

Matching Your Adult and Senior Patients to Addictions & Mental Health Services

A guide to the Addictions and Mental Health Tiered Framework for Primary Care Providers in Guelph

If patient is in crisis **call Here 24/7 (1-844-437-3247)** or direct them to the **nearest hospital**.

	Tier	Level Of Patient Needs	Core Services	How To Refer Patients
1.3% of general population ¹	5	Severe & Complex Patients with chronic, atypical, and recurrent needs who are unable to manage effectively with community-based services	<ul style="list-style-type: none"> Emergency psychiatric services Inpatient psychiatric services Long-Stay Inpatient psychiatric services 	<ul style="list-style-type: none"> Call 9-1-1 Send to Local emergency department: Guelph General Hospital (GGH) If patient has benefits or self-pay → Intake at Homewood Health
10.5% of general population ¹	4	Severe & Persistent Patients with severe and persistent needs impacting their ability to function on a daily basis in many areas of their life (employment, housing, relationships, etc.)	<ul style="list-style-type: none"> Addictions Community Counselling and Treatment Assertive Community Treatment Court Support Early Psychosis Flexible Assertive Community Treatment Mental Health Community Counselling and Treatment Peer and Family Support Psychiatry Residential Addictions Treatment (longer-term) Support Coordination Supportive Housing Withdrawal Management Brain Injury² 	<ul style="list-style-type: none"> Here 24/7 (1-844-437-3247) Residential Treatment, Stonehenge Therapeutic Community (519-837-1470/Here 24/7) Addiction Support Coordination (519-212-5476) Community Withdrawal Support Service (1-844-722-2977) Let's Grow Together (519-837-1470 x302) Peer to Peer Overdose Response (519-222-7993) Specialized Outreach Service (SOS) (519-212-7824) Distress Line (1-888-821-3761, 8am - 10pm daily) Grand River Withdrawal Management (519-749-4318) Wellness Together (www.wellnesstogether.ca/en-CA) Brain Injury Services, www.Traverseindependence.com RAAM (1-844-722-2977, www.raamww.ca) Compass Community Services (519-824-2431 x. 12, www.compasscs.org)
17.9% of general population ¹	3	Moderate to Episodic Patients with moderate and/or episodic needs that have not responded well to low-intensity intervention or are experiencing an initial moderate presentation	<ul style="list-style-type: none"> Addictions Community Counselling and Treatment Court Support Early Psychosis Flexible Assertive Community Treatment Mental Health Community Counselling and Treatment Peer and Family Support Psychotherapy (Family Counselling) Psychiatric Consultation Residential Addictions Treatment (short-term) Specialized Geriatric Service Support Coordination Withdrawal Management Brain Injury² 	<ul style="list-style-type: none"> Here 24/7 (1-844-437-3247) Residential Treatment, Stonehenge Therapeutic Community (519-837-1470/Here 24/7) Addiction Support Coordination (519-212-5476) Community Withdrawal Support Service (1-844-722-2977) Let's Grow Together (519-837-1470 x302) Peer to Peer Overdose Response (519-222-7993) Specialized Outreach Service (SOS) (519-212-7824) Specialized Geriatric Services - Download referral form HERE Guelph FHT Psychiatry Clinic - Ocean E referrals from Family Doctor/Nurse Practitioner Distress Line (1-888-821-3761, 8am - 10pm daily) TeleConnect Peer support (519-821-3760) Seniors Supporting Seniors Program (519-821-3760) Here 24/7 (1-844-437-3247) Grand River Withdrawal Management (519-749-4318) Brain Injury Services, www.Traverseindependence.com CMHA Self Help & Peer Support (www.cmhawwselfhelp.ca/events/) RAAM (1-844-722-2977, www.raamww.ca) Compass Community Services (519-824-2431 x. 12, www.compasscs.org) Services for First Nations, Inuit and Métis (226-476-3672, waterloowellingtoninfo@soahac.on.ca)
26.9% of general population ¹	2	Mild to Moderate Patients presenting with mild-moderate common mental health and addiction disorders: depression, anxiety, dementia, panic, OCD, PTSD, substance misuse	<ul style="list-style-type: none"> Adult Day Programs Big White Wall Bounce Back First Link Memory Clinic Peer & Family Support Psychiatric Consultation Psychotherapy (FHT, Insurance or Family Counselling) Walk-In Counselling Brain Injury² 	<ul style="list-style-type: none"> OTN, www.caredove.ca Guelph FHT Wellness Workshops (www.guelphfht.com) East Wellington FHT Workshops (www.ewfht.ca) Distress Line (1-888-821-3761, 8am - 10pm daily) TeleConnect Peer support (519-821-3760) Seniors Supporting Seniors Program (519-821-3760) Services for First Nations, Inuit and Métis (226-476-3672, waterloowellingtoninfo@soahac.on.ca) Togetherall (www.togetherall.com/en-ca/) BounceBack (www.bouncebackontario.ca/) Brain Injury Services, www.Traverseindependence.com CMHA Self Help & Peer Support (www.cmhawwselfhelp.ca/events/) Compass Community Services (519-824-2431 x. 12, www.compasscs.org)
43.4% of general population ¹	1	Minimal General population who may need information/education and self-management to maintain recovery & prevent issues	<ul style="list-style-type: none"> Big White Wall Bounce Back Peer and Family Support Psychotherapy (FHT, Insurance or Family Counselling) Walk-In Counselling Brain Injury² 	<ul style="list-style-type: none"> OTN, www.caredove.ca Guelph FHT Wellness Workshops (www.guelphfht.com) East Wellington FHT Workshops (www.ewfht.ca) CMHA Self Help & Peer Support (www.cmhawwselfhelp.ca/events/) Services for First Nations, Inuit and Métis (226-476-3672, waterloowellingtoninfo@soahac.on.ca) Distress Line (1-888-821-3761, 8am - 10pm daily) TeleConnect Peer support (519-821-3760) Seniors Supporting Seniors Program (519-821-3760) Togetherall (www.togetherall.com/en-ca/) BounceBack (www.bouncebackontario.ca/) Brain Injury Services, www.Traverseindependence.com Compass Community Services (519-824-2431 x. 12, www.compasscs.org)

1: Ministry of Health and Long-Term Care (2017). *Transforming Ontario's Mental Health and Addictions System: From a System of Services to a Coherent Service System*.

2: The result was 73.1%, or 68 of the 93 screened, had a brain injury. This is not surprising but higher than we anticipated. The average number is usually about 60%.² Link to article: <https://www.cambridgetoday.ca/local-news/study-shows-cambridge-homeless-population-is-above-average-for-acquired-brain-injuries-5325743>