CCIT Partners Contact List			CALL 911 IN EMERGENC
	WE ARE ALL HERE TO HELP	Contacting <b>ANY of the agencies listed below</b> will ensure you are connected to the services you need.	
	PARTNER	CONTACT	SUPPORT
	Canadian Mental Health Association Peel Dufferin (CMHA PD)	24/7 Crisis Line: 905-278-9036 OR 1-888-811-2222	24/7 crisis support, information, referral and assessment for addictions and mental health services (18+).
	Dufferin Child & Family Services (DCAFS)	24/7 support: <b>519-941-1530</b>	24/7 crisis support for children, youth and families seeking mental health support, parenting support and child safety/wellbeing.
	EveryMind Mental Health Services	24/7 support: <b>905-278-9036</b> Press 1	<i>Under 18 in Caledon:</i> 24/7 support line for children, youth under 18 and their families in Caledon.
	Family Transition Place (FTP)	24/7 support: 519-941-HELP (4357) 905-584-HELP (4357)	24/7 support/information line, mobile crisis response, counselling, legal and housing support for individuals (16+) who have experienced abuse, sexual violence, homelessness and addiction.
	Ontario Provincial Police (OPP)	Call 911 in emergency Dufferin Non-emergency line: 888-310-1122 Caledon Non-emergency line: 905-584-2241	24/7 The mobile crisis team for Dufferin and Caledon is supported by Mental Health Crisis Officers and Mental Health Clinicians.
	Peel Addiction Assessment & Referral Centre (PAARC)	Intake: 905-629-1007 ext. 222	Individual and group counselling and case management services for clients 16 and older who are concerned about their own or a loved ones' substance use, gambling, gaming or other select behavioural related challenges.
	Services and Housing In the Province (SHIP)	Program Intake: 1-519-307-8700 1-855-795-8742 Monday to Friday, 8:30 a.m4:30 p.m.	Individuals (16+) requiring access, assessment and referral to supportive housing and mental health services.  Specialized services include intensive case management, early psychosis intervention, housing stability and mental health & justice.



### Who, Where and When We Help

Our partners serve all ages and all genders in Dufferin and Caledon.

Our partners meet clients where they want: in the community, at home and by phone.

Staff from each of the partners hold regular meetings to decide what community supports and referrals people need in the short and long-term. By working together, with consent, partners hope each client has a better experience with the care and help they receive.

# **HELP IS AVAILABLE**

**Every number is the RIGHT NUMBER** to call.

If you are experiencing a crisis, reach out to one of our partners for help.

#### **CCIT Partners**



cmhapeeldufferin.ca



dcafs.on.ca



everymind.ca



familytransitionplace.ca



headwatershealth.ca



opp.ca

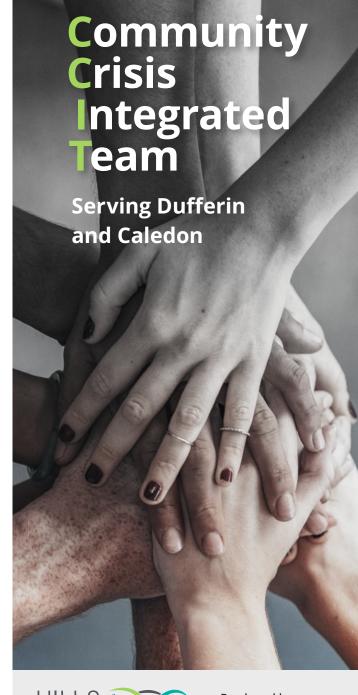


and Referral Centre

paarc.com

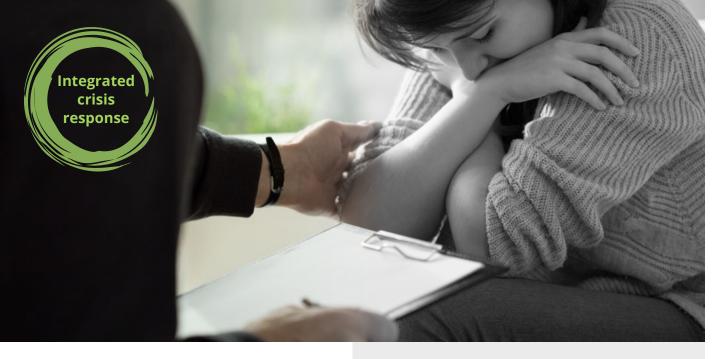


shipshey.ca





Produced by Hills of Headwaters Collaborative Ontario Health Team



### What is the Community Crisis **Integrated Team?**

The Community Crisis Integrated Team (CCIT) is a group of community social and health care providers who work together to improve how people get the care they need in a way that is respectful, feels safe and looks at the whole person.

Our partners respond to calls for help from people who are at risk of having or are having a mental health and addictions crisis. Our goal is to help people get the kind of help they need when they need it and to help prevent future crises.

### When responding to a crisis, we work together to:

- Offer the right care with the right partners and supports in the community and hospital
- Provide emergency department crisis assessments for Headwaters Health Care Centre
- Avoid unnecessary emergency department visits and mental health apprehensions
- Connect people to community supports and services
- Encourage and support the wellness of individual and their families

## **ONE Integrated Crisis Support Success Story**



#### Female Client, aged 55-65, needed:

# Housing



County of Dufferin, FTP, OPP, Town of Orangeville

Lighthouse, FTP, OPP,

Legion, Déjà Vu Diner,

Centre Fellowship

Church, Orangeville

community members

Clothing \\

Store, New Hope

As We Grow, FTP,

Salvation Army Thrift

Community Church,

community members

Food

Food Bank,



# Safety / Social

OPP, FTP, Community Paramedics, various crisis workers, family, Town of Orangeville, local community



# Health / Wellbeing

OPP, FTP, HHCC, CMHA, Community Paramedics, United Church, Compass Community Church In Patient Treatment Centre, medical follow up



# A person received crisis support at a coffee shop where they felt safe enough to talk

A homeless person was welcomed in a safe

community organization to use a shower

to stay clean during the pandemic.

A family in crisis received better food security, safety planning, help with reuniting family, consistent case coordination and follow-up services.

A 17-year-old was trying to manage a bipolar single parent who was in psychosis within our community. Youth was referred to the crisis team in need of support, housing, and safety planning. Our crisis team was able to provide additional supports including clothing, groceries and a safe space to share their worries and fears. We also registered the youth with a family doctor.

A crisis worker and a client worked together to put supports in place, including supportive housing and professional health services, after a mental health crisis.

#### Impact of care:

- √ receives regular medication
- √ re-entered community
- ✓ coping well
- ✓ settling finances
- needs limited social supports
- secured independent housing
- √ family reunified

## **Integrated Crisis Response & Co-ordination**

Clients' case coordination often includes many partners and community supports.



**Real Life Successes** 

about their situation.