



Ms. Candice Hamilton-Miller, R.P., M.Sc.

Ms. Sally Ghazal, M.A.

SERVICE INFORMATION BOOKLET

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INTRODUCTION:

Congratulations on taking the first step towards improving your emotional and mental well-being. The hardest part of coping is admitting when you need help, when it all gets too much for you to handle. You are exploring the idea of psychotherapy either for yourself or for someone you are concerned about. Even people who consider themselves to be relatively strong, successful and happy may go through periods of particular stress or upheaval when they are stretched beyond their own capacity. At these times, therapy may provide help.

In the mental health field, a problem is only a problem according to how much it influences your life, or in the case of children, how much it influences the family's day to day life. Often we feel that the challenges we face should not be so difficult to deal with, we can feel that we must be broken or not good enough because everyone else deals with these kinds of things and other people have it a lot worse. But it is important to remember that stress is something that is relative to your own experiences, so what may be stressful for one person may not be for another.

Therapy is a commitment to ourselves which allows us the acknowledgement that something in our life is off kilter, and supports our need to regain control over our own lives. Therapy is a commitment to personal growth and learning. It is a place where time is devoted understanding and exploring ourselves, our motivations, values, interests, needs, desires, and dreams.

A therapist has many roles: confidant, mentor, coach, and often just someone to listen, to hear the stories of our lives, to acknowledge the challenges that we face and to believe in us, to believe that we have the strength to persevere and change as we wish. The ultimate goal is to ensure that in life we thrive in times when often it is all we can do to survive.

Throughout history, people have shared with each other through storytelling. It was a way to share and celebrate your own successes and those of others, for children it was a way to learn valuable life lessons and a way to pass on valuable advice from others who have survived the challenges we may be facing. But somehow collectively we've forgotten how to listen to each other's stories and the importance of telling our own. Therapy is a place to share your story. It is not about being told what to do, what you do wrong or where to go next, but rather it is an affirmation of what we already know deep within ourselves.

I believe that the core of each human being is strong and peaceful and capable and, as each person works through their challenges and is able to connect with their core, the journey of life and the challenges they face become easier to handle. It is my belief that each person has a unique life path with different challenges. Overcoming challenges can help a person connect with self at a deeper level and through that process, connect with others in a more meaningful way.

The first step in asking for help, is finding a therapist with whom you can connect. You will be sharing a deeply private part of yourself and you must be confident that the person you work with will hold your fears, insecurities and successes in the greatest confidence. We hope that we can be that person for you.

ABOUT CHM Therapy Services

Candice Hamilton-Miller RP. M.Sc.:

With a Bachelor's Degrees in Psychology from the University of Cape Town in South Africa and another from York University here in Canada; and a Master's Degree in Family Relations and Human Development from the

University of Guelph, Ms. Hamilton-Miller brings experience and in-depth knowledge to her treatment plans. She also has specialized training in Play Therapy, Family Therapy and Sex Therapy Techniques.

Ms. Hamilton-Miller has worked internationally with children and families for over 20 years, as a non-regulated Mental Health Professional and now as a Registered Psychotherapist Through various roles in the social service and health sectors over the years, she has supported families and children with special needs, including Autism and Speech and Language problems, families new to Canada and children, adolescents, adults and families dealing with Mental Health concerns including Depression, Anxiety and ADHD.

Ms. Hamilton-Miller is a member of various self regulating associations including the Ontario Association of Counsellors, Consultants, Psychometrists and Psychotherapists; the Canadian Association for Child and Play Therapy; and the Ontario and American Associations for Marriage and Family Therapy. She is a registered Psychotherapist with the newly proclaimed College of Registered Psychotherapists of Ontario.

Sally Ghazal M.A:

Ms. Ghazal has a Masters degree in Clinical Psychology from the University of Indianapolis, Indiana USA, and a Bachelor's Degrees in General Psychology from the American University of Beirut.

Since obtaining her Master's degree in 1999, she has worked in many different settings while maintaining a private practice for the past ten years. She has worked with families and adults with mental health concerns, including depression, anxiety, OCD, ADHD and phobias and has extensive practice and training in Cognitive Behavioral Therapy (CBT).

Along with psychotherapy, Ms. Ghazal has also conducted many workshops for the community including parenting, and anger management. She worked with employees from various organizations to develop the personal skills needed for their success.

Ms. Ghazal brings international experience working in various countries including Lebanon, Jordan, Kuwait and USA. She believes that everyone is able to make the change they want to see in themselves and sometimes we need help to make that change happen.

Ms. Ghazal is a member of the Ontario Association of Counsellors, Consultants, Psychometrists and Psychotherapists. She is currently working towards registration with the College of Registered Psychotherapists on Ontario (CRPO).

REFERRAL and INTAKE PROCESS:

CHM Therapy Services accepts both Doctor and self referrals for services. If you know somebody who would be interested, please get them to call Ms. Hamilton-Miller directly at 647 886 3380.

The initial session will be an intake session and will include time for you to share your situation, and time for the therapist to inform you of your rights as laid out in this booklet. The session will focus on establish a fit between the services we can offer and the services that would best fit your situation. It is a chance for you to decide if you have found the right therapist for your needs and to ask any questions you may have about the therapy process. If you decide to proceed with service, follow-up sessions will be booked to best meet your treatment goals.

CONSENT FOR SERVICES:

Consent for services is required from all clients receiving treatment. Custodial Parents must provide consent for any children under the age of 16 years old. Separated and divorced parents should both provide consent where possible. If parents are in a joint custody situation then either parent can provide consent, unless both parents are required by law to provide consent for services. It is the duty of the consenting parent and the child to inform any non-participating parents or caregivers. Children over the age of 16 years old must consent to participate in treatment.

Children older than 8 years old must be willing to participate in treatment and will be asked to verbally agree to attend. This is vital to ensure that clients are willing to engage in the process. We provide voluntary services only and as such we will not provide services to unwilling participants.

INFORMATION PRIVACY PRACTICES:

CHM Therapy Services is committed to protecting the privacy of your personal information and has developed policies and procedures in compliance with the Personal Information Protection and Electronic Documents Act, 2004 (PIPEDA) and the Personal Health Information Protection Act, 2004 (PHIPA).

We would like to take this opportunity to inform you about the personal information we collect, how it is used, and how we protect its confidentiality and your rights with respect to this information.

The nature of personal information collected may include:

- Information required in maintaining a working file according to the standards of my profession such as your name, address, phone

numbers, date of birth, other contact information, names of others who are significant to your situation (family, your doctor, and other professionals) and sometimes their contact information. We also collect information about our work together and this would include notes detailed enough to reflect the scope of the work and my actions in this regard, any correspondence sent or received, any consents or other documents you have signed, copies of papers you have given us, and other documentation particular to the nature of our involvement.

- Information necessary for billing purposes which may include information about your health insurance plans, information collected to comply with the policies of your Employee Assistance Program and their standards, information about other third party payers, and billing records.
- Information related to the scheduling of appointments for you.

We collect this information for the following reasons:

- To maintain a clinical file or working file that meets the standards of my profession.
- To provide this service for you in a manner that ensures your safety.
- To maintain a high standard of professionalism in the provision of service.
- To assist in the process of billing for my services.
- To meet other legal and regulatory requirements.
- To maintain records pertaining to the operations of a business and to make these records available if requested.

There will be times when we ask you if we may speak with others about you and your situation. There will be times when you will ask us to do this as well. On these occasions, we will always discuss this information-sharing with you and we will look at the benefits and consequences of speaking to others about your situation. We would then ask for your informed, written consent to share your information.

There may be occasions when we must share information about you or your situation without your consent. These situations are very exceptional but may include the following:

- If we have any information about abuse or risk of abuse of a child then we must report this to the proper authority.
- If we have a concern about any risk that you may do harm to yourself or harm to another person then we must take action to ensure your safety or the safety of others.
- If we are required by law to release information such as receiving a subpoena to court.
- If we must report a colleague to their governing Association with regards to improper conduct.
- If we must defend against a complaint filed with one of our own regulatory or governing bodies such as the College of Registered Therapists of Ontario, the Ontario Association of Counsellors, Consultants, Psychometrists and Psychotherapists; the Canadian Association for Child and Play Therapy, or the Ontario and American Associations for Marriage and Family Therapy, or any other court action.

We make every attempt to safeguard your personal information. We would like you to know the following:

- Your file contains all the personal information about you and your situation with the exception of copies of billing information such as receipts and electronic payments. Files are stored on a secure and password protected hard drive. Only your direct therapist will have access to this hard drive.
- All forms signed by you will be scanned to the secure hard drive and the paper formats are cross-cut shredded.
- Your file is maintained according to regulations set by our profession and in accordance with other legal requirements.
- Upon termination of services, your closed file will be held for 5 years in accordance with industry standards.
- When information about you is no longer required, it is disposed of in a secure manner.
- In the event of incapacity or death, a designated professional would have some access to your information in order to assist you in a transfer to another therapist or to maintain the file according to legal and regulatory standards. This professional would be obligated to provide all services to the same standard that we would.

You have the right to request to see any personal information that has been collected about you or your situation. You have the right to view your clinical file. If we believe that any information in the file is harmful to you to know, we will explain that fact. We will assist you to understand all of what has been written in your file. If you believe that some information about you is incorrect, you may request that the information be changed. We will then correct this information with any third parties who may have been given the wrong information. If you wish to view your file or if you have any concerns about the privacy of your information, please contact:

Candice Hamilton-Miller, RP, M.Sc. at 647 886 3380

CONFIDENTIALITY:

All services provided to you are strictly confidential. This means that all information about you and what is discussed in session will not be released without your informed consent except in the following situations:

- If we are required by law to do so.
- If we assess that there is a risk of harm to yourself or others.
- If we assess that a child may have been harmed in the past, or that a child is at risk of harm in the present or future. In all cases, we have a legal duty to report this.

For services provided to children under the age of 10 years old, parents are provided with any information about their child's sessions. Parents are encouraged to allow their child some confidentiality in their sessions.

Services provided to children and adolescents between the ages of 10 and 16 years old, will be provided confidential services. Parents will be given general updates on the topics and themes discussed in sessions. Specific details will be held confidential and children will be encouraged to share these details with their parents and caregivers. In these situations, we will share specific details with parents if they relate to the situations described above. Information shared with parents will be done so with the child where ever possible, and information provided by parents will be provided to the child.

Adolescents over the age of 16 years old are considered adults and are able to make their own decisions regarding treatment and confidentiality. In all

ways possible, clients are encouraged to include their families in treatment to build a strong support base. Clients over 16 years old will be asked to provide consent to release information to specific family members. Family members are welcome to contact me to provide further information but must be aware that we would be limited by the confidentiality in terms of information that we can provide.

For Family or Couple Therapy, the confidentiality of each individual will be maintained as possible. Sessions in which some members are not present will be confidential and the decision to share those sessions with missing members is up to the members present. In situations in which an individual member is seen separately, it is up to the individual to bring information to family or couple sessions should they so choose.

If your case is overseen by Ms. Hamilton-Miller, information pertaining to your situation and treatment will be shared with her. The supervising psychotherapist forms part of your circle of care and as such must maintain your confidentiality in the same way that your therapist does.

RATES AND PAYMENT OPTIONS:

The current rate for services are as follows:

Candice Hamilton-Miller: \$60 per ½ hour or part thereof; with most sessions at 50 minutes in length, unless arranged otherwise.

Sally Ghazal: \$45 per ½ hour or part thereof; with most sessions at 50 minutes in length, unless arranged otherwise.

With regards to payment, you would need to check with your insurance if they will cover our services. Candice Hamilton-Miller is a registered psychotherapist, and a member of the Ontario association of Counsellors,

consultant, psychotherapists and psychometrists (OACCPP), some insurance companies will cover her services under psychological services/psychotherapy/general counselling. She is also registered with the College of psychotherapists of Ontario (CRPO) as a **Registered Psychotherapist (RP) –Reg# 001690**. You would pay directly after the session and will be provided with a receipt to submit to your insurance for any reimbursement. Please note that NOT all plans will cover the services and it is your responsibility to check if you have coverage. You are responsible for all service charges. Please check with your Benefits provider to see if your plan covers psychotherapy services and if you require a referral from your family doctor. Ms. Ghazal's clients may be covered under the same benefits when supervised by Ms. Hamilton-Miller.

Fees for specialized services such as reports or letters will be stated as required based on the time required to prepare such services. Telephone calls longer than 15 minutes will be charged at a rate of \$30 per hour or part thereof. Fees are reviewed annually and are subject to change without notice. Professional fees are set in accordance with the recommended fee range for psychotherapeutic practice services established by the OACCPP and the CRPO.

Payment options: Payment for services is expected at the end of each session. Payment can be made by **CASH, CHEQUE, VISA OR MASTERCARD**. An official receipt will be provided to you at this time. If a cheque is declined by the bank, CHM Therapy Services will charge a \$45 NSF fee.

CANCELLATION POLICY:

We require at least 24 hours notice to be able to cancel your appointment without charges. You may be charged for a full session if your notice of cancellation is less than 24 hours or if you do not arrive for a scheduled appointment. An invoice will be sent via email or in the mail to the address on file for these charges.

SUPERVISION and CASE CONSULTATION:

Clients seeing Ms. Ghazal will have their cases overseen by Registered Psychotherapist, Ms. Hamilton-Miller. In such cases, Ms. Hamilton-Miller will consult on your case and assist with assessment and treatment planning. In this role, Ms. Hamilton-Miller is clinically responsible for your care and Ms. Ghazal's performance as the treating therapist. As the supervising psychotherapist, Ms. Hamilton-Miller will form part of your circle of care and your information will be shared with her. She is bound by the same confidentiality that Ms. Ghazal is and will keep all information confidential. Ms. Ghazal will remain the primary contact and treatment provider for your case.

In situations where your case might benefit from a case consultation, we will speak with you about consulting with other professionals. Your case will not be shared with anyone, unless we have your informed consent before hand. If we present your case, then all identifying information will be withheld in order to maintain your privacy and confidentiality.

As therapists, we strongly believe that ongoing personal growth work and clinical supervision and support are beneficial for all therapists, regardless of their degree of self-awareness, skill level, or years of practice. Even although we are both highly skilled clinicians, we maintain the practice of acquiring

personal growth/ professional supervision to continue to learn and grow as a clinician.

VIDEO TAPING AND RECORDING of SESSIONS:

With your consent, some sessions may be recorded for supervision and case consultation purposes. The sessions will be kept with your file and protected with your personal information. If you do not want any sessions to be recorded, please do not sign the video consent form. No sessions will be recorded in any way without your expressed written consent.

CRISIS SERVICES:

CHM Therapy does **not** provide crisis services. If you are in crisis please contact the appropriate community service below:

Emergencies:

Dial 911 for police, fire and ambulance

Adults:

Canadian Mental Health Association – COAST PROGRAM 1-877-825-9011 24 hours per day

Oakville Distress Line: 905-849-4541

Children and Youth:

Halton Children's Aid Society (for children in need of care/protection)
905-333-4441

ROCK (Reach Out Centre for Kids) 905-878-9785

Kids Help Phone (bilingual help-line provides free counselling, information and referral on anonymous basis to children and youth, ages 4-20) 1-800-668-6868

Sexual Assault and Domestic Violence:

Halton Women's Place (Crisis line and shelter) 905-332-7892
SAVIS (Sexual Assault and Violence Intervention Services 905-875-1555
Briser le Silence (French) 1-877-336-2433
Native Women's Centre 905-664-1114 (long distance)

A list of other services available in the Halton Region is available at the end of this booklet.

LEGAL PROCEEDINGS:

CHM Therapy Services will not provide letters or reports for court proceedings unless legally required to do so. Our clinicians will not get involved in custody cases. Our goal is to provide psychotherapeutic services to children, adults and families and it is our expectation that all family members attend sessions in good faith without legal agendas.

EMAILS:

CHM Therapy Services will not discuss cases via email as this is not considered a secure form of communication. You may send an email update if you wish but all responses will be in general terms only. You may schedule appointments via email or text messages if you wish.

FREQUENTLY ASKED QUESTIONS:

How long does therapy last?

CHM: Therapy can be short term or long term depending on the need and purpose. Help in facing and working through immediate issues such as divorce, anxiety, children's issues, a health crisis or a relationship breakdown may need to be only relatively short term. While other issues such as depression, anxiety, chronic stress, lack of meaning in life, difficulty in handling anger, unhealthy patterns of relationships at work or in one's personal life may need to be worked with for a longer time.

Do I have to explore my past and "tell you about my childhood"?

CHM: As a therapist, I tend to work from a solution focused approach, focusing on current issues and stressors. Past issues may need to be explored, because these old experiences may go back as far as earliest childhood and ones first attachments. They may have a deep impact on us and influence how we handle our current life and they can set the pattern for how we feel about ourselves and how we relate to others. But, ultimately, I don't believe in dwelling on the past because it is for our present and future selves that we come to therapy.

What is a non-regulated Mental Health Professional?

CHM: Currently in Ontario, there are limited Mental Health Professions that are regulated. Psychotherapy is one such profession. On May 11, 2009 the Ontario government introduced Bill 179 in the provincial parliament. The new legislation, entitled the Regulated Health Professions Statute Law Amendment Act, 2009, proposes several changes affecting a number of professional groups and will also have an impact on the regulation of the practice of psychotherapy. Once the new college became active in April 2015, the profession of psychotherapy is now regulated. At this stage, many

highly skilled Mental Health Professionals are not eligible for regulation but are still able to provide effective and professional services and regulate themselves through self-regulatory bodies that define ethical practice and standards for practice such as the Ontario Association of Counsellors, Consultants, Psychometrists and Psychotherapists. As a non-regulated Mental Health Professional, clinicians make every attempt to provide services in a professional, ethical and respectful manner. The services provided to you are held to the prescribed standards outlined by the Ontario Association of Counsellors, Consultants, Psychometrists and Psychotherapists.

The College of Registered PSYCHOTHERAPISTS of Ontario (CRPO) is the governing body for the registered psychotherapists in Ontario. The CRPO was established by the Psychotherapy Act in 2007, which came into force on April 1, 2015. The college is represented by its council. **Some professions are regulated in Canada to protect public health and safety. That means that you must be registered with a provincial governing body to work in this profession.** This legislative framework establishes health regulatory colleges, which regulate the professions in the public interest. Health regulatory colleges are responsible for ensuring that regulated health professionals provide health services in a safe, professional and ethical manner. This includes, among other things, setting standards of practice for the profession and investigating complaints about members of the profession and, where appropriate, disciplining them.

What can I expect during therapy sessions?

CHM: During the treatment stage of therapy, you can expect that we will explore current situations that you find yourself in and how you cope with them. You will learn new techniques to deal with these situations. Your job will be to be as honest with yourself as you can be and to take the

discussions we have in session into your daily life. Therapeutic change is very hard to do. It is not easy to change how we react naturally, so expect that some of the discussions and exercises will not be comfortable or easy to implement. It will take time and it is vital that we focus on the positive changes that you can make.

Sessions with children and adults may include activities and even games to ease the process and help you to connect with yourself in a new way.

Family and couple sessions will often focus on relational issues, such as expectations, communication and conflict management. The focus is not on how others in your family can change but rather how you can try different things to make positive changes in your relationships.

CONTACT INFORMATION:

The Oakville Office is located in:

Harbourview Family Chiropractic Clinic
135 Brant Street
Oakville, Ontario

The Milton Office is located in:

450 Bronte Street South, suite 201
Milton, Ontario

For appointments in Oakville, please contact your therapist directly.

Ms. Hamilton-Miller: 647 886 3380.

Ms. Ghazal: 647 9784948

You can also reach us via email at [Ms. Hamilton-Miller@chmtherapy.com](mailto:Ms.Hamilton-Miller@chmtherapy.com) or [Ms. Ghazal@chmtherapy.com](mailto:Ms.Ghazal@chmtherapy.com). Please be aware that email is not considered a secure method of communication so please do not send any sensitive or private information through this method. We will not discuss cases with clients via email.

We can also be contacted via the website: www.chmtherapy.com and you can also find more information about our services there.

Telephone calls: We do attempt to return all my calls within 24 hours. Occasionally, we may not be able to return your call until the following day. Please ensure that we have your current contact numbers. Please let us know if there is any reason why we should not leave a message when returning a call.

Office hours: By appointment only. Although we make every attempt to respond to the needs of our clients, CHM Therapy Services does not provide 24 hour coverage or crisis services. If you have an emergency please contact one or more of the appropriate numbers below.

MORE RESOURCES FOR FAMILIES IN HALTON REGION

<u>Canadian Mental Health Association</u> <u>Halton Region Branch, COAST Program</u>	
Contact Information	
Toll Free Phone	1-877-825-9011 24 hours per day
Crisis Phone	1-877-825-9011 24 hours per day
Website	www.cmha-halton.ca
Description & Services	
Description	<p>COAST provides telephone support and mobile intervention to persons who are in crisis and have a mental health concern. Mental health professionals and specially trained, plain-clothed police officers assess and assist individuals. COAST supports people to remain safely in their own environment and connect with ongoing care.</p> <p>The Canadian Mental Health Association-Halton and COAST works in partnership with Halton Regional Police Service.</p> <p>Access to a Concurrent Disorder Specialist who supports individuals with Addictions & Mental Health is available.</p>
Hours	<p>Crisis Line Response: Seven days per week 24 hours per day; Mobile Outreach: 11:30 am-11:30 pm</p>
Eligibility	Ages: 16 year(s) and up

<u>Distress Centre</u> <u>Oakville</u>	
Contact Information	
Office Phone	Distress Line: 905-849-4541
Organization Email	info@distresscentreoakville.com
Website	www.distresscentreoakville.com
Description & Services	

Description	<p>The Distress Centre provides a listening, befriending, crisis prevention and crisis intervention telephone service for anyone who has a problem they cannot handle alone. Callers are referred to community services and agencies where appropriate.</p> <p>Major Services: * Crisis Line providing listening, befriending and crisis intervention by telephone. This service is confidential, anonymous, free and available to all age groups.</p>
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Domestic Violence Emergency Response System	
Contact Information	
Office Phone	Direct Line: 905-465-8774 905-825-4777 ext 8774
Crisis Phone	Police 911
Description & Services	
Description	<p>The Domestic Violence Emergency Response System (DVERS) allows individuals (men or women) whose lives are threatened, to immediately alert police by simply pressing a silent alarm. The portable home alarms are monitored 24-hours a day, seven days a week. Project is a partnership between the Halton Regional Police Service, the Attorney General's Victim Witness Assistance Program and ADT Security Services Canada Inc.</p> <p>Installing a DVERS system must be considered only as a short-term intervention strategy used with the client and not as a long-term solution. The client must have a land line. MISS cell phones are available to victims who meet the criteria for safety while not in the residence or as an alternate to the DVERS Alarm</p>
Hours	Administration: Mon-Fri 9 am-5 pm
Eligibility	Client must be a resident of Halton. Client has made a complaint to the police of physical violence towards themselves or a dependent. Accused is presently charged or subject to a court order. Client is separated from the accused. There is high risk that the accused may carry out acts of violence towards the client. There are other requirements that are also considered. Client must follow instructions for operating the alarm. Client must have ongoing contact with the Safety Coordinator.

Ernestines Womens Shelter	
Contact Information	
Office Phone	416-743-1733
TTY Phone	416-746-3716
Crisis Phone	416-746-3701
Organization Email	contact@ernestines.ca
Website	www.ernestines.ca
Description & Services	
Description	Ernestines Women's Shelter provides emergency housing for abused women and their children. Services include counselling, crisis intervention, referral, information, and access to interpreters and translators. There is a children's counselling program, and follow up counselling and support programs also provided.
Hours	24hr Service Daily

Halton Women's Place	
Contact Information	
Office Phone	Administration: 905-332-1200; Milton Shelter: 905-878-8970; Burlington Shelter: 905-332-1593
TTY Phone	(ML)905-878-8555; (BL)905-332-7892; 24 hours
Crisis Phone	(ML)905-878-8555; (BL)905-332-7892; 24 hours
Organization Email	info@haltonwomensplace.com
Website	www.haltonwomensplace.com
Description & Services	

Description	<p>Halton Women's Place provides emergency shelter, crisis services and support to physically, sexually, financially and emotionally abused women and their dependent children.</p> <p>Major Services:</p> <ul style="list-style-type: none"> * 24 hour crisis lines for abused women * safe shelter accommodation, food, and basic personal items for a maximum of 6 weeks for abused women and their dependent children * individual and/or supportive group counselling at the shelter * community agency information and referral when necessary * court support for interim custody and restraining orders * children's programs * emergency transportation to shelter, if necessary * depart planning * advocacy and public education around ending violence against women * transitional support program * shelter may be available for homeless women 18 years of age and older for up to 2 weeks maximum, as space permits
Hours	Administration: Mon-Fri 9 am-5 pm; Shelters: 24-hour Service
Eligibility	Ages: 18 year(s) and up - Abused women and their dependent children.

North Halton Distress Centre	
Contact Information	
Office Phone	905-877-0655
Crisis Phone	Distress Line 905-877-1211 (24 hours per day/7 days per week)
Organization Email	dcnhalton@bellnet.ca
Description & Services	
Description	<p>A caring, compassionate, confidential, free telephone service for people of all ages. Highly trained volunteers will * listen to caller's problems and concerns * help them explore alternatives * find their own solutions * befriend those who are lonely * support them in times of trouble or despair * intervene in crisis situations * refer them to other community agencies when they need more help than the Distress Centre can give.</p>

Peer Outreach Support Services & Education (POSSE)	
Contact Information	
Address	47 Mill St E Acton, ON L7J 1H1
Office Phone	Office: 519-853-5908 Cell: 905-875-6126
Organization Email	posseproject@yahoo.ca
Website	www.posseproject.ca
Description & Services	
Description	Free nonjudgmental support to youth in Halton: * youth driven street level outreach * youth transportation to court or appointments * support and education around issues including: * human rights * drug use * self harm * homelessness * risk behaviors * crisis intervention * sexual health promotion
Eligibility	Ages: 15 year(s) - 24 year(s)

ROCK	
Contact Information	
Office Phone	Milton 905-875-2575 Burlington 905-634-2347 Oakville 905-339-3525 Intake for all locations 905-634-2347 ext 439
Crisis Phone	905-878-9785 available 24 hrs
Website	rockonline.ca/
Description & Services	

Description	Crisis Service: 24-hour phone consultation and immediate outreach to youth and their families including mental health difficulties * family conflict * loss of housing * financial problems
Hours	Mon-Fri: 8:30 am-4:30 pm Walk-in clinic: Wed 12 noon-8 pm * last appointment is 6:30 pm
Eligibility	Ages: 17 year(s) and under Admission to service is prior to the youth's 18th birthday

<u>Summit Housing and Outreach Programs</u> Summit Assertive Community Treatment Team	
Contact Information	
Office Phone	905-847-3206
After Hours Phone	905-847-3206 ext 17
Organization Email	actt@summit-housing.ca
Website	www.summit-housing.ca
Description & Services	
Description	<p>Assertive Community Treatment Team (ACTT) is a community outreach program, serving residents of the Region of Halton. Also known as "Hospital without walls," this program is organized as a mobile interdisciplinary team that functions interchangeably to provide round-the-clock clinical treatment, rehabilitative, and support services to individuals with a severe and persistent mental illness, in their homes.</p> <p>Services provided by ACTT include:</p> <ul style="list-style-type: none"> * comprehensive case management with a rehabilitation focus * crisis assessment and intervention * symptom assessment and management * administration and monitoring of medication * activities of daily living * social and leisure skills development * supportive counselling * education * consultation * support to caregivers * addiction counselling * vocational support
Hours	Office: Mon-Fri 8:30 am-4:30 pm. Staff are available to clients after hours.

Eligibility	<p>Ages: 18 year(s) and up</p> <p>Services are provided for individuals who:</p> <ul style="list-style-type: none"> * have a history of severe and persistent mental illness, as demonstrated by high hospitalization days, particularly those with a diagnosis of schizophrenia; * exhibit significant functional impairments due to their mental illness in the areas of self-care, productivity, and leisure; * continuously require high service needs in excess of 8 hours per month.
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<u>Bridging the Gap</u>	
Contact Information	
Office Phone	905-635-0663
Toll Free Phone	1-877-425-8661
Organization Email	info@bridgingthegaphalton.ca
Website	www.bridgingthegaphalton.ca
Description & Services	
Description	<p>Nonprofit community-based program serving youth ages 16 to 24, who are homeless or at risk of homelessness</p> <p>Provides support in finding Ontario Works * food * alternative education * work * housing * counselling is available for those who wish it</p> <p>Host Homes initiative matches youth with host homeowners who provide safe temporary housing</p> <p>Bridging the Gap is a confidential service; family members are not informed when youth seek assistance.</p>
Hours	Mon-Fri 9 am-4:30 pm
Eligibility	Ages: 16 year(s) - 24 year(s)

<u>Support and Housing Halton</u> Ready4Life	
Contact Information	
Office Phone	Ready4Life Oakville 905-699-9332 * Ready4Life Burlington 905-699-7743 * Support and Housing Halton 905-845-9212
Website	www.R-4-L.org

Description & Services	
Description	Provides ongoing support and housing services to youth who are ready to transition into the adult system and are at risk of homelessness. Youth Outreach Coordinators * help in developing skills for independent living * provide information on available community services * offer support in strengthening relationships with community and family * minor involvement with addictions issues * minor involvement in the criminal justice system *
Hours	Mon-Fri 9 am-5 pm
Eligibility	Ages: 16 year(s) and up

<u>Halton Children's Aid Society</u>	
Contact Information	
Office Phone	Head office: 905-333-4441 North Halton office: 905-876-1682
TTY Phone	905-333-9761
Toll Free Phone	1-866-607-5437
After Hours Phone	905-333-4441
Website	www.haltoncas.ca
Description & Services	
Description	Child protection - Children's Aid Society of Halton, mandated by the Child and Family Services Act, protect children from abuse and neglect. They provide emergency after hours service for children who are at risk.
Hours	Mon-Fri 9 am-4:30 pm; 24-hour emergency telephone service available.
Eligibility	Ages: 16 year(s) and under Children up to the age of 16 years and their families.

Sexual Assault and Violence Intervention Services of Halton	
Contact Information	
Office Phone	905-825-3622
TTY Phone	905-825-3743
Toll Free Phone	1-877-268-8416
Crisis Phone	905-875-1555 (24 hrs)
Website	www.savisofhalton.org
Description & Services	
Description	Major Services: * Support offers a 24-hour crisis line 905-875-1555 staffed by a trained team who provide confidential peer counselling to victims/survivors of sexual assault. Information and referrals to other agencies are supplied when appropriate. Survivors are supported by focusing on their needs, and by respecting their decisions.
Hours	Mon-Fri 9:00am-4:30pm; Crisis Line 24-hour Service.
Eligibility	Ages: 14 year(s) and up

Thank you for taking the time to read through this information booklet. If you have any further questions, please feel free to ask me in your next session.