



# Intensive Support Coordination

Goal-focused recovery through community-based, person-centered care

## ■ What is Intensive Support Coordination?

This service supports individuals that live in the community who are dealing with significant mental health issues. We promote independence and quality of life through the coordination of appropriate services and consistent and ongoing support.

We are dedicated to supporting resilience and recovery, based on our core values of hope, self-determination and wellness. We also aim to develop a caring, supportive relationship between the Support Coordinator and the person we serve.

## ■ Who does this program serve?

This recovery-oriented service is designed to address the needs of people who experience significant struggles with their mental health.

Specifically, it is available to individuals who are:

- 18 years of age or older; and
- Experiencing mental health issues (with or without addiction challenges) that limit their ability to function on a daily basis

## ■ More about Support Coordination

Support Coordination offers:

- Intensive, individualized, voluntary support;
- A strength-based, collaborative process of assessment, planning, facilitation and service coordination;
- Help with independence and quality of life through coordinating services and providing support;
- Support for people realizing their personal recovery goals, who are stabilizing and improving their quality of life; and
- Support that is responsive to a person's multiple and changing needs over time (incorporating families where needed)

## ■ What to expect from your Support Coordinator

When working with a Support Coordinator, you will receive support on a variety of recovery-oriented functions, including:

- relationship building
- assistance with crisis management
- personal goal and recovery planning
- connecting to formal and informal supports
- support with medication issues
- practical support in multiple life areas
- service and system coordination
- advocacy



Canadian Mental Health Association  
Waterloo Wellington

Association canadienne pour la santé mentale  
Waterloo Wellington

### Where is this program available?

We offer this service in Waterloo Region and Wellington counties. Specifically, we have offices in Guelph, Kitchener, Cambridge, Fergus, and Mt. Forest.

### How do I get started?

Call Here 24/7 at:

**1-844-HERE-247 (437-3247)**

or visit our websites:

[www.here247.ca](http://www.here247.ca)

[www.cmhaww.ca/programs-services/intensive-support-coordination/](http://www.cmhaww.ca/programs-services/intensive-support-coordination/)

### Concerned about your privacy?

At CMHA WW, your privacy is paramount. To learn more about our privacy policies visit:

[www.cmhaww.ca/privacy](http://www.cmhaww.ca/privacy)