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| **Name of Service, Location and phone number(s)** | **Clinical Case Management- Niagara Region Mental Health**1815 Sir Isaac Brock Way Thorold, ON, L2V 4T7Phone: 905-980-6000Website:<https://www.niagararegion.ca/living/health_wellness/mentalhealth/case-management.aspx> |
| **Services Offered** | * Individualized assessment
* Counselling
* Education
* Access to resources
 |
| **Inclusionary/ Exclusionary Criteria** | To be eligible, individuals must meet the following criteria:* Suffer from ongoing and serious mental illness
* Have difficulty managing medication and their side effects
* Need help coordinating multiple services
* Need help with life skills and activites of daily living
* Require education and counselling for themselves and their family
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| **Treatment Details** | Case management services for residents with a focus on providing support to individuals with serious, ongoing mental health needs. Education and support groups for anxiety disorders, seniors with depression and a Dialectical Behavior Terapy group for those struggling with borderline personality disorder.  |
| **Philosophy of treatment** | Recovery |
| **Cost/ Payment Options** | None |
| **Referral Process** | Anyone can make a referral: self-referral, referrals from family, community agencies, etc. To make a referral:Call: 905-688-2854 ext. 7262Health care professionals: call intake line or refer online: <https://www.niagararegion.ca/health/professionals/mental/mental-health-referral-form.aspx> |
| **Hours of Operation** | **8:30 a.m. - 4:30 p.m.** Monday to Friday (Closed on holidays) |
| **Staff Compliment** | * Psychiatric nurses
* Social workers
* Mental health case workers
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| **Any other special considerations?** | No |
| **Wheelchair Accessible?** | Yes |
| **Close to Bus Route/ Public Transportation?** | Buses:* 321
* 421
* 50
* 55
* 316
* 336
* 416
* 335
* 435
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| **Languages spoken** | English |

*(Please note this document was created October 2018. Program information may change.*

*Please contact agency to receive latest information regarding their services.)*