

ADDICTION SERVICES CENTRAL ONTARIO



CLIENT **Handbook**

Hope begins here.



helpwithaddictions.ca

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Toll Free: 1 (800) 263-2288
Local: (905) 841-7007
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Durham Mental Health Crisis Response:
1-800-742-1890

Visit our website at: helpwithaddictions.ca or hopebeginshere.ca



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ASCO Client Handbook

*This document is an **information guide** that provides an overview of our guidelines, programs and services. Clinicians on your care team will review the highlights of this handbook with you in the first couple of sessions and can answer any questions that you may have.*

Guiding Principles



OUR VISION

A world where all people affected by addictions have the opportunity to heal.

OUR MISSION

Uniting to support individuals to achieve their goals by offering hope and promoting well-being.



OUR VALUES

RESPECT – We respect, honour and champion everyone we serve.

INCLUSIVITY – We celebrate the unique strengths of diverse communities.

EQUITY & ACCESS – We believe in equitable access to programs and services.

FLEXIBILITY – We offer flexible, person-centred care.

BELONGING – We cultivate a safe and welcoming environment where all individuals feel valued, accepted, and heard.

OUR STRATEGIC PRIORITIES

DEVELOP

DRIVE

ADVANCE

DEVELOP OUR PEOPLE – Cultivate an environment where ASCO Employees are supported, invested in, and cared for each and every day.

DRIVE SYSTEM LEADERSHIP IN INTEGRATED CARE – Collaborate with partners to develop a “no wrong door” approach for the people we serve.

ADVANCE CLINICAL AND OPERATIONAL EXCELLENCE – Champion quality, innovation, and continuous improvement.



Visit hopebeginshere.ca



Our Approach to Care

ASCO embraces a holistic approach to addictions treatment by addressing the biological, psychological, social and spiritual aspects of self.

We seek to engage in client-centred work by placing the person at the centre of their treatment, prioritizing their needs and working with them to reach their goals around making changes to substance use and problem gambling.

Our clinical framework is informed by harm reduction and trauma-informed principles in addiction treatment. In addition, our approach to care is guided by research, best practice models and evidence-based treatment.

We believe in working from a strengths-based approach with a commitment to practice from a trauma-informed, culturally sensitive, inclusive, and anti-oppression framework.



What Our Clients are Saying

Seeking help for addiction can be challenging. Clients often feel hopeful when they hear what other clients have to say about the services at ASCO:

"The team here who provided service was excellent and different than other detox/ treatment centers I've attended. Definitely a hand up in my battle against chemical dependence. I would highly recommend this facility and team..."

"My counsellor is amazing and more, couldn't be any better with my problem and referrals for Aftercare."

"Tailored approach. Lots of one-on-one interactions. Was supported on many fronts including facilitation of long term planning (treatment, housing, counseling)"

"I know that I will always have support when I am finished my treatment at the RAAM clinic... thanks to the planning and honest open feedback that my case manager has given me... Thank you for helping me build the life I have wanted for a very long time. "



Treatment Modalities

ASCO clinicians support clients in meeting their treatment goals through the development of a therapeutic relationship, assessment, treatment planning, psychoeducation around substance use and/or problem gambling, and the use of evidence-based clinical interventions. The appropriate treatment modalities that ASCO draws from in therapy are based upon the identified needs, presenting concerns, and established goals based on the stage of treatment. Common modalities utilized in care plans for making change to substance use and/or problem gambling may be Motivational Interviewing, SMART Recovery principles, relapse prevention strategies, and harm reduction techniques. Treatment framework and skills are also drawn from the *Seeking Safety: Trauma and Addiction Focused* model of care. Seeking Safety is an evidence-based, present-focused counselling model to help people attain safety from trauma and/or addiction.

Accessibility Needs

Addiction Services Central Ontario (ASCO) is committed to meeting the needs of its clients, including individuals who are living with different types of disabilities, and to meeting all requirements under the Accessibility for Ontarians with Disabilities Act 2005 (AODA).

Upon request, ASCO will provide, or arrange for the provision of accessible formats and communication supports, and work with clients to address any barriers to treatment due to disability. ASCO will do so in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons.

Virtual & In-person Services

ASCO offers both in-person and virtual options for services. We are committed to offering virtual care options to clients where it will be helpful. This means that we use video and audio technologies in some cases, rather than asking all clients to come in-person to one of our locations.

Some health concerns can be appropriately addressed through a virtual visit, but in some cases your clinician or peer support specialist may determine the need for an in-person visit or assessment, or ask you to visit a hospital or alternative health care facility, if necessary.

We do our best to make sure that any information you give to us during virtual care visits is private and secure, but there is an increased security risk that your health information may be intercepted or disclosed to third parties when using video or audio communication tools. To help us keep your information safe and secure, you can:

- Understand that this method of communication is not secure in the same way as an in-person session in a private room.

- Use a private computer/device (i.e., not an employer's or third party's computer/device) and a secure internet connection. For example, using a personal computer or tablet is more secure than at a library, and your access to the Internet on your home network will generally be more secure than an open guest Wi-Fi connection.
- You should also understand that virtual care is not a substitute for in-person communication or clinical examinations, where appropriate, or for attending the Emergency Department when needed (including for any urgent care that may be required).
- If you are concerned about using video or audio tools for virtual care, please feel free to ask for an in-person visit.
- By providing your information, you agree to let us collect, use, or disclose your personal health information through video or audio communications (while following applicable privacy laws) in order to provide you with care. In particular, the following means of electronic communication may be used: email, telephone, and/or videoconferencing (including Ontario Telemedicine Network, ZOOM, and/or Microsoft Teams).

Tips for Virtual Services

In addition to reviewing any materials specifically provided by the program or group you are receiving services from, which may review things like group expectations and instructions on how to join a video-enabled call, it is also important to be aware of the following general guidelines:

- Prior to the start of your virtual appointment, ensure that the technology and/or equipment is working for you and contact your ASCO counsellor/case manager/peer support/nursing staff if you need assistance.
- Always ensure that ASCO has a number that you can be reached at in case of emergency during the appointment and that your counsellor/case manager/peer support/nursing staff knows your physical location should an urgent situation arise that requires a response to that location.
- If possible, identify a back-up method for communication (e.g. joining using phone audio instead of video) in the case of a technology disruption.
- If you have any challenges in a virtual group, whether it is related to technology or group content, message the facilitator. If you leave the group without doing so, a facilitator will call you to confirm your safety and to provide you with support.



Consent to Services

At Addiction Services Central Ontario (ASCO), members of our team work together with clients to create new understanding and awareness about substance use and gambling that will support change. Below, we have set out a description of the terms and conditions upon which services are provided. If you have any questions about the policies and procedures described below, please feel free to discuss them with any member of our staff.

Q. Who are ASCO staff?

A. ASCO staff are skilled professionals with both educational qualifications and clinical experience. Our staff receive regular training and supervision in order to ensure that the quality of services to clients is excellent and meets professional standards. ASCO staff that belong to a regulatory college are required to adhere to that college's Code of Ethics along with the agency's Code of Conduct. You may ask about any staff person's qualifications. The agency's Code of Conduct and the Code of Ethics of the different regulatory bodies that our staff may be associated with are available upon request. Our staff belong to the Ontario College of Social Workers and Social Service Workers, College of Registered Psychotherapists of Ontario, and College of Nurses of Ontario.

Q. How long are the sessions?

A. Individual sessions typically last 50 minutes and group sessions typically last a maximum of two hours. The frequency and number of sessions are based on a number of factors including the structure of the agency's program and your needs.

Q. Do I have to pay for services?

A. Most of our programs are funded by Ontario Health and the Ministry of Health, and are therefore available to our clients at no charge.

We also offer specialized programs, such as the Ontario Remedial Measures (Back on Track) Program for which there is a cost. For information about Back on Track, please visit remedial.net.

Q. What are the benefits and risks involved?

A. There are many different approaches to facilitate change around addiction issues. Some people might find it sufficient to attend self-help groups or to gain social support from their significant others. There is evidence that improvement or recovery is unlikely if an addiction problem remains untreated.

There is also evidence that counselling is helpful to support the change process (although there is no guarantee with respect to success). Our treatment planning is based on the results of assessment tools and an assessment of each client's current or related past life situations.

It is important to know that there may be times during or following treatment or counselling sessions when you experience some emotional distress and/or uncertainty, or physical symptoms due to change in patterns of your substance use/ gambling behavior. Your clinician will support and help you through this process.

You have the right to withdraw from our programs anytime should you decide to do so. Your decision will not affect any services you may receive from our agency in the future.

Q. Can appointment times change?

A. If your appointment time is not convenient for you, please ask your clinician about alternative arrangements. We strongly encourage you to keep your scheduled appointment to ensure continuity of service. Your clinician will outline the attendance and participation expectations of your program.

Q. Is my information shared with other health providers?

A. With your permission, some of your information may be shared with other health providers in order to coordinate care and services. Your clinician will review the consent to service agreement with you upon beginning services. Clinicians within the agency may communicate as part of the circle of care i.e. various teams/staff that work as part of your care team.

Q. What program is right for me?

A. The Intake Department will refer you to the appropriate program within ASCO. Some programs may have a waiting list. Many programs will allow 8 to 12 counselling sessions. You may decide that the program's service is no longer needed or desired and choose to terminate services. You may also decide, in collaboration with the clinician, that you have successfully completed the program. In addition, you and your clinician may decide that upon completion of one program, you may be eligible to be transferred to another program within ASCO or referred to an external agency.

Q. What is a treatment plan?

A. If you are receiving counselling, in the first two to three sessions, you and your counsellor will collaborate in developing a clear treatment plan. It is important to know that your treatment plan will be based on your recovery needs.

Q. What if I am receiving Case Management Services?

A. Case management at ASCO provides support to address some of the tasks that you would like to complete. Case managers do this by partnering with you and working alongside you. You will decide what you want to work on, and this may include life skills that include but are not limited to:

- Health and self-care
- Adapting to change
- Communication
- Social skills
- Parenting and caregiving
- Housekeeping and home maintenance
- Meal planning
- Activities of Daily Living
- Household Money Management

If you are working with one of our case managers, you and your case manager will collaborate in the development of a clear plan to help you reach your goals. Once you and your case manager agree on a plan, it will stay in your file and can be referred to and modified as necessary.

At ASCO, case management is embedded within clinical programs and the case management service may look slightly different depending on the program. If appropriate, ASCO clients will be referred to case management with a particular ASCO program.

Q. What about confidentiality?

A. The information that you discuss with our staff will be treated as confidential and will not be disclosed outside the professional relationship without your informed consent. However, while ASCO staff will make every reasonable effort to safeguard your privacy and confidentiality, it may not be possible to maintain absolute confidentiality in all circumstances. ASCO may disclose your information in any circumstance in which it is legally or ethically compelled to do so, including the following:

1. If you present as a danger to yourself or others, including ASCO staff.
2. If there are reasonable grounds for suspicion of child abuse under the Child, Youth and Family Services Act 2017 or, if you are under 16 years of age, if you have been the victim of child abuse. (For example, the witnessing of violence in the home or risk to children due to the caregiver's use of alcohol or drugs).
3. An order, subpoena or summons is served by a court or other legal authority requiring disclosure.
4. If there is a legal duty to report to a professional organization. (For example, when it is suspected that you have been the victim of a professional who has breached their profession's Code of Ethics.)
5. If you present a risk in the operation of a motor vehicle. (For example, a person arrives at a session impaired and insists on driving; the police will be notified if alternative arrangements are refused).

Q. Where is my information stored to ensure privacy?

A. Your personal information is protected by privacy legislation, (PIPEDA), Personal Information Protection and Electronic Documents Act, 2001 and the Personal Health Information and Protection Act (2004) and will be collected, used and disclosed by ASCO only for the purposes of facilitating your treatment. We may also use your information internally to evaluate our own effectiveness and performance over time.

ASCO employs reasonable security arrangements to ensure that your personal information can only be accessed by agency personnel and is not inadvertently or accidentally disclosed to third parties.

Except as specifically described above or as required by law, ASCO will not release your personal information to other organizations/individuals unless you first give permission for us to do so.

If you have any concerns or questions about the privacy or confidentiality of your information, you may contact our Privacy Officer at our main office, 14785 Yonge Street, Suite 210, Aurora, ON L4G 1N1 at 905-841-7007.

Q. What about safety?

A. ASCO promotes and addresses any safety concerns. ASCO implements safety measures to reduce your risk including infection prevention and control issues.

Q. What is expected of me?

A. ASCO is committed to maintaining and upholding integrity, honesty, and equity in all of our work. It is expected that all clients will treat staff and other clients with respect. A breach of respectful behaviour will result in a collaborative agreement toward addressing the presenting concern.

Q. How can I access my records?

A. Clients who wish to access information within their records must provide a verbal or written request to their Primary Worker, who will inform both their Supervisor and Clinical Director of this request. The Clinical Director or their delegate will review the record to ensure that all information in the record can be legally reviewed by client. Clients may only review records of services received directly from ASCO. For any 3rd party reports housed within the ASCO Record, clients must be redirected to the original source of the report. A mutually agreed upon appointment will be arranged for the client to review the record.

Q. What do I need to do if I need a letter?

A. The letter will reflect objective and factual information regarding your involvement with the agency. For further clarifications, please discuss with your clinician. If a letter is requested, a name and address is required. ASCO does not provide letters "To Whom It May Concern".

Q. What if I have concerns or complaints?

A. We encourage you to speak directly with your clinician about your concerns and for information about Feedback and Complaints. If the issue cannot be resolved, a formal complaint can be made to the Supervisor and/or a member of the Senior Management Team, who will respond back to the complainant within 48 business hours, acknowledging receipt of the complaint. The Feedback form is available on the ASCO website and a hard copy is available at reception in all offices. If you believe that your clinician's action was inappropriate or harmful, you can contact ASCO's Clinical Director and/or the Regulatory College to which the clinician belongs.

Clients can complete the Feedback form on ASCO's website: helpwithaddictions.ca/about-us/contact-us/share-feedback/; call ASCO's Ethics Hotline at 1-844-792-2278 or (647) 598-6732; or email ASCOethics@bdo.ca to report any complaint should they wish.



Client Rights and Responsibilities

Addiction Services Central Ontario (ASCO) is committed to the highest ethical standards, the dignity of individuals seeking assistance, respecting the rights of individuals it serves, ensuring that each person is treated with dignity and respect and empowering clients, ensuring they are informed, respected and protected while receiving services. Every client has the right to be treated fairly, respectfully and without discrimination, promoting an inclusive environment. Clients are entitled to have their personal information kept private and confidential, safeguarding their trust in the agency. Clients have the right to complain and/or provide other feedback about the services received.

Q. What are my rights?

A. You have the right to a substance free, smoke/vapour free and scent sensitive environment when you come to ASCO. Illegal substances are prohibited at all ASCO sites. You have the right to personal safety and respect when you come to ASCO. You may ask for a letter confirming your attendance at ASCO (should you need it for court, CAS, probation, etc.). You may choose whether or not to participate in the group discussions. We encourage clients to participate in accordance with their own level of comfort. You have the right to ask any questions you wish related to your care.

Q. What are my responsibilities?

A. We request that you abstain from drug and alcohol use prior to coming to ASCO.

**If we believe you have used drugs or alcohol prior to coming to ASCO, staff will have a conversation with you in private, ask that you come back on a day when you have not been using and plan a safe ride home.*

Please remember to treat other clients and staff with respect. Please ensure that what you say and how you behave at ASCO are non-offensive and respectful of diversity.

Make sure you are able to receive our phone calls. If we do not have your permission to leave a message, we will not leave a message and will stop calling if we are unable to contact you. Our number often displays as “private” or “unknown” for confidentiality.

Please remember to give your clinician at least five (5) business days’ notice if you are in need of a letter to confirm your involvement in ASCO services. Please give your counsellor the name and address of the person/organization you would like the letter for (we do not give “To Whom it May Concern” letters). You will be asked to sign a consent form when you request the letter.

Q. What are staff responsibilities?

A. Your clinician’s responsibilities include: ensuring the safety of all ASCO clients and staff, to approach you if they have a reason to believe you have used drugs prior to coming to ASCO, approach you if your actions are disrespectful to others, contact a supervisor for support, contact police if they feel that the situation requires police support, and request that you abstain from drug and alcohol use prior to coming to ASCO.



Treatment Programs

At ASCO, we understand that substance use and problem gambling behaviours are influenced by different internal and external factors. We want to help!

We focus on you and your recovery. Using a holistic approach, we work with you to develop a support system and to create a personalized treatment plan based on your goals, needs and circumstances. At ASCO, we see individuals as separate from any identified problematic behaviour and seek to explore the different influencing factors to support change.

You are not in this alone. We promote a welcoming, safe environment, and our team of clinicians and other professionals are here to support you.

Addiction Withdrawal Management Services (AWMS)

This program is the recommended first step for individuals who identify with regular to dependent patterns of substance use and are looking to stop or significantly reduce their use in a safe manner.

An integrative team of health care clinicians including nurse practitioners, physicians and addiction counsellors will work with individuals in attaining their identified goals, whether it be substance reduction or abstinence. Our AWMS program has a number of Rapid Access Addiction Medicine (RAAM) clinics that operate in partnership with hospitals in York Region, South Simcoe, and North York as well as in the community. We provide access to a medical consultation for individuals who are concerned about their substance use and are looking for help in navigating first steps.



Specific Services Offered

- **Addiction Medicine Services:** Pharmacological support for substance use, cravings, and withdrawal concerns, available through a nurse practitioner or addiction medicine physician.
 - » Opioid Agonist Therapy (OAT)
 - » Anti-Craving Medication/Substance use
 - » Pharmacology treatment options/information sessions
 - » Medication to prevent or reduce withdrawal symptoms
 - » Nursing Services
- **Addiction counselling:** clinical assessment, treatment planning, individual counselling, (6-8 sessions) aimed at supporting acute withdrawal and stabilization phase of early recovery.
- **Case Management:** to help address and support a variety of mental health and addiction concerns including lapse avoidance, life skills-related concerns, system navigation, addictions education, connection to medical care, and referral to detox and other bed-based treatment services.
- **Peer Support:** Emotional, social, and informational support from staff who have lived experience with substance use.

Rapid Access Addiction Medicine (RAAM)

Hours and locations are subject to change. Please ask your counsellor for current information.

RAAM

RAPID ACCESS ADDICTION MEDICINE

ASCO's RAAM clinics provide rapid access to quality care for individuals seeking help for their substance use concerns such as opioids, alcohol, cannabis and cocaine.

The RAAM clinical team consists of an addiction medicine physician or nurse practitioner, nurses, addictions counsellors, case managers and peer support.

Services offered include:

- Opioid Agonist Therapy (OAT)
- Anti-Craving Medication
- Medication to prevent or reduce withdrawal symptoms
- Nursing Services
- Case Management
- Peer Support
- Addiction Counselling

Access Services

To access any of **ASCO's RAAM Clinics**, please call Intake:

1(800)263-2288, ext.322

MOBILE RAAM (M-RAAM)

Meeting people where they are, to provide access to addiction medicine, counselling & harm reduction services.

- Barrier-free, street-side treatment & support for addiction for clients of all ages using any substance(s).
- Talk with an addictions professional about your recovery journey.
- Get advice on treatment options & understand what services are available to you.



LEARN MORE about RAAM and alternate service locations here:



helpwithaddictions.ca or hopebeginshere.ca



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SERVICES PROVIDED BY
ADDICTION SERVICES
CENTRAL ONTARIO

Hospital-based RAAM Clinics

Humber River Hospital
1235 Wilson Ave, Toronto, ON M3M 0B2
5th Floor, East Wing, Mental Health & Addiction Outpatient
OPEN* Thursdays: 12pm–4pm | Walk-ins: 1pm–2:30pm

Mackenzie Richmond Hill Hospital
10 Trench Street, Richmond Hill, ON L4C 4Z3
3rd Floor, B Wing
OPEN* Mondays: 9am–2pm | Walk-ins: 12pm–1pm

Markham Stouffville Hospital
381 Church St, Markham, ON L3P 7P3
2WF, Outpatient Adult Mental Health
OPEN* Fridays: 9am–3pm | Walk-ins: 12pm–2pm

North York General Hospital
4001 Leslie St., North York, ON M2K 1E1
8th Floor: Ambulatory Mental Health Outpatient
OPEN* Mondays: 9am–3:30pm | Walk-ins: 9am–11am
Wednesdays: 9am–2pm | No Walk-ins

Community-based RAAM Clinics

EYRND MH&A Wellness Centre
9249 Kennedy Rd Unit 101, Unionville L3R 6H9
OPEN* Tuesdays: 1pm–4pm


Markham Community / Unionville Guardian Pharmacy
9249 Kennedy Rd., Unit 101, Unionville, ON L3R 6H9
OPEN* Tuesdays: 11am–4pm | Walk-ins: 11am–12:30pm

Newmarket Community / Optimum Pharmacy
615 Davis Drive Unit 101, Newmarket, ON, L3Y 2R2
OPEN* Thursdays: 9am–2pm | No Walk-ins

North York Community / ASCO - Champagne Centre
2 Champagne Drive Unit D5, Toronto, ON M3J 0K2
OPEN* Wednesdays: 9am–2pm | Walk-ins: 11am–12:30pm

South Simcoe Community / ASCO - Mill Pond Medical
106 Victoria Street, 2nd Floor, Alliston, ON L9R 1L7
OPEN* Mondays: 10am–3pm | Walk-ins: 12pm–1pm

*EXCLUDES STATUTORY HOLIDAYS. HOURS SUBJECT TO CHANGE WITHOUT NOTICE.
WALK-INS ARE SUBJECT TO AVAILABILITY AT TIME OF ARRIVAL.



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Adult Substance Use Program

Our Adult Substance Use program provides counselling support to individuals 25 years and older. Our program supports clients in making helpful changes to their substance use through individual counselling sessions and referral to group-based services.

This program is for clients who are medically stable in their substance use patterns and/or abstinent if that is their goal. The program is also for clients who are ready to engage in the counselling process, geared towards exploring the underlying issues/factors surrounding their substance use.

We equally support those who choose abstinence as well as harm reduction as their goal.



What We Offer:

- Individual counselling (12 sessions)
- Family consultation services
- Referrals to ASCO's group-based services
- Referral to internal programs, as appropriate
- Referral to external supports and resources

Back on Track

Back on Track is Ontario's Remedial Measures Program for people who have committed an impaired driving offence in Ontario. It is an educational program designed to help people separate drinking and other drug use from driving and is required for individuals who have been convicted of an impaired driving offence or have had two or more roadside suspensions in the Warn Range (blood alcohol concentration between 0.05 and 0.08). There is a cost associated with this program.

What Does Back on Track Involve?

- Assessment to determine whether you need to take the one-day or two-day workshop
- One-day workshop covers myths and facts about alcohol and drugs, how they affect your driving, legal and personal consequences of impaired driving
- Two-day workshop covers all of the information in the one-day workshop, plus information about why people use substances, ways to cut down, mood, stress, and anger management, as well as information about healthy living
- Six month follow-up to assess your success in meeting your goals and reinforce the strategies to avoid drinking and driving

Where We Help:

ASCO delivers the Back on Track program at our main office in Aurora, and services are also offered virtually at this time.

To learn more about the program and to register, visit remedial.net. You can also contact the Ontario Remedial Measures Program for Impaired Drivers at: 1 (888) 814-5831.

Central Intake Department

The Central Intake Department is often the first point of contact for individuals seeking support services at ASCO. We are a clinical team that provides intake, information, assessment, and referrals to clients. The process involves the completion of our intake package to determine the appropriate services, programs and/or referrals needed to support the individual requesting information and services.

Services at ASCO are available to individuals 12 years of age or older who identify with concerns related to substance use and problem gambling. Our services are available in York Region, North York and South Simcoe



Services Description:

- Provides screening, orientation, and consent to ASCO programs and services
- Completes intake package and referral to internal programs
- Receives and distributes documentation related to intake processing and initial clinical interventions as required. (Intake Form, Consent to Services, Client Handbook, Risk Assessment/Safety Plan)
- Follow-up with individual directly to provide additional information and/or external referral, if required
- Provide resources and referrals to external organization and services
- Respond to enquiries from support personnel including health care providers, or referring organizations
- **Please note:** The Central Intake Department does not complete entry support for Back on Track (BOT). To access BOT, call: 1 (800) 263-2288 or (905) 841-7007 ext. 333

Self-referrals:

- Phone 1 (800) 263-2288 or (905) 841-7007 ext. 322
- Complete the “Get Started” Pre-intake Form on ASCO’s website:
helpwithaddictions.ca/i-need-help-with/forms/get-started/

Medical referral:

- Please visit our website for links to the medical referral form for practitioners/prescribers:
helpwithaddictions.ca/about-us/contact-us/medical-referral-form/
- Practitioner/Prescriber to fax completed form to: 1 (844) 941-1983.

Community Addictions Clinics (CAC)

In addition to our RAAM clinics, our Community Addictions Clinics (CAC) offer similar services within the community setting. Our community clinics generally operate in close proximity to pharmacies, where Opioid Agonist Therapy (OAT) and treatment for other substance disorders may be offered.

At these clinics, we have various community partners such as Enhanced Care Clinics (ECC), which are available on Tuesdays at Aurora East ECC and our North York Champagne Drive Clinic. At these locations, clients will find a team consisting of a Registered Practical Nurse or Nurse Practitioner. There is also access to other supports and services, if needed.

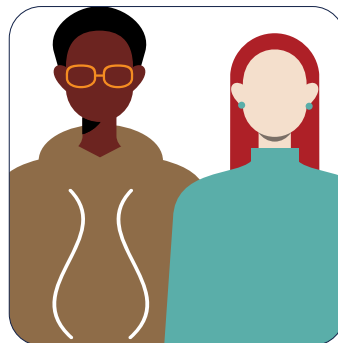
The CAC are available for clients requiring long-term services, whether it is for OAT or other substance use disorders on an ongoing basis.

Community Outreach

Our Community Outreach program helps support the recovery, health and well-being of people within the community, ages 16 and up, who identify with substance use and/or gambling issues, who are homeless or at risk of homelessness. The Outreach Program services clients unable to access traditional program treatment.

What We Offer:

- Counselling
- Assessment, treatment, and referrals for alcohol, drug-related and gambling issues to other health professionals and community agencies
- Raising awareness about substance use and gambling through community presentations and education



Concurrent Disorders

Our Concurrent Disorders program helps people 16 years of age and older whose mental health symptoms impact their daily functioning and also have a substance use or substance dependence issue.

What We Offer:

- Education on how mental illness and substance use impact each other
- Skills training on changing substance use
- Psychoeducation and skills training to help you to manage your symptoms
- Individual counselling
- Family consultations
- Referral to group based services



Court Support

Our Court Support program is designed for those who are 16 years and older, are involved in the criminal justice system and have a substance use issue. We focus on support and provide short term counselling, case management and a virtual court support group.

What We Offer:

- Ongoing support to the individual throughout the court process
- Consulting and coordinating with client and duty counsel or their lawyer
- Consultation with client's social and community supports
- Consultation, education, and advocacy to client's support networks and to court staff
- Assistance to individuals in accessing legal aid, bail and other necessary services
- Referrals to appropriate social services and resources



Where We Help:

This program is offered at both the Newmarket and Bradford courthouses. Please contact our intake department for more information at intake@helpwithaddictions.ca or call 1 (800) 263-2288 or (905) 841-7007 ext. 322

NEWMARKET:
50 Eagle St W, Newmarket, ON

BRADFORD:
57 Holland St E., Bradford/West Gwillimbury, ON

Housing Support Services

Our **Addiction Supportive Housing Program** is offered in partnership with LOFT Crosslinks Housing and Support Services. We work with individuals 18 years and older who are inadequately housed, homeless, or at risk of becoming homeless and are experiencing problems with drugs and alcohol.

Clients are supported by case managers in their search for affordable housing in hopes of fostering opportunities for individuals to stabilize and work to reestablish connections within the community.

The program may be accessed through a referral process with Your Support Service Network (YSSN), Streamlined Access application. This program is not accessible through ASCO intake.



What We Offer:

- Standardized assessments
- Comprehensive and ongoing treatment plans
- Case management and addictions counselling services
- Referrals to appropriate treatment services
- Independent life skills training and support

Our **Housing First Program** is a community based service offered in partnership with Canadian Mental Health Association (Toronto), Across Boundaries, and Canadian Mental Health Association (York & South Simcoe).

We help individuals who are 16 years of age and older, are homeless or precariously housed in York Region, South Simcoe and parts of Toronto; experiencing problems with drugs and/or alcohol; and experiencing symptoms of mental illness without a formal diagnosis. Individuals will not be excluded on the basis of continued use of substances, not taking medication, or involvement in the criminal justice system.

The program may be accessed through a referral process with Your Support Service Network (YSSN), Streamlined Access application. This program is not accessible through ASCO intake.

What We Offer:

- Regular meetings with a case manager
- Help in navigating the housing market to find and secure suitable housing
- Support with social and community integration
- Supportive counselling, referral to primary care, employment, education, or substance misuse treatment, as needed
- Collaborative development and implementation of an individualized treatment plan

Mobile Rapid Access Addiction Medicine (M-RAAM)

The Mobile Rapid Access Addiction Medicine (M-RAAM) Clinic is an outreach service designed to provide timely, low-barrier addiction and mental health care directly to clients in their communities. Operating in approved areas in collaboration with partner organizations, M-RAAM brings critical medical and psychosocial support to individuals facing barriers to accessing traditional healthcare settings.

M-RAAM is staffed by a multidisciplinary team, including nurse practitioners, nurses, and psychosocial staff, who provide:

- Initial intake and addiction assessments
- Brief interventions and harm reduction support
- Pharmacotherapy for substance use disorders (including bridging prescriptions when needed)
- Referrals to permanent addiction medicine providers
- Connections to psychosocial resources and community programs

The mobile clinic is fully equipped with advanced medical technology, enabling comprehensive assessments to be conducted directly on the van. Services are offered on a scheduled basis in designated locations, ensuring accessibility for those who may struggle with transportation, mobility, or stigma-related barriers.

While M-RAAM provides essential addiction treatment, it is not a permanent healthcare provider. Clients requiring long-term pharmacotherapy or additional support are connected to ongoing care. Please note that M-RAAM does not transport clients due to liability and safety reasons.

M-RAAM operates with a harm reduction approach, prioritizing client safety, dignity, and empowerment. Our goal is to reduce barriers to care, support individuals in their recovery journey, and facilitate access to long-term treatment and social services.

No medications will be stored on the M-RAAM outside of clinic hours.



Problem Gambling

Our Problem Gambling Program provides counselling support to individuals 16 years of age and older who are struggling with gambling issues. It uses a client-centred approach as a tool to motivate and empower clients to take charge of their own recovery, to help reduce their engagement in problem gambling, and to maintain a healthy lifestyle.

What We Offer:

- A comprehensive problem gambling assessment
- Referrals to appropriate services in the community
- Information and education about gambling and recovery
- Individual counselling
- Counselling support to family members of someone who is struggling with excessive gambling
- Couple and family consultation

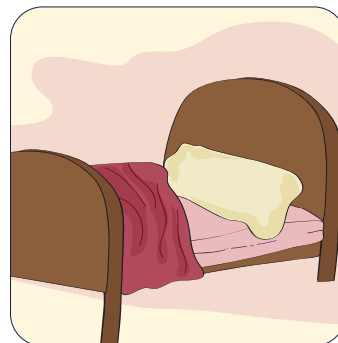


Safe Beds

What is Safe Beds? Safe Beds offers an alternative to hospitalization for individuals with a mental illness experiencing a crisis and unable to stay in their current living situation. Safe Beds is a voluntary, non-medical facility providing services 24/7.

This short term live-in program offers crisis support, counselling, coping strategies, safety planning and recovery planning. Individuals are provided basic living needs including means, clothing and personal care items during their stay. Mental health counsellors are there to offer support, advocacy, referrals and linkages to community based services.

The average stay at Safe Beds is 3 to 5 days. To access this program, individuals must be 16 years or older and in a self-identified crisis. They must be agreeable to the facility and program rules and to working on recovery focused goals. They must present no health or safety risks to themselves or others.



What We Do:

ASCO supports Safe Beds programs delivered through the Canadian Mental Health Association North York site and Your Support Services Network (YSSN) Thornhill site.

Umbrellas

The Umbrellas program is designed to support women aged 16 or older, who are pregnant and/or parenting young children ages 0-10. This program is for women who identify with a present substance use concern, or who may have past substance use concerns and are looking for support to maintain their recovery goals and reduce the risk of relapse. We strive to work from a collaborative approach with our community partners and referring agencies to best support the client and their family. The Umbrellas program has a team of staff who have various areas of training and specialization in order to support our clients with their identified needs. Our team includes Case Management, Addictions Counselling, and Peer Support Services. ASCO recognizes and welcomes women-identifying, transgender, or non-binary clients to this program.



What we Offer:

- Assessment and treatment planning around substance use concerns
- Individual counselling
- Case management services
- Peer support services
- Family consultation services
- Referrals to group-based services
- Referrals to internal programs
- Referrals to community partners

York Region Withdrawal Management Centre

Location: 241 Hanlan Road, Vaughan, ON L4L 3R7

Our short-term, bed-based withdrawal management services at the York Region Withdrawal Management Centre could be right for you. Our centre provides non-medical detox services in a non-judgmental and supportive environment. As a non-medical facility, this program is often best suited for people who are past the acute stage of withdrawal from alcohol, opioids, and benzodiazepines.

Who We Can Help:

The York Region Withdrawal Management Centre is a non-medical setting designed to support men 18 years or older who wish to safely withdraw from substances. All services provided are confidential and free. Services are available Monday through Friday. Admission based on availability.

What We Offer:

- 6 fully-funded and accessible beds
- Case Management, Counselling & Peer Support
- Pre-Admission screening by phone
- Scheduled intakes Monday & Tuesday only

Youth & Family Program

Our Youth & Family program is for young people between the ages of 12 and 24, and their families and parents, who want to make changes connected with drug or alcohol use.

What We Offer:

- Individual counselling
- Referral to group-based services
- Referral to parent and caregiver education group (for parents/caregivers only)
- Parent and family consultations





Group Services

ASCO offers many different groups to help clients. Our groups require a referral from one of our clinicians. Please contact our Central Intake Department or your ASCO clinician to explore groups that would best suit your needs.

Aftercare Group

This 8 week co-ed, semi structured group is for individuals who have been able to meet and maintain their recovery goals for at least three months. It is a closed group, however, previous members may join the next cycle if interested. An aftercare screening appointment will be completed by the co-facilitators to determine eligibility. The group does not follow a set week-by-week program and common topics discussed are relapse prevention skills, self-care, building healthy habits, stigma, gratitude, and more.

Court Support Group

The court support group is intended to meet the demands from clients who are involved with court or probation in York Region and South Simcoe. Many clients are mandated by the court and probation systems to attend services as part of their order and no other services meet the requirement. Clients may attend this group despite their stage of change. We recognize that many clients wish to attend services who may also be mandated and they have access to our regular programs. Clients who have completed this group may wish to be referred to ongoing support in another program at ASCO.

Education Group

The purpose of the 6-week Education Group is to provide participants with a supportive environment where they can acquire new information and awareness about their substance use, and learn about different topics that are important in recovery. This group is an open group with new members who are able to join each week. At the end of the cycle, participants who have completed all 6 sessions will receive a Certificate of Completion if they request one. This group is only open to primary clients at the agency, not family members.

Emotion Regulation Group

The group is designed to help individuals experiencing substance use issues who wish to learn skills to manage emotional distress, to live more fully in the present moment, to communicate and to express themselves effectively and to build relationship skills. Some of the topics of the groups are: Mindfulness, Distress Tolerance, Interpersonal Effectiveness, Urge Surfing, and Emotion Regulation.

Expressive Arts Workshops

A Journey to Self through expressive arts: A safe space for those navigating the tender terrain of addiction, trauma, and development of the self. In this workshop, we invite clients to gently return to themselves through images, movement, sound and word. Here, the expressive arts become a mirror and a balm, offering a safe space to explore identity, release unspoken pain, and reconnect with inner truth. Together, we create without judgement, reflect without fear, and reimagine who we are beneath the survival stories. Guided by compassion and creativity, this is not just a workshop – it is a reclamation. A place where fragmented parts can come home, and the client's voice can rise softly, courageously, to the surface and into the light. This workshop is currently running once a month for 3.5 hours each time, in-person at the Aurora main office.

Friends & Family Support Group

Participants will acquire a better understanding of what effective support looks like and how to support themselves in circumstances where their loved ones are experiencing addiction and other substance use problems.

Grief Support Group

Join us for a 9-week virtual group that will help you learn to cope with the death of a loved one. We will understand the journey that we all share when we lose someone close to us. We will learn about the bereavement process and have an opportunity to share how it has affected our experiences.

Parent & Caregiver Education Group

This is an 8-week virtual educational group including two individualized meetings (at the beginning and end of each cycle) with trained addiction counsellors. For each group session, participants will be given the opportunity to join weekly virtual meetings to receive immediate support and feedback from other participants and the group facilitators.

Treatment Group

This 8-week therapeutic group is for individuals who are actively working towards their goals around substance use in a safe, supportive environment. The goal of the group is to teach skills related to control of substance use or abstinence, and it is structured and involves interpersonal sharing, giving feedback, and challenging one another to develop more constructive patterns of behaviour.



Family Consultation Services

Our Family Support Services are intended to provide brief support and education to family members and caregivers in supporting the treatment goals and recovery of ASCO clients.

What We Offer:

- **Friends & Family Information & Navigation Guide** - Provides introductory psychoeducation and community resources for family members on addiction and the impact that addiction can have on families.
- **Family Consultation Sessions** - Family Consultation involves one to three meetings between a client, their supports and their clinician. It's an opportunity for family members and supports to learn important information about a client's treatment, and how to support them in the recovery process. Clients are at the centre of all decision-making including who to invite and what topics to discuss.
- **Family & Friends CARE Group** - This is an 8-week evidence-based group for family members with loved ones at all stages of change in their addiction journey. The content of this group is based on the Families CARE model from CAMH.



Additional Resources

Naloxone Distribution

ASCO is a Naloxone Distribution Agency partnered with York Region Public Health and Simcoe Muskoka Public Health. Naloxone may be accessed by any member of the community. It is not a requirement to be a client of the agency.

What is Naloxone? Naloxone temporarily reverses the signs of opioid overdose.

Who can get a free Naloxone kit? You are eligible for a free kit from ASCO if you are:

- currently using opioids
- a past opioid user who is at risk of returning to opioid use
- a family member, friend or other person in a position to assist a person at risk of overdose from opioids

What we Offer:

- Naloxone training
- Naloxone kits and refills
- Naloxone education
- Service options and referrals

Drug Poisoning & Overdose: An information guide to education, prevention, harm reduction & response

DRUG CATEGORIES		
DEPRESSANTS	STIMULANTS	HALLUCINOGENS & OTHER / CANNABIS
<ul style="list-style-type: none"> • Alcohol • Sedatives (Zopiclone, Gravol, Benadryl) • Benzodiazepines (Xanax, Ativan, Clonazepam,) • Opioids (Fentanyl, Percocet, Dilaudid) • Inhalants 	<ul style="list-style-type: none"> • Cocaine • Methamphetamine • Ecstasy or MDMA 	<ul style="list-style-type: none"> • Cannabis • Phencyclidine (PCP) or LSD • Ecstasy or MDMA • Ketamine (anesthetic, has some hallucinogenic effects)

COMMON EFFECTS OF USE		
DEPRESSANTS	STIMULANTS	HALLUCINOGENS & OTHER / CANNABIS
<ul style="list-style-type: none"> • Mood elevation (self-confident, outgoing) • Sedation • Behaviour changes (e.g. anti-social, impulsive) • Slower motor coordination, slurred speech • Slow, irregular breathing 	<ul style="list-style-type: none"> • Mood elevation (self-confident, outgoing) • Loss of appetite • Paranoia • Restlessness/agitation • Insomnia • Increased heart rate • Anxiety 	<ul style="list-style-type: none"> • Visual or auditory hallucinations (seeing or hearing things that are not there) • Anxiety and or paranoia • Euphoria (intense excitement and happiness) • Increased heart rate • Depression • Feeling of relaxation, decrease stress (cannabis)

OVERDOSE SIGNS & SYMPTOMS - **Call 911**

DEPRESSANTS	STIMULANTS	HALLUCINOGENS & OTHER / CANNABIS
<ul style="list-style-type: none"> Breathing is very slow, or irregular, or they may not be breathing at all Fingernails and/or lips are blue Body is limp Deep snoring or gurgling sounds Loss of consciousness/passed out (can't wake the person up) Unresponsive (not answering when you talk to them or shake them) Pinpoint (tiny) pupils <p>CALL 911 IF ANY OF THE ABOVE SYMPTOMS ARE PRESENT. Seek emergency medical attention.</p>	<ul style="list-style-type: none"> Mood elevation (self-confident, outgoing) Loss of appetite Restlessness/agitation Insomnia Increased heart rate Anxiety Seizures Pressure and tightness in chest Foaming at the mouth Racing pulse Excessive sweating Vomiting Headaches/dizziness/ringing in the ears Hard time breathing Sudden collapse Loss of consciousness/passed out (can't wake the person up) <p>CALL 911 if elevated heart rate, tightness in chest, or difficulty breathing, seek emergency medical attention.</p>	<ul style="list-style-type: none"> Visual or auditory hallucinations (seeing or hearing things that are not there) Anxiety Euphoria (intense excitement and happiness) Increased heart rate Depression Catatonic syndrome (person will be in a trancelike state) Psychosis (their reality is altered and may be having hallucinations or delusions) Nausea/vomiting <p>CALL 911 seek emergency psychiatric and crisis support for symptoms of psychosis, high risk of self-harm.</p>

Responding to Overdose

An overdose may look different from one person to the next and depending on the drugs involved. An overdose is a medical emergency. **Always call 911.** Note: The Good Samaritan Drug Overdose Act legislation provides legal protection to those who call 911 to seek help for the person who is overdosing, as well as anyone who is at the scene when emergency help arrives.

The Good Samaritan Drug Overdose Act **protects** individuals from being charged with:

- Possession of controlled substances
- Breaches in pre-trial release, probation orders, conditional sentences, or parole related to simple possession

The Good Samaritan Drug Overdose Act **does not provide** protection against charges for:

- Outstanding arrest warrants
- Making and selling of controlled substances
- All other crimes not outlined within the Act

COMMON WITHDRAWAL SYMPTOMS (When You Stop Using the Drug)

DEPRESSANTS	STIMULANTS	HALLUCINOGENS & OTHER / CANNABIS
<ul style="list-style-type: none"> Anxiety Tremors Seizures Insomnia Fever/chills/body aches Nausea/vomiting/diarrhea Sweating/flushed face 	<ul style="list-style-type: none"> Depression Fatigue/lethargy Extended but restless sleep Mood swings Irritability Increased appetite Strong cravings for substance 	<ul style="list-style-type: none"> Confusion Insomnia Restlessness/Irritability Dysphoria Nausea <p><i>* Hallucinogens such as PCP and LSD generally do not cause major physical withdrawal symptoms, more psychological dependence.</i></p>

Acute Withdrawal

Acute withdrawal refers to the body's process of healing. You can experience withdrawal when you reduce or stop substance use after a period of regular use. Withdrawal can be mild, moderate, or severe.

Symptoms that require emergency attention:

- Hallucinations – when you see, hear, feel, smell, or taste things that are not there.
- Seizures – uncontrolled shaking of your body while you are unconscious.
- Confusion, agitation and/or anxiety, high fever, inability to keep fluids down due to nausea or vomiting.
- Thoughts of suicide
- Chest pain, very fast heart rate

Treatment for withdrawal symptoms may include anti-anxiety medicines, blood pressure medication, vitamins, anti-seizure medications, intravenous (IV) fluids. In severe cases you might need to stay in the hospital, and maybe even the Intensive Care Unit (ICU).

Post-Acute Withdrawal

Post-acute withdrawal refers to the second phase of withdrawal symptoms and focuses on healing the brain. It involves more psychological and emotional aspects. This can occur a few weeks into recovery or a few months.

Common symptoms of post-acute withdrawal:

- | | | |
|---|---|--|
| • Insomnia or other difficulty sleeping | • Lack of enthusiasm or motivation | • Poor impulse control |
| • Irritability, aggression, hostility | • Mood swings (severe highs and lows in mood) | • Increased sensitivity to stress |
| • Anxiety or panic attacks | • Fatigue or low energy | • Altered eating patterns |
| • Depression | • Foggy thought process | • Alcohol or other drug cravings and/or dreams |
| • Impaired concentration | • Poor memory | |

It is important to work with your healthcare team during this time and make changes to your treatment plan as needed. There are medications, counselling, support groups, and other resources that can help you get through this period. It is important to be aware of post-acute withdrawal symptoms as they can occur over the first few months of recovery and become a risk factor for relapse.



Community Resources

NOTE: We have made every attempt to ensure the information included in this section is current and accurate. However, information is constantly changing, and updates are frequently required. Please double-check the information prior to trying to access services and/or support.

We encourage that you contact **211 Ontario** for up-to-date information and service navigation.

Central Lines

RESOURCE	PHONE	WEBSITE
ConnexOntario (<i>substance use, mental health, gambling</i>)	1(866) 531-2600	connexontario.ca/en-ca/
211 Ontario (<i>community and social</i>)	2-1-1	211ontario.ca/search/
Health811 (<i>health advice or information</i>)	8-1-1 or 1(866) 797-0007	health811.ontario.ca/static/guest/home
YSSN: Your Support Service Network (<i>housing, substance use, mental health</i>)	(289) 340-0348 or 1(844) 660-6602	streamlinehub.yssn.ca/referralForm_0.php
Ontario Provincial Police	Non-emergency: 1(888) 310-1121	opp.ca/index.php?id=125
York Regional Police	Non-emergency: 1(866) 876-5423	yrp.ca/en/about/Contact-Us.asp

Help Lines

RESOURCE	PHONE	WEBSITE
Suicide Crisis Help line (<i>available 24/7 Canada wide</i>)	9-8-8	988.ca/
Hope for Wellness Help Line (<i>First Nations and Inuit</i>)	1(855) 242-3310 or 1(310) 855-HOPE (4673)	hopeforwellness.ca/
Your Support Service Network-310 Cope Crisis Response Line	1(855) 310-2673 or access live chat @ yssn.ca	yssn.ca/crisis-services/
Krasman Centre Warm Line and Peer Crisis Support Service	1(888) 777-0979	krasmancentre.com/what-we-do/warm-line-peer-crisis-support/
Women's Support Network Crisis Line	(905) 895-7313 or 1(800) 263-6734	womenssupportnetwork.ca/
Kids Help Phone (<i>ages 5-20</i>)	Call: 1(800) 668-6868 Text: 686868	kidshelpphone.ca/
1 in 6 Men (<i>online men's support group for sexual abuse/assault</i>)	Email: info@1in6.org	1in6.org/weekly-online-support-groups/
Assaulted Women's Helpline	(416) 863-0511 Text #SAFE (#7233)	awhl.org/
Seniors Safety Line	1(866) 299-1011	eapon.ca/seniors-safety-line/
LGBT Youth Line (<i>ages 29 and under</i>)	1(800) 268-9688 Text: 647-694-4275	youthline.ca/

Bed-Based Withdrawal Management Services

RESOURCE	LOCATION	PHONE	WEBSITE
The York Region Withdrawal Management Centre	241 Hanlan Road Vaughan, ON L4L 3R7	(905) 758-2270	helpwithaddictions.ca/i-need-help-with/get-help/non-medical-detox/
RVH: Royal Victoria Hospital Withdrawal Management	70 Wellington Street W Barrie, ON	1(705) 728-4226	rvh.on.ca/areas-of-care/mental-health-and-addictions/adult-addiction-services/
Lakeridge Health Withdrawal Management Services	Pinewood 300 Centre Street S Oshawa, ON	(905) 721-4747 - ext.1 or 1(888) 881-8878	lakeridgehealth.on.ca/en/ourservices/addiction-support-services-and-withdrawal-management-services.asp
William Osler Health System- Chemical Withdrawal Centre (<i>Peel</i>)	135 McLaughlin Rd S Brampton	(905) 456-3500 or (905) 494-2120 ext. 22584	williamoslerhs.ca/en/areas-of-care/addictions-services-for-adults.aspx#Withdrawal-Management-Centre
Central Access for Withdrawal Management	Toronto	1(866) 366-9513	

Medical Detox Centres

RESOURCE	LOCATION	PHONE	WEBSITE
CAMH: Centre for Addiction and Mental Health- Medical Withdrawal Unit	Queen Street Site - 40 White Squirrel Way, Toronto ON	(416) 535-8501 ext. 2	camh.ca/en/your-care/programs-and-services/medical-withdrawal-unit
Humber River Hospital	1235 Wilson Avenue, Toronto, ON	(416) 242-1000 ext. 4300 or ext. 43170	hrh.ca/programs/mental-health-addictions/

Some Health & Social Service Organizations

RESOURCE	LOCATION	PHONE	WEBSITE
YSSN: Your Support Service Network	York Region	1(888) 695-0070	yssn.ca/
CMHA: Canadian Mental Health Association	York Region and South Simcoe Branch	(905) 841-3977	cmha-yr.on.ca/
Family Services York Region	Markham, Newmarket, Richmond Hill	(905) 895-2371 or 1(888) 223-3999	fsyr.ca/
Across Boundaries (<i>Mental health and addiction services for racialized* communities</i>)	GTA	(416) 787-3007	acrossboundaries.ca/

RESOURCE	LOCATION	PHONE	WEBSITE
BANAC: Barrie Area Native Advisory Circle - Mamaway Wiidokdaadwin	Barrie, Orillia, Beausoleil First Nation	Barrie: (705) 721-9554 Orillia: (705) 259-9520 Beausoleil: (705) 247-2035	mamaway.ca/about-us/
Dnaagdawenmag Binnoojiyag Child & Family Services	York Region and surrounding area	Main: 1(844) 523-2237 Office: (705) 295-7135	binnoojiyag.ca/
York Region Children's Aid Society	York Region	(905) 895-2318	yorkcas.org/
Krasman Centre	Newmarket, Alliston, Georgina Island	Newmarket: (647) 512-8754 Alliston: (705) 435-0054 Georgina Island: (705) 437-3438	krasmancentre.com/what-we-do/programs/
Cedar Centre	Newmarket	(905) 853-3040 ext. 301	cedarcentre.ca/
AA: Alcoholics Anonymous	York Region, GTA	(416) 487-5591	aatoronto.org/
CHATS: Community & Home Assistance to Seniors	Aurora, Richmond Hill, Bradford	(905) 713-6596	chats.on.ca/

Hospitals: Mental Health

RESOURCE	LOCATION	PHONE	WEBSITE
Southlake Health: Southlake Regional Health Centre	596 Davis Drive, Newmarket, ON L3Y 2P9	Main Hospital: (905) 895-4521	southlake.ca/patient-care-program/mental-health/
Oak Valley Health: Markham-Stouffville Hospital	381 Church Street Markham, ON L3P 7P3	Mental health patient navigator: (416) 804-9386 Main Hospital: (905) 472-7373	oakvalleyhealth.ca/clinics-departments/mental-health
Mackenzie Richmond Hill Hospital	10 Trench Street Richmond Hill, ON L4C 4Z3	Main Hospital: (905) 883-1212	mackenziehealth.ca/programs-services/a-to-z-listing

RESOURCE	LOCATION	PHONE	WEBSITE
Cortellucci Vaughan Hospital	3200 Major Mackenzie Dr W Vaughan ON L6A 4Z3	Main Hospital: (905) 832-4554	mackenziehealth.ca/programs-services/a-to-z-listing
Royal Victoria Regional Health Centre	201 Georgian Drive Barrie ON L4M 6M2	Main Hospital: (705) 728-9802	rvh.on.ca/areas-of-care/mental-health-and-addictions/
Stevenson Memorial Hospital	200 Fletcher Crescent, Alliston, ON L9R 1W7	Main Hospital: (705) 435-6281	stevensonhospital.ca/mental-health

Emergency Shelters / Drop-In Centres

RESOURCE	LOCATION	PHONE
Belinda's Place	Newmarket	(289) 366-4673
Yellow Brick House	Aurora	1(800) 263-3247
Empowerment Through Achievement Vaughan (women)	Vaughan	(905) 552-0615
Sandgate Women's Shelter of York Region	Richmond Hill; Sutton	1(800) 611-8294
Sutton Youth Shelter	Sutton	(905) 722-9076
Blue Door Shelters: York Region Youth Shelter	Newmarket	(905) 898-1015
Blue Door Shelters: Porter Place (men)	East Gwillimbury	(905) 898-1015
Blue Door Shelters: Leeder Place Family Shelter	East Gwillimbury	(905) 898-1015
360 Kids (youth): Home Base Drop-In Centre & Connections Shelter	Richmond Hill	(905) 475-6694 ext. 2
Krasman Centre: Drop-In Services	Richmond Hill; Alliston	1(888) 780-0724
Central Intake- Emergency Shelters	Toronto	311 or (416) 338-4766, 1(877) 338-3398
Transitional Housing Intake Line	York Region	1(877) 464-9675 ext. 76140
Inn From the Cold Emergency Homeless Shelter	Newmarket	(905) 895-8889 ext 227
My Sister's Place	Alliston	1(800) 461-5419, (705) 435-3835
Support and Hope for Individuals and Families Today (S.H.I.F.T.)	Alliston	(705) 435-7293



Appendix



AWMS

CASE MANAGEMENT

Helping You Navigate Your
Journey Toward Wellness



How Case Managers Help:



CONNECTING TO SERVICES

Helping clients access treatment
programs, counselling, and
community resources.



NAVIGATING THE SYSTEM

Assisting with healthcare
and social services
navigation.



ADVOCACY

Ensuring clients' rights and
needs are recognized and
supported.

COLLABORATIVE APPROACH

Working with
healthcare and social
service providers

PERSONALIZED CARE PLANS

Tailored to your
unique situation

SKILL BUILDING

Enhancing life and
coping skills

IMPROVING QUALITY OF CARE

Connecting you to the
best available services

What is Case Management?

Case Management helps address and support a variety of mental health and addiction concerns by providing assistance with life skills, system navigation, addiction education, connections, and referrals. Case Managers work with individuals to develop a plan tailored to their specific needs and recovery journey.

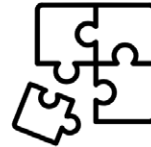
Referrals To:

- Inpatient/Outpatient Treatment Programs
- Detox Services
- One-on-One Counselling
- Groups
- Peer Support
- Family Care Providers
- Psychiatrist Consultations
- Community Resources
- And more...

**TO GET STARTED WITH CASE MANAGEMENT,
TALK TO YOUR DOCTOR, NURSE, COUNSELLOR,
OR CALL INTAKE: 905-841-7007**



AWMS



Peer Support

You Don't Have to Do This Alone

Recovery can feel overwhelming, but support makes all the difference. Our Peer Support Program connects you with a **dedicated Peer Support Worker** who has lived experience with *addiction and recovery*. Whether you need **someone to talk to, help stay on track with goals, or just a little extra encouragement**, we're here for you—*judgment-free and on your terms*.

Benefit



Build Your
Support System



Stay on Track



No Pressure,
No Judgment



Flexible Support

Who Should Connect?

Peer support may be right for you if:

- You need extra support between counselling sessions.
- You're not sure about counselling but want to talk to someone who understands.
- You need help staying motivated and sticking to your goals.
- You feel alone in recovery and want to connect with someone who's been there.
- You're overwhelmed by where to start and need some guidance.

How to Get Started

Talk to your **Doctor, Nurse, Counsellor, or Case Manager** to get connected with **Peer Support**.

THIS IS NOT AN EMERGENCY CRISIS SERVICE.

IF YOU ARE EXPERIENCING A CRISIS,
PLEASE **CALL 911, VISIT YOUR LOCAL EMERGENCY DEPARTMENT, OR CONTACT 310-COPE**
FOR IMMEDIATE SUPPORT.

YOU DESERVE SUPPORT. LET'S TALK.

NOTES

Handwriting practice lines consisting of 20 horizontal dashed lines.

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We have several Satellite Offices, Community Withdrawal Management Clinics & Rapid Access Addiction Medicine (RAAM) Clinics throughout York Region, South Simcoe & North York.

Visit our website @ helpwithaddictions.ca or call us at 905-841-7007 or 1-800-263-2288 for more information.

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