



HÔTEL-DIEU GRACE

ESTD HEALTHCARE 1888



**Canadian Mental
Health Association**
Windsor-Essex County

Community well-being is our sole focus.

Awareness and/or Successful Navigation of Mental Health and Addiction Services

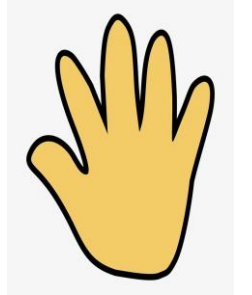
Goals of this presentation:

1. Accessing and partnering with the health care system
2. Increase awareness of the supports available at the Crisis and Mental Wellness Centre
3. Leave with a sense of hope for the possibility of a more positive family and client experience when engaged in the mental health system



Accessing and Partnering with the Health Care System

For anyone looking for services for themselves or their loved ones, the task can seem overwhelming and frustrating. This can lead to feeling discouraged and tired of having to tell their story over and over again and at times results in delays in seeking support or giving up altogether.



Caregiver Comments

What we have heard:

Stress associated with navigating the system

Struggles for the family member to find and receive quality, timely and appropriate care for their illness

Caregivers are taking on a lot of activities to support their loved one due to wait times

Challenges with communicating with their ill family members/loved ones' service providers



Caregiver Quotes

“I had to take a leave of absence from work: medication changes, instability and no supports in the evenings or weekends”

“The system as it exists is so fragmented, that there is no one stop shop

“Feel like I am fishing in muddy water, calling this person and that person, send me here, then they tell me we don’t have those services..”



Crisis & Mental Wellness Centre
744 Ouellette Avenue
8:00AM-8:00PM (Walk-in) 7 Days/Week
Crisis Phone Support 24/7 519-973-4435



1453 PRINCE ROAD

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The Crisis and Mental Wellness Centre

- Was developed to address some of these concerns and to improve access and coordination of services.
- Today we would like to walk you through how to access services as a new or existing client and how we navigate the system for the client and maintain contact and supports until service is initiated by service provider.



Accessing Care

- Accessing mental health and addiction services is often a very confusing and complicated system.
- It can start with a phone call to crisis at 519-973-4435
- The 24-hour crisis line is often times the entry point to mental health services in our community. The call can result in a variety of outcomes that include resolution of the crisis; information or referrals about community resources; invitation to come in and meet with a crisis worker



- It can also be as simple as walking in the door of the Crisis and Mental Wellness Centre.
- A crisis worker will conduct a mental health assessment, support for presenting issue, and further assess identified needs.
- Calling the crisis line or walking into the building opens the door to many services. Let us do the sorting through of services with you.
- If there is a need for ongoing services, there is a warm handoff to Coordinated Access.



Coordinated Access & Navigating the System

- Receive information from Crisis or other sources of referrals including self referral. No doctor referral is required for this service
- Use of standardized assessment tools
- Match level of service need to the right level of care either within CMHA or with our external partners
- Referrals are completed on the client's behalf
- If there is a wait for the service that your loved one is seeking, there will always be a contact person that your loved one can connect with to provide support during the wait time



At Coordinated Access Intake

GAIN-SS CAMH Version

MMS if flagged for mental health by GAIN-SS

Columbia (C-SSRS) Lifetime with **all clients**

PG-13 for bereavement clients after 6 months or

Grief Intensity Scale for Bereavement under 6
months

Level of Case Utilization System (LOCUS) with **all
clients**



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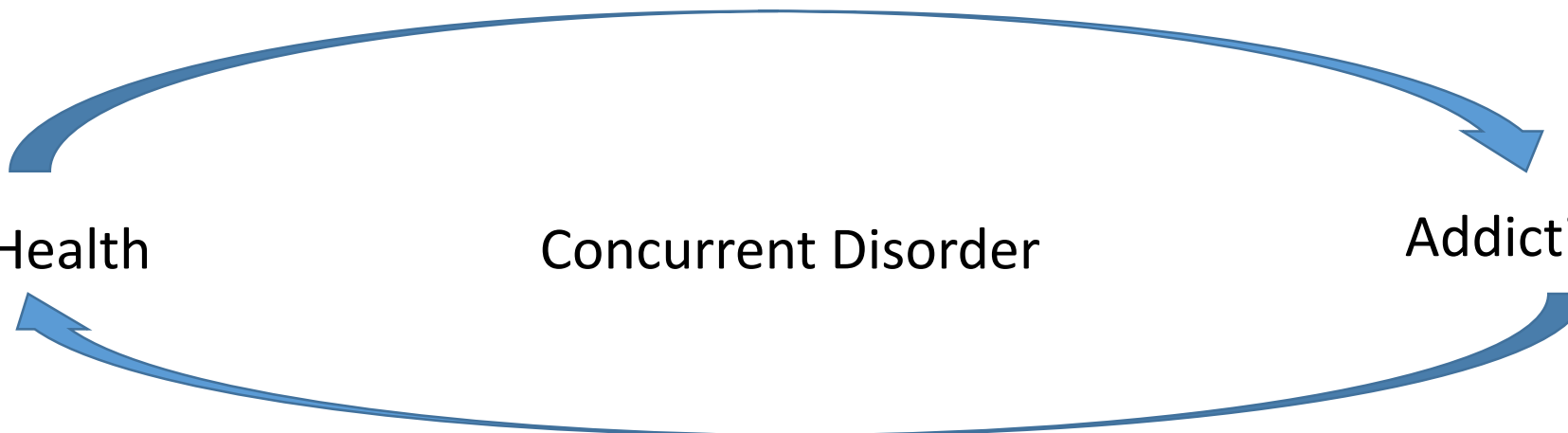
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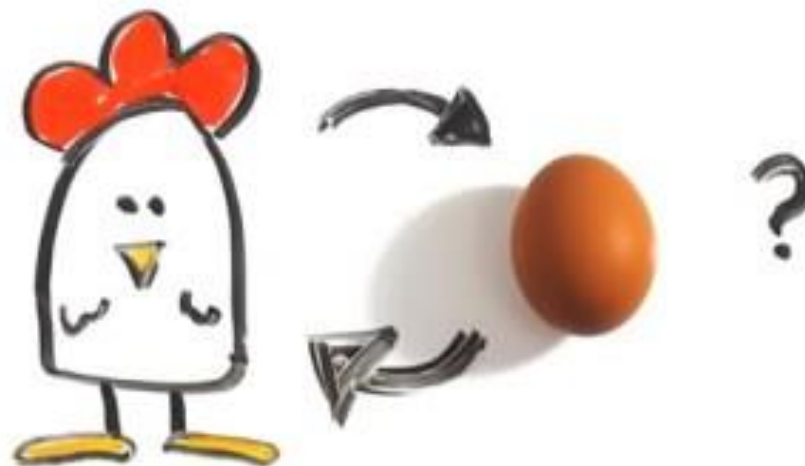
Mental Health

Concurrent Disorder

Addictions



***Trauma



ADDICTIONS WINDSOR-ESSEX

- Publically funded
- Non-Profit
- Private



Windsor Essex County Opioid and Substance Strategy



ACTION PLAN RECOMMENDATIONS

Support peer engagement and meaningful involvement of people with lived experience as a critical feature for building local capacity.

Support healthcare providers to play a key role, through appropriate prescribing practices, patient education about opioids and overdose prevention, and other pain management options.

Provide early education and prevention about opioids and substance use.

Develop a local overdose monitoring and response system.

Increase access to a variety of harm reduction options, such as non-abstinence based programs that accept clients using opioid substitution therapies, safer drug use equipment, and mobile outreach activities, for people who use opioids and those affected by people who use opioids.

Address stigma associated with problematic substance use through the development of supportive policies and education of healthcare professionals, community organizations and the public.

Work with provincial partners to advocate for increased funding to expand the capacity of the local substance use treatment system.

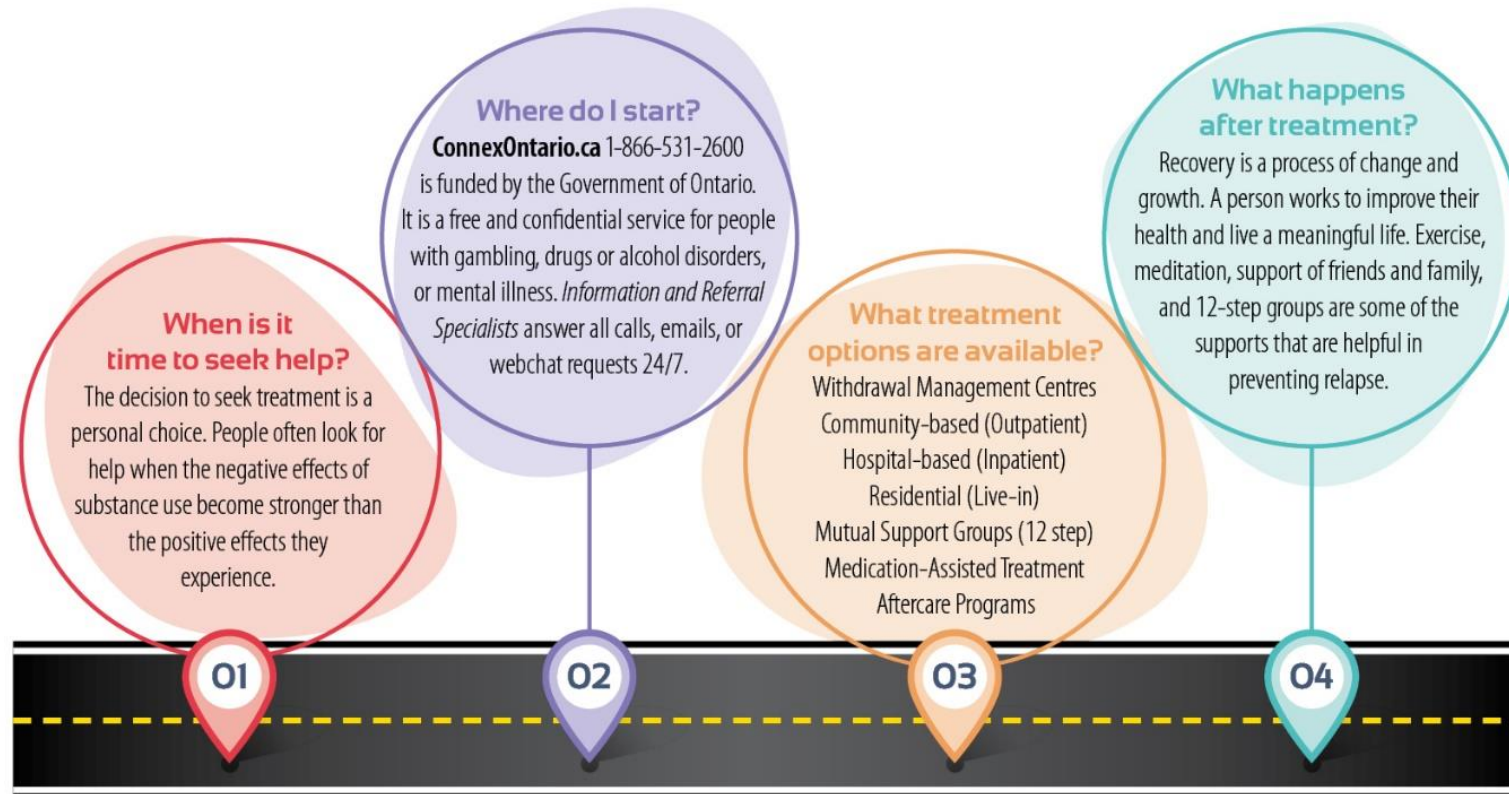
Redefine the role for enforcement agencies and other first responders to build public safety-public health partnerships for a safer and healthier community.



Windsor Essex County Opioid and Substance Strategy

TREATMENT ROADMAP TO RECOVERY

*Addiction is a health issue
and there are many pathways
to recovery.*



Who else can I talk to? Speak to someone you can trust. Your doctor or a trusted friend may also be a good place to start a conversation about treatment options.

WINDSOR-ESSEX
COMMUNITY
**OPIOID &
SUBSTANCE
STRATEGY**
.....
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Different Types of Treatment and Supports



TREATMENT OPTIONS

Withdrawal management: These are services where people who are physically dependent on alcohol or other drugs are helped to withdraw safely from them. They can be in different settings, including in the community, hospitals, residential centres, and non-residential centres.

Community-based (Outpatient): Delivered in a variety of places in the community, such as at a *Rapid Access Addiction Medicine (RAAM)* clinic. This type of clinic offers timely access to addiction physicians and other healthcare professionals that can assess a client's substance use concerns, review treatment options, and primarily manage acute alcohol and opioid withdrawal.

Hospital-based (Inpatient): Care provided at a hospital, 24 hours a day, 7 days a week, involving intensive structured treatment activities. Most often used by people with alcohol or other drug problems and also medical or mental health problems who need more intensive and comprehensive supports including greater medical care and supervision.

Residential (Live-in): Care provided in a live-in treatment centre, 24 hours a day, 7 days a week, involving intensive, structured treatment activities. Most often used by people whose alcohol or other drug problems are long-standing and complex.

Medication-Assisted Treatment: For individuals with a physical dependency on certain substances, primarily alcohol and opioids, medication is provided in a specialized outpatient setting in combination with counseling and other treatment services.

Mutual Support Groups: The most widely available mutual support groups are 12-Step groups, such as Alcoholics Anonymous and Narcotics Anonymous. They are a no-cost treatment or can be a form of continuing care and community support following treatment.

Aftercare: Care provided post-treatment to support recovery and help maintain healthy changes. Can include different activities such as peer support groups, continued use of addiction medications and specialized supportive housing.



What is Rapid Access Addiction Medicine (RAAM)?

Ensuring that individuals with substance use disorder have access to an outpatient addiction clinic, regardless of where they may present or access care. RAAM clinics provide time-limited medical addiction care (including pharmacotherapy, brief counselling, and referrals to community services) with a focus on harm reduction (<https://www.metaphi.ca/raam-clinics/>)

Best practice for management of opioid use disorder and alcohol use disorder

- Safeguard against overdose
- Establish trust and rapport
- Effective addiction interventions are simple, safe, and satisfying (Metaphi, Safe Opioid Prescribing, Managing Alcohol Use)



WECOSS Resources

Get help with **SUBSTANCE USE** in Windsor and Essex County

GET HELP RIGHT NOW

If your child ingests a drug, or you or someone else is having a bad reaction to a drug, call the Ontario Poison Centre (1-800-268-9017) or 911 immediately.

If you are in crisis, please call the local crisis line 519-973-4435, 911 or go to your closest hospital emergency department.

EMERGENCY SERVICES

Community Crisis Centre
Hotel-Dieu Grace Healthcare
www.hdgh.org/en/crisis

Services for individuals who require immediate assessment and support. Follow-up crisis counselling and referrals. Ages 16+.

24 hour Crisis Telephone Line
519-973-4435

Community Crisis Centre in the Transitional Stability Centre
744 Ouellette Ave.
8 a.m. - 8 p.m. 7 days/week, walk-in

Windsor Regional Hospital - Ouellette Campus, Emergency Department

1030 Ouellette Ave.
7 a.m. - 11 p.m. 7 days/week, walk-in

Ontario Poison Centre
1-800-268-9017

24 hours/7 days a week
Telephone service providing expert poison advice to the public and health-care professionals. Get advice about common poison exposures such as medicine, plants and industrial chemicals, as well as drug overdoses.



HELPLINES AND ONLINE SUPPORT

Connex Ontario - Addiction, Mental Health, and Problem Gambling Services

1-866-531-2600
www.connexontario.ca

24 hours/7 days a week
Telephone or Web Chat Service for Adults. Free, confidential information and referral to drug and alcohol treatment services across Ontario. *Services in English, French, and over 170 languages. All ages.

Kids Help Phone

1-800-668-6868
www.kidshelpphone.ca
24 hours/7 days a week
Telephone or Web Chat Service for Children and Youth. Safe, private, and non-judgmental phone counselling, web counselling and referral service for children and youth. *Services in English and French. Ages 29 and under.

MEDICATION-ASSISTED TREATMENT (INCLUDING METHADONE AND SUBOXONE)

Windsor, ON

City Centre Clinic
519-254-3300
500 Wyandotte St. E.

Downtown Windsor Clinic
519-962-0749
380 Pelissier St.

Erie St. Clair Clinic
519-977-9772
1574 Lincoln Rd.
519-988-1020
2525 Roseville Garden Dr., Suite 100

Goyeau Street Clinic
519-256-1519
1078 Goyeau St.

Horizons Opioid Treatment Services
1-855-742-9449
1428 Ouellette Ave.

Medical Wellness Centre
519-254-0008
60 Park St. W.

McGaffey Pharmacy
519-944-1717
3955 Tecumseh Rd. E.

Ontario Addiction Treatment Centre (OATC)
519-252-0991
1101 University Ave. W.

Ontario Addiction Treatment Centre (OATC)
519-735-6500
9917 Tecumseh Rd. E.

trueNorth Medical Centre
1-888-878-3563 ext. 4
1078 Goyeau St.

Wyandotte Street Pharmacy
519-258-3333
366 Wyandotte St. W.

Leamington, ON

Erie St. Clair Clinic
519-326-7742
15 John St.

Renew Medical Clinic
519-322-4922
4 Talbot St. E.

Please call the clinics for more information.

HELP FOR HIGH SCHOOL AND POST-SECONDARY SCHOOL STUDENTS

High School

Students can call directly to talk with a Mental Health and Addiction nurse about alcohol, marijuana, opioids, or other substances. A school, hospital, or community agency can also refer by calling or going online.

519-258-8211 or 1-888-447-4468
www.healthcareathome.ca/eriestclair/en/care/Pages/Getting-Care-at-School.aspx

Post-Secondary School Counselling for Students

University of Windsor
519-253-3000 ext. 4616 – CAW Centre room 293
www.uwindsor.ca/scc

St. Clair College
519-972-2727 ext. 4226 – Room 206
www.stclaircollege.ca/student-services/counsellingservices.html



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The information in this document is current to October 2019.

If a service or program on this brochure is no longer offered or it has changed, please call 519-258-2146 ext. 3100

WINDSOR-ESSEX COUNTY
HEALTH unit
Bureau de santé de Windsor-centre d'Essex

WECOSS Resources

Aegis Health

226-946-1000
www.aegishealth.ca
1083 Ouellette Ave., Windsor
Outpatient clinic. *Services in English, French, Polish, and Mandarin. All ages.

ACCESS County Community Support Services

519-733-8983 ext. 25
Toll-Free: 1-877-733-8983 ext. 25
Youth Transitional Support Program
www.accesscounty.ca
23 Mill Street West, Kingsville
One-to-one support, advocacy, and community referrals. Ages 16-24.

Alcoholics Anonymous

Windsor: 519-256-9975
Leamington: 519-999-1234
www.aa.org
Offers individual and group support to individuals living with problematic alcohol use, or for their friends and family. All ages.

Brentwood Recovery Home

519-253-2441 ext. 206
www.brentwoodrecovery.com
2335 Dougall Ave., Windsor
Residential addiction treatment with non-residential aftercare for men and women. Supports available for parents, family, & friends of persons challenged by addiction. Ages 16+.

Non-residential addiction treatment program. Ages 13-15.

Can Am Friendship Centre

519-253-3243
www.caifc.ca
2929 Howard Ave., Windsor
Assists Aboriginal people living with alcohol/drug issues. *English and French. All ages.

Canadian Mental Health Association

519-255-7440
www.cmha-weeb.on.ca
1400 Windsor Ave., Windsor
One to One Addictions Support program.
Helps individuals who have a diagnosis of mental illness and struggle with an addiction. Ages 16+.

Concurrent Disorders Family Group.
Provides support and education to individuals who have a family member living with mental illness and substance use. Ages 16+.

Sobriety Through Accessing Group Education and Support (S.T.A.G.E.S.) program.
On-going support for those living with mental illness and substance use. Ages 16+.

Centre for Addiction and Mental Health, Rainbow Services (LGBT)

1-416-535-8501 ext. 2
Program: 1-416-535-8501 ext. 37062
www.camh.net
60 White Squirrel Way, Toronto
Residential and non-residential specialized treatment offered to lesbian, gay, bisexual, transgender, transsexual, two-spirit, and intersex people, concerned about their substance use. Ages 18+.

Crossroads Centre for Personal Empowerment

519-252-5456
www.crossroadsc4pe.ca
1980 Ottawa St., Lower Unit, Windsor
Education, support, and counselling. Ages 18+.

Downtown Mission - Phoenix Recovery and Wellness Program

519-962-5582 ext 803 or 804
www.downtownmission.com
875 Ouellette Ave, Suite 300, Windsor
Free, 12-week day treatment program. Offers counselling, education, support services, and use of the Downtown Mission Fitness Centre. Ages 18+.

Employee Assistance Programs (EAP)

EAPs are offered by some workplaces and can help employees and their families with alcohol and drug problems. To learn if your workplace offers an EAP, ask your union representative, health and safety representative, or human resources officer.

Family Services Windsor-Essex Counselling and Advocacy Centre

519-966-5010
Toll free: 1-888-933-1831
www.familyserviceswe.ca
1770 Langlois Ave., Windsor
Confidential, voluntary, short or long-term counselling services to families, individuals, and couples. Ages 16+.

Hôtel-Dieu Grace Healthcare, Windsor Addiction Assessment and Outpatient Service (WAAOS)

3740 Connaught Ave., Windsor
(in the Withdrawal Management Services Building) Services in all languages upon request. Ages 16+.
Assessment and Referral Program
519-257-5220 ext. 1
www.hdgh.org/addictionassessmentoutpatient
Designated assessment and referral centre in Windsor-Essex for persons wishing to access treatment for addiction to alcohol and/or drugs. Helps individuals determine appropriate treatment options.

Withdrawal Management Services

519-257-5225
www.hdgh.org/withdrawalmanagement
Residential, non-medical services for individuals who are intoxicated and in crisis. Provides a space to safely withdrawal. No referral needed. Call to ensure bed availability. Ages 16+.

Concurrent Disorders Program

519-257-5125 ext. 1
www.hdgh.org/concurrentdisorderprogram
An outpatient program for persons with a diagnosed mental health disorder and alcohol or substance dependence. Ages 16+.

House of Sophrosyne

519-252-2711 intake ext. 115
www.sophrosyne.ca
1771 Chappell Ave., Windsor
35 day residential addiction/trauma program for women. Ages 16+.

Community Programs

226-350-1569
Transitional Care, Continuing Care, Brief Crisis Counselling for men and women, Educational Services.

Caring Connection

226-347-3957
Moms in Recovery, Father's in Recovery, Continuing Care, Brief Intervention and Crisis Intervention.

Supportive and Transitional Housing and Treatment Program

Windsor: 519-560-7359
County: 519-990-7547

Virtual Addiction Treatment

226-340-0587
Online pre-treatment, addiction treatment, and transitional care.

Family Program

226-340-1194
For those impacted by a loved one's addiction or grieving a loss of someone due to substance use. Individual or private group sessions.

Justice Program

226-340-4908
For men or women incarcerated at the Southwest Detention Centre or navigating the Justice System.

Lasalle Empowerment Assistance Program (L.E.A.P.)

519-969-5210 ext. 2531
www.lasallepolice.ca
1015 Erie St. E., Windsor
(Spiritual Soldiers Coffee Compound)
Meets bi-weekly on Thursdays from 6-8 p.m. Free peer to peer support in a safe, discreet, non-judgemental environment to help empower individuals struggling with a substance addiction or in recovery. Ages 18-25.

Narcotics Anonymous

519-566-3830
Toll free: 1-888-811-3887
www.essexkentna.org
Open to anyone who wants to do something about his or her substance use. All ages.

New Beginnings (Non-Residential Attendance Centre)

519-971-0973
www.newbeginningswindsor.com
1015 Highland Avenue, Windsor
519-254-2363
1049 Janette Avenue, Windsor

Offers individual substance use counselling. Provides assessment and treatment for mandated youth justice clients. Ages 12-20 years and those referred by the WECDSB for substance use and dependency.

Windsor Essex Community Health Centre

www.wechc.org
weCHC - Teen Health
519-253-8481
1361 Ouellette Ave., Windsor
City and county services available at several locations. Free counselling services. Ages 12-24.

S.T.E.P.S. (Stability Through Education Prevention and Support)

weCHC - Sandwich
519-258-6002 ext. 420
Cell: 519-563-8993
3325 College Avenue, Windsor

weCHC - Leamington
519-997-2828 ext. 865
Cell: 519-564-1230

33 Princess St., Suite 450, Leamington
A voluntary program that embraces use reduction and abstinence goals through one-on-one and family counselling, groups, and outreach. Individuals on Methadone, Suboxone, and Naltrexone are welcome. We have two locations but will also meet clients where they are throughout Windsor-Essex. Ages 16+.

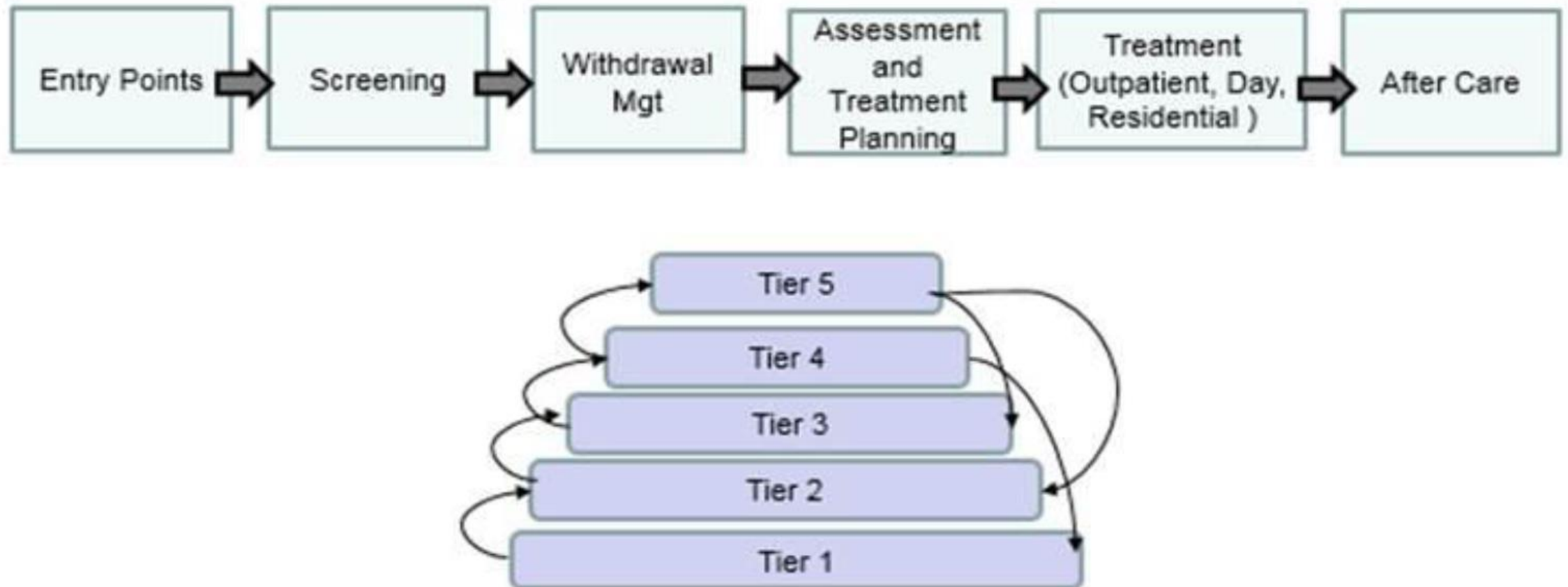
Windsor Life Centre

519-972-8160
www.windsorlifecentre.com
4490 7th Concession, Windsor
A Christian-based substance and alcohol recovery and rehabilitation program for women. Ages 18+.



Typical Care Pathway for Addiction

Figure 13: Tiered Model from Continuum Perspective



Screening vs. Assessment

It's a screener if....

- Is brief and easy to administer/score
- Does not collect diagnostic information but:
 - Identifies individuals in need of further assistance (e.g. assessment and/or intervention) – identifies a problem
 - Provides a general sense of severity

It's an assessment if...

- Involves a more rigorous scoring process
- Must be interpreted by a trained/licensed professional
- Asks comprehensive questions that provide diagnostic information
- Can be used to create a detailed treatment plan

Screening = Inch deep and a mile wide
Assessment = A mile deep and an inch wide



Staged Screening & Assessment: Goals & Value

The SS&A process aims to improve screening and assessment for Clients accessing substance use services in Ontario by introducing a 2-stage screening approach and an in-depth 1st stage assessment, with particular focus on concurrent disorders.



Improve individual treatment plans developed for Clients



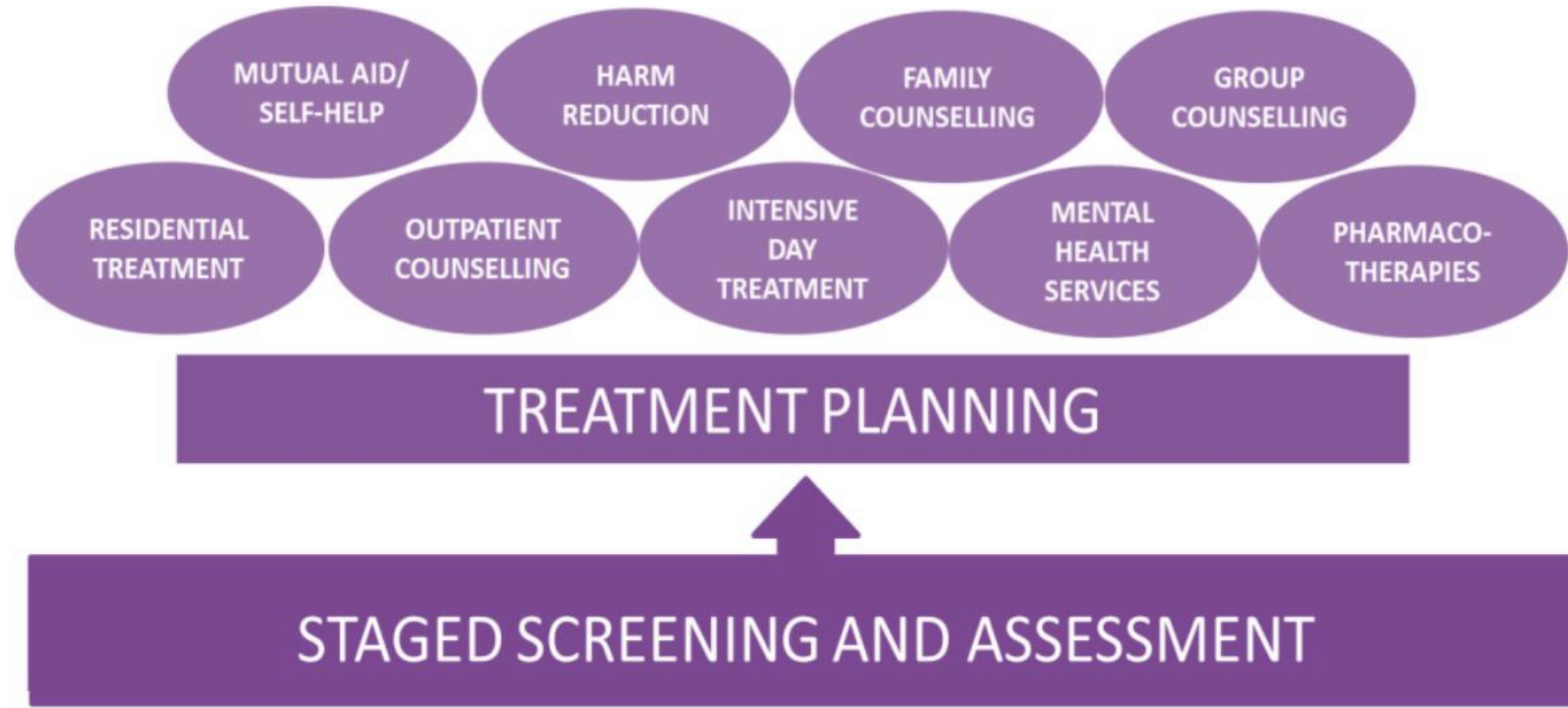
Improve match between Client needs and strengths, and services provided



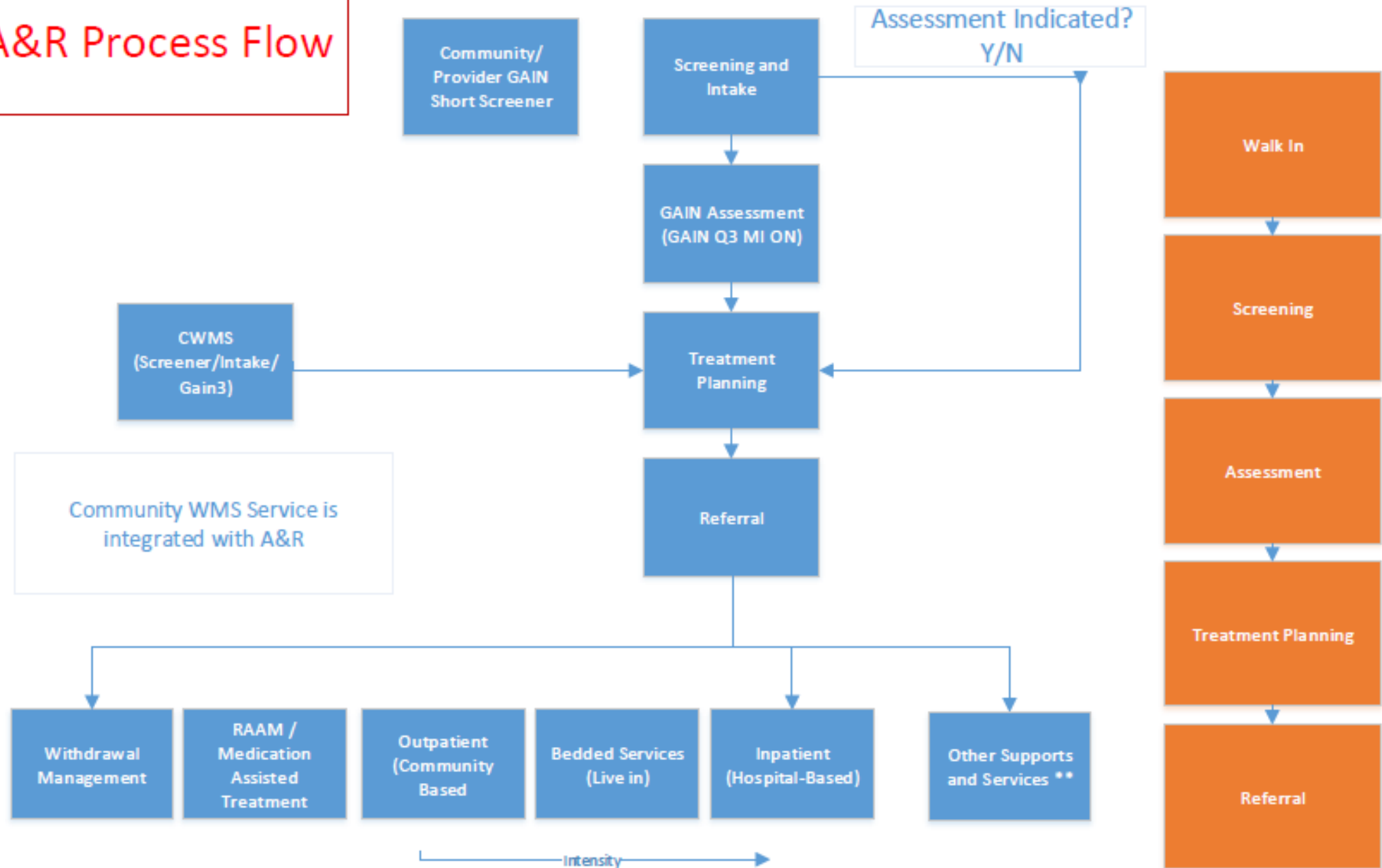
Increase treatment system efficiency and effectiveness



ADDICTION TREATMENT MODALITIES



A&R Process Flow



Addiction Assessment and Referral (A&R)

- A&R was relocated 1 year ago
- It's new location is at Crisis and Mental Wellness Center, 744 Ouellette Avenue
- The best way to access A&R is through walk in
Walk-In Clinic Hours:

Tuesdays - 1:30 p.m. to 4:00 p.m. or
Friday 9:00 a.m. to 11:30 a.m

**We encourage individuals to come early, ideally at 130pm Tuesdays,
and 9am on Fridays



Increase Awareness of the Supports at the Crisis and Mental Wellness Centre

Community Crisis Centre

- 744 Ouellette Avenue
- 7 days/week, 365 days/year, 8:00 a.m.-8:00 p.m.
- 24-hour telephone support 519-973-4435
- General Psychiatry Clinic (referral by family doctor required)



**ARE YOU IN
CRISIS?**

FEAR **PANIC**
DEPRESSION
THOUGHTS OF SUICIDE
ANGER
FAMILY PROBLEMS
SUBSTANCE USE

THOUGHTS OF SELF-HARM
RELATIONSHIP ISSUES
GRIEF
FINANCIAL PROBLEMS
JOB LOSS
ANXIETY

519-973-4435 (24 HOUR CRISIS LINE)

Walk-In Services - 8 a.m.-8 p.m. - 7 Days a Week
Crisis & Mental Wellness Centre
- 744 Ouellette (16 years and older)

General Psychiatry Clinic (by referral)

Mental Health and Policing Teams (Windsor & Essex County)



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Services offered at the Centre include:

- Community Crisis Centre: a 24/7 telephone crisis response service for those who require immediate assessment, psychosocial intervention, and support. This service can be reached by calling 519-973-4435
 - Walk in Crisis Services, 7 days per week 8-8pm
- In partnership with the Canadian Mental Health Association, individuals who utilize the Crisis and Mental Wellness Centre will receive prompt and responsive access to appropriate services and will be supported during wait times for these services



- Timely psychiatric assessment and consultation to individuals requiring diagnostic clarification treatment and/or management recommendations
- Therapeutic interventions, medication evaluation and monitoring and health teaching/coaching
- Group based therapeutic sessions
- A wide range of support services and educational program to promote independent living skills
- Group sessions to assist people in developing skills and strategies for becoming and maintaining a healthy lifestyle



Alternative to the Emergency Department

- As previously reviewed above – Crisis & Mental Wellness Centre services are an alternative to the hospital
- Also included at this location is the Mental Health and Addictions Urgent Care Clinic that was developed as a community response to accessing services during the pandemic
 - (Mon-Fri, 11:00a.m.-7:00p.m.)
 - (Staffed by crisis workers, addictions worker, RPN, on-call psychiatry)
 - Brief Psychotherapy and Psychosocial Support
 - Urgent Psychiatric Assessment and Consultation
 - Medical Assessment and Monitoring
 - Connection to community-based services
 - Addiction Management Services



Mental Health and Policing Teams

- Collaborative initiatives between local and provincial police and mental health crisis services have been developed to address the gap in the continuum of existing community crisis services.
- These specialized teams work in the community providing intervention to individuals who are in severe distress, or who are experiencing a mental health crisis and whose needs are not being effectively met through the justice system or the health sector.
- The objectives of these teams are to engage with individuals to prevent admission/incarceration whenever possible and to work to facilitate the most optimal outcome to the situation.
- Referrals are accepted by anyone who is concerned about another person's mental health or psychosocial situation and can be made by phone or email directly.



Mental Health & Policing Teams (community-based; nonurgent)

- Referrals can be made by anyone
- LaSalle 519-250-5048 email: MentalHealthSupportTeam@hdgh.org
- Amherstburg 519-736-0208 email: MentalHealthSupportTeam@hdgh.org
- Essex County 519-723-4600 (Essex) or 519-324-0123
(Leamington) email: oppmhru@hdgh.org
- Windsor 519-973-4409 email: Windsor.coast@hdgh.org
- ****Our first response teams are dispatched by police only****



Communicating and Partnering with Caregivers

- Ensure wishes and family members play a key role in providing supports while their loved one receives services
- Strive to get permission to keep open communication with family members because they are the support in the community and know their loved ones better than a service provider



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Hope for the attainment of a more positive family and client experience when engaged in the mental health system

Best accomplished by conferences such as this
Become a member of the PFAC team at HDGH or CMHA
Completion of client/family satisfaction surveys (we DO read and implement changes based on these)
If possible, attend appointments or crisis walk-in with your loved one and participate in the care plan developed
Ask your loved one to see a copy of recommendations, referrals, crisis safety plan, etc. that they may have received





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References

Managing Alcohol Use, slide 48. Retrieved from the World Wide Web: <https://www.metaphi.ca/presentation-templates.html>.

RAAM Clinics. Retrieved from the World Wide Web: <https://www.metaphi.ca/raam-clinics/>

Safe Opioid Prescribing, slide 38. Retrieved from the World Wide Web: <https://www.metaphi.ca/presentation-templates.html>.



Our Organizations

- Who we are
- Core Services





**REHABILITATIVE
CARE**



**MENTAL HEALTH
& ADDICTIONS**



HDGH
ESTD 1888



**COMPLEX MEDICAL
& PALLIATIVE CARE**



**CHILDREN & YOUTH
MENTAL HEALTH**



**Canadian Mental
Health Association**
Windsor-Essex County

Community
Wellbeing is
Our Sole Focus.



**Canadian Mental
Health Association**
Windsor-Essex County

Community wellbeing is our sole focus.



CMHA
Specialized Programs

- Mental Health and Addictions Programs
- Resources



CMHA
Health Centre

- Comprehensive Primary Care Services
- Health Promotion, Illness Prevention, Disease Treatment and Recovery



Take a
Stand for
Mental
Health

- Mental Health Awareness, Education and Training
- CMHA Foundation
- Fundraising





it takes a community



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**TAKE CARE OF
YOURSELF**



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