

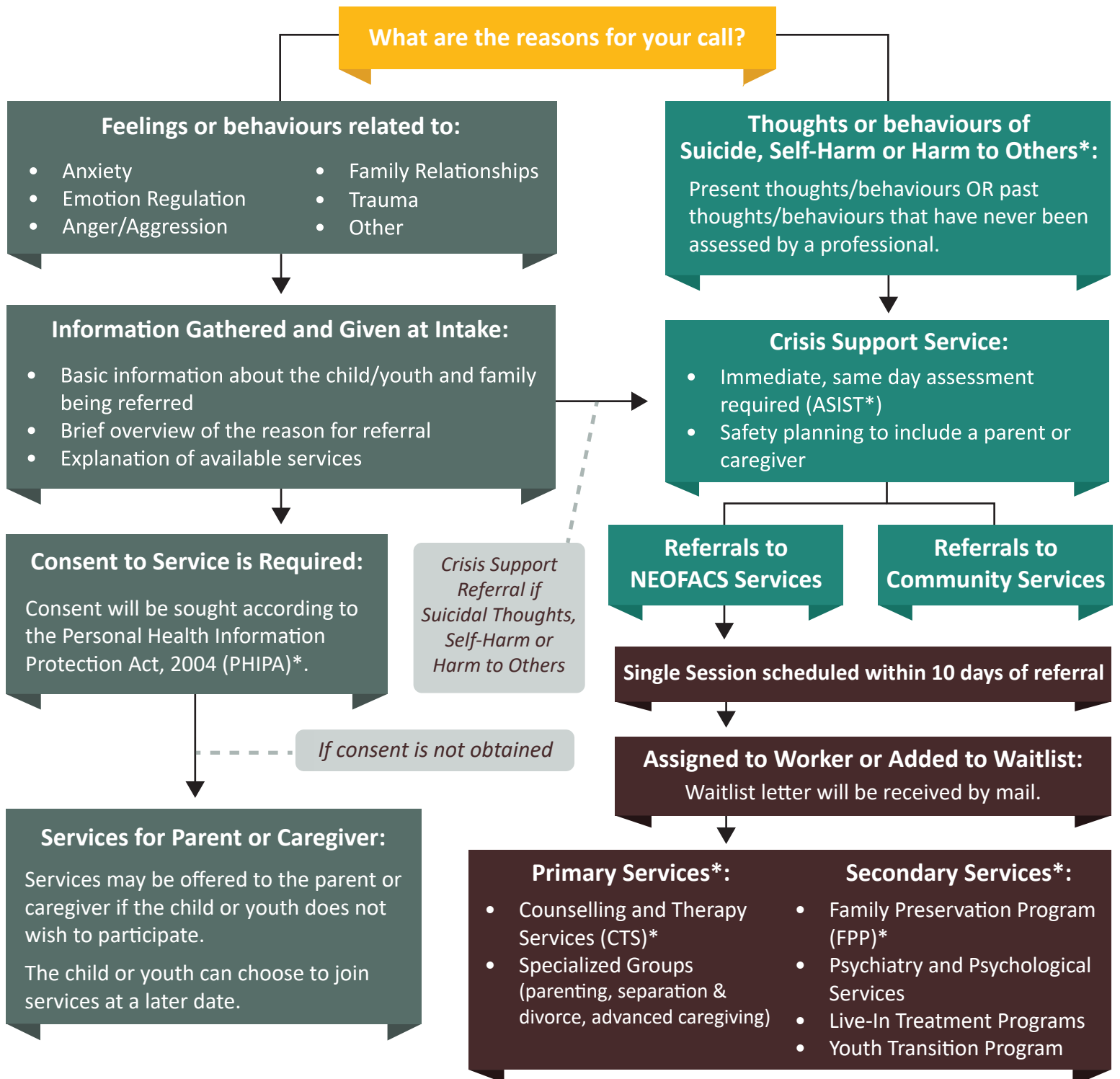
Pathway to Care for Child and Youth Mental Health Services

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.



*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

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.

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.

OFFICES

Cochrane
451 Chalmers Avenue,
P.O. Box 1450
Cochrane, ON P0L 1C0

Englehart
40 Third Street
P.O. Box 607
Englehart, ON P0J 1H0

Hearst
909 George Street
P.O. Box 1630
Hearst, ON P0L 1N0

Iroquois Falls
457 Zealand Avenue
Iroquois Falls, ON
P0K 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
P0J 1P0

Smooth Rock Falls
50 Third Street
Smooth Rock Falls, ON
P0L 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