



## **When will the Centre officially open?**

Thresholds Homes and Supports and CMHA Waterloo Wellington will open the doors to the Integrated Crisis Centre on Tuesday, July 30, 2024.

## **What are the hours of operation?**

The Centre will be open from Tuesday – Saturday, 2 p.m. - 8 p.m. until funding is received and it can open 24/7. The ICC will not be open on statutory holidays.

## **Why is the Centre not open 24/7?**

Due to a lack of funding, Thresholds Homes and Supports and CMHA Waterloo Wellington cannot currently provide 24/7 access to the Integrated Crisis Centre. We are hopeful to receive funding to advance the ICC into a 24/7 location in the future.

## **How will people be admitted to the centre?**

At first opening, the primary method of intake will be self-admission. Walk-in access to the ICC will be available during hours of operation, or people may be guided there if they have used CMHA's coordinated crisis service, Here 24/7.

As we progress, our goal is to assist with emergency room diversion by having pathways for Paramedic Services to bring individuals to the ICC, alleviating overwhelmed hospitals while providing the most appropriate care for people in crisis.

## **What will be required for someone to self-admit?**

Our intention is that the ICC is as low barrier as possible. We will ask for basic information, including name, age, and a health card, but we will not refuse service to individuals in need.



## What type of crises does the program address?

The ICC addresses mental health and/or substance use crises, which can include: a serious, immediate problem, a situational crisis, psychosis, emotional distress, an emotional response to trauma, agitation (or inability to sleep resulting from agitation), severe depression or anxiety, symptoms of moderate withdrawal, or suicidal thoughts.

The ICC is **not** a primary care facility; meaning, the Centre is not meant to address issues related to serious physical health. If someone requires medical attention, including medical withdrawal, the hospital is most appropriate.

## What services does the Integrated Crisis Centre provide?

The program provides warm, welcoming, walk-in support for individuals experiencing a mental health and/or substance use health crisis, who do not require hospital or emergency services (911).

### Services Offered:

**Walk-In Support:** Individuals can visit the centre without an appointment, receiving immediate assistance from our caring staff.

**Crisis Intervention:** Trained peer support workers and service navigators provide crisis intervention, de-escalation, emotional support and brief follow-up.

**Referrals:** We connect individuals to appropriate community resources, including respite beds, mental health services, substance use health support, and other community referrals.

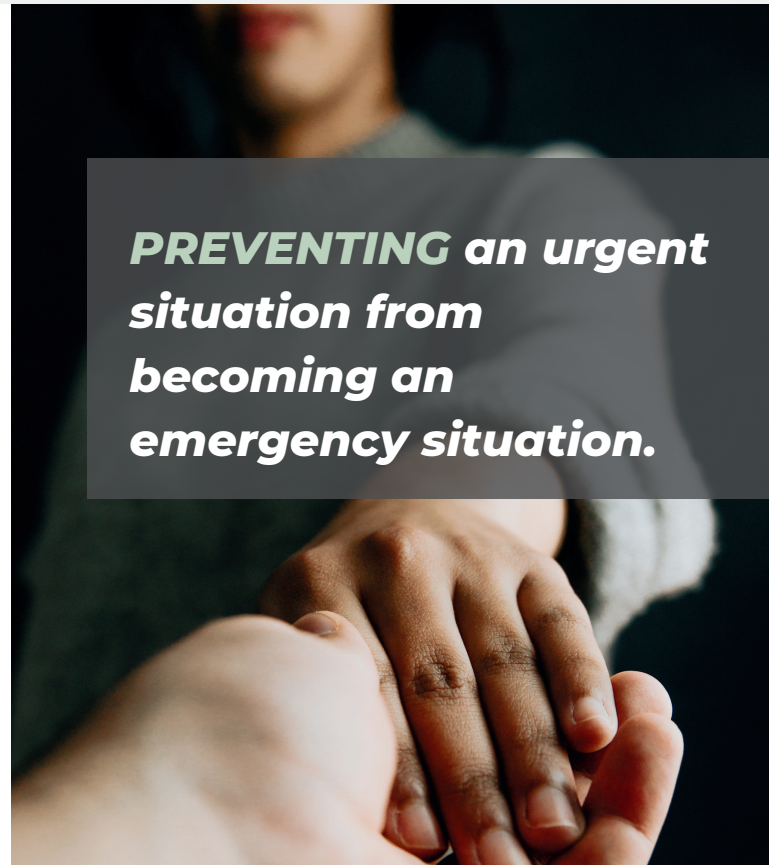


## Is the program confidential?

Ontario's health privacy legislation, the Personal Health Information Protection Act (PHIPA), establishes a set of rules regarding your personal health information (PHI).

### These rules:

- require consent for the collection, use and disclosure of personal health information, with necessary but limited exceptions
- require that custodians treat all personal health information as confidential and keep it secure,
- provide individuals with a right of access to their personal health information, as well as the right to correct errors
- give individuals the right to withhold or withdraw consent to the collection, use or disclosure of personal health information or to expressly instruct custodians not to use or disclose their personal health information for health care purposes
- establish clear rules for the collection, use and disclosure of personal health information for fundraising and marketing purposes
- set guidelines for the collection, use and disclosure of personal health information for research purposes
- ensure accountability by granting individuals the right to complain to the Independent Privacy Commissioner (IPC) about the practices of custodians and establish remedies for breaches of the legislation



***PREVENTING an urgent situation from becoming an emergency situation.***