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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 4T7  Phone: 905-980-6000  Website:<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 |
| **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. 7262  Health 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 |
| **Any other special considerations?** | No |
| **Wheelchair Accessible?** | Yes |
| **Close to Bus Route/ Public Transportation?** | Buses:   * 321 * 421 * 50 * 55 * 316 * 336 * 416 * 335 * 435 |
| **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.)*