

# **WATERLOO REGION INVENTORY OF SUBSTANCE USE SERVICES**



**Social Planning Council of Cambridge and North Dumfries**

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Cambridge, ON

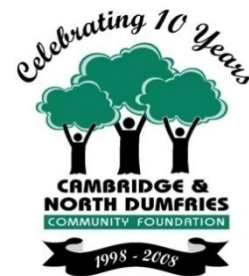
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The research activities, including the creation of this report was prepared by the Social Planning Council of Cambridge and North Dumfries. The research team consisted of: Amber Robertson and Rudy Essegern.

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## **PURPOSE OF THE GUIDE**

The purpose of this resource guide is to:

- To identify and document the services available for illicit substance users within Waterloo region.
- To compile an inventory of related substance use services and programs available
- To highlight the different types of services provided within the region.

This report is organized geographically and alphabetically highlighting services in: Townships, Waterloo, Cambridge and Kitchener. The information was gathered from community information databases, as well as internet searches. After the information was gathered it was coded by the type of services the agency provides. The different types of services provided within the Region are:

- **Individual Counselling** – one-to-one counselling services
- **Group Counselling** – professionally led group counselling
- **Support Group** – a group led by a professional dealing with substance use concerns
- **Self Help Group** – a group led by a non-professional with the intent of providing support with addiction issues
- **Crisis Support** – immediate professional consultation during a crisis
- **Outreach** – outreach services related to substance use
- **Medical Services** – health care and medical treatment
- **Emergency Shelter** – provides shelter on a as needed basis
- **Needle Exchange** – provides new needles, sterile water, safe disposal of used needles, tourniquets, sharps containers, alcohol swabs, safe injecting information,
- **Methadone Maintenance** – performs assessments for legibility of methadone programs
- **Day Treatment** – a form of treatment offered only during the day with no residential opponent.
- **Residential Treatment** – treatment that is provided while living on-site for the program
- **Withdrawal Management** – offers detoxification services on a time sensitive basis
- **Referral and Information** – provides referrals and information about drug addiction to anyone who comes in contact with their services
- **Education** – provides educational services about substance use concerns

This inventory represents information that was available at the time of the search. This inventory is not exhaustive and may contain inaccurate information about agencies due to how quickly program information can change. Please contact the agencies directly if you have questions about the services they provide. If agencies or services are missing please contact our office to address the problem.

It is important to note that within Waterloo Region that there is considerable collaboration between agencies to serve people residing in all geographic areas.

## TOWNSHIP LOCATED RESOURCES

### **Community Link Empowerment Against Narcotics (CLEAN)**

<b>Contact Information</b>	Trinity Lutheran Church 23 Church St., New Hamburg, ON Tel: (519) 662-9555  <a href="http://www.cleansupportgroup.ca">www.cleansupportgroup.ca</a>
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Parental Support Group – The meetings are for parents or individuals who have had or currently are having drug use concerns with their loved one. It is a parent support group, but whether you are a parent, sibling or friend, you can come and share in a safe, confidential setting with others who will understand. No one is judged for their situation and our intention is to join together to share our experiences as well as resources and through this gain strength and hope. There is no membership fee to join. All are welcome to come as often or as few times as they wish.</li></ul>
<b>About the Agency</b>	To get the message out that drug use is a “community” issue, not just a family issue! To try and educate parents, and members in the community about drugs—what to look for, what to do, what resources are available to help, etc. By doing this, we are attempting to prevent and/or reduce the escalating drug issues in our community.
<b>Type of Service(s)</b>	Support Group, Education.

## WATERLOO LOCATED RESOURCES

### **Alcoholism Recovery Home**

<b>Contact Information</b>	174 King Street North Waterloo, ON  Tel: (519) 885-3330
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Treatment for alcoholism</li></ul>
<b>About the Agency Type of Service(s)</b>	Individual Counselling, Education.

## CAMBRIDGE LOCATED RESOURCES

### **Alcoholics Anonymous, Al- Anon, and Alateen**

<b>Contact Information</b>	P.O. Box 24032 Cambridge, ON N1R 1R2  Tel: (519) 658-8222
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Weekly meetings</li></ul>
<b>About the Agency</b>	Alcoholics Anonymous is a fellowship of men and women sharing their experiences, strengths and hope, to solve their common problem and help others recover from alcoholism.
<b>Type of Service(s)</b>	Self Help Support Group, Education.

## **Alcohol and Drug Recovery Association**

<b>Contact Information</b>	Tel: (519) 624-8855  <a href="http://www.addictionsontario.ca">www.addictionsontario.ca</a>
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Information and Referral</li><li>• High on Life– a positive health promotion and prevention project to help people of all ages to be motivated, expressive, and confident in their lives.</li><li>• Ap Campus Online Training Program– Group participants share information and stories, provide support, and discuss coping strategies.</li></ul>
<b>About the Agency</b>	Addictions Ontario, formally The Alcohol and Drug Recovery Association of Ontario, is a non-profit, charitable organization representing individuals and facilities providing addiction services. Addictions Ontario has provided leadership in Ontario for excellence in addiction services by developing and promoting quality standards of care, and disseminating information that assists members to effectively meet the needs of their clients.
<b>Type of Service(s)</b>	Information and Referral, Education.

## Argus Residence for Young People

<b>Contact Information</b>	Argus Residence for Young People PO Box 22041 RPO Water St Cambridge, ON N1R 8E3  Tel: (519) 623-7991 (Men), (519) 650-0452 (Women) Fax: (519) 623-9706 (Men), (519) 650-1781 (Women)  argusadmin@execulink.com
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Shelter services for young people.</li><li>• Life skill programs</li><li>• Basic needs provision</li></ul>
<b>About the Agency</b>	Argus Residence for Young People is an emergency shelter for youth between the ages of 16-24 who are homeless and in crisis. Argus is unique in its ability to amalgamate the essential services of shelter, food and 24 hour staff support with a very comprehensive life skill acquisition program which works to mobilize youth toward healthy and viable community integration.  Argus operates two shelter locations. A ten bed shelter for young men and a ten bed shelter for young women.
<b>Type of Service(s)</b>	Referral, Group Counselling, Education, Emergency Shelter.

## Cambridge Interfaith Family Counselling Centre

<b>Contact Information</b>	<p>35 Dickson Street Cambridge, ON N3H 3T1</p> <p>Tel: (519) 622-1670 Fax: (519) 622-8661</p> <p><a href="http://www.lutherwoodcoda.org">www.lutherwoodcoda.org</a></p>
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Individual, couple and family counselling for:<ul style="list-style-type: none"><li>○ domestic violence issues, anger management, anxiety, depression, self-esteem issues, parenting, grief, relational violence program, addictions, divorce/separation, conflict resolution, and marriage preparation.</li></ul></li></ul>
<b>About the Agency</b>	<p>Lutherwood Community Opportunity Development Association, founded on Christian Values, is dedicated to building better futures with individuals, families and communities. As a program of Lutherwood-CODA, Cambridge Interfaith Family Counselling Centre serves individuals, couples, families and groups who seek relational skills, personal growth and effective change. Cambridge Interfaith provides educational programs, professional development and nationally accredited C.A.P.P.E. training for professionals, volunteers and other community members.</p>
<b>Type of Service(s)</b>	<p>Individual Counselling.</p>

## Cambridge Active Self Help (CASH)

<b>Contact Information</b>	1-9 Wellington Street Cambridge, ON N1R 3Y4  Tel: (519) 623- 6024 Fax: (519) 623-1924  <a href="http://www.cambridgeactiveselfhelp.ca">www.cambridgeactiveselfhelp.ca</a> <a href="mailto:general@cambridgeactiveselfhelp.ca">general@cambridgeactiveselfhelp.ca</a>
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Self help support groups</li><li>• Educational services</li><li>• Peer support</li><li>• Resource centre</li></ul>
<b>About the Agency</b>	The Self Help Recovery Centre at C.A.S.H. offers a variety of opportunities for individuals to engage in interactive discussion about recovery, advocacy, personal development and self help.
<b>Type of Service(s)</b>	Self Help Group, Referral, Education.

## Cambridge Memorial Hospital

<b>Contact Information</b>	700 Coronation Boulevard Cambridge, ON N1R 3G2  Tel: (519) 740-4900 Fax: (519) 740-4936  <a href="http://www.cmh.ca">www.cmh.ca</a>
<b>Programs Offered About the Agency</b>	Provides emergency medical treatment, mental health/psychiatric inpatient, outpatient and crisis consultation services to community residents. Services include: child and family services, adult services, psycho-social rehab, eating disorders, seniors mental health and psychiatric emergency serves.
<b>Type of Service(s)</b>	Emergency Response, Referral, Medical Services, Crisis Support.

## Cambridge Shelter Corporation

<b>Contact Information</b>	<p>The Bridges 26 Simcoe Street Cambridge, ON N1R 8P2</p> <p>Tel: (519) 624-9305 Fax: (519) 624-0801</p> <p><a href="http://www.cambridgesheltercorp.ca">www.cambridgesheltercorp.ca</a></p>
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Welcome Aboard– daily drop in center for homeless individuals and those living in poverty</li><li>• Emergency Overnight Shelter– provides a warm, welcoming, safe place for homeless individuals and families in Cambridge and surrounding area.</li><li>• Outreach Services</li><li>• 12 Step Programs</li><li>• Relapse Prevention</li><li>• Aftercare</li></ul>
<b>About the Agency</b>	<p>Cambridge Shelter Corporation believes in a "whole person" approach to serving clients and works in partnership with many other agencies, both in our Region and across Ontario, to ensure that our clients have access to the services they need to achieve personal success.</p>
<b>Type of Service(s)</b>	<p>Support Group, Self Help Group, Referral and Information, Shelter, Needle Exchange, Group Counselling, Individual Counselling, Outreach.</p>

**Canadian Mental Health Association – Grand River Association (CMHA-GRB)  
Centre for Mental Health, Cambridge**

<b>Contact Information</b>	<p>9 Wellington Street, Suite 3 Cambridge ON N1R 3Y4</p> <p>Tel: (519) 740-7782 Fax: (519) 740-0461</p> <p>Business hours: Mon – Fri; 1–5 pm</p> <p><a href="http://www.cmhagrb.on.ca">www.cmhagrb.on.ca</a> info@cmhagrb.on.ca</p>
<b>Programs Offered</b>	<ul style="list-style-type: none"> <li>• Distress Line– 519-745-1166: Caring and confidential listening, providing support to individuals 24 hours a day, 365 days a year.</li> <li>• Crisis Services of Waterloo Region– 519-744-1813</li> <li>• Toll free 1 866 448 1603</li> <li>• Mobile crisis response team, available 24/7. For individuals 16 years and older for prevention, assessment, intervention and resolution of urgent crisis situations within Waterloo Region.</li> </ul>
<b>About the Agency</b>	<p>The Canadian Mental Health Association Grand River Branch provides a variety of individualized support services for people who have significant mental health issues. In order to support people with mental health issues in the community, it is important to acknowledge, not only the role that psychiatry, medicine and other health professionals play, but the important personal and societal aspects that impact on an individual's life. Services provided through CMHA GRB offer people the support they need to connect them with their community as a means to enhance quality of life. The purpose of our work is to facilitate recovery in the lives of people we support based on our philosophy of empowerment and community inclusion.</p>
<b>Type of Service(s)</b>	<p>Information, Education, Referral and Support Services, Outreach, Crisis Services, Mental Health and Justice Services, Employment Services</p>

## **Clahame Jamie Pastoral Counselling Services**

Contact Information	19 Throne Street Cambridge, ON N1R 1S3  Tel: (519) 242-6732  <a href="http://www.jc-counselling.com">www.jc-counselling.com</a> <a href="mailto:Jaime@jc-counselling.com">Jaime@jc-counselling.com</a>
Programs Offered	<ul style="list-style-type: none"><li>• Individual counselling for drug abuse and addiction treatment</li><li>• Marriage and family counselling</li></ul>
About the Agency	Jamie Clahane is a certified Pastoral Counsellor located in the downtown Cambridge region. She provides spiritual care and therapy for individuals, couples, and families struggling from a myriad of issues and problems.
Type of Service(s)	Individual Counselling.

## Family Counselling Centre of Cambridge & North Dumfries

<b>Contact Information</b>	18 Walnut Street Cambridge, ON N1R 2E7  Tel: (519) 621-5090 Fax: (519) 622-9394  <a href="http://www.fcccnd.com">www.fcccnd.com</a>
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Individual counselling</li><li>• Group counselling</li><li>• Outreach services</li></ul>
<b>About the Agency</b>	Provides support groups and professional counselling for a variety of issues including: separation and divorce, marriage and family issues, family violence, sexual abuse. Counselling available through various locations in Cambridge.
<b>Type of Service(s)</b>	Individual Counselling, Group Counselling, Outreach, Referral and Information.

## John Howard Society

<b>Contact Information</b>	73 Water Street, Unit 3, First Floor Cambridge, ON N1R 7L6  Tel: (519) 622-0815 Fax: (519) 622-7043  <a href="http://www.cambridgecareerconnections.com">www.cambridgecareerconnections.com</a>
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Drug Awareness Workshops</li><li>• Informational Services</li></ul>
<b>About the Agency</b>	Offering a variety of programs focused on crime prevention and support for those who have committed crimes to make different choices in the future.
<b>Type of Service(s)</b>	Referral and Information, Education.

## Lutherwood

### Contact Information

35 Dickson Street  
Cambridge, ON  
N1R 7A6

Tel: (519) 623-9380  
Fax: (519) 740-8540

[www.lutherwood.ca](http://www.lutherwood.ca)

### Programs Offered

- Cambridge Family Counselling Centre– provides personal and confidential counselling service for individuals, couples, and families. Training and information for individuals pursuing a career in the counselling profession.
- Lutherwood Community Service– (519) 743-1460

### About the Agency

Lutherwood is a not-for-profit, health and social service organization located in the Region of Waterloo, Ontario. We are committed to supporting people of all backgrounds and beliefs to build and sustain better and more hopeful futures. Annually we reach out to approximately 16, 000 individuals and their families through our Mental Health, Employment and Senior Services.

### Type of Service(s)

Individual Counselling, Referral and Information.

## Narcotics Anonymous

<b>Contact Information</b>	58 Queen Street East Cambridge, ON  Tel: (519) 651-1121 <a href="http://www.na.org">www.na.org</a>
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• 12 Tradition of NA</li></ul>
<b>About the Agency</b>	Narcotics Anonymous provides a recovery process and support network inextricably linked together. One of the keys to NA's success is the therapeutic value of addicts working with other addicts. Members share their successes and challenges in overcoming active addiction and living drug-free productive lives through the application of the principles contained within the Twelve Steps and Twelve Traditions of NA. These principles are the core of the Narcotics Anonymous recovery program.
<b>Type of Service(s)</b>	Self Help Groups.

## Ontario Addiction Treatment Centre

<b>Contact Information</b>	150 Main Street, 1 <sup>st</sup> Floor Cambridge, ON N1R 6P9  Tel: (519) 624-6311 Fax: (519) 624- 7044  <a href="http://www.oatc.ca">www.oatc.ca</a>
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Methadone Maintenance Treatment Programs (MMTP) have long be heralded as the most successful means of treating opiate addiction. It is appropriate for individuals dependent on opiates such as heroin, methadone, Percocet, Oxycontin, opium, morphine, Dilaudid, codeine, Demerol, Fentanyl, etc</li><li>• Addiction Counselling– group, psychological services, individual services available</li><li>• Hepatitis C Program</li><li>• Liaison with other outpatient and inpatient treatment facilities in Canada and abroad</li><li>• Access to spousal support group counselling sessions</li><li>• Access to parenting group counselling sessions</li><li>• Access to addiction information and resource centres</li><li>• Access to Prenatal health care</li><li>• Access to full medical care</li><li>• Access to new and groundbreaking drug rehabilitation treatments and medical therapies</li></ul>
<b>About the Agency</b>	OATC takes pride in being a health care organization that promotes multi-disciplinary, comprehensive, shared care model. This excellent care is delivered by our team of health professionals and support staff that at the present time includes over 50 Physicians, 68 Nurses, 3 Hepatitis C Treatment Nurses, a Lead Clinical Psychologist, 10 Addiction Counsellors, 60 Support Staff, a Director of Operations, and a Director of Public Relations.
<b>Type of Service(s)</b>	Methadone Maintenance, Individual Counselling, Group Counselling, Support Group.

## Region of Waterloo Public Health

<b>Contact Information</b>	150 Main Street, 1 <sup>st</sup> Floor Cambridge, ON  Tel: (519) 883-2251  <a href="http://www.region.waterloo.on.ca">www.region.waterloo.on.ca</a>  Office Hours: Monday, Wednesday, Friday 1:00-4:30 pm
<b>Programs Offered</b>	All needle exchange services are provided in a non-judgemental, private and confidential environment. They include: <ul style="list-style-type: none"><li>• new needles</li><li>• sterile water</li><li>• safe disposal of used needles</li><li>• tourniquets</li><li>• sharps containers</li><li>• alcohol swabs</li><li>• safe injecting information</li></ul> For safe injection information contact a needle exchange site in your area at the following locations
<b>About the Agency Type of Service(s)</b>	Needle Exchange, Education, Referral and Information.

## KITCHENER LOCATED RESOURCES

### **AIDS Committee of Cambridge, Kitchener, Waterloo & Area (ACCKWA)**

<b>Contact Information</b>	85 Frederick Street Kitchener, ON N2H 2L5  Tel: (519) 570-3587  <a href="http://www.acckwa.com">www.acckwa.com</a>
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Support– assistance to those impacted by HIV/AIDS including: referrals, practical assistance, as well as one-on-one and group support.</li><li>• Outreach– Prevention is the key to lowering HIV infection rates in our community. Therefore, ACCKWA offers HIV awareness, needle exchange and condom distribution to communities at risk.</li><li>• Education– HIV/AIDS education and outreach to ethnocultural and youth communities, as well as support to GLBTQ (gay, lesbian, bisexual, transgender and queer) communities.</li><li>• Testing– An anonymous and free HIV testing clinic is available every Thursday from 4 pm to 7 pm.</li><li>• Street Outreach Program– promotes harm reduction, which literally means reducing the potential harm that surrounds drug use and sex.</li><li>• Safe Point– provides needle exchange, free condoms and lubricant.</li></ul>
<b>About the Agency</b>	ACCKWA is a not-for-profit organization dedicated to supporting people who are infected, affected and at risk for HIV/AIDS and strive to create awareness about HIV/AIDS in the community.
<b>Type of Service(s)</b>	Individual Counselling, Referral and Information, Needle Exchange, Self Help Group, Outreach, Education.

## **Alcohol & Drug Recovery Association for Ontario**

<b>Contact Information</b>	236 Victoria Street North Kitchener, ON  Tel: (519) 772-0113  <a href="http://www.addictionontario.ca">www.addictionontario.ca</a> <a href="mailto:info@addictionontario.ca">info@addictionontario.ca</a>
<b>Programs Offered</b>	Represents recovery homes; treatment/detox centres; day care for addictions; public education and resource centre
<b>About the Agency Type of Service(s)</b>	Referral and Information, Education.

## Assessment & Addiction Counselling

<b>Contact Information</b>	2722 Bleams Road East Kitchener, ON  Tel: (519) 634-5821
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Individual Counselling</li></ul>
<b>About the Agency</b>	
<b>Type of Service(s)</b>	Individual Counselling

## Cardinal Counselling & Consulting

<b>Contact Information</b>	678 Belmont West, Unit 102 Kitchener, ON N2M 1N6  Tel: (519) 746- 9062 Fax: (519) 746- 5455  <a href="mailto:cardinal@golden.net">cardinal@golden.net</a> <a href="http://www.cardinalcounselling.com">www.cardinalcounselling.com</a>
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Individual counselling</li><li>• Family counselling</li><li>• Couple counselling</li><li>• Alcohol and drug day treatment</li><li>• Smoking cessation</li><li>• Mediation</li><li>• Parenting coordination</li></ul>
<b>About the Agency</b>	Cardinal Counselling & Mediation is dedicated to providing a wide range of services for individuals, couples, and families. We strive to meet the needs of our clients by offering you an appointment time within one week of your call to us, often sooner in emergencies. Our appointment times are flexible and we are available during the day, in the evening or on the weekend.
<b>Type of Service(s)</b>	Individual Counselling, Referral and Information.

## Family Outreach Ontario

### Contact Information

Tel: (519) 650-0284  
1-800-463-6273

family@vaxxine.com  
<http://vaxxine.com/family/>

### Programs Offered

- Response Team- To actively reach out with understanding, love and care to families and or individuals struggling with the destructive effects of chemical dependencies, (Alcohol-Drugs) and to provide encouragement and assistance to those so addicted with the view to admission into a recovery program, as well as encouraging and assisting family members thus affected into joining the supportive program of Al-Anon, all the while maintaining strict confidentiality throughout. Christian-based alcohol and substance abuse help group with teams throughout Ontario that will be an “intervention”.

### About the Agency

The mission of the organization is to support research relating to substance abuse, to conduct conferences and seminars on substance abuse, and to minister to those afflicted and affected by substance abuse. The purpose of each response team is to serve families and individuals in its community who suffer from the disease of alcoholism or other drug addiction, by offering realistic hope, appropriate support, and beneficial help together with raising awareness in the local Christian community about the baffling effects of chemical addictions.

### Type of Service(s)

Crisis Support, Support Group, Referral and Information.

## House of Friendship

### Contact Information

House of Friendship  
PO Box 1837  
Kitchener, ON  
N2G 4R3  
Tel: (519)742-8327  
Fax: (519) 742-8868  
[www.houseoffriendship.org](http://www.houseoffriendship.org)  
[admin@houseoffriendship.org](mailto:admin@houseoffriendship.org)

### Programs Offered

- Bridges to Health– a new Day Treatment Program for adult women in Waterloo Region/Wellington who are concerned with their substance use. The misuse of alcohol and other drugs impacts negatively on the physical and mental health of women as well as their functioning and enjoyment of life in general. It is hoped that in having this service, women will be able to access treatment earlier, and find hope, begin healing and improve their overall health status.
- Moving Forward– offers specialized services for pregnant women and women parenting children 0-6 years who are involved with alcohol and/or other drugs. No question is too small, no problem is too big! We are here to listen and support you in your decisions.
- Alcontrol– a 9-bed treatment program for adult women who are addicted to alcohol and/or other drugs. The program is housed in a comfortable older home, centrally located in Waterloo. It is a 3-12 week residential program.
- 174 King Street North-"174 King Street North" is a community-based residential rehabilitation and treatment facility for men whose abuse of alcohol, or alcohol in conjunction with other drugs, puts them at risk. It provides a supportive drug-free environment . The program has a group counselling focus and a self-care model that includes peer support.

### About the Agency

House of Friendship is a Christian charitable human service agency that serves 32,500 women, men, youth and children living on low-income in Waterloo Region annually through 18 programs. Program areas include addiction services, community services, family services and residential services.

### Type of Service(s)

Individual Counselling, Residential Treatment, Referral and Information, Group Counselling, Outreach, Day Treatment.

## **Kitchener Downtown Community Health Centre**

<b>Contact Information</b>	<p>59 Frederick Street Kitchener, ON N2H 2L3</p> <p>Tel: (519) 745-4404</p> <p><a href="http://www.kdchc.org">www.kdchc.org</a></p>
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Outreach services are provided to two local shelters and the St. John's Soup Kitchener</li><li>• Health promotion services are provided including advocacy, counselling, referrals, and support</li><li>• Medical services including complete check ups, health education, treatment of short term and long term illnesses, referrals to specialists, midwives, and counsellors.</li></ul>
<b>About the Agency</b>	<p>The KDCHC is a community-based organization that provides primary health care services and health promotion, and works in the community to improve the health of individuals and the community. We believe that health is a resource for life.</p> <p>KDCHC is one of a network of community health centres working to improve the health of people and communities in Ontario (<a href="http://www.aohc.org">www.aohc.org</a>) and in Canada.</p>
<b>Type of Service(s)</b>	<p>Outreach, Referral and Information, Medical Services.</p>

## Mary's Place

### Contact Information

84 Frederick Street  
Kitchener, ON  
N2H 2L7

Tel: (519) 744-6507

[www.ywcakw.on.ca](http://www.ywcakw.on.ca)

### Programs Offered

- Crisis Support
- Linkage to community resources
- Group activities and individual counselling; creative play programs
- Skill development for independent living
- Outreach worker

### About the Agency

Mary's Place is a haven of safety and refuge for homeless women, youth and children who are in transition or need emergency shelter. Located at the YWCA of Kitchener-Waterloo, in downtown Kitchener, this 53-bed shelter provides a supportive and safe living environment that helps women strengthen their belief in themselves, to heal, or simply have a clean, secure place to call home for a few days, weeks, or longer. Beginning in 2006, as part of our campaign to renovate and rebuild 84 Frederick Street, YWCA Kitchener-Waterloo will make extensive renovations to Mary's Place. The renovated shelter will consist of self-contained suites that can house either two or more single women or a family (including a family with adult or adolescent males).

### Type of Service(s)

Outreach, Referral and Information, Emergency Shelter, Crisis Support.

## Narcotics Anonymous

<b>Contact Information</b>	Tel: (519) 651-1121  <a href="http://www.na.org">www.na.org</a>
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Weekly support group</li></ul>
<b>About the Agency</b>	Narcotics Anonymous (NA) is an international, community-based association of recovering drug addicts. Membership is open to any drug addict. There is no social, religious, economic, racial, ethnic, national, gender, or class-status membership restrictions. NA is a 12 step program. Like AA, meeting may be open or closed.
<b>Type of Service(s)</b>	Support Group.

## Ontario Addiction Treatment Centre

<b>Contact Information</b>	<p>500 Park Street Kitchener, ON N2G 1N9</p> <p>Tel: (519) 746-1919 Fax: (519) 746-1563</p> <p><a href="http://www.oatc.ca">www.oatc.ca</a></p>
<b>Programs Offered</b>	<ul style="list-style-type: none"> <li>• Methadone Maintenance Treatment Programs (MMTP) have long be heralded as the most successful means of treating opiate addiction. It is appropriate for individuals dependent on opiates such as heroin, methadone, Percocet, Oxycontin, opium, morphine, Dilaudid, codeine, Demerol, Fentanyl, etc</li> <li>• Addiction Counselling– group, psychological services, individual services available</li> <li>• Hepatitis C Program</li> <li>• Liaison with other outpatient and inpatient treatment facilities in Canada and abroad</li> <li>• Access to spousal support group counselling sessions</li> <li>• Access to parenting group counselling sessions</li> <li>• Access to addiction information and resource centres</li> <li>• Access to Prenatal health care</li> <li>• Access to full medical care</li> <li>• Access to new and groundbreaking drug rehabilitation treatments and medical therapies</li> </ul>
<b>About the Agency</b>	<p>OATC takes pride in being a health care organization that promotes multi-disciplinary, comprehensive, shared care model. This excellent care is delivered by our team of health professionals and support staff that at the present time includes over 50 Physicians, 68 Nurses, 3 Hepatitis C Treatment Nurses, a Lead Clinical Psychologist, 10 Addiction Counsellors, 60 Support Staff, a Director of Operations, and a Director of Public Relations.</p>
<b>Type of Service(s)</b>	<p>Methadone Maintenance, Individual Counselling, Group Counselling, Support Group.</p>

## Ray of Hope

<b>Contact Information</b>	<p>520 Queen Street South Kitchener, ON N2G 1X1</p> <p>Tel: (519) 578-8018 Fax: (519) 578-8784 1-866-665-8504</p> <p><a href="http://www.rayofhope.net">www.rayofhope.net</a></p>
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Youth180 Addiction Treatment- program are for youth 13-17 who are involved in addiction, and who may have academic challenges or relationship difficulties as well. Youth participate in our programs when they are willing to find new ways to cope with these challenges. <i>Joining our program is entirely voluntary.</i></li></ul>
<b>About the Agency</b>	<p>Reaching out to people of all ages and faiths who are marginalized in society, rendering guidance and assistance to people facing such personal challenges as those caused by, but not limited to such things as criminal behaviour, addictive behaviour, social ineptness, abuse, poverty, loneliness and mental illness.</p>
<b>Type of Service(s)</b>	<p>Residential Treatment, Referral and Information.</p>

## Reaching Our Outdoor Friends, ROOF

<b>Contact Information</b>	242 Queen Street South Kitchener, ON N2G 1W3  Tel: (519) 742- 2788 1-888-892-3478
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Outreach</li><li>• Crisis Counselling and Individual support</li><li>• Substance Abuse Prevention Program– provides drug education and information to all youth and support is offered to individuals ready to make changes, through counselling, referral and structure group work.</li></ul>
<b>About the Agency</b>	To work with street youth aged 12 and up in the Kitchener-Waterloo area, committing our agency to the safety, support and overall well-being of our homeless youth.
<b>Type of Service(s)</b>	Support Group, Individual Counselling, Shelter, Crisis Support, Outreach.

## Region of Waterloo Public Health

<b>Contact Information</b>	99 Regina Street, South, 2nd floor  Tel: (519) 883-2251  <a href="http://www.region.waterloo.on.ca">www.region.waterloo.on.ca</a>  Office Hours: Monday – Friday 8:30-4:30 pm
<b>Programs Offered</b>	All needle exchange services are provided in a non-judgemental, private and confidential environment. They include: <ul style="list-style-type: none"><li>• new needles</li><li>• sterile water</li><li>• safe disposal of used needles</li><li>• tourniquets</li><li>• sharps containers</li><li>• alcohol swabs</li><li>• safe injecting information</li></ul> For safe injection information contact a needle exchange site in your area at the following locations
<b>About the Agency Type of Service(s)</b>	Needle Exchange, Education, Referral and Information.

## **Regional Addiction & Family Counselling**

<b>Contact Information</b>	385 Frederick Street, Frederick Mall Lower Level, Suite E Kitchener, ON N2H 2P2  Tel: (519) 743-6951
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Individual counselling</li><li>• Drug assessment</li></ul>
<b>About the Agency</b>	Regional Addiction and Family Counselling is committed to the successful lifestyle and transformation of people through a system of professional assessment, intervention, and counselling
<b>Type of Service(s)</b>	Individual Counselling, Referral and Information.

## St. Mary's Counselling Services

<b>Contact Information</b>	<p>892 Queen's Boulevard Kitchener, ON N2M 1A9</p> <p>Tel: (519) 745-2585</p> <p><a href="http://www.smgh.ca">www.smgh.ca</a></p>
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Individual or group counselling – provided to any individual over 14 years old who lives in Waterloo Region. The individual's primary concern must be related to an addiction, drugs, alcohol or gambling.</li><li>• Aftercare groups – offered to adults who have completed an addictions treatment program and are seeking specific support related to the recovery process.</li><li>• Young Adult Substance Abuse Clinic – provides out-patient counselling service for young adults between the ages of 16 and 25 experiencing problems related to alcohol and other drugs</li><li>• Youth Counselling Group – offers a 12 session group which helps members learn new ways of stopping or reducing their use of alcohol or drugs.</li></ul>
<b>About the Agency</b>	<p>St. Mary's Counselling Service provides outpatient services for individuals in the Region of Waterloo who are concerned about alcohol, drugs, or gambling.</p> <p>Professional counsellors help individuals review their lifestyle, identify changes they might like to make, and help them develop the necessary skills to make those changes. Referrals to residential treatment programs or community programs are provided. Consultation is also available for family members or friends of individuals who have issues with alcohol, drugs, or gambling.</p>
<b>Type of Service(s)</b>	<p>Individual Counselling, Group Counselling, Referral and Information.</p>

## Waterloo Regional Withdrawal Management Centre

<b>Contact Information</b>	<p>P.O. Box 9056, 835 King Street West Kitchener, ON N2G 2G3</p> <p>Tel: (519) 749-4300</p>
<b>Programs Offered</b>	<ul style="list-style-type: none"><li>• Outreach services are provided at 174 Kinds, Alcontrol and St. Mary's Addiction &amp; Counselling.</li><li>• Withdrawal management – clients are assessed at time of admission for medical/psychiatric stability and risk factors. Medical consultation provided through Grand River Hospital Emergency Department and client's family doctors. Medical consultation and sufficient staff are available to consider management of medical and psychiatric medications as well as methadone and benzodiazepine tapers. Assessment tools administered following the crisis stage and prior to transfer to resident bed.</li><li>• Residential program (3-5 days)</li><li>• Day Program (10 days)</li><li>• Abstinence based program</li><li>• 21 day assessment for community outreach</li></ul>
<b>About the Agency</b>	<p>To champion excellent health services for our community and partnership with the public. To receive withdrawal management services, an individual must be in crisis, 16 years old or older, physically able to care for self and must agree to stay for at least 24 hours. Individuals receiving service do not require a health card. Individuals may be turned away because observation beds are full, although they are encouraged to call back (everyone spends a minimum of 4 hours in the observation beds). Self referrals are accepted.</p>
<b>Type of Service(s)</b>	<p>Individual Counselling, Withdrawal Management, Referral and Information.</p>