

Adult Mental Health Services

Accessing adult mental health services

There are many mental health services available to support you in our community.

Not sure where to start? Call Here 24/7 anytime at 1-844-437-3247 to learn about community services available for you and your family.

Home and Community Care Support Services Waterloo Wellington also provides short term specialized mental health supports for those who:

- Are 18 years of age
- Have been diagnosed with a mental health issue such as schizophrenia, major depressive disorder, bipolar disorder, anxiety disorder, obsessive compulsive disorder, etc.
- Have ongoing mental health issues requiring assessment, intervention, rehabilitation, and recovery services.

A care coordinator will work with you to determine the most appropriate services for you. You can be referred to our services by a hospital, community organization, or your family care provider. You (or your family member) can also contact us to speak with a mental health care coordinator.



Adult Mental Health Services Intake Line

519-748-2222

888-883-3313 (Toll Free)

TTY: 519-883-5589

Intake Fax

519-883-5550



Your mental health care plan

Your health care team will include a mental health care coordinator and a mental health nurse. You may also be eligible for services from an occupational therapist, physiotherapist, social worker, and personal support worker.

We will work with you, your family and care providers (e.g., health care teams, physicians, community supports) to provide you with timely access to the adult mental health services you need.

Supporting your personal goals

We will help you achieve your full potential by helping you to set personal goals and to take responsibility for your own health and wellbeing.

Your mental health care coordinator will help connect you to the appropriate community services where you will get the support you need to achieve your personal goals.

Mental health is an important part of your overall health. We will support you to reach your full potential so you are able to:

- Manage your medications
- Understand your mental health condition
- Maintain a healthy lifestyle
- Set realistic goals
- Manage stress
- Learn relaxation techniques
- Access community services



Home and Community Care Support Services Waterloo Wellington

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TTY: 519-883-5589

www.healthcareathome.ca/ww

waterloowellington@lhins.on.ca

Where to get help in an emergency

If you or someone you know is at serious risk of harm to themselves or others, call 911 or go to a hospital emergency department.

Where to get help in a crisis

Here 24/7

Call anytime to access addiction, mental health and crisis services • 844-437-3247

Thresholds

Crisis Respite Residential Program
(Waterloo-Wellington)
519-576-7431 • 866-797-7431

TorchLight

Distress Line
519-821-3760 • 888-821-3760

Where to get support & resources

togetherall.com/en-ca

is a safe, online community where people support each other anonymously to improve mental health and wellbeing.

bouncebackontario.ca

866-345-0224
Free skill-building program to manage symptoms of depression and anxiety

connexontario.ca

866-531-2600
Access to addiction, mental health and problem gambling services

eMentalHealth.ca

Mental health services, help and support in your community