

# **Community, Counselling and Support Services**

**AIDS Committee of York Region**

**Addiction Services for York Region**

**COSTI Family and Mental Health Services**

**Family Services of York Region**

**Jewish Family and Child Services**

**Lance Krasman Memorial Centre for Community Mental Health**

**Social Services Network of York Region**

**Women's Centre of York Region**

**Women's Support Network**

**York Region Abuse Program**

**York Support Services Network**

## **AIDS Committee of York Region (ACYR)**

**Address:** 194 Eagle Street East  
Newmarket, ON L3Y 1J6

**Location:** Just east of Eagle Street and Yonge Street intersection

**How To Contact Us:** Phone 905-953-0248  
Toll-Free 800-243-7717  
Fax 905-953-1372  
Website [www.acyr.org](http://www.acyr.org)  
E-mail [acyr@bellnet.ca](mailto:acyr@bellnet.ca)

**Commitment** Provide support, education and access to dignified care for people living with HIV/AIDS and those affected by HIV/AIDS.

**We Will:**

1. Provide education
2. Provide outreach and equitable access to services
3. Provide direct support services, including: counseling, support groups, peer support, information resourcing, referrals, transportation to medical care, emergency funds.

**Accountability:** All complaints will be responded to in accordance with ACYR's policy and procedures' guidelines.

**Hours Of Operation:** 8:00 – 4:30 Monday – Friday  
(messages are checked regularly during business hours)

**What We Do:** Provide support, education and access to dignified care for people living with HIV/AIDS and those affected by HIV/AIDS.

**Who We See:** People living with HIV/AIDS and those affected by HIV/AIDS

**Procedures:** Address phone inquiries.  
Follow Intake and assessment process, client confidentiality agreement and share ACYR contact information.  
Inform individuals of the services and programs at ACYR.  
Address the needs of individuals seeking ACYR services.  
Make referrals to appropriate community partners.  
Follow-up to ensure ongoing support.

**Physical Access:** Wheelchair accessible

**Languages:** English, Hindi, Tamil, Swahili spoken by staff.  
**Last Updated:** August 23, 2006

## **Addiction Services for York Region**

**Address:** 15150 Yonge Street  
Suite 201  
Aurora, Ontario  
L4G 1M2

**Location:** Southwest corner of Yonge and Wellington, across the street from the Aurora Library

**How To Contact Us:** Phone 905 841-7007  
Toll-Free 1 800 263-2288  
Fax 905 841-6146  
Website [www.asyr.ca](http://www.asyr.ca)  
E-mail [asyr@asyr.ca](mailto:asyr@asyr.ca)

**Commitment:** We will, within the mandate of our services be inclusive and provide equal treatment for all people accessing our services. We will be sensitive to issues related to race, ethnicity, gender, age, sexual orientation, socio-economic status, and/or abilities.

We will use a harm reduction approach.

- We Will:**
- Provide individual and group counseling to females over 12 years of age for substance use / misuse and problem gambling related issues
  - Provide safe withdrawal from substances either in the agency or in the client's home
  - Provide client centered counseling to women using substances and who are pregnant or who have child up to 6 months of age
  - Provide aftercare programs
  - Provide referrals to appropriate external agencies

**Accountability:** Any concerns can be directed to the Clinical Director / Executive Director as per agency policy and procedures. All concerns will be addressed in a timely manner.

**Hours of Operation:** Monday to Friday: 9:00 a.m. to 5:00 p.m.  
Evening groups available

- What We Do:**
- Assist clients withdraw from substances
  - Assessment of substance use / misuse
  - Individual and group counseling

- Refer to internal and external programs

**Who We See:** Individuals and families over the age of 12 years

- Procedures:**
1. Contact Intake Worker at (905) 841-7007, Ext. 322
  2. Orientation session every Monday evening
  3. Assigned to a counselor for assessment
  4. Referred internally or externally for treatment
  5. Discharge planning

**Physical Access:** Wheelchair accessible

**Languages:** English, Francophone, Farsi, Punjabi, Chinese, other languages

**Last Updated:** August 21, 2006

## **COSTI Family and Mental Health Services in York Region**

### **COSTI Immigrant Services**

**Address:** 7800 Jane Street, Unit #11  
Concord, On  
L4K 4R6

**Location:** Vaughan  
Jane and Highway 7

**How To Contact Us:** Phone 905 669-5627  
Fax 905 669-1127  
Website [www.costi.org](http://www.costi.org)  
E-mail [famcounselling@costi.org](mailto:famcounselling@costi.org)

- We Will:**
- Provide culturally competent counselling and support to Italian Canadian women and their children experiencing abuse.
  - Provide referrals and resources to assist Italian Canadian women experiencing abuse.
  - Provide a support group for Italian Canadian women experiencing abuse.
  - Provide court accompaniment to Italian Canadian women.
  - In accordance with the Child and Family Services Act, we will notify the appropriate Children's Aid Society if there are any child welfare concerns.
  - Providers for the Partner Assault Response program for Italian-speaking men.
  - Providers for the Partner Assault Program for Italian speaking women.

**Accountability:** Concerns regarding the quality or nature of the services can be directed to the Senior Clinical Counsellor, COSTI Family and Mental Health Services.

**Hours Of Operation:** The centre is open Monday through Friday from 8:30 to 4:30.

Evening appointments are available.

Counselling is available by appointment.

- What We Do:**
- Provide culturally sensitive and culturally appropriate counselling, telephone counselling, support, advocacy, and legal information to

Italian Canadian women and their children experiencing abuse.

- Partner Assault Response Program for Italian speaking men and women.

**Who We See:** Italian Canadian women and children.

Italian Canadian men.

**Procedures: 1. Phone Inquiries**

Italian Canadian women who inquire about woman abuse services will be provided phone support, safety planning, and resources with the phone number of the local women's shelter, legal services or an appointment will be scheduled with a domestic violence counsellor.

**2. Counselling and Support**

Italian Canadian women requesting counselling will receive culturally competent individual counselling, telephone counselling, resources, safety planning and information to make informed decisions about their lives.

**3. Therapeutic Group Counselling**

Group counselling is available to Italian Canadian women to reduce isolation, and to develop emotional support networks.

**4. Partner Assault Response Program**

Italian Canadian men are referred to the program through a centralized intake process. Volunteer Italian speaking men are also accepted after an initial assessment is complete.

Partner contact is provided in Italian.

Italian speaking women are referred to the program through a centralized intake process.

**Physical Access:** Enter through Unit 11, wheelchair accessible

**Languages:** Italian, English

**Last Updated:** November 2006

## Family Services of York Region

**Address:** Head Office:  
1091 Gorham Street, Unit 202, Newmarket, On. L3Y 7V1

(see below for other locations)

**Location:** North East Corner of Gorham and Leslie

**How To Contact Us:**

Phone	905 895-2371
Toll-Free	1 800 638-9552
Fax	905 895-2389
Website	www.fsyr.ca
E-mail	mking@fsyr.ca

**Commitment:** We are committed to building strong communities through the provision of counselling, education and support to promote the well being of individuals and families.

We are committed to protect the privacy of our clients in accordance with related legislation.

- We Will:**
1. Inform clients of the benefits and risks of counselling.
  2. Inform clients of their counsellor's credentials and approach to counselling.
  3. Assist clients in making meaningful changes and therefore, improvement in their life situations.
  4. Follow VAW protocol, including the provision of safety planning, information and counselling.
  5. Provide culturally competent counselling to address the service barriers for the diverse communities, including the Lesbian, Gay, Bi-sexual and Transgendered (LGBT) community in York Region.
  6. Provide Chinese language (Cantonese and Mandarin) information and intake phone line.
  7. In accordance with the Child and Family Services Act, notify the appropriate Children's Aid Society if there are any child welfare concerns.
  8. Subsidize VAW clients through funding from the Ministry of Community & Social Services.

**Accountability:** Concerns regarding the quality or nature of the service can be directed to the Executive Director and/or Clinical Director.

**Hours of Operation:**  
**Newmarket** Mondays, Wednesdays, Thursdays 9:00 a.m. – 9:00 p.m.



Tuesdays & Fridays 9:00 a.m. – 5:00 p.m.

**Richmond Hill** Tuesdays & Wednesdays 9:00 a.m. – 9:00 p.m.  
Mondays, Thursdays & Fridays 9:00 a.m. – 5:00 p.m.

**Markham** Mondays, Tuesdays, Wednesday, Thursdays 9:00 a.m. – 9:00 p.m.  
Fridays: 9:00 a.m. – 5:00 p.m.

**Georgina** Mondays 10:00 a.m. – 5:00 p.m.  
Tuesdays & Thursdays 9:00 a.m. – 9:00 p.m.  
Wednesdays 9:00 a.m. – 6:00 p.m.  
Fridays 9:00 a.m. – 5:00 p.m.

**Bradford** Tuesdays: 1:00 pm. – 9:00 p.m. by appointment only

- What We Do:**
1. Focus on the client's strength and resiliency
  2. View the quality of relationship with client as the foundation of counselling work.
  3. Focus on establishing safe relationship environment in counselling.
  4. Invite client collaboration and active participation in the assessment, case planning, and therapeutic process.
  5. Offer individual counselling, and when appropriate and in the absent of on-going domestic violence and abuse, couple and/or family counselling.
  6. Use varieties of evidence based therapeutic approaches in accordance to client's needs.
  7. Facilitate access of community resources and referrals with emphasis in addressing the client's physical safety issues, physical and mental health concerns, and psycho-social needs.
  8. The service has a limit of number of sessions to be offered.

- Who We See:**
1. This is a non-acute services and is by appointment only.
  2. Not appropriate for clients who have significant risk of serious bodily harm to self or others, severe substance dependency or psychiatric disorders, and/or other psychiatric emergencies.
  3. Not appropriate for clients who are in acute domestic violence and child abuse situation.

**Procedures: 1. Telephone Intake**

- Assessment will be made when Victims/survivors who inquire about counselling to determine the acute nature of the crisis and appropriateness of our service.
  
- For callers who are in acute crisis, information including phone numbers on community resources and health services as following will be given, and attempt will be made to facilitate the referral process:
  - The Emergency Department of nearby hospital
  - Local women’s shelters
  - Victim Services for crisis support
  - Children Aids Society

Wait list priority is based on seriousness of the client’s presenting concern.

**2. Initial Appointment**

- Clients will be requested to complete a pre-service outcome questionnaire.
- Clients participate in assessment, identification of service needs, and service plan.

**3. Working Phase**

- Clients participate in the review of service in intervals of 8 sessions.

**4. Termination**

Upon the client’s consent, client will be contacted to complete a post-service outcome questionnaire and service satisfaction survey.

**Physical Access:** Wheelchair access to all locations.

**Languages:** Service offered in English, Chinese (Cantonese), Farsi, Urdu, Hindi, Punjabi, Yiddish, Hebrew, Spanish and Russian.

**Last Updated:** September 11, 2006

## **Other Locations:**

**Address:** 10610 Bayview Ave., Unit 18, Richmond Hill. L4C 3N8  
**Location:** South of Elgin Mills  
**Tel:** 905 883-6572  
**Toll Free:** 1 888 820-9986  
**Fax:** 905 883-6575

**Address:** 4261 Highway 7, Suite 203, Unionville, ON. L3R 1L5  
**Location:** East of Warden Ave  
**Toll Free:** 1 866 415-9723  
**Fax:** 905 415-9706

**Address:** 25202 Warden Avenue, Sutton West, ON. L0E 1R0  
**Location:** Warden & Old Homestead  
**Tel:** 905 476-3611  
**Fax:** 905 476-6601

**Address:** 118 Barrie St., Bradford, ON. L3Z 2B4  
**Location:** Frederick & Barrie St.  
**Tel:** 905 775-2660  
**Fax:** 905 895-2389

## **Jewish Family and Child Services of Greater Toronto**

**Address: Main Office**

4600 Bathurst Street  
Toronto, Ontario  
M2R 3V3  
416 638 7800

**Branch Offices:**

**York Region Branch**

Promenade Circle  
Suite 313  
Thornhill, Ontario  
L4J 4P8

**Downtown Branch**

750 Spadina Avenue  
Toronto, Ontario  
M5S 2J2

*Adolescent Centre*

196 Keewatin Avenue  
Toronto, Ontario

**Location:** York Region branch is located between Clarke and Centre on the west side of Bathurst Street

**How To Contact Us:** Phone 905-882-2331  
Fax 905-882-2355  
Website [www.jfandcs.com](http://www.jfandcs.com)  
E-mail [info@jfandcs.com](mailto:info@jfandcs.com)

**Commitment:** Jewish Family and Child Service (JF&CS) is a multi-service, non-profit agency that has been serving the community for more than 135 years. We provide as many as 30 community services from four locations in the Greater Toronto Area.

JF&CS is also a Children's Aid Society for Jewish families. Our services are offered for every age, social and economic background. Service has never been denied because of an inability to pay.

We have provided a Woman Abuse Program since 1986 and provide a spectrum of services that include: crisis and individual counselling, group programming, emergency apartment, advocacy

and assistance with social and legal systems, community outreach, education, transitional housing and support program as well as a group program for children who have been exposed to woman abuse.

**We Will:** Provide these services to women and children who experience abuse:

- Crisis counseling
- Woman abuse assessment
- Safety Planning
- Individual counselling
- Psychoeducational groups
- Group therapy
- Emergency short term housing
- Transitional housing and support worker program
- Children exposed to violence program
- Emergency short term financial assistance

**Accountability:** Jewish Family and Child Service is committed to offering the best service possible. We recognize the importance of an effective process for the resolution of service complaints and encourage our clients and staff to work together to come to a mutual resolution of any concerns.

JF&CS has a Client Complaint Procedure pamphlet that is distributed to all clients receiving our service

**Hours Of Operation:** Office:  
Monday to Thursday 9:00 a.m. to 8:00 p.m.  
Friday 9:00 a.m. to 4:00 p.m.

Emergency after hours for child protection

**What We Do:** We offer programs and services for children, adults and families.

**Who We See:** Our community and family services including the Woman Abuse Program is open to all residents of the Greater Toronto area.

Under our mandate as a Children's Aid Society, our child welfare services are provided to Jewish children and families.

The Jerome D. Diamond Adolescent Centre is our children's mental health centre, offering treatment and education programs for young people aged 12 to 17 who are experiencing educational, emotional and/or behavioural problems.

**Procedures:** Centralized Intake System: Any woman (or anyone) seeking service calls our central number (416) 638-7800.

There is no waiting list for woman abuse services. Women will

receive an assessment including safety planning from social workers trained in the area of woman abuse.

**Physical Access:** Wheelchair accessible

**Languages:** English, Hebrew, Yiddish, Russian, French, Spanish

**Last Updated:** November 14, 2006

## **Lance Krasman Memorial Centre for Community Mental Health**

**Address:** 10121 Yonge Street  
Richmond Hill, ON  
L4C 1T7

**Location:** Yonge Street, one block north of Major Mackenzie

**How To Contact Us:** Phone 905-780-0491  
Toll-Free 1-888-780-0724  
Fax 905-780-1960  
Website [www.krasmancentre.com](http://www.krasmancentre.com)  
E-mail [postmaster@krasmancentre.com](mailto:postmaster@krasmancentre.com)

**Commitment:** We will, within the mandate of our services be inclusive and provide equal treatment for all people accessing our services. We will be sensitive to issues related to race, ethnicity, gender, age, sexual orientation, socio-economic status, and/or abilities.

- We Will:**
- Provide a drop-in centre for people who experience mental health issues and/or homelessness.
  - Provide emotional support through our Warm Line which runs seven nights per week, from 6pm until midnight where people can call to receive informal emotional support and community referrals 1-888-777-0979.

**Accountability:** Concerns regarding the quality or nature of the services can be directed to the Executive Director

All complaints will be responded to in accordance with Centre's Policy and Procedures Manual.

**Hours Of Operation:** Drop-in centre hours: Monday to Wednesday 11-5, Thursday 11-9, Fridays 11-5, Saturdays 12-4 and open on some holidays.

Warm Line: 1-888-777-0979

Confidential and anonymous emotional support and community referrals operated by volunteers, seven nights per week from 6-midnight.

**What We Do:** We are a psychiatric consumer/survivor drop-in resource centre in Richmond Hill. Our centre serves all of York Region and offers several services and programs including:

- Peer-based supportive counseling



- Support for consumer/survivors
- Support to families and friends of those struggling with mental health issues through the Family and Community Outreach Program
- A home base and meeting place for self-help groups
- The Self-Help Network of York Region
- Information resources
- Volunteer Opportunities with ongoing training
- The Warm Line: A non crisis peer support line
- A monthly newsletter Bulletin
- Use of the facilities (computers, meeting room, laundry and shower facilities and for those who are homeless, phone/fax/photocopier use)

**Who We See:** People who experience mental health issues, their friends and families, and people who experience homelessness

**Procedures:** There are no intake procedures, referral procedures or eligibility requirements

**Physical Access:** Limited accessibility for wheelchairs

**Languages:** English

**Last Updated:** November 14, 2006

## Social Services Network of York Region

**Address:** 5000 Highway 7 East  
Markville Shopping Centre  
P.O. Box 26507  
Markham, Ontario, L3R 9

**Location:** McCowan Road at Hwy 7 East  
North West corner

**How To Contact Us:** Phone 905-471-7921  
Fax 905-474-1281  
Website [www.socialservicesnetwork.org](http://www.socialservicesnetwork.org)  
E-mail [tbhanji@socialservicesnetwork.org](mailto:tbhanji@socialservicesnetwork.org)

**Commitment:** Deliver culturally and linguistically appropriate direct services to the South Asian community in York Region through partnerships developed with other service providers.

**We Will:** Enhance the quality of life of the South Asian community.

**Accountability:**

- Assist the immigrant community to integrate into mainstream Canadian society through education, training, counseling, referral, information and bridging barriers (to integration).
- Assist and educate the community on healthcare needs.
- Provide family counseling and/or referral services in family crisis situations.
- Identify and resolve problems associated with the duality of cultures for children of immigrants and to provide opportunities for resolving them through education.
- Inform the mainstream Canadian community about the value system of first generation Canadians.
- Raise funds for programs and projects related to achieving the objectives of the organization.
- Strive to provide language and culture specific services as appropriate.

**Hours Of Operation:** 8.30 a.m. – 4.30 p.m.

**What We Do:** Enhance the quality of life of the South Asian community.

**Who We See:** Members of the South Asian community

**Procedures:** Take programs and services to the South Asian community

**Physical Access:** Full access

**Languages:** English, Hindi, Punjabi, Tamil and Gujarati

**Last Updated:** September 11, 2006

## Women's Centre of York Region

**Address:** 15208 Yonge Street  
Suite 1A  
Aurora, Ontario  
L4G 1L9

**Location:** One block South of the intersection of Wellington and Yonge Streets in Aurora – On the West side of Yonge Street – In the basement, the door is clearly marked

**How To Contact Us:** Phone 905-727-5837  
Fax 905-727-6736  
Website [www.wcyr.ca](http://www.wcyr.ca)  
E-mail [admin@wcyr.ca](mailto:admin@wcyr.ca)

**Commitment:** We are a community based, non-profit organization whose sole purpose is to provide women in need with opportunities and tools to improve their lives. WCYR is a welcoming, safe place where all women can go, without fear of judgment, to get the help they need to make positive changes in their lives.

**We Will:** WCYR provides Transitional and Housing Support Services to women who have left, or wish to leave, abusive situations; Individual Counselling; Life Skills groups (the "Making Changes" group); Counselling Groups; a Poverty Relief program (including a clothing room and supplemental food bank); and an Entrepreneurial Development program (Enterprising Women) that provides practical business training to women who are looking to start their own business. There is an intake process for all WCYR services.

**Accountability:** WCYR is accountable to the women we serve, and our community.

Concerns regarding the quality or nature of the services can be directed to the Executive Director.

**Hours of Operation:** The Centre is open Monday to Thursday 9:00 a.m. to 4:30 p.m.

The Food Bank is open Tuesday to Thursday 10:00 a.m. to 3:30 p.m.

**What We Do:** WCYR provides women in need with opportunities and tools to improve their lives, including Transitional and Housing Support, Individual Counselling, Poverty Relief services and Entrepreneurial development.

**Who We See:** We see all women requesting service. An information session and/or intake will be scheduled with the woman at the time of her first contact with the Centre. Upon completion of the intake process the woman will begin receiving the direct service(s) she wishes, and/or be placed on a

waiting list for service if a waiting list exists. (There is usually a waiting list for Individual Counselling – there is not, usually, a waiting list for any other Centre services.)

**Procedures:** An information session and/or intake will be scheduled with the woman at the time of her first contact with the Centre (in person or over the phone).

Upon completion of the intake process the woman will begin receiving the direct service(s) she wishes, and/or be placed on a waiting list for service if a waiting list exists. There is usually a waiting list for Individual Counselling – there is not, usually, a waiting list for any other Centre services.)

Specific policies and procedures of the Centre will be discussed with the woman at the time of intake.

**Physical Access:** The Centre is not wheelchair accessible – it is in a basement and there are stairs. That being said:

- the locations of the groups (Making Changes & Counselling group), and the Enterprising Women program are fully accessible;
- arrangements can be made to meet women who wish transitional housing and support services and/or individual counselling away from the Centre, in accessible locations around York Region.

**Languages:** English.

The Centre has access to translation services in order to provide service to women who speak a language other than English.

**Last Updated:** November 22, 2006

## Women's Support Network of York Region

**Address:** 1110 Stellar Dr. Unit 109  
Newmarket, ON  
L3Y 7B7

**Location:** SW Corner of Leslie and Stellar Drive

**How To Contact Us:** Phone 905 895-3646 Office/Administration  
Toll-Free 1 800 263-6734 Crisis Line  
Fax 905 895-6542  
Website [www.womenssupportnetwork.ca](http://www.womenssupportnetwork.ca)  
E-mail [generalinfo@womenssupportnetwork.ca](mailto:generalinfo@womenssupportnetwork.ca)

**Commitment:** We are a women-focused agency operating under feminist principles. We provide free, non-judgmental counseling, advocacy and support to victims of sexual violence.

**We Will:** We will be inclusive and provide equal treatment related to race, ethnicity, age, sexual orientation, socio-economic status, and/or abilities for all women who identify as women accessing our services.

**Accountability:** Concerns or complaints can be addressed directly to our Board of Directors, marked Confidential. Mail received by the agency addressed Confidential will be forwarded unopened to the Board of Directors.

All correspondence will be responded to in accordance with WSN's Policies and Procedures.

**Hours of Operation:** Office and administration: Monday to Friday 9am- 5pm

Crisis Line: 24 hours, 7 days a week, 365 days per year

**What We Do:** We assist women over 16 who are survivors of sexual assault and sexual abuse, past and present, by providing support, advocacy, counseling and information, referrals and education.

High School Outreach Program supports high school students (male and female) with issues around sexual violence, healthy dating relationship and coming out issues.

**Who We See:** Female survivors of sexual violence over 16 years of age and living in York Region.

**Procedures:** By Phone. Client self-referral. Agency referrals.

**Physical Access:** Barrier free washroom; disability parking; wheelchair accessible

**Languages:** English, Iranian, Ukrainian (in office). Volunteers can speak Polish, Urdu, Hindi, Gujurati, Punjabi, Cantonese, Hebrew, Afrikaans, Ojibway, Italian, French, Farsi, Arabic and Pashto.

**Last Updated:** August 25, 2006

## York Region Abuse Program

**Address:** 17705 Leslie Street  
Unit 12  
Newmarket, ON  
L3Y 3E3

**Location:** 1 block north of Davis Drive on the east side of Leslie Street

**How To Contact Us:** Phone 905-853-3040  
Toll-Free 1-800-263-2240  
Fax 905-853-1023  
Website [www.yrap2.org](http://www.yrap2.org)  
E-mail [yrap@yrap2.org](mailto:yrap@yrap2.org)

**Commitment:** York Region Abuse Program is a community leader committed to eliminating abuse and the barriers associated with abuse. We will actively ensure the availability of services. We will deliver creative and innovative programs through community partnerships, education and advocacy.

York Region Abuse Program offers hope and healing to people affected by childhood sexual abuse.

**We Will:** Provide individual and group therapy to children, adolescents and adults (female and male) including those who are differently-abled and/or those who identify as lesbian, bisexual, transgender, two spirit and heterosexual from all social, economic, racial, ethnic and religious backgrounds who have experienced childhood sexual abuse.

Make appropriate community referrals.

In accordance with the Child and Family Services Act, we will notify the appropriate Children's Aid Society if there are any child welfare concerns.

**Accountability:** Concerns regarding the quality or nature of the services can be directed to the Clinical Director, York Region Abuse Program.

All complaints will be responded to in accordance with YRAP's Policy and Procedures Manual.

**Hours Of Operation:** Office: Monday – Friday 8:30 a.m. – 5:00 p.m.

Group therapy meetings are offered in the evenings.

Please call for further details.





**What We Do:** Provide individual and group therapy to adult and adolescents who have experienced childhood sexual abuse.

Provide individual and group therapy for children aged 3 – 12 years who have been sexually abused, as well as offer psycho-educational support to their non-offending caregivers.

**Who We See:** Services provided to children, adolescents and adults (female and male) including those who are differently-abled and/or those who identify as lesbian, bisexual, transgender, two spirit and heterosexual from all social, economic, racial, ethnic and religious backgrounds who have experienced childhood sexual abuse.

**Procedures:** Persons who inquire about individual or group therapy will be given information over the telephone or in person. If appropriate, a telephone intake will be completed.

Following intake, a face to face assessment meeting is required prior to admittance to service.

**Physical Access:** Barrier free washrooms and meeting spaces.

**Languages:** English, interpreters available in multiple languages (including ASL).

**Last Updated:** September 2006

## York Support Services Network

**Address:** 102 Main Street South, Unit 3  
Newmarket, ON L3Y 3Y7

**Location:** SW of Main Street and Queen, South of Davis Drive

**How To Contact Us:**

Phone	(905) 898-6455
Toll-Free	1-866-257-9776
	1-888-695-0070 Ext. 574 and Ext. 278
Fax	(905) 898-1171
Website	<a href="http://www.yssn.ca">www.yssn.ca</a>
E-mail	<a href="mailto:yssnwm@yssn.ca">yssnwm@yssn.ca</a>

**Commitment:** At YSSN, we understand the many issues our clients face -- lengthy waiting lists for services, lack of residential placements and community supports, confusion around what services are available, and challenges in accessing the help that they need. We also are aware of the changing and diverse needs of our region's communities and are committed to meeting those needs.

**We Will:** Provide case management services for people with developmental disabilities or serious mental health illness to help them achieve personal goals for living, working and learning in their chosen environment.

Provide a range of supports to people who are dually diagnosed with a developmental disability and mental illness. Host to a variety of programs and supports in partnership with service providers in the developmental services sector.

Through 310-COPE, provide a region-wide community crisis response providing a range of supports to people in crisis and their families.

Function as the access mechanism for the developmental services sector.

There is no fee for our services.

**Accountability:** Concerns can be directed to:

Marie Lauzier, Executive Director

**Hours Of Operation:** Mon-Fri 8:30am-4:30pm

Crisis Response Service 24 hours a day/7 days a week

**What We Do:** ACCESS TO YSSN MENTAL HEALTH SERVICES  
Phone: (905) 898-3721 or 1-888-695-0070 Ext. 278  
Eligibility for service is accessed by Access Workers who also provide time-limited support to address urgent needs.

**ADULT SUPPORT SERVICES-DEVELOPMENTAL SERVICES PROGRAM**

Phone: (905) 898-3721 or 1-888-695-0070 Ext. 574  
Fax: (905) 898-1771  
Email: [aporretta@yssn.ca](mailto:aporretta@yssn.ca)

**ADULT SUPPORT SERVICES-DEVELOPMENTAL SERVICES PROGRAM**

Helps individuals live in the community as independently as possible by assisting them to receive appropriate and necessary community services and encouraging community involvement. Serves adults with a developmental disability living independently or with family.

**ADULT SUPPORT SERVICES-MENTAL HEALTH PROGRAM**

Phone: (905) 898-3721 or 1-888-695-0070 Ext. 278  
Fax: (905) 898-1171  
Email: [crisis@yssn.ca](mailto:crisis@yssn.ca)  
Provides individualized case management services to adults with recurrent mental health problems and/or long term psychiatric conditions. Serves adults 16 years and older with serious mental illness.

**CHAP PROGRAM- YORK REGION**

Email: [kdelong@yssn.ca](mailto:kdelong@yssn.ca)  
Eligibility: Families of children with developmental disabilities including autism and or physical disabilities and adults with developmental disabilities.  
Application: Through the respite registry coordinator or by accessing the website [www.respiteservices.com](http://www.respiteservices.com)  
Workers registered on the CHAP Worker Bank are connected with York Region families looking for respite support.

**CHILDREN'S CASE COORDINATION**

Phone: (905) 830-0228 or 1-866-488-2813  
Fax: (905) 898-1171  
Email: [vmerrilees@yssn.ca](mailto:vmerrilees@yssn.ca)  
The complex social, emotional, developmental and or/physical needs of children, youth and families are addressed by working with service providers to develop a collaborative response to complex

needs.

**FAMILY SUPPORT SERVICES-DEVELOPMENTAL SERVICES PROGRAM**

Phone: (905) 898-3721 or 1-888-695-0070 Ext. 574

Fax: (905) 898-1171

Email: [aporretta@yssn.ca](mailto:aporretta@yssn.ca)

Provides case management services to a child who has a developmental disability through coordination of formal and informal supports. Together, with the child and parents, the worker accesses individual needs and develops a comprehensive service plan. Serves children ages 6-21 with a developmental disability.

**SERVICE SYSTEM RESPONSE UNIT**

Phone: (905) 898-3721 or 1-888-695-0070 Ext. 574

Fax: (905) 898-1171

Email: [aporretta@yssn.ca](mailto:aporretta@yssn.ca)

Provides a coordinated response within the developmental services sector in York Region to address needs related to crisis, accommodation services, day supports and respite. Also assesses eligibility for case management services and coordinates services to individuals on the wait list.

**Who We See:** Developmental disability or serious mental illness based on agency assessment or supporting documentation.

**Procedures:** Persons using our Case Management Services are supported by a Case Manager, who works with them to coordinate formal and informal services to meet their unique needs.

Working in partnership with the recreation sector, the Inclusive Recreation Resource Service focuses on promoting and facilitating the inclusion of all children and adults with a disability for participation in leisure activities of their choosing.

**Physical Access:** Wheelchair Accessible

**Languages:** Chinese (Cantonese), English, French, Italian

**Last Updated:** September 20, 2006