



1 844 437 3247
(HERE247)

Call anytime to access
Addictions, Mental Health
& Crisis Services

Waterloo-Wellington-Dufferin



Here 24/7 is your front door to the addictions, mental health and crisis services provided by 12 agencies across Waterloo – Wellington – Dufferin.








All you need to do is reach out to us. We do the intake, assessment, referral, crisis, waitlist and appointment booking work for these important programs.

It's our job to be your guide, figure out your needs and help you navigate the system. This leaves you free to focus on maintaining hope and pursuing recovery.

If you have any concerns, we hope you'll get in touch. We're **Here 24/7**.

www.here247.ca

WHAT THE ICONS MEAN:

| | |
|---|--|
|  | Adults (18+) |
|  | Children and Youth (0-18) |
|  | Addictions |
|  | Mental Health |
|  | Concurrent Disorders (i.e. Addictions and Mental Health) |
|  | Problem Gambling |
|  | Developmental Services |

If you are not sure what a person needs, please select this service




Information, Assessment and Referral

A M C G D

Provides an understanding of a person’s needs, recommendations on treatment options and connects people to available services and supports.


If someone is in crisis, please call 1-844-HERE-247 IMMEDIATELY! (437-3247)



Crisis Intervention

A M C G


Provides immediate response to people who are at risk of hurting themselves, or someone else by conducting thorough crisis and risk assessment, providing crisis intervention and connections treatment services and other supports.



Support Coordination

A M C


Provides people with a primary worker who figures out what they need, makes a resilience and recovery plan, offers support in the community, and makes connections to services and supports.



Peer/Self-Help

A M C


Provides a range of person/directed and person-driven initiatives, including self-help, peer support, drop-in centres and public and provider education about self-help.



Short-Term Crisis Support Beds

M C


Provides time-limited emergency housing with on-site care, including assessment, monitoring, care/treatment, symptom stabilization, and support to access community supports.



Court Support and Diversion

A M C

Provides support for people who have come in contact with the criminal justice system. Court Support provides people and their families with supports if they are required to be in court. Diversion provides people with alternatives to criminal sanctions, such as appropriate community based treatment and supports with the goal of minimizing future contact with the justice system.



Community Counselling and Treatment

A M C G D

Provides individual /group counselling and other treatment services to support people and their families/ significant others in building positive skills, reaching their goals, and improving their quality of life.

 You have been referred to these services



Support Within Housing

A M C

Provides supports for people to access and maintain housing, including access to housing units with up to 24-hour supports, rent supplements, hands-on assistance with daily living, advocacy and navigation of landlord/tenant issues.



Day/Evening Treatment

A M C

Provides structured, scheduled program of treatment activities (typically provided five days or evenings per week) to support people in building positive skills, reaching their goals, and improving their quality of life.



Assertive Community Treatment Team (ACTT)

M C

Provides people with treatment and support by a team of mental health professionals, including a Psychiatrist, specializing in assertive outreach, intensive supports and community treatment.



Eating Disorders

M C

Provides people and their families with a team of professionals who specialize in community-based eating disorders assessment and treatment.



Early Psychosis Intervention

M C

Provides specialized treatment and support services to people experiencing a first episode in psychosis, including support services to families/significant others.



Residential Treatment

A C

Provides a scheduled program of treatment activities while a person resides on-site to assist with developing and practicing skills to manage substance use and related problems. People also have 24 hour access to support.



Schedule a Call Back to Discuss Options

A Here 24/7 representative will call you back at the time requested below.

Call Back Date: / /
dd mm yyyy

Call Back Time: ☐ 8:30-10:00AM ☐ 10:00AM-12:00PM ☐ 12:00-2:00PM ☐ 2:00-4:30PM ☐ 4:00-6:00PM ☐ 6:00-8:00PM

Call backs are available seven days a week and can be made for as soon as the next day.

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A – Demographics of Person Seeking Service *(Attach label here if available)*

First Name: _____ Address: _____

Last Name: _____

Gender: _____ City: _____

DOB: _____
dd mm yyyy

Postal Code: _____

Phone: _____

Ok to leave message: ☐ Yes ☐ No

Preferred Language: ☐ EN ☐ FR ☐ Other (Specify): _____

REFERRAL FORM

Family Physician: _____ HC #: _____ Version Code: _____

Living Situation: ☐ Alone ☐ With Spouse/Family ☐ Supportive Housing ☐ Shelter ☐ Foster Home ☐ Residence

☐ Other (Specify): _____

Is person aware of referral?: ☐ Yes ☐ No

B – Guardian/Custody Status *(if applicable)*

Custody Status: ☐ Lives with both parents ☐ Joint Custody ☐ Sole Custody ☐ Lives Independently

☐ Other: _____

1. Guardian Name: _____ Phone: _____

2. Guardian Name: _____ Phone: _____

C – Alternate/Emergency Contact Person

Name: _____ Phone: _____

Relationship to Person: _____ Alt. Phone: _____

Address: _____

Conduct call back with: ☐ Person Seeking Service ☐ Guardian ☐ Alternate/Emergency Contact ☐ Referrer (see below)

D – Referrer Contact Information

Referrer Role: ☐ Family Physician ☐ Nurse Practitioner ☐ ER Physician ☐ Other (Specify): _____

Name: _____ Phone: _____

Organization: _____ Fax: _____

Follow-up with me via: ☐ Phone/Voice Mail ☐ Fax ☐ None

OHIP Billing #: _____

E – Reason for Referral

Reason for Referral: *(i.e. consultation, goals for assessment, treatment, etc.)*

Why are you referring the person now? *(i.e. current symptoms, presenting problems, history, etc.)*

Substance Use: (current substances, amount, frequency of use, etc.) Does the person want help with this issue? ☐ Yes ☐ No

F – Services Requested (copy from brochure)

If someone is in crisis, please call 1-844-HERE-247 (437-3247) IMMEDIATELY

- ☐ Information, Assessment and Referral
- ☐ Support Coordination
- ☐ Short-Term Crisis Support Beds
- ☐ Community Counselling and Treatment
- ☐ Peer/Self-Help
- ☐ Diversion and Court Support
- ☐ Support Within Housing
- ☐ Day/Evening Treatment
- ☐ Assertive Community Treatment Team
- ☐ Eating Disorders
- ☐ Early Psychosis
- ☐ Residential Treatment

Call Back Date and Time (Copy from brochure)

Date: Time: ☐ 8:30-10:00AM☐ 10:00AM-12:00PM☐ 12:00-2:00PM☐ 2:00-4:00PM☐ 4:00-6:00PM☐ 6:00-8:00PM

G – Risk Issues

| Risk Issue | Check | If yes, when? | Details |
|----------------------------|--|---------------|---------|
| Suicide Attempt/Ideation | <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| Deliberate Self-Harm | <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| Homicidal Threats/Ideation | <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| Violent Behaviour | <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| Legal Involvement | <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| Fire Setting | <input type="checkbox"/> Yes <input type="checkbox"/> No | | |

H – Medications (psychiatric and non-psychiatric – attach additional information if needed)

| Medications | Current | Past | Dose/Frequency | Response and Adverse Effects |
|-------------|--------------------------|--------------------------|----------------|------------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | | |
| | <input type="checkbox"/> | <input type="checkbox"/> | | |
| | <input type="checkbox"/> | <input type="checkbox"/> | | |
| | <input type="checkbox"/> | <input type="checkbox"/> | | |

I – Relevant History & Existing Supports

Past History of Mental Health and Addictions: (i.e. date of onset, diagnosis, treatments, admissions)

Relevant Medical or Developmental History: (i.e. disabilities, intellectual delay, autism, allergies, endocrine, neurological respiratory, cardiac, metabolic or other issues)

Other Supports Involved: (i.e. agencies, hospitals, treatment providers, community supports)

Completed by: _____ Signature: _____

(print name and credentials)

Date:

FAX TO: 1-844-HERE-FAX
(437-3329)

HERE 24/7 SERVICE PROVIDERS

All of our Here 24/7 partners are Addictions and Mental Health agencies. They are funded by the Waterloo Wellington Local Health Integration Network.



Canadian Mental
Health Association
Waterloo Wellington Dufferin

Association canadienne
pour la santé mentale
Waterloo Wellington Dufferin



Funding provided by





NOTICE FOR SERVICE PROVIDERS

This package provides professionals with a simple referral process to all services accessible through Here 24/7 including many services offered across the addictions and mental health system. When you fax this referral form, the Here 24/7 staff will contact the person needing support, and make every effort to match the services they need (and what you have recommended) with an appropriate service provider that delivers these services. We will also attend to their immediate and crisis needs if necessary, and let you know the outcome.

Brochure:

Discuss the requested services with the person while checking off the referred services. A representative from Here 24/7 will call the person directly to offer support and facilitate referrals to our service providers.

What Services are provided by Here 24/7:

- Community Service Information
- Screening/Intake
- Standardized Assessments
- Crisis Intervention
- Service Navigation/Coordination
- Immediate Referral to services provided by 12 partner agencies
- Brief Support/Intervention

Referral Form:

- Tear the referral form from the brochure
- Complete the referral form
- Fax this form to 1-844-HERE-FAX (437-3329)
- Here 24/7 will contact you when the referral has been received and advise you of the outcome
- To follow up, please contact us at 1-844-HERE-247 (1-844-437-3247)

www.here247.ca





How are Here 24/7 services provided?

When someone contacts Here 24/7, our staff will talk to the person about their needs, challenges and strengths. We will attend to immediate needs of the person (for example, if they are in crisis), and will conduct a comprehensive assessment with the individual. Short term needs will be explored, as well as long term service options. The person's needs will be matched with the service options available within the addictions and mental health service continuum, or a link will be provided to services and supports in the community. We will do our best to understand what the person needs, and to connect them to the appropriate services. We will have the ability to schedule appointments directly with 12 of our partner service providers for most services, so that the person does not need to call other providers and re-tell their

story. Here 24/7 staff are available 24 hours a day, seven days a week. We also offer drop-in service at five sites across Waterloo Wellington Dufferin with varying hours. See below for contact information.

About Our Staff

Here 24/7 staff are here to support you, and are trained to provide intake, crisis intervention, addictions/mental health assessments and brief support functions. It is our job to navigate the service system for you, based on what you need.

What Happens Next?

Your care provider has referred you Here 24/7. One of our staff will call you at the time you have requested to arrange a time to either talk over the phone or meet with you in person to discuss your needs and opportunities for support.

147 Delhi St.
Guelph, ON
N1E 4J3

67 King St. E.
Kitchener, ON
N2G 2K4

3-9 Wellington St.
Cambridge, ON
N1R 3Y4

234 St. Patrick St. E.
Fergus, ON
N1M 1M6

Waterloo, ON
site coming soon!

www.here247.ca

Notes:

Notice: Any and all personal information collected is kept strictly confidential and is only used for the purpose of referring you to the correct agency for which you are interested in receiving services, as noted on this brochure. You may withdraw your consent to share information, or find out more information about the status of your referral, by contacting Here 24/7 at 1-844-HERE-247 (1-844-437-3247).