

Access Line: 1 866 550 5205 press 2



Coast Niagara: 1 866 550 5205 press 1



Distress Line :



Welland/St Catharines/Niagara Falls: 905 688 3711

Pt Colborne/Wainfleet: 905 734 1212

Fort Erie and Area: 905 382 0689

Grimsby/West Lincoln: 905 563 6674

Prepared by the Consumer/Survivor

Initiative of Niagara

Revised Aug 2018

The Help Book



Adult Mental Health and Community Resources in St. Catharines

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For any other information please contact
info@informationniagara.com
or visit the website
www.informationniagara.com
call 905-682-6611; 905-356-4636; 1-800-263-3695

Notes

Advocacy



Consumer/Survivor Initiative of Niagara

A peer support group that offers education, advocacy and self-help groups for consumer/survivors of the mental health system. Self-help groups include depression/anxiety and anger management. These are offered at various times and locations and are free of cost. Please call the office for more information about the groups' schedules and general inquires.

Office Phone: 905-732-4498
Hours of Operation: Monday-Friday 8:30am-4:00pm
Address: 60 King St, Unit 103, Welland, ON L3B 6A4
Website: www.initiativeniagara.ca
Email: consumer.survivor@bellnet.ca
Contact: Judy Hoover



Gateway residence of Niagara Inc.

A community based organization that is a registered charity funded by the Ontario Ministry of Health and Long Term Care. Services include residential programs, community support programs, homeless initiative phase 2, and community treatment order programs.

Office Phone: 905-735-4445
Toll Free: 1-877-735-4445
Fax: (905)-735-7570
Hours of Operation: Monday-Friday 9:00am-4:00pm
Address: 178 King St, Unit A, Welland, ON L3B 3J5
Website: www.gatewayofniagara.ca
Email: info@gatewayofniagara.ca

Advocacy

Positive Living Niagara

We provide a continuum of innovative and proactive approaches to harm reduction, prevention and a person-centred focus on support and education for those at risk and affected by HIV, HCV and STBBI's. We create an adaptive community that accepts and supports those affected.

Phone: 905-984-8684

Toll-free: 1-800-773-9843

Fax: 905-988-1921

Email: info@positivelivingniagara.com

for services outside of Niagara call 1-800-668-2437

Address: 120 Queenston Street, St. Catharines, ON

Hours of Operation: Monday to Friday 9:00am – 5:00pm

Canadian Mental Health Association Niagara Branch

Committed to improving the quality of life for individuals experiencing mental and emotional issues who reside in the Niagara region.

Services include information and referral service, crisis intervention, short-term counseling, depression support group, separation/divorce support group, public education, advocacy and social action, depression in the workplace presentations, suicide intervention training and mental health court support. Referrals are accepted from anyone.

Office Phone: 905-641-5222

Hours of Operation: Monday-Friday 8:30am-4:00pm

Address: 36 Page St, St. Catharines, ON L2R 4A5

Website: www.cmhaniagara.ca

Email: info@cmhaniagara.ca



Women's Resources

Westview Centre for Women

Formerly **Survival₄ Women** and **Women₄Women** is open following the DSBN School Calendar (closed during all school holidays) A weekly drop in centre providing women from all walks of life a safe, welcoming and dignified environment.

On a weekly basis we offer coffee/snacks, clothing exchange, haircuts, community cupboard (selling dry goods in small portions at cost) and a hot lunch.



On a monthly basis we offer story time for the children, crafts, manicures and guest speakers. Our mandate is to offer a safe place where all women are treated with respect and dignity.

Address: 124 Queenston St, St. Catharines, ON L2R 2Z7

Phone: 905-687-4848

Hours of Operation: Tuesday – Thursday Drop in - 10:00am-4:00pm
Workshops and Program 1 -4pm

Utilities

Hydro

Canadian Niagara Power 905-937-7005

Gas Service

Enbridge Gas 1-877-362-7434

Cable Television Service

COGECO 1-800-267-9000

Roger's Cable T.V. 1 877 559-5202

Telephone Service Providers

Bell Canada 905-310-2355

Vonage 1-888-898-8647

Roger's Home Phone 1-855-381-7834

COGECO 1-800-267-9000

Criminal Pardons

Pardons Canada

A resource and Support Line for over 5,000 Organizations. If you have ever been charged with a criminal offense, whether you were convicted – or it was thrown out of court – you have a criminal record.

Criminal Records Removal and U.S. Entry Waivers

Toll Free Support Line: 1-877-929-6011

Website: www.pardons.org

Advocacy

Legal Aid Ontario/Justice Niagara

A program which provides financial assistance in the form of a Legal Aid Certificate to eligible applicants who need to retain a lawyer but cannot afford one. Certificates are provided on a pay-back, lien or free basis depending on eligibility. Offers half hour - 2hour legal advice. Does not do family law. Legal aid certificates, provides free of charge lawyers. Legal clinic offers certificate.

Justice Niagara Phone: 905-735-1559

Legal Aid Phone: 1-800-668-8258/ extension 0

Hours of Operation: Monday-Thursday 8:30am-12:00 (noon), 1:00pm-4:30pm; Friday 8:30am-12:00pm (noon)

Voice mail available until 4:30pm on weekdays

Justice Niagara Address: 15 Burgar St, Welland, Suite 100, ON, L3B 2S6

Legal Aid Address: Welland Courthouse Office, 102 East Main St. Court House Welland, ON L3B 3W6

Niagara North Community Legal Assistance: is a non-profit legal clinic which promotes access to justice for low-income members of the community.

Address: 8 Church St. 2nd Floor St Catharines ON

Phone: 9056-682-6635



Community Mental Health Programs

Consumer/Survivor Initiative of Niagara

A peer support group that offers education, advocacy and self-help groups for consumer/survivors of the mental health system. Self-help groups include depression/anxiety and anger management. These are offered at various times and locations and are free of cost. Please call the office for more information about the groups' schedules and general inquires.



Office Phone: 905-732-4498
Hours of Operation: Monday-Friday 8:30am-4:00pm
Address: 60 King St, Unit 103, Welland, ON L3B 6A4
Website: www.initiativeniagara.ca
Email: consumer.survivor@bellnet.ca
Contact: Judy Hoover

Canadian Mental Health Association Niagara Branch



Committed to improving the quality of life for individuals experiencing mental and emotional issues who reside in the Niagara region. Services include information and referral service, crisis intervention, short-term counseling, depression support group, separation/divorce support group, public education, advocacy and social action, depression in the workplace presentations, suicide intervention training and mental health court support. Referrals are accepted from anyone.

Office Phone: 905-641-5222
Hours of Operation: Monday-Friday 8:30am-4:00pm
Address: 36 Page St, St. Catharines, ON L2R 4A5
Website: www.cmhaniagara.ca
Email: info@cmhaniagara.ca

Transportation



City Transit

St. Catharines Transit

905-687-5555

Taxi Service

Central Taxi

905-685-7343

5-0 Taxi

905-685-5464

Useful Numbers

Positive Living Niagara

905-984-8684

Community Crisis Care

905-378-4647

ext. 43230/43231

Consumer/Survivor Initiative

905-732-4498

Distress Centre

905-688-3711

Emergency

911

Fire Department

908-684-4311

Niagara Regional Sexual Assault Centre

905-682-4584

Poison Control

1-800-268-9017

Police

905-688-4111

TeleHealth Ontario

1-866-797-0000

Gillian's Place (Formerly Women's Place)

905-684-8331

Public Health Department

905-688-3762

Alcoholics Anonymous

905-682-2140

Groceries

Duggan's Food Basic

Address: 275 Geneva St, St. Catharines
Phone: 905-937-6523

Rosa's o/a Italian Food & Meat Market

Address: 85 Garnet St, St. Catharines
Phone: 905-934-6930

Sobey's

Address: 400 Scott St, St. Catharines
Phone: 905-935-9974

Address: 43 Glendale Ave. St. Catharines
Phone | : 905-680-8563



Food Basics

Address: 149 Hartzel Rd, St. Catharines
Phone: 905-684-7439

Zehrs Food Plus

Address: 285 Geneva St, St. Catharines
Phone: 905-646-7671

OR

Address: 221 Glendale Ave, St. Catharines
Phone: 905-984-3420

Fresh Co.

Address: 286 Bunting Rd, St. Catharines
Phone: 905 687-9462

Address: 318 Ontario St. St. Catharines
Phone: 905-684-8597

Community Mental Health Programs

Positive Living Niagara

We provide innovative and proactive approaches to education, a harm-reduction model of prevention and a person-centered focus on support strategies for those affected by HIV. **StreetWorks** is a harm reduction program providing safer injection and inhalation supplies to individuals in the Niagara region. Harm reduction is an important aspect of the treatment continuum and aims to empower and respect a person's right to self-determination. StreetWorks staff works with individuals where they are at in their substance use and celebrates any positive change. If you think a person you are working with who is not or is pre-contemplative in their stage of change we can help them protect their health.

Phone: 905-984-8684

Toll-free: 1-800-773-9843

Fax: 905-988-1921

Email: info@positivelivingniagara.com

Address: 120 Queenston Street, St. Catharines, ON

For services outside of Niagara call: 1-800-668-2437

Hours of Operation: Monday to Friday 9:00am – 5:00pm



Niagara Life Centre

Provides counseling and support for men, women and children. Provides free pregnancy testing. Individual and family counseling, Biblical counseling, parenting programs.

Hours of Operation: 9:00am-4:30pm by appointment

Phone: 905-934-0021

Address: 237 Lakeshore Rd. St. Catharines, ON L2M 1R9

Community Mental Health Programs

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Website: www.initiativeniagara.ca
Email: consumer.survivor@bellnet.ca
Contact: Judy Hoover

Oak Centre



Oak Centre for people with serious and on-going mental health issues following the clubhouse approach. Oak Centre is committed to the belief that all people need to discover and reclaim the power to control their own destiny. Services include a continuum of employment opportunities including transitional employment (graduated step towards gainful employment), supported employment, and independent employment, career planning, accessing education, training and employment resources in the community and supports on-the-job or in training/academic programs.

Office Phone: 905-788-3010
Hours of Operation: Monday-Friday 8:30am-4:00pm
Address: 24 Dorothy St, Welland, ON L3B 3V7
Website: www.oakcentre.ca
Email: oakcentre@bellnet.ca
Contact: Ru Tauro

Food Banks and Meals

Salvation Army



The family services of the Salvation Army provides assistance with food, clothing, moving, storage, and in certain situations, furniture. Counseling is available. Christmas assistance and summer camp opportunities are available. Programs vary throughout the year. **Must provide proper identification for each member of the family, a rent receipt and proof of income for services**

Address: 184 Church St, St. Catharines, ON L2R 3E7
Phone: 905-684-7813
Website: www.salvationarmy.ca

Community Care St. Catharines



Distributes used clothing, small household articles and food to residence living below the poverty line as well as those in emergency situations with a demonstrated need. The St. Catharines office may provide limited assistance for dental/vision care, as well as operating the Food Bank and the Christmas Bureau. Life Skills training includes Savory Samples Program, Community Gardens, and Canning Program.

Hours of Operation: Monday-Friday 9:00am-4:30pm
Office Phone: 905-685-1349
Address: 12 North St, St. Catharines, ON L2M 1A1
Website: www.communitycaresstca.ca

Food Banks and Meals

St. Vincent DePaul Society

Contact can be made through any Roman Catholic Church. May provide food and/or clothing in emergency situations.

Phone: 905-684-2042

Address: 67 Queenston St. St Catharines

St. Thomas Aquinas Church

Address: 316 Queenston St. St. Catharines

Phone: 905-687-6971

St. Julia Church

Address: Glenridge Ave, St. Catharines

Phone: 905-684-5603



The Ozanam Centre

Address: 235 Church St, St. Catharines, ON L2R 3E8

Lunch is served: Monday-Friday 11:00am-12:45pm

St. George Anglican Church

Address: 83 Church St, St. Catharines

Phone: 905-682-9232

Transit: Church St and Academy St

Breakfast served: every day from 7:30am-8:30am

Start Me Up Niagara

Address: 71 Gale Crescent, St. Catharines

Phone: 905-984-5310

Weekend Meals: Saturday & Sunday 11:15am-1:00pm

Community Mental Health Programs

Lake House

Lake House is for people with serious and on-going mental health issues following the clubhouse approach. We are committed to the belief that all people need to discover and reclaim the power to control their own destiny.

Continuum of employment opportunities including Transitional Employment (graduated step towards gainful employment), Access to Supported Employment, and Independent Employment: career planning, accessing education, training and employment resources in the community * supports on-the-job or in-training/academic programs.

Phone: (905) 834-4300

Address: 168 Catharine St, Port Colborne, ON L3K 4K6

E-mail: lakehouse.oakcentre@bellnet.ca

Website: www.oakcentre.ca

Community Addiction Services of Niagara –

CASON (formerly NADAS)



Youth, adults and family members can access this program which is designed to help individuals and their relatives/significant others with alcohol, drug and gambling problems obtain effective treatment. Individual, family, spousal and couples counseling, conjoint counselling and family group counselling is also available for relatives/significant others. CASON also offers Day Treatment programs, please call the office for more information and locations.

Hours of Operation: Monday-Friday 8:30am -12:00pm (noon), 1:00pm-4:30pm

Phone: 905-684-1183 to schedule an appointment *call for information for Welland, Fort Erie, and Niagara Falls satellite offices*

Address: 60 James St, Suite 401, St. Catharines, ON L2R 7E7

Community Mental Health Programs

Niagara Regionals Men's and Women's Withdrawal Management Services

Alcohol/drug free environment for men seeking support while intoxicated, in withdrawal, or in a crisis as a result of alcohol or drug use. Free confidential service provided in a supportive, comfortable 18 bed program which is open 24/7. The centre provides crisis intervention, withdrawal management, rest, nutrition and hygiene restarts, assessments, supportive counselling and self-help groups, consultation, treatment referrals and discharge planning in a supportive, supervised setting for alcohol and drug issues.

Hours: 24/7

Men's Site:

Address: 10 Adams St., St. Catharines, Ontario
Phone: 905-682-7211

Women's Site:

Address: 6 Adams St., St. Catharines, Ontario
Phone: 905-687-9721

The Out and About Clinic

The Out and About Clinic, 4 Adams Street, St. Catharines, provides care to clients who have an opiate addiction with methadone or Suboxone replacement therapy. Multidisciplinary treatment is offered by a therapeutic team including a physician, nurse practitioner, and general and addiction-specific counselling staff. The nurse practitioner is available to provide primary medical care to those clients who do not have a family doctor. Access and referrals are available to all services of the NHS, including hepatitis care.

Hours: Tuesday 8:30am - 11:30am/ 1:00pm – 4:00pm
Thursday 12:00pm – 6:00pm

Address: 4 Adams St., St. Catharines, Ontario

Office Phone: 289-479-5090



Food Banks and Meals

Out of the Cold

Host churches in partnership with other community groups provide a hot meal, companionship. And overnight shelter to those in need. Doors open at 6:00pm every night from November 1st, to March 31st.

Locations: St. Catharines

Sunday: Westminster United Church
Address: 180 Queenston St, St. Catharines

Monday: Silver Spire, United Church
Address: 366 ST. Paul St, St. Catharines

Tuesday: Roman Catholic Cathedral of St. Catharines of Alexandria
Address: 67 Church St, St. Catharines

Wednesday: St. George's Anglican Church
Address: 83 Church St, ST. Catharines

Thursday: St. Alfred Roman Catholic Church
Address: 272 Vine St, St. Catharines

Friday: Knox Presbyterian Church
Address: 53 Church St, St. Catharines

Saturday: Queen Street Baptist Church
Address: 57 Queen St, ST. Catharines

Office and Drop-in Phone: 905-984-5310

Work Action Centre : 289-438-3939



Clothing

Value Village

Value Village is no ordinary thrift store. We're a place where people from all backgrounds love to shop for great selection, deals and treasures.

Address: 360 Ontario St, St. Catharines

Phone: 905-688-7764

Hours: Mon-Sat 9-9/Sun 10-7

The Clothing Depot

A volunteer organization that offers free clothing and footwear to individuals in need.

Donations can be brought to the church during Clothing Depot hours.



Hours of Operation: Tuesday & Thursday 1:00pm-3:00pm;

Wednesday & Friday 9:30am-11:00am

Address: Central Gospel Temple, 240 Scott St, St. Catharines

Phone: 905-937-5610

The Salvation Army

A non-profit agency that sells clothing and furniture at reasonable prices. We support work within the local community, and have a fitting room that is wheelchair accessible. Furniture must be in a resellable condition (no rips, stains, or broken springs). We will not accept any appliances or sofa beds, and will take small household appliances.

Hours of Operation: Monday-Friday 9:00am-9:00pm; Saturday 9:00am-6:00pm

Phone: 905-934-4599

Address: Scott-Vine Shopping Centre, 350 Scott St, St. Catharines

Community Mental Health Programs

Drug and Alcohol Helpline

The helpline provides callers with information and referrals for OHIP funded programs in their area. If you are looking for help with alcohol and drug addictions they can find it for you anywhere in the province of Ontario.

Phone: 1-800-565-8603

Dialectical Behavior Therapy – Borderline Personality Disorder

Dialectical Behavior Therapy (DBT) is a cognitive behavioral treatment that was originally developed to treat chronically suicidal individuals diagnosed with borderline personality disorder (BPD) and it is now recognized as the gold standard psychological treatment for this population. For ages 16 +

Referral Line: 905-688-2854/ ext. 7262

Hours: Mon – Fri. / 8:30am to 12:00pm

Niagara Region Anxiety Group for Anxiety, Fear, or Phobia

For people who have trouble facing activities of daily living due to anxiety, fear or phobia. Topics covered are why you respond to stress, symptoms of panic disorder, managing your fears, how substance use affects anxiety, relaxation techniques, how to change your thinking, effects of medication.

Referral line: 905-688-2854

Niagara Region “Hope Recovered” Group:

A skills-based group for men and women who have experienced or witnessed traumatic event(s), and have been diagnosed with post-traumatic stress disorder or are having trauma symptoms. The focus of the group is to educate, support, and provide information about trauma. Topics covered include grounding, self-care, cognitive behavioral therapy techniques, understanding trauma, managing symptoms.

Referral line: 905-688-2854

Community Mental Health Programs

Design a New Tomorrow

A community based program funded by the Ministry of Community, Family and Children's Services whose mission is to "Provide individual and group counseling to enable women to become non-victims of the physical or mental abuse". Participants in the Coalition to End Violence Against Women, which promotes and facilitates a coordinated community response to the abatement of violence against women. Offer public education, treatment, follow up and counseling. They also offer **Partner Assault Response Program**, a men's group geared towards men who have been abusive and are committed to change. Call for more information regarding locations throughout the regions.

Address: 60 James St, Suite 502, St. Catharines, ON L2R 7E7

Hours of Operation: Monday-Friday 8:30am-4:30pm or by appointment

Phone: 905-684-1223 ext. 23

Fax: 905-684-8067

Email: dfnt@bellnet.ca



Seniors Wellness Group – Anxiety, Depression, Wellness

Helping seniors 60+ increase knowledge related to anxiety and depression and appropriate coping skills and strategies for overall wellness. Topics covered include signs and symptoms of depression and anxiety treatment and medication of depression and anxiety, challenge negative thoughts, helping yourself through grief, importance of exercise, relaxation, leisure and health, and smart goal setting.

Phone: 905-688-2854

Connex Ontario

Addiction, Mental Health and Gambling Helpline 1-866-531-2600

Clothing

St. Vincent DePaul Society Thrift Shop

Sells used clothing, pots and pans, china, linens, and small appliances at reasonable prices.



St. Thomas Aquinas Church

Address: 316 Queenston St. St. Catharines

Phone: 905-687-6971

St. Denis Church

Address: 230 Lake St, St. Catharines

Phone: 905-685-5911

St. Julia Church

Address: 251 Glenridge Ave, St. Catharines

Phone: 905-684-5603

Goodwill

A retail store and training centre offering a great selection of clothing, house wares, household goods, furniture, appliances, and books at a good value.

Hours of Operation: Monday-Friday 9:00am-9:00pm; Saturday & Sunday 9:00am-5:00pm



Glendale Plaza

Address: 228 Glendale Ave, St. Catharines, ON L2T 3Y6

Phone: 905-688-9937

Hours of Operation: Monday-Friday 9:00am-9:00pm; Saturday & Sunday 9:00am-5:00pm

Lincoln Mall

Address: 495 Welland Ave, St. Catharines, ON L2M 5V9

Phone: 905-684-7741

Clinics

Quest Community Health Care

Quest Community Health Care is a non-profit organization that provides primary health care services to individuals experiencing social, economic and cultural barriers while promoting wellness, community and social justice.

Phone: 905-688-2558

Fax: 905-688-4678

Website: www.questchc.ca

Location: 145 Queenston St, Suite 100, St. Catharines, ON L2R 2Z9

Positive Living Niagara

Phone: 905-984-8684

Toll-free: 1-800-773-9843

for services outside of Niagara call 1-800-668-2437

Address: 120 Queenston Street, St. Catharines, ON

Minor Emerg Walk-In Clinic

Address: 9 Court St, St. Catharines

Phone: 905-682-5411

Montebello Medical Centre

Address: 118 Lake ST, St. Catharines

Phone: 905-685-6555

Community Physicians Clinic

Address: 22 Ontario St, St. Catharines

Phone: 905-984-3335

Pelham Walk-In Clinic

Address: 245 Pelham Rd, St. Catharines

Phone: 905-988-1933

Community Mental Health Programs

Family Counseling Centre

Provides a range of professional counseling and support programs to individuals, couples, families or groups who are experiencing personal, social or work problems. Services include: counseling and therapy, family violence and child witness protection programs (“For Me and My Mom” and “Side by Side”), employee assistance programs (EAP), adult protective services (APSW), Partner Assault Response (PAR), critical incident stress debriefing, walk-in counseling clinic, foster and kinship support services, family group conferencing, and Caring Dads.

OFFICE PHONE: 905-937-7731/ ext. 3345



Canadian Mental Health Association (Wellington St.)

Mental health counsellors are available to assist individuals (16+ years of age) in meeting immediate needs for problem solving, goal setting, and linking to appropriate community supports. Based on assessment of individual needs, follow-up services may include short-term brief solution focused counselling sessions, telephone counselling and support with bridging to longer-term resources.

Phone: 905-641-5222/ ext. 2231

Address: 15 Wellington Street, St. Catharines

Hours: Monday to Friday, 11:30 am – 7:00 pm



Crisis Services

Distress Centre

Provides a free, confidential, 24-Hour Distress Line, uses trained volunteers, assist callers to solve their own problems, information and referrals, intervene in life-threatening situations, extensive pre-service training programs for distress line, suicide prevention and intervention workshops and communication skills training.

Crisis Phone: 905-688-3711

Distress Line is 24/7

Website: www.distresscentreniagara.com



COAST (Crisis Outreach and Support Team)

Provides 24/7 crisis line services. Mental health professionals work as a team in partnership with police officers who are specially trained to work with individuals with mental health and addictions issues who are in crisis. Information is collected over the phone by a qualified health professional who can assist the individual in understanding care options that are available. If needed an outreach mobile team will assess the person experiencing the mental health crisis in their community. Ongoing telephone support and/or referral to appropriate follow-up services may be recommended.

Crisis Line (24/7): 1-866-550-5205; press 1

Pharmacies

Scott Street Neighborhood

Address: 532 Lake St, St. Catharines
Phone: 905-935-2273

Carleton Heights Pharmacy

Address: 595 Carlton St, St. Catharines
Phone: 905-934-2222

Martindale IDA Pharmacy

Address: 211 Martindale Rd, St. Catharines
Phone: 905-685-7117



Niagara Health Centre

Address: 180 Vine St, St. Catharines
Phone: 905-684-1181

Medical Pharmacy

Address: 318 Ontario St, St. Catharines
Phone: 905-682-9343

King Street Pharmacy

Address: 110 King St, St. Catharines
Phone: 905-988-1286

Pharmacies

Linwell Medical Pharmacy

Address: 282 Linwell Rd, St. Catharines
Phone: 905-938-0147

Shoppers Drug Mart

Address: 105 Lakeshore Rd, St. Catharines
Phone: 905-934-5545

Address: 286 Bunting RD, St. Catharines
Phone: 905-688-6733

Address: 125 Carleton St, St. Catharines
Phone: 905-688-2132



Address: 387 Scott St, St. Catharines
Phone: 905-934-4260

Address: 245 Pelham RD, St. Catharines
Phone: 905-688-5743

Address: 181 Hartzell Rd, St. Catharines
Phone: 905-641-1011

Walmart Pharmacy

Address: 525 Welland Ave, St. Catharines
Phone: 905-685-6569

Glenridge Pharmacy

Address: 209 Glenridge Ave, St. Catharines
Phone: 905-984-6345

Crisis Services

Canadian Mental Health Association Safe Beds Program



The Safe Bed Program provides 24/7 long-term residential crisis support for individuals age 16 or older who are experiencing a mental health crisis (typically 3-5 days). The program offers crisis counseling and a safe therapeutic environment for men and women to stay as an alternative to hospitalization. The staff work with individuals to resolve their crisis and to link them with available supports in the community. Referrals can be made by: Access Line, therapists, counselors, physicians, crisis workers, advocates or any other professional with a working knowledge of the individual's current situation and relevant history. In some cases where enough information is already known, a self-referral may be considered.

Address: 15 Wellington St, St. Catharines
After December 2018: 264 Welland Ave, St. Catharines
Phone: 905-641-5222

Canadian Mental Health Association Mental Health Urgent Support Services

Urgent mental health and addictions crisis support will be provided for individuals 16 years of age and older in St. Catharines, Welland, and Niagara Falls. Mental health counselors will be available to assist individuals in meeting immediate needs for problem solving, goal setting and linking to appropriate community supports. Based on assessment of individual needs, follow-up services may include short-term brief solution focused counseling sessions, telephone counseling and support with bridging to longer-term resources. Individuals may self-refer or be referred by other mental health and addictions partners within the community.

Crisis Line: 905-641-5222 ext. 2231
Hours of Operation: Monday-Friday 11:30am-5:00pm
Email: info@cmhaniagara.ca
Address: 6760 Morrison St, Unit 2, Niagara Falls, ON L2E 6Z

or 12 Wellington St. St. Catharines

Crisis Services

Centre de Santé Communautaire Hamilton/Niagara

A multi-disciplinary agency serving the French speaking population of Niagara. Services include primary health care services, parental and postnatal support, family support programs, anti-violence programs, counseling, distress line for women, nutrition counseling, activities for seniors, settlement and integration services.

Office Phone: 905-734-1141
Crisis Line: 1-877-336-2433
Hours of Operation: Monday & Wednesday 8:30am-5:00pm;
Tuesday & Thursday 8:30am-8:00pm; Friday 8:30am-4:30pm
Address: 810 East Main St, Welland
or 1 Vanier Dr., Welland
Website: www.centredesantecommunautaire.com
Email: cscn@iaw.on.ca

Pathstone Services

A mobile crisis intervention service providing immediate telephone counseling and, if necessary, on-site crisis intervention in the home, school, hospital or other community location. Services are available 24/7 for children and youth up to the age of 18 and their families. Counselors have access to psychiatric and psychological consultation. Information will initially be collected over the phone and an on-site intervention will be organized if assessed as appropriate.

Call Toll Free Line (24/7): 1-800-263-4944 or
Pathstone Mental Health: 905-688-6850
Address: 1604 Merritville Hwy, Welland
Head Office: 1338 Fourth Ave., St Catharines



Income Services

Ontario Works Inc.

The organization specializes in the start-up and growth of businesses. Services include business plan development and human resources support, workshops, seminars and mentoring. Services are available in English and French. The Self Employment Benefit (SEB) Program is offered to individuals who are unemployed and receiving or eligible for employment insurance (EI) benefits. The Self-Employment Development (SED) Program is offered to recipients of Ontario Works. Other self-employment services are available for individuals with disabilities who qualify for Work Link.



Office Phone: 905-641-9960
Toll Free: 1-800-728-4920
Hours of Operation: Monday-Friday 8:30-4:30pm
Address: 234 Bunting Rd. St. Catharines
To apply: 1-800-263-7215
Cheque/Status inquiries: 1-800-808-2268
Online: www.ontario.ca/social assistance

Folk Arts Council of St. Catharines-Niagara Falls

A program which helps newcomers to Canada to connect with Canadian volunteers for friendship, cultural exchange and emotional support in their transition to Canada. Social events are programmed along with Conversational Circles to assist with language skills.

Hours of Operation: Monday-Friday 8:30am-4:30pm
Address: 85 Church St, St. Catharines, ON L2R 3C7
Phone: 905-358-3452; or 905-685-6589 ext. 241

Income Services

Ontario Ministry of Community and Social Services



Administers the Ontario Disability Support Program which is made up of two components: an income support program for people with disabilities who are in financial need and an employment support program that recognizes many people with disabilities can and do want to work. In order to be eligible for ODSP benefits the applicant must live in Ontario, be 18 years of age or older, be in financial need and have assets no greater than limits set for the program.

Office Phone: 905-688-3022
Toll Free: 1-800-263-5413
Hours of Operation: Monday-Friday 8:30am-5:00pm
Website: www.cfcs.gov.on.ca

Niagara Regional Community Service Department



Provides financial assistance and a range of employment support and activities, in partnership with community agencies to enable participants and their families to achieve independence through sustainable employment.

Community Services also provides assistance to members of the community who are not recipients of Ontario Work benefits.

Emergency and discretionary benefits are accessed by the working poor, Ontario Disability Support Program (ODSP) recipients and homeless individuals.

Phone number: 905-354-3561 or 1-866-627-1110 or 1-800-808-2268
Hours of Operation: Monday-Friday 8:30am-4:30pm
Address: 5853 Peer St, Niagara Falls L2G 1X4
Website: www.regional.niagara.on.ca

Employment

Canadian Mental Health Association Niagara Branch



Provides services to the consumers of the mental health system who have a desire to return to work, re-think career goals, perform volunteer service, upgrade schooling, and improve life skills. Offers real work, not sheltered, focus on career choices based on interests, work skills evaluation, personal, one to one support and help with the employers training and academic programs.

Office Phone: 905-641-5222
Hours of Operation: Monday-Friday 8:30am-4:00pm
Address: 36 page St, St. Catharines, ON L2R 4A5
Website: www.cmhaniagara.ca
Email: info@cmhaniagara.ca

Niagara Centre for Independent Living Work Link



Professional Work Link staff has extensive knowledge and experience providing consumer centered employment services for persons with disabilities. We also have a wealth of experience for employers wishing to hire and accommodate, or who have hired persons with disabilities. Our services are cost-free to consumers and employers.

Address: 122 Queenston St, St. Catharines, ON L2R 2Z3
Phone: 905-684-7111
Fax: 905-684-1199
Hours of Operation: Monday-Friday 9:00am-4:30pm

Employment

Oak Centre

Services include a continuum of employment opportunities including transitional employment (graduated step towards gainful employment), supported employment, and independent employment, career planning, accessing education, training and employment resources in the community and supports on-the-job or in training/academic programs.

Office Phone: 905-788-3010

Hours of Operation: Monday-Friday 8:30am-4:00pm

Address: 24 Dorothy St, Welland, ON L3B 3V7

Website: www.oakcentre.ca

Email: oakcentre@bellnet.ca

Contact: Ru Tauro



Lake House

Services include a continuum of employment opportunities including Transitional Employment (graduated step towards gainful employment), Access to Supported Employment, and Independent Employment: career planning, accessing education, training and employment resources in the community * supports on-the-job or in-training/academic programs.

Phone: (905) 834-4300

Address: 168 Catharine St, Port Colborne, ON L3K 4K6

E-mail: lakehouse.oakcentre@bellnet.ca

Website: www.oakcentre.ca

Housing

Niagara Peninsula Homes – (NWECC)

Niagara Peninsula Homes is a non-profit organization. For anyone looking for affordable housing in the Niagara Region and Hamilton area, we can help with the application process.

Office Phone: 905-788-0166 Ext 219

Address: 41 Victoria St., Welland ON

Canadian Mental Health Association Niagara Branch Mental health Homelessness Initiative, Phase II Housing

The program is designed for individuals requiring long-term intensive support, who are experiencing serious mental health issues and are homeless or at risk of becoming homeless. The program provides a combination of affordable housing and the ongoing, flexible supports needed to maintain housing. The program supports 86 housing units in the Niagara Region.

Office Phone: 905-641-5222

Hours of Operation: Monday-Friday 8:30am-4:00pm

Address: 36 Page St, St. Catharines, ON L2R 4A5

Website: www.cmhaniagara.ca

Email: info@cmhaniagara.ca

Gateway

Residential Program

Operates two residences in the Niagara

region. The first residence is located in Welland, which has the capacity to accommodate seven tenants. The second residence is located in Port Colborne and has the capacity to accommodate five tenants who receive moderate case management services.

All tenants have private rooms with shared facilities. Tenancy costs are based on ability to pay through shelter allowances.

Office Phone: 905-735-4445

Toll Free: 1-877-735-4445

Hours of Operation: Monday-Friday 8:30am-4:30pm

Address: 178 King St, Welland, ON L3B 3J5

Website: www.gatewayofniagara.ca



Housing

Gillian's Place (formerly Women's Place St. Catharines)



Gillian's Place is a charitable organization that assists abused women and their children. Our qualified and experienced staff provide telephone counselling 24-hours a day; one-on-one and group counseling; safe, temporary shelter in our 24-bed home; meals and emergency clothing; children's counselling and recreational programs; support programs for women in the community who are fleeing from violence; Family Court Legal advice and advocacy with the criminal justice system; violence prevention programs in the schools; and referrals to other community services. We also offer speakers on women abuse and related topics and undertake community fundraising.

Office Phone: 905-684-4000

Crisis Phone: 905-684-8331

Address: 15 Gibson Place, St. Catharine's

Housing Help Centre of Community Care

Provides a free and confidential housing referral and consultation service available to anyone in the St. Catharines and Thorold area. Assistance and information is provided to help solve housing problems. Helps people who are homeless or at risk of being homeless, find and maintain permanent accommodation within the local community. Also helps landlords find tenants and helps to resolve conflicts between landlords and tenants. Provides information on the Tenant Protection Act. Offers the use of telephones, daily newspapers, message board, housing directory and listing service. IN addition, a Youth and Outreach worker provides outreach into the community with routine visits to drop in centres, food banks, schools homeless people and people living in temporary shelters.

Address: 129 Church St, St. Catharines

Office Phone: 905-984-8955

Employment

Start Me Up Niagara

ODSP Employment support

Start Me Up Niagara's team of employment counsellors / job developers are available to assist people with disabilities to attain and retain employment. A wide range of services and support is tailored specifically to meet individual needs and employment goals, both traditional and self-employment pathways.

Address: 17 Gale Crescent, St. Catharines, ON L2R 3K8

Phone: 905-984-5310

Hours: Mon – Fri. 9am – 4pm

Sat-Sun 11:15am – 1:00pm



YMCA Employment & Newcomer Services

The YMCA of Niagara has been assisting people in Niagara find and maintain employment since 1985. Thousands of individuals living in Niagara have started new careers, landed their dream job, re-entered the workforce and received assistance with retraining by starting with the YMCA Employment Services.



Address: 285 Bunting Rd, St. Catharines, ON L2M 5V7

Phone: 905-684-3500

Hours: Mon – Wed 8:00 am -5:30 pm

Thursday 8:00 am – 7:00 pm

Friday 8:00 am – 4:30 pm

Saturday 9:00 am – 12:00 pm

Employment

CERF Niagara Employment Services



CERF-Niagara provides individual employment counselling and job search support to help job-seekers find work as quickly as possible. Browse through their site and find out about the full range of services available in Grimsby, Beamsville, Fort Erie, Port Colborne, Niagara Falls, St. Catharines and Welland.

Address: 40 King St, St. Catharines, ON L2R 3H4
Phone: (905) 684-1346
Hours: Mon – Thurs. 8:30 am – 4:00 pm

Housing



ARID Recovery Homes. Thorold.

ARID Recovery Homes is a not-for-profit, registered charity providing a safe, supportive, living environment for men and women recovering from substance abuse enabling them to return to the community as healthy and productive citizens.

Address: 175 Pine St South, Thorold, **Phone:** 905-227-1113

Address: 35 River Rd., Welland, ON, **Phone:** 289-820-8192

Address: 89 Queen St., Fort Erie **Phone:** 905-871-7041

Wayside Transitional Home

Provides transitional housing for men wanting an alcohol and drug-free environment with access to rehabilitation programs, including alcohol/drug counselling, employment services, etc. Guidelines and curfews are in place.

Address: 50 Queenston St., St. Catharines, Ontario
Phone: 905-684-9248

The Salvation Army Booth Centre. Supported Transitional Housing

Designed to help single men who have shown a pattern of homelessness or housing instability regain control of their lives. STH is designed to assist in promoting increased life skills, residential stability, self-determination and self-sufficiency. Residents are given tools and encouragement to get back on their feet and lead productive, fulfilling lives enabling them to transition back into the community. Can accommodate up to three men to a maximum of three months within the Salvation Army Booth Centre.

Address: 184 Church St., St. Catharines, Ontario
Phone: 905-684-7813
Toll Free: 1-844-637-1773