



## WHAT WE DO

CMHA Niagara offers a variety of programs and services to assist individuals 16 years of age or older, with reaching their short and long-term mental health goals.

## OUR VISION & MISSION

Our purpose is to strengthen mental wellness in the Niagara community to create a Niagara where mental health is recognized, supported and optimized.

## OUR VALUES

Service, respect, integrity, teamwork and competency are the five values that form our core belief system.



CMHA Niagara is proud to be Accredited with Exemplary Standing from Accreditation Canada.

ACCESS LINE can help you with the support you need from over 100 services across Niagara (including those of CMHA Niagara)

MENTAL HEALTH & ADDICTIONS  
**ACCESS LINE**  
**1-866-550-5205**  
CONFIDENTIAL HELP 24/7

IN CRISIS? CONTACT COAST:

1-866-550-5205 ext. 1  
24 hours, 7 days a week

## OUR LOCATIONS

### St. Catharines

264 Welland Ave., Suite 103  
St. Catharines, ON L2R 2P8  
(enter from Tasker St.)

### Niagara Falls

6760 Morrison St., Niagara Falls, ON L2E 6Z8

### Fort Erie

20 Jarvis St., Fort Erie, ON L2A 2S3

### Welland

570 King St., Welland, ON L3B 3L1

## GET SOCIAL WITH US



Thank you to our funders for their generous support:



**United Way**  
Niagara



**Ontario Health**

Niagara Region



Niagara



# PROGRAMS & SERVICES



Canadian Mental Health Association  
Niagara  
*Mental health for all*

Association canadienne pour la santé mentale  
Niagara  
*La santé mentale pour tous*

For the most up-to-date information on hours and service locations, please call 905-641-5222 or visit our website: [www.cmhaniagara.ca](http://www.cmhaniagara.ca)



## CRISIS SERVICES, SAFE BEDS, AND COUNSELLING

### Crisis Outreach & Support Team (COAST) 1-866-550-5205 ext. 1

COAST is a mobile crisis outreach and intervention service offering immediate telephone counselling and on-site crisis outreach intervention, as needed. It operates 7 days a week, 24 hours a day, for individuals 16 and older who are experiencing a mental health crisis. Follow-up services are provided. No referrals required.

### Mobile Crisis Rapid Response Team (MCRRT)

In partnership with the Niagara Regional Police Service (NRPS), a mobile mental health counsellor and a police officer provide a first response model to 9-1-1 calls related to mental health. This program serves all ages in our community. Referrals required.

### Safe Beds

Short-term crisis support is available 24/7 as an alternative to hospitalization. This is a voluntary, non-medical residential program offering a therapeutic environment for individuals to stay while they work through their crisis. Referrals required.

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### Urgent Support & Walk-In Counselling

Mental Health Counsellors provide same day service to individuals by exploring their immediate concerns, and can offer assistance with crisis management and problem solving in various situations. Follow-up services and connections to other resources are provided. No referrals required.

### Group Counselling

We offer group counselling focused on life skills, illness management and recovery, behaviour therapy, anxiety, depression, substance use, and suicide. Referrals required.

## COMMUNITY SUPPORT & RESIDENTIAL SERVICES

### Case Management

Community Support Workers visit individuals to offer support in working through the everyday challenges of living with a mental illness to optimize wellness.

### Supportive Housing Program

This program provides an apartment and counselling services to individuals who require weekly intensive support. Individuals are given the opportunity to learn life skills, set goals and become connected to services that will further assist them in their transition to independent living.

### Transitional Housing Support Program

A congregate living program of three to six months is available for individuals living with a mental illness and/or addiction. Individuals are given the opportunity to learn life skills, set goals and become connected to services that will further assist them in their transition to independent living.

### Court Diversion & Support

Individuals living with a mental illness who are charged with minor offences are assisted by Community Support Workers at court, detention centres and upon release from custody, to help them transition back into the community.

## EMPLOYMENT SERVICES

**realwork**  
specialized employment services

This specialized employment program helps individuals who experience mental health concerns as barriers to employment, find and maintain meaningful jobs.

## VOLUNTEER OPPORTUNITIES

Volunteer opportunities are available through membership and engagement with agency events, various committees, fundraising, and bingo.

For further information visit our website (What We Do -- Get Involved tabs) at [www.cmhaniagara.ca](http://www.cmhaniagara.ca)