

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

The Help Book



Adult Mental Health and Community Resources in Port Colborne

Prepared by the Consumer/Survivor Initiative of Niagara
Revised by August 2018

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Call 211 for additional information

For any other information please contact
info@informationniagara.com
Or visit us online at: www.informationniagara.com

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 groups. These are offered at various times and are free of cost. Please call the office for more information about the groups schedules and general inquires.



Office: 905-732-4498
Hours: Monday-Friday 8:30am-4:00pm
Address: 60 King St., Unit 103, Welland, ON L3B 6A4
Website: www.iniativeniagara.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.



Phone: 905-735-4445
Toll free: 1-877-735-4445
Hours: 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

Port Cares

Port cares is a non-profit/charitable organization that rely on fundraising and private donations to meet demands for its services. Port Cares has many programs that assist people in the community.

Services include emergency assistance, meal program, emergency groceries, Christmas basket program, winter apparel for children and adults, housing assistance, jump start program, adult drop-in, literacy and basic skills upgrading, advocacy, information and referral.

Hours: Monday-Friday 8:30am-4:30pm; Thursday 8:30am-7:00pm

Office Phone: 905-834-3629

Address: 92 Charlotte St., Port Colborne L3K 3E1

Website: www.portcares.on.ca

Email: portcares@portcares.on.ca



Utilities



Hydro

Canadian Niagara Power

905-835-0051 or 905-871-0330

Gas Service

Enbridge Gas

1-877-362-7434

Cable Television Service

Cogeco Cable

1-800-267-9000

Roger's Cable

1 877 559-5202

Telephone Service Providers

Bell Canada

905-310-2355

Vonage

1-877-272-0528

Roger's Home Phone

1-800-556-9426

Cogeco Cable

1-800-267-9000

Worldline

1-855-299-0025

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 Removed and U.S. Entry Waivers



Toll free support line:

1-877-929-6011

Website:

www.pardons.org

Transportation



City Transit

Coach Canada

Port Community Bus Service
(contact Welland Transit)

1-800-461-7661
905-735-1700 ext. 3101

Taxi Service

Port Taxi

Premier Taxi

905-835-2424
905-825-8000

Useful Numbers



Community and Social Services Help Line	211
Emergency	911
Positive Living Niagara	905-984-8684
Consumer/Survivor Niagara	905-732-4498
Distress Centre	905-734-1212
Fire Department	905-834-4512
Niagara Regional Sexual Assault Centre	905-682-4584
Poison Control	1-800-268-9017
Police	905-735-7811
TeleHealth Ontario	1-866-797-0000
Serenity(Women's Place)	905-684-0113
Public Health Department	1-800-263-7215
Access Line	1-866-550-5205

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 groups. These are offered at various times and are free of cost.



Office:

905-732-4498

Hours:

Monday-Friday 8:30am-4:00pm

Address:

60 King St., Unit 103 Welland, ON L3B 6A4

Website:

www.iniativeniagara.ca

Email:

consumer.survivor@bellnet.ca

Contact:

Judy Hoover

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 employee assistance programs (EAP), adult protective services (APSW), Partner Assault Response program (PAR), critical incident stress debriefing, walk-in counseling clinic, foster and kinship support services, family group conferencing, and Caring Dads program.

Office phone:

905-937-7731

Toll free:

1-888-937-7731

Hours:

Monday-Friday 8:30am-4:00 or by appointment

Address:

654 South Pelham Road, Welland ON L3C 3C8

Website:

www.fccniagara.on.ca

Email:

info@fccniagara.on.ca

Community Mental Health Programs



Lake House

Lake House is 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 access to 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: Monday-Friday 8:30am-4:00pm
Address: 168 Catharine St., Port Colborne ON, L3K 4K6
Website: www.oakcentre.ca
Email: lakehouse.oakcentre@bellnet.ca
Contact: Patti Clark

The Family Mental Health Support Network of Niagara

Provides mental health education and support for Niagara families who have a family member (older teenager or adult) dealing with a serious mental health problem and/or occurring disorder. FSN, in cooperation with the Niagara Health System, conducts 'coping skills' workshops and monthly follow up sessions for workshop participants during the fall, winter, and spring months. They are intended for adult family members and significant others. All workshops and follow up sessions are free of cost. Registration is required.

Phone: 1-905-894-6808
Email: familysn@niagara.com



Grocery Stores

Bodner's Market

Address: 2971 Highway #3, Port Colborne
Phone: 905-835-1554

Nofrill's

Address: 53 West Side Rd, Port Colborne
Phone: 905-834-5577

Sobey's

Address: 287 West Side Rd, Port Colborne
Phone: 905-834-0220

Food Basics

Address: 124 Clarence St, Port Colborne
Phone: 905-834-8800



Pharmacies



Boggio IDA Pharmacy

Address: 200 Catharine St, Port Colborne
Phone: 905-834-3514

Matheson's Drug Store

Address: 427 Steele St, Port Colborne
Phone: 905-835-0000

Shopper's Drug Mart

Address: 77 Clarence St, Port Colborne
Phone: 905-834-4046

Port Medical Pharmacy

Address: 254 Killaly St W, Port Colborne
Phone: 905-834-7678

Crisis Services



C.O.A.S.T. (Crisis Outreach and Support Team)

Provides 24/7 crisis line service. 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: 1-866-550-5205 (24/7); press 1

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 Phone: 1-877-336-2433

Hours: Monday & Wednesday 8:30am-5:00pm;
Tuesday & Thursday 8:30am-8:00pm;
Friday 8:30am-4:30pm

Address: 810 East Main St., Welland ON L3B 3Y4

Website: www.centredesantecommunitaire.com

Email: cscn@iaw.on.ca

Access Line

Provides mental health and addictions care in Niagara.
Confidential help 24/7

Phone:



1-866-550-5205

Crisis Services

Pathstone Crisis Services

A mobile crisis intervention service providing immediate telephone counselling 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 on-site intervention will be organized or assessed as appropriate.



Call Toll Free Crisis Line (24/7): 1-800-263-4944
Pathstone Mental Health: 905-688-6850
Address: 1604 Merrittville Hwy. Welland

Distress Line

Provides a free, confidential, 24-Hour Distress Line, uses trained volunteers, assists 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
Distress Line is 24/7



Crisis Line: 1-866-550-5205
Website: www.distresscentreniagara.com

Walk-in-Clinics

Mapleview Medical Centre

Address: 340 Elgin St
Phone: 905-835-9817

Medical Associates

General
Address: 97 Charlotte St
Phone: 905-834-4546

New Port Centre

The centre offers inpatient and outpatient treatment. Services are provided for people 16 years of age and older who deal with addictions and other lifestyle issues. New Port Centre offers individual and group counseling, short-term inpatient treatment and substance, outpatient treatment for eating disorders.

Address: c/o Niagara Health System, Port Colborne
General Site: 260 Sugarloaf St, Port Colborne
Phone: 905-834-4501 ext. 32500
Email: newportadmin@newportcentre.on.ca
Website: www.newportcentre.on.ca



Bridges Community Health Care

Provides primary care services as well as providing services to those with limited access to health care, mental health services for adults and children in Port Colborne, Fort Erie and Wainfleet.

Hours: Monday-Friday 8:30am-4:30pm
Address: 175 King St, Port Colborne, ON L3K 4G5
Phone: 289-479-5017



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: 905-688-2904
Toll Free: 1-800-263-5413
Hours: Monday-Friday 8:30am-5:00pm
Website: www.cfcs.gov.on.ca

Niagara Regional Community Services Department

Ontario Works Welland. Provides financial assistance and a range of employment supports 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 Works benefits. Emergency and discretionary benefits are accessed by the working poor, Ontario Disability Support Program (ODSP) recipients and homeless individuals.



Office Phone: 905-734-7975
Toll Free: 1-866-627-1110 or 1-800-808-2268
Hours: Monday-Friday 8:30am-4:30pm
Address: 250 Thorold Rd, Welland, ON L3C 3W3
Website: www.regional.niagara.ca/living/saeo

Crisis Services

Canadian Mental Health Association Safety Bed Program



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

Location: 15 Wellington St., 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 between **the hours of 11:00am and 7:00pm** Monday to Friday. 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.

Phone: 905-641-5222; ext. 2231
Email: urgentsupport@cmhaniagara.ca

Crisis Services

Serenity Place (Women's Place of South Niagara Inc.)

Provides shelter for women and children experiencing abuse. Services include:

24-hour crisis lines, counseling for women and children who are or have been abused, emotional support, empowerment programs, development of safety plans, support groups, child and youth programs, transitional and housing support programs, legal support and advocacy program, public education programs, outreach counseling and education, accompaniment to court and various legal appointments, assistance with financial concerns and referrals. Program and service delivery is available on an in-shelter or outreach basis.

24-Hour Crisis Line: 905-788-0113, collect calls accepted
Office Phone: 905-732-4632
Website: www.womensplacen.org
Support and Admin Phone: 905-356-3933



Community Addiction Services of Niagara

Youth, adults and family members can access this program which is designed to help individuals and their relatives/significant others with alcohol, drug and gambling problems obtain effective treatment. Individual, family, spousal and couples counseling, conjoint counseling and family group counseling is also available for relatives/significant others. CASN also offers Day Treatment and Community Treatment programs.

Hours: Monday-Friday 8:30am-12:00pm (noon);
1:00pm-4:30pm
Phone: 905-684-1183; schedule appointments, and call for information for Welland, Fort Erie, & Niagara Falls Satellite Offices
Address: 60 James St., Ste 401, St. Catharines ON L2R 7E7

Income Services

Ontario Works Inc.

The organization specializes in the start-up and the growth of a business. 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: 905-734-7975
Hours: Monday-Friday 9:00am-5:00pm
Address: 92 Charlotte St, Port Colborne, ON L3K 3E1
Website: www.businessoptions.org
Email: pnorton@businessoptions.org



Justice Niagara

Summary legal advice, public legal education, community development and legal representation is available for those who cannot afford a lawyer and whose problem would not be covered by a Legal Aid certificate.

Office Phone: 905-735-1559 ext 40
Address: 15 Burger St., Suite 100 Welland L3B 2S6



Legal Aid Ontario

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. * No family law/domestic law.

Toll Free: 1-800-668-8258
Website: www.legalaid.on.ca

Housing

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. In addition, links consumers with wanted services, supports and resources in the broader community. The program supports 86 housing units in the Niagara Region.

Office Phone: 905-641-5222
Hours: 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 area. The first residence is located in Welland, which has the capacity to accommodate seven tenants. Professional staff provides intense case management and support services. The second residence is located in Port Colborne and has the capacity to accommodate five tenants who receive moderate case management services. All tenants have private rooms with shared facilities. Tenancy costs are based on ability to pay through shelter allowances.

Office Phone: 905-735-4445
Hours: Monday-Friday 8:30am-4:30pm



Address:
Unit A, Welland,

178 king St,

Clothing



New To You Thrift

Sells used clothing, jewelry, small household items, china and linens at reasonable cost.

Phone: 905-735-4010
Hours: Monday-Friday 9:30am-4:30pm;
Thursday 9:30-6; Saturday 10:00am-5:00pm
Address: 53 Southworth St. N, Welland, ON L3B 1Y3

Port Thrift Shop

A non-profit agency that sells used clothing and furniture at reasonable costs and supports work within the community.

Phone: 905-835-8532
Hours: Monday – Saturday 9:00am-5:00pm
Address: 12 Charlotte St, Port Colborne, ON L3K 3C6

Clothing

Salvation Army Thrift Store

A non-profit agency that sells used clothing and furniture at reasonable costs and supports work within the community.



Phone: 905-835-5086 & 905-834-4971
Hours: Monday – Saturday 9:00am – 5:00pm
Address: 50 Clarence St. Port Colborne, ON L3K 3E9

St. Vincent DePaul Society Thrift Shop

Sells used clothing, pots and pans, china, linens, and small appliances for reasonable costs. For more information please contact the main office or your local Catholic church.



Phone: 905-788-3413
Hours: Monday-Friday 10:00am-3:45pm & Saturday 10am-1pm
Address: 51 East Main St, Welland, ON L3B 3W4
Website: www.svdpusa.org

St. Jean-De-Brebeuf Church

Address: 300 Killaly St E, Port Colborne, ON L3K 1N9
Phone: 905-835-0202

Goodwill

A non-profit agency that sells used clothing and furniture at reasonable costs and supports work within the community.

Phone: 289-478-1330
Hours: Mon-Fri 9:00am-9:00pm & Sat-Sun 9:00am-5:00pm
Address: 45 West Side Road, Port Colborne, ON L3K 3W7

Housing

Lake House

Lake House is a psychological rehabilitation program for people with serious and on-going mental health issues following the clubhouse approach. 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: 905-834-4300
Hours: Monday-Friday 8:30am-4:00pm
Address: 168 Catharine St, Port Colborne, ON L3K 4K6
Website: www.oakcentre.ca
Email: lakehouse.oakcentre@bellnet.ca
Contact: Patti Clark

Welland Heritage Council and Multicultural Centre

Information and referral to community and government programs and services that help meet newcomer settlement needs, employment-related resources including access to professions and trades, group sessions on settlement-related topics, information on credential assessment, housing and shelter information, health and services, legal issues and human rights; access to fax, photocopier, computers and internet; professional, multilingual staff available. The Centre also houses an emergency shelter for refugees as they enter Canada.



Welland Heritage Council
and Multicultural Centre

Address: 26 East Main St. Welland, ON L3B 3W3
Office Phone: 905-732-5337

Hours: Monday – Friday 8:30am – 4:30pm

Food Banks and Meals

Port Cares

Port cares is a non-profit/charitable organization that rely on fundraising and private donations to meet demands for its services. Port Cares has many programs that assist people in the community.

Services include emergency assistance, daily meal program, emergency groceries.



Food Bank Hours: Monday, Wednesday and Thursday 12:30-3:30
Meals: Monday at 4pm , Wednesday at 12pm. Thursday at 4pm
Phone: 905-835-1914
Address: 61 Nickel St. Port Colborne, ON L3K 1B3
Website: www.portcares.on.ca
Email: portcares@portcares.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, skills evaluation, personal, one on one support to help with the employers training and academic programs.

Office Phone: 905-641-5222
Hours: 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
Hours: Monday-Friday 9:00am-4:30pm

Employment

Lake House

Lake House is a psychological rehabilitation program for people with serious and on-going mental health issues following the clubhouse approach. 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: 905-834-4300
Hours: Monday-Friday 8:30am-4:00pm
Address: 168 Catharine St, Port Colborne, ON L3K 4K6
Website: www.oakcentre.ca
Email: lakehouse.oakcentre@bellnet.ca
Contact: Patti Clark

Port Cares

The training Centre supports clients in the transition to employment through workshops, seminars and staff assistance in decision-making. The Centre provides support and resources to local employers through a Job Developer.



Hours: Monday-Friday 8:30am-4:30pm; Thursday 8:30am-7:00pm
Office Phone: 905-834-3629
Address: 92 Charlotte St. Port Colborne, ON L3K 3E1
Website: www.portcares.on.ca
Email: portcares@portcares.on.ca

Food Banks and Meals



Out of the Cold

St. James and St Brendan Church

Out of the Cold is a weekly meal program staffed by church and community volunteers, providing a hearty, healthy, and hot meal to anyone who needs it. Out of the Cold runs on Tuesday evenings from October to June.

Address: 55 Charlotte Street, Port Colborne, ON, L3K 3C9
Church Office Phone: 905-834-3184