

# Pathway to Care for Child and Youth Mental Health Services

## Do you or someone you know need mental health support?

North Eastern Ontario Family and Children's Services (NEOFACS) offers a number of programs and services for children, youth and families experiencing mental health difficulties, crisis situations, family breakdowns or complex and/or special needs.



### ASK FOR HELP

Call or drop in to your local NEOFACS office.  
**705-360-7100** or Toll-Free at  
**1-800-665-7743** in the Cochrane District or  
**1-866-229-5437** in the Timiskaming District



### Office Hours

Monday to Friday, 8:30 a.m. to 4:30 p.m.  
Summer Hours (June 1 – August 31):  
Monday to Friday, 8:30 a.m. to 4:00 p.m.  
24/7 Crisis Support Services



### SERVICE REQUEST

Reasons for requesting support may include feelings, thoughts or behaviours related to:

- Anger/Aggression
- Anxiety/Stress
- Emotion Regulation
- Family Relationships
- Trauma
- Sadness/Hopelessness
- Substance Abuse
- Suicide, Self-Harm or Harm to Others
- Other



### Referral Process

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



### INTAKE PROCESS

A comprehensive assessment directs treatment options. The length and types of services offered depends on the nature of the presenting issues.



### Confidentiality

The information you share is confidential.\*

\*Unless there is an imminent risk of harm to yourself or others.



### Don't Wait

#### We are here to help. You are not alone!

Contact us 24 hours a day, 7 days a week, to learn how you can access services or get help.

You may also access support by contacting Kids Help Phone (**1-800-668-6868** or text **CONNECT to 686868**) or visiting your local Emergency Department. If you are at immediate risk, you may also call **911**.



### SERVICES FOR YOU

Together we will find a service plan that works best for you.



SCAN ME



For more information, including a complete list of office locations, please visit [www.neofacs.org](http://www.neofacs.org)