

HOW DO I GET COUNSELLING? WHAT DO I NEED TO KNOW? WHERE DO I START?

FAMILY HEALTH TEAM FREE COUNSELLING

ARE YOU A PATIENT?

Ask Your Doctor

If you belong to a Family Health Team in Hamilton then you have access to free counselling by a trained professional counsellor as well as free access to other health care providers: psychiatrist, social worker, dietician and nurse practitioners.

There are 2 family health teams in Hamilton:

- ▶ The Hamilton Family Health Team with offices throughout Hamilton
- ▶ McMaster Family Health Team with 2 sites: the Stonechurch Family Practice and the McMaster Family Practice West End Clinic.

Make an appointment with your family doctor and request a referral for counselling.

HEALTH PLANS & EMPLOYEE ASSISTANCE PROGRAM FEES MAY BE COVERED BY YOUR BENEFIT PLAN

DO YOU HAVE BENEFITS?

Ask Your Human Resources Department
Ask Your Health Care Insurance Provider

EAP - Employee Assistance Program

Some workplaces provide free limited confidential access to trained counsellors through an Employee Assistance Program (EAP).

Health Insurance & Benefit Coverage

Some health care insurance plans and workplace benefit plans provide an annual allowance for confidential counselling or psychological services. Call your insurance provider to ask what coverage you have and if you are eligible for the services of a Registered Social Worker or Psychologist.

OTHER OPTIONS OHIP COVERED OR FEE FOR SERVICE

CALL YOUR FAMILY DOCTOR

Your Family Doctor specializes in family medicine and counselling. You and your family doctor may decide that further counselling support may be required and a referral may be made for you or your family members to see a psychiatrist, psychologist, psychotherapist, social worker or other health care professional.

Many professionals who provide mental health care are not covered by OHIP. Ask your family doctor, health care insurance provider or employer for more information.

If you are financially able, you can search for a private psychotherapist. For more information go to www.findasocialworker.com

SOMEONE IS ABLE TO HELP YOU DURING THIS DIFFICULT TIME

Resources provided on the reverse side are options to consider if you do not have a family doctor, a Family Health Team, do not have coverage through your employer or a health insurance plan or may not have the financial ability to pay for the services of a health care professional in private practice. Your Clergy, Spiritual Leader or Funeral Home Director may also be able to help you.

Do You Need Help Now?

Call one of the crisis lines listed on the reverse side.



Call 9 - 1 - 1 FOR EMERGENCIES

If you are uncertain *a/ways* call 9 - 1 - 1

CRISIS LINES

Get Help Right Now!

COAST

905 972-8338

www.coasthamilton.ca/

Crisis Outreach & Support Team for adults, children and youth and their families/caregivers. COAST Hamilton's crisis line is answered 24 hours a day, 7 days a week. The COAST mobile team, consisting of a mental health worker, and a police officer, will respond to crisis calls between the hours of 8 a.m. and 1 a.m. daily.

SUICIDE CRISIS LINE

SALVATION ARMY

905 522-1477 or Call Collect - Free

www.hopesalive.ca/

24 hour Crisis Line

VICTIM SERVICES

905 546-4904 - Free

www.hamiltonpolice.on.ca/HPS/VictimSupport/

24/7 Crisis Intervention

KIDS HELP PHONE

1 800 668-6868 - Free

www.kidshelpphone.ca

24/7 Phone and Web Counselling

Ages 20 years and under

HELP FOR YOUTH

Anonymous Confidential 24/7

CALL SCHOOL SOCIAL WORKER

LGBT YOUTHLINE - Free

1 800 268-9688

www.youthline.ca

A phone and chat support service for LGBT youth.

KIDS HELP PHONE - Free

1 800 668-6868 Toll-Free

www.kidshelpphone.ca



THE JACK PROJECT - Free

1 800 668-6868 Toll-Free

www.thejackproject.org

Promotes young people's mental health by providing them with much-needed information and support as they move from late-high school into college, university, or independent living.



HEALTH CARE OPTIONS

GRIEF & LOSS BEREAVEMENT OPTIONS

CALL YOUR DOCTOR

WALK-IN CLINIC in your neighbourhood

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ABORIGINAL HEALTH CENTRE

Aboriginal Mental Health Services

905 544-4320 ext. 238 or 905 544-2402

www.aboriginalhealthcentre.com

Culturally appropriate health care programs, services and traditional healing.

CENTRE DE SANTÉ COMMUNAUTAIRE

HAMILTON/NIAGARA - No Fee for Service

905 528-0163 or 1-866-437-7606

www.cschn.ca

Health/social services and grief and loss bereavement programs for French-speaking parents, young adults/teens and children in a safe space.

HAMILTON URBAN CORE COMMUNITY

HEALTH CENTRE

905 522-3233

www.hucchc.com

For registered clients who routinely access the Centre's services and programs.

THE WELL

905 525-0300 - No Fee for Service

www.thewellhamilton.ca

One-on-one and group supports provide safe space for the LGBTQ community.

BEREAVED FAMILIES OF ONTARIO - HAMILTON/BURLINGTON

905 318-0070 - No Fee for Service

www.bfo-hamiltonburlington.on.ca

Mutual support bereavement programs for bereaved parents/young adults/teens/children in a safe space where they can explore their grief, diminish their sense of isolation and help normalize the grief experience.

CATHOLIC FAMILY SERVICES

905 527-3823 - Sliding Scale Fee

www.cfshw.com

Walk-in Counselling Clinic and On-line counselling available. For people of all faiths.

FRIENDS IN GRIEF

905 318-0059 - No Fee for Service

www.friendsingrief.ca

One on one or group support for bereaved adults (18 years and older) who are having difficulty coping with their grief.

LIVING WITH LOSS

905 574-5070 - No Fee for Service

Monthly bereavement education, information, support evening.

SALVATION ARMY

SUICIDE PREVENTION SERVICES

905 522-5244 - No Fee for Service

www.hopesalive.ca

Crisis/Chaplaincy Support: practical supports, home visits, resources, referrals, advocacy throughout the grief journey. Phone A Friend: A friendly scheduled phone call from a crisis support team member to check in (daily, weekly, monthly).

The Suicide Prevention Community Council of Hamilton has more information. Go to www.spcch.org or your telephone directory for more resources. These resources are not intended to be exhaustive.