navigation, tools for supporting loved ones, and self-care.	<p>Visit https://www.schizophrenia.on.ca/News-Events/Events to find out more about event details.</p>
Ontario Caregivers Coalition	A number of different organizations, groups, and websites exist in Ontario that can provide support and resources for family caregivers: <ul style="list-style-type: none"> • Dial 2-1-1: Ontario has a central community information line 	<p>http://www.ontariocaregivercoalition.ca/caregiver-resources.html</p>

	<p>that can provide you with a wealth of information about resources in your community.</p> <ul style="list-style-type: none"> • <u>Ontario Community Support Association</u>: CSA is the voice of home and community support, representing hundreds of agencies, 25,000 staff, and 100,000 volunteers across Ontario. • <u>The Caregiver Exchange</u>: if you're caring for a family member or friend who is facing the challenges of age, disability, illness, or injury, CaregiverExchange.ca can connect you with a wide range of information, services, and supports. • And many, many more! Visit http://www.ontariocaregivercoalition.ca/caregiver-resources.html 	<p>Caregiver Exchange: https://www.caregiverexchange.ca Ontario Community Support Association: http://www.ocsa.on.ca</p>
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COUNSELLING SERVICES

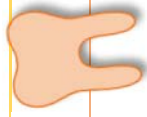
<p>Bereaved Families of Ontario</p>	<p>Bereaved Families of Ontario-South Central Region is a non-profit organization whose purpose is to provide well-organized and professionally supervised self-help/mutual support programs for bereaved families who have lost a member through death</p>	<p><u>Location</u>: 300 Fennell Ave E #2B, Hamilton, ON L9A 1T2 <u>Phone</u>: 905-318-0070 https://www.bfoscr.com</p>
<p>Catholic Family Services (CFS):</p> <ul style="list-style-type: none"> • Walk-in Counselling Clinic • Services for Seniors • Credit Counselling 	<ul style="list-style-type: none"> • The Walk-In Counselling Clinic provides drop-in support for immediate issues and runs on a first-come, first served basis. Each counselling session costs \$100 (Subsidies are available). • Credit Counselling: Will help you examine your financial situation, discuss possible debt repayment options and help you create a plan of action • Services for Seniors: Intensive Case Management for Seniors at Risk; Intensive Case Management for Seniors Living with Dementia; Support for socially isolation seniors by our senior peers' volunteers 	<p><u>Location</u>: 460 Main St E #401, Hamilton, ON L8N 1K1 <u>Phone</u>: 905-527-3823 https://www.cfshw.com</p>
<p>Friends in Grief</p>	<p>Friends in Grief, a service of Bay Gardens Funeral Home, provides opportunities for the bereaved to share their experiences of loss due to death and receive support, understanding, and compassion.</p>	<p><u>Location</u>: 947 Rymal Rd E, Hamilton, ON L8W 3M2 <u>Phone</u>: 905-318-0059</p>

Resources at St. Joseph's Healthcare

RESOURCE	WHAT IS IT? HOW TO JOIN OR GET IN CONTACT?
St. Joseph's Family Support (West 5th Campus)	<ul style="list-style-type: none"> • <u>Patient and family collaborative support services</u>: 905-522-1155 EXT. 39559 • <u>Family liaison</u>: 905-522-1155 EXT.25599 • <u>Family Resource Centre</u>: 905-522-1155 EXT. 39075
St. Joseph's Resource Centre Family Resource Centre	<ul style="list-style-type: none"> • <u>Location</u>: St. Joseph's West 5th Campus: Level 2, Library • For more information, including hours of operation: www.stjoes.ca/hospital-services/mental-health-addiction-services/mental-health-and-wellness-resource -centre • <u>Phone</u>: 905-522-1155 EXT. 35406
St. Joseph's Support Groups and Programs	<p>The following programs are held at West 5th Campus, unless stated otherwise</p> <p>Location: Level 2, Room B206 (inside the library)</p> <ul style="list-style-type: none"> • Family Peer Support Group (3rd Wednesday of every month, 5:30-7:00 PM) • An open, peer-facilitated group for those supporting a loved one with a mental health and/or addiction issue. • <u>Phone</u>: For information: 905-522-1155 EXT. 35599 • https://www.stjoes.ca/patients-visitors/patient-community-engagement/patient-and-family-collaborative-support-services/peer-support-groups
Family Education Program for Schizophrenia (by referral only; referral form available on the website)	<ul style="list-style-type: none"> • 12-week programs focused on education about schizophrenia, as well as support for families • Referral form: Stjoes.ca/health-services/mental-health-addiction-services/mental-health-services/schizophrenia-community-integration-services-scis-/fep-referral-form-feb-2018.doc • <u>For information</u>: 905-522-1155 EXT.39559

Learning the Ropes (referral only)

- A group for seniors living with mild cognitive impairment. Psychoeducation and support strategies.
- Family/support individuals welcome to attend with their group member.
- For referral: 905-522-1155 EXT.36371



Dental and Medical Resources

RESOURCE	WHAT IS IT?	HOW TO JOIN OR GET IN CONTACT?
Healthcare Connect	Health Care Connect refers Ontarians who don't have a physician to a family healthcare provider who may be accepting new patients.	To register: ontario.ca/healthcareconnect Hamilton Niagara Haldimand Brant: 1-800-810-0000
Mobile Dental Hygiene	Provide dental assessments, oral cancer screening, customized scaling, polishing, desensitization, oral hygiene care, and cavity prevention sealants.	Phone: (905)-518-9475 Email: healthysmile76@gmail.com
Dental Health Bus	Mobile emergency dental services for residents of Hamilton who have a low income and do not have dental insurance, services include x-rays, dental fillings, uncomplicated tooth extractions, and antibiotics for dental infections	Phone: 905-546-2424 ext. 3789 https://www.hamilton.ca/public-health/clinics-services/dental-health-bus
Diabetes Program	The St. Joseph's Healthcare Hamilton Centre for Diabetes Care and Education provides assessment, education, treatment and support for people with diabetes, pre-diabetes, and people that are at risk of developing Type 2 diabetes. Our goal is to provide tools and techniques to manage diabetes and live a healthy lifestyle.	West 5th Campus (100 West 5th Street Hamilton, ON., L9C 0E3) Phone: 905-522-1155 ext. 32045 www.stjoes.ca/diabetesprogram
WALK-IN CLINICS/HEALTH CENTRES		
Dundurn Medical Centre	<u>Location:</u> 50 Dundurn Street South, Hamilton, ON., L8P 4W3	<u>Phone:</u> 905-529-4040
Mountain Medical Walk-In Clinic	<u>Location:</u> 800 Upper Wentworth Street, Hamilton, ON., L9H 5H2	<u>Phone:</u> 905-575-0808
Locke Street Medical Walk-In Clinic	<u>Location:</u> 206 Locke Street South, Hamilton, ON., L8P 4B4	<u>Phone:</u> 905-570-0440

Queenston Walk-In Clinic	<u>Location:</u> 631 Queenston Road, Hamilton, ON, L8K 6R5	<u>Phone:</u> 905-578-9255
Physicians' Replacement Group (PRG)	PRG does same-day appointments so you need to call for an appointment time.	<u>Phone:</u> 905-385-6777
Stoney Creek Medical Walk-in Clinic	<u>Location:</u> 836 Upper James St., Hamilton, ON., L9C 3A4	<u>Phone:</u> 905-561-9255
John Street Medical Walk-in Clinic	<u>Location:</u> 225 John St. S., Hamilton, ON., L8N 2C7	<u>Phone:</u> 905-529-9779
East Hamilton Medical Walk-In Clinic	<u>Location:</u> 800 Queenston Road, Stoney Creek, ON L8G 1A7	<u>Phone:</u> 905-662-4141
Urban Core Community Health Centre	<u>Location:</u> 71 Rebecca St, Hamilton, ON L8R 1J1 <u>Phone:</u> 905-522-3233 http://www.hucchc.com	
De dwa da dehs nye>s Aboriginal Health Centre	<u>Location:</u> 678 Main St. E, Hamilton, ON., L8M 1K2	<u>Phone:</u> 905-544-4320
North Hamilton Community Health	<u>Location:</u> 438 Houston St. North, Hamilton, ON., L8; 4N5	<u>Phone:</u> 905-523-6611

GENERAL HEALTH CONCERNS

Call your family doctor

Telehealth Ontario	Speak with a Registered Nurse, 24 hours/7 days a week	1-866-797-0000
Healthcare Options	Walk-in clinics, after hour clinics, emergency rooms, family health care providers, family health teams and community health centres	1-866-330-6206 or dial 211

SEXUAL HEALTH SERVICES

Hamilton Public Health Services (Anonymous HIV Testing, Birth control counselling, free condoms,	<u>Phone:</u> 905-546-3750 OR 905-528-5984 <u>Locations:</u> East End (Stoney Creek) Clinic: 247 Centennial Pkwy N, Unit 8, Stoney Creek, ON <u>Phone:</u> 905-546-3750 Downtown Clinic: David Braley Health Science Centre, 100 Main St W, 3rd Fl, Hamilton, ON
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etc.)	<p>Phone: 905-528-5894</p> <p>Mountain Clinic: 891 Upper James St, Unit 106A, Hamilton, ON</p> <p>Phone: 905-546-3274</p> <p>Waterdown Clinic: 315 Dundas St E, 2nd Fl, Waterdown, ON</p> <p>Phone: 905-528-5894</p>
The AIDS Network	<p>The AIDS Network is an organization that offers services and education to people living in the communities of Hamilton, Halton, Haldimand, Norfolk, and Brant.</p> <p>Location: 140 King Street East Suite 101 Hamilton ON L8N 1B2</p> <p>Phone: 905-317-9966 OR 1-800-668-2347</p> <p>https://www.aidsnetwork.ca/hamilton</p>
Sexual Health Ontario	<p>For answers to your sexual health questions, information and assistance, chat with a sexual health expert.</p> <p>Phone: 905-528-5894 OR 1-800-668-2437</p> <p>https://sexualhealthontario.ca/en/chat</p>



Newcomer Services

EDUCATION/LANGUAGE

RESOURCE

WHAT IS IT?

HOW TO JOIN OR GET IN CONTACT?

St. Charles Adult Education Centres

St. Charles Adult & Continuing Education Centres aspire to instill confidence and self-esteem, enabling all learners to reach their full potential in a diverse and respectful environment.

Phone: 905-577-0555

Locations:

45 Young St, Hamilton, ON L8N 1V1
 770 Main St E, Hamilton, ON L8M 1L1
 150 E 5th St, Hamilton, ON L9A 2Z8
 60 Barlake Ave, Hamilton, ON L8E 1G7
<http://www.stcharles.ca>

Hamilton-Wentworth District School Board

HWDSB strives to meet the needs of adults in our community with high-quality and varied program options throughout our community.

Location: 20 Education Ct, Hamilton, ON L9A 0B9
 Phone: 905-527-5092

Circle of Friends

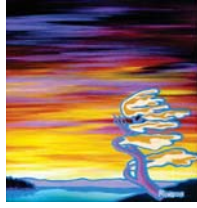
Circle of Friends for Newcomers (Hamilton) provides English classes for newcomers to Canada.

Location: 155 Queen St. N. Hamilton, Ontario
 Phone: 905-529-1840

<p>Mohawk College</p>	<p>Programs offered include:</p> <ul style="list-style-type: none"> • Language Instruction for Newcomers to Canada • Enhance Language Training (ELT) • Occupational Specific Language Training (OSLT) 	<p>Language Instruction for Newcomers to Canada: 905-575-1212 ext. 3199</p> <p>Enhance Language Training ELT: 905-575-1212 ext. 3199</p> <p>Occupational Specific Language Training OSLT: 905-575-1212 ext. 3805</p> <p>All other inquiries: 905-575-2440 OR 905-575-1212 ext. 4258</p>
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Additional Resources:

- o A good source for medication and general information on mental health issues: www.mentalhealth.com
- o The Schizophrenia Society of Canada: www.schizophrenia.ca
- o The Schizophrenia Society of Ontario: www.schizophrenia.on.ca
- o “Schizophrenia: A handbook for families”: <https://athealth.com/topics/schizophrenia-a-handbook-for-families-2/>
- o Schizophrenia (American): www.schizophrenia.com
- o Hamilton Program for Schizophrenia: <http://www.hpfs.on.ca>
- o Canadian Mental Health Association-Hamilton Branch
- o For health care services available in Hamilton, Niagara, Brant, Haldimand and Burlington: www.hnhbhealthline.ca
- o Public Health – Hamilton: <https://www.hamilton.ca/public-health/health-topics/mental-well-b>



**Family Support Manual
Feedback Form**

Please take some time to complete this feedback form. Your feedback is important to us, and will help us as we work on providing the best possible information and support to clients and their families. When you have completed this form, please tear it out of the book and hand it in at the front desk in the Schizophrenia Outpatient Clinic.

Please rate the Family Support Manual on the following characteristics, and consider your ratings when answering the questions below:

	POOR	SATISFACTORY	GOOD	EXCELLENT
Quality of information about the diagnosis and management of schizophrenia and related disorders				
Suggestions provided to support clients and their family, including coping strategies and recommendations for self-care				
Facilitating understanding of relevant medical and legal information related to mental illness				
Provision of adequate resources and support services, including information on how to access them				

What were some things that you liked or appreciated the most about the Family Support Manual?

What changes could be made, or additional information could be included in order to improve the Family Support Manual?

Additional comments (optional):

Thank you, we appreciate your input! ☺



Schizophrenia Outpatient Clinic
West 5th Campus
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