



HERE 24/7 PROVIDERS



1 844 437 3247

(HERE247)

TTY 1-877-688-5501

Call anytime to access Addictions, Mental Health & Crisis Services

Waterloo-Wellington

How are Here 24/7 services provided?

When someone contacts Here 24/7, our staff will talk to the person about their needs, challenges and strengths. We will attend to the immediate needs of the person (for example, if they are in crisis), and will conduct a comprehensive assessment with the individual. Short term needs will be explored, as well as long term service options. The person's needs will be matched with the service options available within the addictions and mental health service continuum, or a link will be provided to services and supports in the community. We will do our best to understand what the person needs, and to connect them to the appropriate services. We have the ability to schedule appointments directly with our partner service providers for most services so that the person does not need to call other providers and re-tell their story. Here 24/7 staff are available 24 hours a day, seven days a week. We also offer drop-in service at five sites across Waterloo Wellington with varying hours.



HOW TO REACH US

Phone:

1-844-437-3247

TTY 1-877-688-5501

Website:

www.here247.ca

-or-

Drop in

Here 24/7 is your front door to the addictions, mental health and crisis services provided by 11 agencies across Waterloo - Wellington.

All you need to do is reach out to us. We do the intake, assessment, referral, crisis, waitlist and appointment booking work for these important programs.

It's our job to be your guide, figure out your needs and help you navigate the system. This leaves you free to focus on maintaining hope and pursuing recovery.

If you have any concerns, we hope you'll get in touch. We're **Here 24/7**.

About Our Staff


Here 24/7 staff are here to support you, and are trained to provide intake, crisis intervention, addictions/mental health assessments and brief support functions. It is our job to navigate the service system for you, based on what you need.

FUNDING PROVIDED BY



SERVICES AVAILABLE


WHAT THE ICONS MEAN:

-  Adults (18+)
-  Children and Youth (0-18)
-  Addictions
-  Mental Health
-  Concurrent Disorders (i.e. Addictions and Mental Health)
-  Problem Gambling
-  Developmental Services

If you are not sure what a person needs, please select this service

- Information, Assessment and Referral**
A M C G D
Provides an understanding of a person's needs, recommendations on treatment options and connects people to available services and supports.

If someone is in crisis, please call 1-844-HERE-247 IMMEDIATELY! (437-3247)

-  **Crisis Intervention**
A M C G
Provides immediate response to people who are at risk of hurting themselves or someone else by conducting a thorough crisis and risk assessment, providing crisis intervention and connections treatment services and other supports.

- Support Coordination**
A M C
Provides people with a primary worker who figures out what they need, makes a resilience and recovery plan, offers support in the community, and makes connections to services and supports.
- Short-Term Crisis Support Beds**
M C
Provides time-limited emergency housing with on-site care, including assessment, monitoring, care/treatment, symptom stabilization, and support to access community supports.

- Community Counselling and Treatment**
A M C G D
Provides individual /group counselling and other treatment services to support people and their families/significant others in building positive skills, reaching their goals, and improving their quality of life.

- Peer/Self-Help**
A M C
Provides a range of person/directed and person-driven initiatives, including self-help, peer support, drop-in centres and public and provider education about self-help.

- Court Support and Diversion**
A M C
Provides support for people who have come in contact with the criminal justice system. Court Support provides people and their families with supports if they are required to be in court. Diversion provides people with alternatives to criminal sanctions, such as appropriate community based treatment and supports with the goal of minimizing future contact with the justice system.

- Support Within Housing**
A M C
Provides supports for people to access and maintain housing, including access to housing units with up to 24-hour supports, rent supplements, hands-on assistance with daily living, advocacy and navigation of landlord/tenant issues.

- Day/Evening Treatment**
A M C
Provides structured, scheduled program of treatment activities (typically provided five days or evenings per week) to support people in building positive skills, reaching their goals, and improving their quality of life.



- Residential Treatment**
A C
Provides a scheduled program of treatment activities while a person resides on-site to assist with developing and practicing skills to manage substance use and related problems. People also have 24 hour access to support.

- Assertive Community Treatment Team (ACTT)**
M C
Provides people with treatment and support by a team of mental health professionals, including a Psychiatrist, specializing in assertive outreach, intensive supports and community treatment.

- Eating Disorders**
M C
Provides people and their families with a team of professionals who specialize in community-based eating disorders assessment and treatment.

- Early Psychosis Intervention**
M C
Provides specialized treatment and support services to people experiencing a first episode in psychosis, including support services to families/significant others.