

Pathway to Care for Child and Youth Mental Health Services

WHO CAN MAKE A REFERRAL?

Referrals can be made by professionals, family and friends, or individuals (child or youth) seeking services.

HOW TO MAKE A REFERRAL:

Call or drop in to your local NEOFACS office. Please see reverse for office locations and contact information.

What are the reasons for your call? Feelings or behaviours related to: Thoughts or behaviours of Suicide, Self-Harm or Harm to Others*: Family Relationships Anxiety Present thoughts/behaviours OR past **Emotion Regulation** Trauma thoughts/behaviours that have never been Anger/Aggression Other assessed by a professional. Information Gathered and Given at Intake: **Crisis Support Service:** Basic information about the child/youth and family Immediate, same day assessment being referred required (ASIST*) Brief overview of the reason for referral Safety planning to include a parent or Explanation of available services caregiver Referrals to Referrals to **Consent to Service is Required:** Crisis Support **NEOFACS Services Community Services** Referral if Consent will be sought according to Suicidal Thoughts, the Personal Health Information Self-Harm or Protection Act, 2004 (PHIPA)*. Harm to Others Single Session scheduled within 10 days of referral If consent is not obtained Assigned to Worker or Added to Waitlist: Waitlist letter will be received by mail.

Services for Parent or Caregiver:

Services may be offered to the parent or caregiver if the child or youth does not wish to participate.

The child or youth can choose to join services at a later date.

Primary Services*:

- Counselling and Therapy Services (CTS)*
- Specialized Groups (parenting, separation & divorce, advanced caregiving)

Secondary Services*:

- Family Preservation Program (FPP)*
- Psychiatry and Psychological Services
- Live-In Treatment Programs
- Youth Transition Program

^{*}Please refer to the glossary at the back for common terms that are used in our Children and Youth Mental Health Services.



Children and Youth Mental Health Services

North Eastern Ontario Family and Children's Services (NEOFACS) offers a number of programs and services for children, youth and families experiencing mental health needs, crisis situations, family breakdowns, or complex and/or special needs. Specifically, resources, such as case management, intervention, or Psychiatric and/or Psychological services are offered. A comprehensive assessment directs treatment options. The length and types of services offered depends on the nature of the presenting issues.

HOW TO ACCESS SERVICES OR GET HELP

General inquiries can be made in person, by phone or by email:

- In person: NEOFACS office located in your area (see below)
- Phone: 705-360-7100
- Toll-Free: 1-866-229-5437 or 1-800-665-7743
- Email: info@neofacs.org

SERVICES MAY INCLUDE

- Counselling and Therapy Services
- Crisis Support Services
- Family Preservation Program
- Intensive Service Coordination
- Psychiatry and Psychological Services
- Live-In Treatment Programs
- Youth Transition Program

Concerned about a child or youth at risk?

The email address listed is not monitored for child safety concerns. Do not email messages concerning the safety of a child or youth. Please call 705-360-7100 immediately.

You may also access support by contacting **Kids Help Phone** (1-800-668-6868 or text CONNECT to 686868), **One Stop Talk** (1-855-416-8255/TALK or onestoptalk.ca) or visiting your local Emergency Department. If a child or youth is at immediate risk, you may also call 911.

OFFICES

Cochrane 451 Chalmers Avenue, P.O. Box 1450 Cochrane, ON POL 1CO

Englehart 40 Third Street P.O. Box 607 Englehart, ON POJ 1H0

Hearst 909 George Street P.O. Box 1630 Hearst, ON POL 1NO

Iroquois Falls 457 Zealand Avenue Iroquois Falls, ON POK 1G0 Kapuskasing (District Office) 29 Kolb Avenue Kapuskasing, ON P5N 1G2

Kirkland Lake (District Office) 6 Tweedsmuir Road Kirkland Lake, ON P2N 1H9

New Liskeard 25 Paget Street P.O. Box 68 New Liskeard, ON POJ 1PO Smooth Rock Falls 50 Third Street Smooth Rock Falls, ON POL 2B0

Timmins (Head Office) 707 Ross Avenue East Timmins, ON P4N 8R1

Timmins Wilcox 457 Wilcox Street Timmins, ON P4N 3M1 Cochrane 1-705-272-2449
Englehart 1-705-544-5437
Hearst 1-705-372-2445
Iroquois Falls 1-705-232-7000
Kapuskasing 1-705-335-2445
Kirkland Lake 1-705-567-9201
New Liskeard 1-705-647-1200
Smooth Rock Falls 1-705-338-2366
Timmins 1-705-360-7100

GLOSSARY OF TERMS

ASIST: Applied Suicide Intervention Skills Training

CTS: Counselling and Therapy Services
CYMH: Child and Youth Mental Health
FPP: Family Preservation Program

Harm to Others: Serious threats or harmful actions towards others

PHIPA: Ontario Act that governs the collection, use and disclosure of personal health information by health information custodians (www.ontario.ca/laws/statute/04p03)

Primary Services: Services that can be accessed by referral from the Intake Department

Secondary Services: Child/youth or caregiver must be involved in a Primary Service

Self-Harm: Deliberately hurting oneself

Suicidal Thoughts: Thinking about or planning

suicide

This document contains information about the services and resources provided by North Eastern Ontario Family and Children's Services (NEOFACS). For the most up-to-date information, please visit www.neofacs.org. Some programs and services are accessible only by a referral from NEOFACS or a partnering community agency and may not be offered at the onset of services.