

FAQ:

1. Can I obtain prescription refills, medical paperwork, medical support etc. through your agency?

We do not have any medical staff at our agency. Please connect with your current family doctor or psychiatrist, or reach out to a virtual, or in person walk in clinic. If it is an emergency, attend your local hospital.

2. Can I be assessed for specific mental health diagnoses and/or disabilities through your agency?

We do not have any staff on site that can assess or diagnose particular types of diagnoses such as Autism, ADHD etc. We do have an Ontario Telemedicine Network that provides virtual, one-time psychiatric consults for those who have not previously been assessed that require a GP or NP referral. Should you have questions about this service, contact the clinic directly by calling: 705-748-6687 Ext. 1034.

3. I need to speak to someone immediately about my mental health, what should I do?

If you feel you are at risk of harming yourself, or someone else, please contact 9-1-1 or visit your nearest emergency room. If you are experiencing a mental health crisis and need immediate support, contact our Four County Crisis team by calling: 705-745-6484 or toll free: 1-866-995-9933.

4. I have a family member, partner or friend that needs support, but they won't get help; what should I do?

Sometimes people don't have the capacity or the insight to recognize when they might be struggling. If a person has demonstrated that they are a risk to themselves or others, you could attend your local courthouse and inquire about the "Form 2" process, which is issued by a Justice of the Peace and requires specific documents to be filled out. In Peterborough, there is also the option to call the non-emergency police line and request a wellness check from a specialized team that includes mental health staff. You are permitted to refer someone through our Crisis program and/or Intake program if they are not able to refer themselves; however, the individual must be aware of the referral, and willing to participate in the process. Sometimes the best option we have is supporting our own mental health, and we do offer a program for family members called "Journeying Together".

5. I think I need therapy; can your agency help?

Sometimes it's best to ask what you are seeking therapy for to know if you are looking for therapy, counseling, or both. Therapy is typically an open-ended process meant to help people process early life experiences. If you are seeking this, there are many fee-for-service providers in the community that you can directly refer yourself to at any time, that may also be covered under work related benefit packages. If cost is prohibitive, you can also ask your primary care provider for a referral to our local hospital for outpatient services, or to explore other OHIP covered therapy programs. Counseling is typically focused on present day challenges that we encounter and meant to foster skill/capacity development to address these challenges. We offer brief (max 8 sessions), generalized counseling services at our agency through our Intake and Brief services program.

6. I need housing, can your agency help?

We encourage anyone in need of emergency, or long-term housing to access programs such as local shelters as well as social services to place their name on subsidized housing lists in our area. There are local resources such as the Housing Resource Centre that anyone is welcome to access. We encourage individuals to speak to social service workers (e.g., Ontario Works or Ontario Disability Case Managers) they may be connected to regarding this. CMHA does have some subsidized housing options for clients that are already connected to internal supports such as Case Management, so there is no direct referral process for housing only.

7. How do I get involved with your Dual Diagnosis (diagnosed mental health concern and intellectual disability) program?

Individuals are referred to this program directly from Developmental Services Ontario (DSO). If you are not already connected and have inquiries, please contact your local DSO office to inquire about this process. If you do not qualify for DSO, you are always welcome to access any other program and service at our agency that you may qualify for.

8. I live outside of Peterborough, and/or I want someone to come out to meet me in the community; do you offer this?

We have office locations in Peterborough and Kawartha Lakes, as well as some mobile programs and satellite offices. Some services are office based, while some are more flexible and have capacity for community-based options. You are always most welcome to call the Peterborough office: 705-748-6711 or Lindsay office: 705-328-2704 to ask about specific program options.