

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**.

Level Of Patient Needs

How To Refer Patients (click on each service below to access their website)

NOTE: Here 24/7 remains the central point of access for all mental health & addictions services. Links provided below are intended to support direct referral to the listed programs IF desired.

Tier

1.3% of general population¹

5

Severe & Complex

Patients with chronic, atypical, and recurrent needs who are unable to manage effectively with community-based services.

- 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 population¹

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.).

- [Here 24/7 \(1-844-437-3247\)](#)

Addictions Services	<ul style="list-style-type: none"> • Addiction Support Coordination (1-833-272-0003) • Community Withdrawal Support Service (1-844-722-2977) • Let's Grow Together (519-837-1470 x302) • Peer to Peer Overdose Response (519-222-7993) 	<ul style="list-style-type: none"> • Specialized Outreach Service (SOS) (519-212-7824) • Rapid Access Addiction Medicine (1-844-722-2977) • Grand River Withdrawal Management (519-749-4318) • Residential Treatment, Stonehenge Therapeutic Community (519-837-1470/Here 24/7) 	<ul style="list-style-type: none"> • Community Addiction Services (CADS) (1-844-437-3247) • Concurrent Support Coordination (1-844-437-3247)
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Mental Health and Support Services	<ul style="list-style-type: none"> • Assertive Community Treatment • First Step Early Psychosis Intervention • Eating Disorder Program • Flexible Assertive Community Treatment 	<ul style="list-style-type: none"> • Distress Line (1-888-821-3761, 8am - 10pm daily) • Wellness Together • Compass Community Services (519-824-2431 x. 12) • Brain Injury Services
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17.9% of general population¹

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.

- [Here 24/7 \(1-844-437-3247\)](#)
- [Specialized Geriatric Services referral form](#)

Addictions Services	<ul style="list-style-type: none"> • 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) 	<ul style="list-style-type: none"> • Specialized Outreach Service (SOS) (519-212-7824) • Rapid Access Addiction Medicine (1-844-722-2977) • Grand River Withdrawal Management (519-749-4318) • Residential Treatment, Stonehenge Therapeutic Community (519-837-1470/Here 24/7) 	<ul style="list-style-type: none"> • Community Addiction Services (CADS) (1-844-437-3247) • Concurrent Support Coordination (1-844-437-3247)
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Mental Health and Support Services	<ul style="list-style-type: none"> • TeleConnect Peer support (519-821-3760) • Seniors Supporting Seniors Program (519-821-3760) • Assertive Community Treatment • First Step Early Psychosis Intervention • Eating Disorder Program 	<ul style="list-style-type: none"> • Distress Line (1-888-821-3761, 8am - 10pm daily) • Wellness Together • Compass Community Services (519-824-2431 x. 12) • Brain Injury Services • eConsult (Psychiatry Consult) 	<ul style="list-style-type: none"> • Guelph FHT Psychiatry Clinic - Ocean E referrals from Family Doctor/Nurse Practitioner • Services for First Nations, Inuit and Métis (226-476-3672) • Virtual Hallway: Provider-To-Psychiatrist Phone Consults
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26.9% of general population¹

2

Mild to Moderate

Patients presenting with mild-moderate common mental health and addiction disorders: depression, anxiety, dementia, panic, OCD, PTSD, substance misuse.

- [Ontario Telemedicine Network](#)
- [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 \(226-476-3672\)](#)
- [Togetherall](#)
- [BounceBack](#)
- [Brain Injury Services](#)
- [Compass Community Services \(519-824-2431 x. 12\)](#)
- [Ontario Structured Psychotherapy](#)
- [eConsult \(Psychiatry Consult\)](#)
- [Virtual Hallway: Provider-To-Psychiatrist Phone Consults](#)

Primary Care Mental Health Workshops and Counsellors	<ul style="list-style-type: none"> • Guelph FHT Wellness Workshops • East Wellington FHT Workshops • MHA Self Help & Peer Support
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43.4% of general population¹

1

Minimal

General population who may need information/ education and self-management to maintain recovery and prevent issues.

- [Ontario Telemedicine Network](#)
- [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 \(226-476-3672\)](#)
- [Togetherall](#)
- [BounceBack](#)
- [Brain Injury Services](#)
- [Compass Community Services \(519-824-2431 x. 12\)](#)

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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>