



Mental Health and Addiction Services Directory

Supporting Clients and Families in Grey Bruce with their Mental Health and Addiction Needs

We are pleased to provide you with this directory of Mental Health and Addiction programs and services.

This directory has been developed to provide you with information about each of the mental health and addiction (MHA) programs and services offered by Brightshores Health System. It describes each service, who it serves, and how to access it.

We are committed to working closely with other agencies and organizations to provide coordinated and effective mental health and addiction services. Brightshores, in partnership with the Canadian Mental Health Association (CMHA) Grey Bruce, provides integrated and accessible services throughout Grey Bruce, free of charge.

We hope that this directory will be a useful resource for you and your family.

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Inpatient Mental Health Services

Inpatient Mental Health Units

Who are we?

We are located on the 4th floor of the Brightshores Owen Sound hospital. We provide care including nursing, psychiatry, pharmacy, social work, psychology, occupational therapy, discharge planning and recreation. Our multidisciplinary team works together to provide you with the best care possible.

What do we do?

We provide treatment for the acutely ill adult population, meaning those in an immediate and serious state of psychological distress. We are a Schedule 1 facility, meaning we are designated to provide psychiatric care under the Mental Health Act, and are equipped to provide the best care possible for you and your family. You and your family are important members for the treatment team, and are encouraged to participate in the development of the care plan.

We work as a team to provide:

- A 22-bed inpatient unit to establish and maintain a secure environment
- A 7-bed psychiatric intensive care unit (PICU) for patients who require close monitoring
- A 16-bed psychogeriatric unit for older adults (age 65+) who require close supervision

We focus on:

- Short term assessment and stabilization
- Symptom reduction
- Active treatment
- Individual and group interventions to assist you in developing coping skills
- A multidisciplinary approach in care and treatment of patients
- Referrals to all other health and service agencies as needed

Who do we serve?

We provide services to adults (ages 18 and over) who are experiencing acute and serious mental health problems or psychological distress.

Can we help you?

You can receive a psychiatric assessment through the Emergency Department or a psychiatric consultation through an Urgent Care Clinic to determine if admission is necessary.

Service Location

Our services are available at the Brightshores Owen Sound hospital.

Electroconvulsive Therapy (ECT) and Esketamine Treatment

Who are we?

We are a team of psychiatrists and nurses who specialize in treatment and care for people living with Major Depressive Disorder, particularly Electroconvulsive Therapy (ECT) and Esketamine.

What do we do?

You can be referred to one of our psychiatrists who will collaborate with you to assess and diagnose you, and then develop a treatment plan. Treatment may include medication, community support, and therapy. If these treatments are ineffective in bringing about remission, we offer:

- Electroconvulsive Therapy (ECT) which is the 'gold standard' treatment for MDD
- A new treatment program involving Esketamine as a potential alternative for ECT. Talk to your psychiatrist if you believe this treatment may be right for you.

Who do we serve?

We serve adults (ages 18+) living with treatment resistant Major Depressive Disorder.

Service Location

Our services are located at the Brightshores Owen Sound hospital.

Outpatient Mental Health Services

Assertive Community Treatment Team (ACTT)

Who are we?

We are a multidisciplinary team made up of social workers, nurses, psychiatrists, occupational therapists and peer support workers who provide assessment, treatment, rehabilitation and support for people with serious mental illness in Grey Bruce.

What do we do?

We use a recovery-focused model delivered through psychosocial rehabilitation. We will work with you to create an individualized treatment plan including the following services:

- Complete assessment to identify your strengths, needs, and goals
- Direct practical assistance (ie. Budgeting)
- Coordination of care and services
- Individual counselling and support
- Life skills training
- If needed, daily monitoring of mental status and use of medications
- Vocational and recreational activities and programs
- Family education and support
- Referral and advocacy to other community agencies or partners (shelter needs, ODSP, etc)
- Assertive outreach (we support you where you live, work, and socialize)
- We will advocate on behalf of you and your family

Who do we serve?

We serve individuals with a severe mental health issue (ie. Schizophrenia, depression, or bipolar disorder) that has been diagnosed by a psychiatrist and has been disabling for some time.

To be eligible, you must also:

- Be 16 years of age or older
- Live in the Owen Sound area
- Have a referral from yourself, a family member, a physician or a community agency

We are available 12 hours a day, 7 days a week, year-round.

Service Location

Our services are available to those living in the Owen Sound area. Our office is currently based out of the Brightshores Owen Sound hospital.

Brief Counselling

Who are we?

We provide group-based clinical intervention to you if you are experiencing mental health concerns that greatly affect your quality of life. We offer this service at our Owen Sound, Wiarton, and Meaford sites, as well as virtually.

What do we do?

We provide:

- Short term, solutions-focused intervention to support you in recovering from mental health challenges
- Skills based treatment
- Referral to other community services to aid your recovery, where appropriate

Who do we serve?

- Individuals 18 years of age and older who are experiencing moderate to severe mental health issues
- Residents of Grey Bruce

Service Location

Our services are offered in various locations across Grey Bruce.

Case Management Services

Who are we?

We are a team of nurses, social workers, and other allied healthcare professionals who primarily see clients in the community. We coordinate, support, connect and advocate with the client to access the services they need to improve their mental health, increase quality of life and afford the opportunity to work toward recovery.

What do we do?

Case Management workers serve clients whose mental health symptoms are impacting their quality of life and who require short term, goal oriented, recovery focused support to meet their basic needs, and develop skills needed to live and work in the community and improve their overall quality of life.

We provide short term, goal oriented services focusing on:

- Health education regarding mental disorders and use of psychiatric medication
- Monitoring mental health status and use of psychiatric medications
- Relapse Prevention planning and strategies
- Coordination of care and services
- Referral and advocacy to other community agencies or partners
- Group programming in the community focused on skills development and social/recreational activities
- Therapeutic social, recreational, and vocational planning
- Participation in peer-led community activities

Who do we serve?

- Individuals 16 years of age or older who have mental health symptoms that severely impact their daily functioning
- Residents of Grey Bruce
- Those clients that are committed to working on goals and able and willing to engage in services

Service Location

Our offices are located in Owen Sound, Hanover, Wiarton and Meaford.

Note: If you are located in Port Elgin, Southampton, Kincardine or Markdale please contact CMHA to access services.

Community Crisis Nurse

Who are we?

The Community Crisis Nurse is a Registered Practical Nurse (RPN) who works in collaboration with nurses, psychiatrists and other community partners.

What do we do?

We provide:

- Follow-up calls within 7 working days of you being discharged from a psychiatric inpatient unit at Brightshores
- Check-ins to assess how you have been managing since discharge from the hospital
- Assistance with navigating the system
- Help with identifying the community supports that best fit your mental health needs
- Assistance in following up with referrals
- 7-day follow up of OTN clients

Who do we serve?

We serve clients who have been treated in inpatient psychiatry and/or who have had contact with outpatient mental health services.

Service Location

Our service is located at the Brightshores Owen Sound hospital and is available to clients in Grey Bruce.

Community Mental Health Service Coordinator

Who are we?

The Community Mental Health Service Coordinator is a clinician with advanced training in mental health law.

What do we do?

We are available for a number of services, including:

- Providing education and information regarding the Mental Health Act and the Health Care Consent Act to you, your family, healthcare professionals and community services
- Collaborating with the hospital and other community supports to provide insight into individual roles and responsibilities
- Helping to develop protocols with local police, within hospital Emergency Departments and in mental health departments with the goal of providing high quality service
- Answering questions and concerns from you, your family, and your service providers related to mental health legislation and the use of Community Treatment Orders (CTOs)

Who do we serve?

We provide resources, collaboration and consultation to you, your family, your service providers and the legal system regarding mental health legislation and CTOs. A CTO is signed by a doctor to allow a person with serious mental illness to be treated and supervised in their own community instead of in a hospital.

Service Location

Our service is based in the Brightshores Owen Sound hospital and is available to individuals across Grey Bruce.

Community Treatment Order (CTO) Team

Who are we?

We are a team of Social Workers, Registered Nurses and Registered Practical Nurses who are specially trained to offer services to individuals on Community Treatment Orders (CTOs). A CTO is a method of treatment established to allow a person with severe mental health issues to receive care in their community, reducing the need for recurring hospital stays. The treatment/care and supervision we offer is based on an established Community Treatment Plan (CTP) that outlines the medications, appointments and other aspects of care that the doctor believes are necessary to allow the individual to live in the community.

What do we do?

If you meet the criteria for a CTO, you can expect:

- A comprehensive plan for community-based treatment and care
- Education for your family members and community stakeholders about the process, roles and responsibilities involved in a CTO

A Community Treatment Plan is developed collaboratively and involves your physician, yourself and/or your substitute decision maker, as well as any other people or organizations that will assist you in the community.

Our staff will help you with:

- Coordinating and attending doctor's appointments
- Regular assessments of your mental health
- Advocating for you to doctors and other care providers
- Monitoring of your medications
- Organizing group therapy, skills training or other recreational programming

Who do we serve?

We serve individuals residing in Grey Bruce who are eligible for a CTO, as well as their substitute decision maker, family, and community supports.

Can we help you?

If you are eligible for a CTO, you will be assigned a Community Treatment Coordinator who will work with you, your family or substitute decision maker, and members of our inpatient treatment team and community healthcare providers to get you the best community support possible.

Service Location

Our services are available all over Grey Bruce.

Community Mental Health Walk-In Supports

Who are we?

We are a team of Social Service Workers, Social Workers, Nurses and an Occupational Therapist who provide mental health support as well as resources and community referrals to anyone in Grey Bruce seeking support and community services.

What do we do?

Our program is based on recovery principles and provides mental health support as well as connection to community services based on your identified needs.

Who do we serve?

We serve individuals throughout Grey Bruce who are seeking mental health support services.

Can we help you?

Clinic Locations	Dates and Times
Hanover The Loft 290 10 th Street	Tuesdays 1:00pm – 3:00pm
Durham West Grey Public Library 453 Garafraxa Street South	Thursdays 1:00pm – 3:00pm
Meaford Meaford Library 11 Sykes Street North	Wednesdays 1:00pm – 3:00pm
Owen Sound The X Change 825 2 nd Ave East	Monday, Wednesday, Friday 1:00pm – 3:00pm
Warton Allied Health Building 369 Mary Street, Room 111	Thursdays 1:00pm – 3:00pm
Lion's Head Lion's Head Hospital 22 Moore St- Board room	Tuesdays 1:00pm- 3:00pm

Crisis Intervention Team (CIT)

Who are we?

We are a group of specially trained mental health professionals from nursing, social work, and psychiatry. We provide support, assessment and clinical consultation to you, your support person and your service providers while dealing with a psychiatric or psychosocial crisis. We provide mental health assessments and short-term follow up for acute mental health problems.

What do we do?

We provide urgent and emergent mental health assessment and referral services for individuals experiencing a psychiatric or psychosocial crisis in the Owen Sound Emergency Room. Individual face-to-face assessments are conducted 24/7 by either CIT or in partnership with MHHART through CMHA.

Who do we serve?

We serve individuals who reside in Grey Bruce who are experiencing a mental health crisis and feel that they are in need of support and/or direction.

Can we help you?

If you feel in need of the Crisis Intervention Team's services, you are encouraged to present at your local Emergency Room where an assessment can be facilitated.

Service Location

Our service is available in all Brightshores Emergency Rooms.

Crisis Support Program (CSP)

Who are we?

We are a short-term outpatient program run by social work and nursing staff in collaboration with other allied health professionals within Mental Health Services. We are located next to the Owen Sound Emergency Department and are designed to support you through a mental health crisis by offering a safe and supportive environment. We can assist you with de-escalation and stabilization of the crisis situation and can connect you with other outpatient services for long-term wellbeing and recovery.

What do we do?

We are here to support you if you have complex social issues and cannot be readily connected to services to support your discharge from the Emergency Department. Our unit offers a therapeutic environment to allow for stabilization and management of your symptoms and crisis situation. Our services include, but are not limited to:

- Crisis support and intervention, including risk assessment and safety planning
- Education on mental health diagnoses, medication and development of healthy coping skills
- Referral and advocacy services to other community supports
- Assessment by a psychiatrist to start or follow medication recommendations where appropriate
- Access to Allied Health including
 - Peer support
 - Family support
 - Mental Health Substance Use specialist
- Providing a safe option for 24 hours/overnight crisis support that is re-evaluated daily

Who do we serve?

Our admission criteria is as follows:

- Adults (18 years of age or older) with a mental health concern in immediate crisis
- In need of extra support in a calm and therapeutic environment
- A mental health concern that requires short-term observation
- Willing to participate in a treatment and/or safety plan
- Would be counter-therapeutic to admit to an inpatient bed

Can we help you?

We accept referrals from the Emergency Department via the Crisis Intervention Team, as well as from other areas within Mental Health Services including the inpatient unit and outpatient programs. You can arrive in the Emergency Department on your own, through mobile crisis or

with police. Once the emergency physician has determined that you are medically stable, and a crisis or psychiatry consultation has taken place, you can be registered to the Crisis Support Program so long as you meet the above criteria.

If you are struggling with a crisis or have mental health symptoms that are seriously affecting your daily living (eg. Anxiety, depression, suicidal ideation, etc.) please reach out to your local Brightshores Emergency Department. Hours of operation are Monday to Friday 8:00am-4:00pm.

Service Location

Our services are located next to the Brightshores Owen Sound hospital Emergency Department.

Dialectical Behavioural Therapy (DBT) Program

Who are we?

We are a group of nurses, social workers, and psychological associates who have been specially trained in DBT. DBT was developed to help people diagnosed with Borderline Personality Disorder (BPD). The treatment involves cognitive and behavioural therapy strategies to enhance your quality of life.

What do we do?

Our program is for individuals who meet the diagnostic criteria for Borderline Personality Disorder. Common problems include chaotic relationships, emotional lability, and difficulty with a sense of self and impulsive behaviours. The program is best suited to those with suicidal or intentional self-injurious behaviours. It is delivered through a skill training group.

Who do we serve?

We serve individuals who have symptoms of Borderline Personality Disorder. If you are referred to this program, you will have an assessment done to determine if you meet the requirements.

Service Location

Our services are located in the Brightshores Owen Sound hospital.

Dual Diagnosis Program

Who are we?

We provide assessment, consultation, treatment and support to you and your family if you are living with a dual diagnosis in Grey Bruce. We also support service providers, physicians and hospitals. A dual diagnosis is the diagnosis of both a developmental disability and a mental health problem.

What do we do?

The consulting psychiatrist will:

- Provide assessments for adults with a developmental disability living in the community
- Provide recommendations for the family physician to consider
- Follow up with you if you have ongoing psychiatric needs
- Provide occasional educational sessions for families and staff

The Dual Diagnosis Case Manager will:

- Link mental health and developmental services in meeting your needs
- We are also a community resource contact and provide consultation for developmental and mental health resources working with you.

The Dual Diagnosis Program also supports planning and service delivery catered to your needs, whether you are living in the community or are currently an inpatient at Owen Sound. If you require a longer-term assessment, the Coordinator will connect you to specialized services in London.

We also provide services to your family and the agencies in Grey Bruce that support you—for example, Community Living agencies.

Who do we serve?

We serve clients over the age of 18 with a diagnosed developmental disability and mental health problem. The mental health problem may be a serious mental illness diagnosis (schizophrenia, depression, etc.) or behaviours such as aggression and self injury.

Service Location

Our service is based out of the Brightshores Owen Sound hospital.

Family Crisis Support Worker

Who are we?

The Family Crisis Support Worker is a compassionate member of Brightshores trained to support family members of those being treated for a mental health crisis.

What do we do?

We provide:

- Immediate support for your family while you are being assessed by a Crisis Worker
- Assistance in understanding Emergency Department policies and procedures
- Assistance in navigating the mental health system within the hospital and Grey Bruce
- Information to family members about the Mental Health Act and the Personal Health Information Protection Act (PHIPA)
- Information and resources regarding various diagnoses of mental illnesses
- Educational activities that help equip family members to support a loved one with mental illness. These activities focus on coping skills, communication techniques and problem solving
- Support for family members during family meetings requested by the psychiatrist

Who do we serve?

We are available to your family or friends while you are being treated for mental health problems. Support is available in the Owen Sound Emergency Department or for those in the inpatient mental health unit. Referrals can be made by Brightshores staff or a psychiatrist.

Service Location

Our service is based out of the Brightshores Owen Sound hospital.

Indigenous Community Support

Who are we?

Brightshores staff works alongside a multidisciplinary team at the health centres located at Saugeen First Nation and Neyaashiinigiing (Chippewas of Nawash Unceded First Nation) to connect community members to services available through the local First Nation Health Centre, area hospitals and other agencies (including M'Wikwedong Indigenous Friendship Centre and the Southwest Ontario Aboriginal Healthcare Access Centre (SOAHAC)).

What do we do?

Our support services include:

- Individual and group counselling and peer support groups for mental health and addictions, available to you and family
- Indigenous Patient Navigators to help clients access available services
- Traditional healing, spiritual support, elders, ceremonies and healing circles
- Harm reduction outreach and connection to Rapid Access Addiction Medicine (RAAM) and Withdrawal Management Services (WMS)
- Connections to available supports for housing, financial assistance, employment supports, advocacy and justice workers
- Access to primary healthcare providers as well as:
 - Health clinics
 - Nutrition services
 - Diabetes education
 - Indigenous midwifery
 - Dental clinic
 - Care and support for newborns, children, youth, adults and seniors

Who do we serve?

We serve band members from First Nation communities throughout our region.

Can we help you?

For more information, please contact:

Mino Bimaadsawin Health Centre (Saugeen First Nation): 519-797-3336 or visit www.saugeenhealthcentre.ca

Chippewas of Nawash Health Centre (Neyaashiinigiing): 519-534-0373 and ask for the Wellness Department

Suicide Crisis Helpline

Who are we?

If you are feeling like you have lost hope and are struggling to cope, if you are dealing with thoughts of suicide, or if you are worried about someone else, 9-8-8 is here for you. When you reach out, a trained responder will listen without judgement, provide support and understanding, and can tell you about resources that will help.

What do we do?

The phone line will:

- Offer support to you while in distress or experiencing a mental health emergency
- Work to empower you to seek solutions to the challenges they face
- Offer:
 - Suicide prevention
 - Crisis intervention
 - Social stabilization
 - Support
 - Information
 - Referrals

Who do we serve?

Callers in Grey Bruce who are in emotional distress or who are experiencing a mental health emergency.

Can we help you?

The Suicide Crisis Helpline is open 24 hours a day, 7 days a week, 365 days a year and can be reached by calling or texting: 9-8-8

Mobile Crisis Response Team (MCRT)

Who are we?

We are a group of specially trained mental health and addictions professionals with backgrounds in nursing, social work, and psychotherapy. We have partnered with the Ontario Provincial Police (OPP) in Grey and Bruce Counties to apply a collaborative approach to assisting you through a mental health or substance use related crisis. We work in partnership with Grey Bruce OPP and South Bruce OPP and have clinicians embedded in the Chatsworth, Kincardine and Wiarton detachments.

What do we do?

When a 911 call is received, OPP officers and MCRT response together to provide on-scene immediate assessment, support, and intervention to the individual in crisis, your family and/or caregivers. We attend live calls with OPP to support the individual in crisis and the responding officers to create a more recovery-focused and client-centered approach to mental health care. We provide crisis intervention including de-escalation and assessment, community referrals, follow-up supports and assistance in connecting to other services. We provide support to facilitate efficient police/hospital transitions when hospital admissions are required.

Who do we serve?

We serve individuals of all ages across Grey Bruce.

Can we help you?

MCRT receives calls for service from Grey Bruce OPP directly.

Service Location

Our service is mobile and covers all of Grey Bruce.

Ontario Structured Psychotherapy (OSP)

Who are we?

We are a team of Psychotherapists and Social Workers who specialize in providing evidence-based treatment to adults experiencing depression, anxiety and anxiety-related concerns.

What do we do?

We offer free, short-term, evidence-based Cognitive Behavioural Therapy (CBT) for adults. CBT is a practical, short-term form of talk therapy. Using this model, we will look at how your thoughts, emotions and actions are related. You will learn practical skills to reduce your symptoms, enhance your strengths and improve your quality of life.

This service is offered in a one-on-one format and can be attended either in-person or virtually through a secured platform.

Who do we serve?

We serve Ontario residents 18 years of age or older who are experiencing mild to moderate mental health concerns including:

- Depression and low mood
- Generalized anxiety and worry
- Health anxiety
- Unexpected panic attacks and agoraphobic fears
- Social anxiety and performance fears
- Obsessive-compulsive concerns
- Post-traumatic stress
- Other anxiety and stress related problems

Can we help you?

To participate in OSP West, you can ask your primary care provider (eg. Family Physician or Nurse Practitioner) or mental health care provider (eg. Psychiatrist) to submit a referral on your behalf, or you can submit a self-referral for the program.

Referrals can take 4-6 weeks to process and are processed in the order in which we receive them. Online referral forms can be found at www.ospwest.ca. If you have any questions or require assistance submitting a self-referral, please call us at 905-387-8361 or toll-free at 1-833-944-9966 or email OSPwest@stjoes.ca.

Service Location

Our services are provided all over Ontario either in-person or through a secure virtual platform.

Prevention and Early Intervention Program for Psychosis (PEPP)

Who are we?

We are a team of social workers, nurses and family support workers. Our team works in collaboration with psychiatrists and other community members as needed. We operate in partnership with London Health Sciences.

What do we do?

We use a recovery-focused model to provide comprehensive case management and treatment. Our services include:

- Psychoeducation
- Assessment
- Treatment planning
- Individual and/or group counselling
- Family support and education
- Community education on first episode psychosis

Your treatment plan will be developed based on a thorough assessment of your presentation. We are committed to working in partnership with you and your family.

Who do we serve?

- Individuals aged 14-35 who are experiencing early warning signs of psychosis
- Individuals aged 14-35 who are experiencing symptoms of psychosis for the first time, such as:
 - Hallucinations
 - Delusions
 - Disorganization of thinking
 - Symptoms usually accompanied by social withdrawal and bizarre behavior
- Individuals who are at risk of later development of psychosis

Service Location

Our service is based out of the Brightshores Owen Sound hospital.

Psychiatric Ambulatory Clinic

Who are we?

We are a team of nurses, psychiatrists and administration staff who offer a Medication Clinic and time-limited follow-up clinics.

What do we do?

If you have an urgent but non-emergent mental health problem, Urgent Clinic can provide a timely and comprehensive psychiatric assessment. We aim to provide a consultation to Grey Bruce Family Physicians to assist them in treating and caring for you in the community. Family physicians can call the clinic psychiatrist for a telephone consultation as well.

We also offer other Psychiatry Specialty Clinics including:

- Dual Diagnosis Clinic
- Child Psychiatry Clinic (under 16)
- RAAM Clinic
- Addiction Clinic
- Forensic Clinic
- Medication Clinic
- Geriatric Clinic

Who do we serve?

We serve anyone over the age of 16 (except for the Child Psychiatry Clinic) who live in Grey Bruce and are suffering with an urgent but non-emergent mental health problem. For emergent mental health problems, we encourage you to present at the Emergency Department or contact the Crisis Intervention Team.

Service Location

Our services are located in the Brightshores Owen Sound hospital.

Sexual Assault & Partner Abuse Care Centre (SAPACC)

Who are we?

We are a team of nurses and social workers who are trained to provide emotional support, medical care and counselling for victims of recent sexual assault, adult survivors of sexual abuse and survivors of partner abuse.

What do we do?

In situations of partner abuse, we can provide the following services:

- Medical treatment and collection of evidence, with or without police involvement, which may include:
 - Photographs for court purposes
 - Documentation of injury
- Emotional support and crisis counselling which includes safety planning and risk assessment
- Follow-up care
- Individual or group counselling and education
- Referral to other community services when needed

In situations of sexual assault, we can provide the following services:

- Medical treatment and collection of evidence, with or without police involvement, which may include:
 - Photographs for court purposes
 - Documentation of injury
- Emotional support and crisis counselling which includes safety planning and risk assessment
- Information, testing and counselling regarding sexually transmitted infections (STIs)
- Information and counselling about pregnancy
- Referral to other community services (such as Victim Witness Assistance Program) when needed
- Follow-up medical care
- Court support and information
- Private trauma counselling to people over the age of 12 who have experienced a recent sexual assault (within the last year)
- Group therapy for treatment of historical sexual assault/abuse

In situations of childhood sexual abuse, we provide education, support, and counselling.

Who do we serve?

Brightshores Health System MHA Directory

- Individuals of any gender who are 12 years of age or older who have been physically or sexually assaulted within the past 2 years
- Individuals of any gender over the age of 16 years who are survivors of childhood sexual abuse
- All clients must be residents of Grey Bruce

Can we help you?

We offer emergency service at the Owen Sound Emergency Department 12 hours a day, 7 days a week. Counselling and follow-up services are offered during office hours, Monday to Friday from 8:30am-4:30am

Service Location

Our services are based out of the Brightshores Owen Sound hospital.

Geriatric Services

Geriatric Behavioural Response Team (BSO)

Who are we?

We were formed as a part of the Behavioural Supports Systems and the Behavioural Supports Ontario (BSO) Project to improve the lives of Older Adults with Responsive Behaviours. We are made up of registered nurses, registered practical nurses and social workers.

What do we do?

We offer assessments to gain a better understanding of each person's individualized needs and situation. We assist the client who may be exhibiting challenging or responsive behaviour. This includes aggression, resisting help with personal care or medications, wandering, apathy, and agitation. We will provide strategies for management of the responsive behaviours.

Who do we serve?

We provide service to clients aged 65 or older who exhibit responsive behaviour or are at risk of exhibiting a responsive behaviour related to Mental Health, Addictions and Dementia related neurological conditions. If clients have dementia, they can be seen regardless of if they are under 65 years of age. We will provide service wherever the client may reside including Long Term Care Homes, the Hospital and community settings.

Can we help you?

We accept referrals from Long Term Care Homes, Community Care Providers, Primary Care Practitioners and families. We can also be paged through switchboard. Staff currently work 7 days a week from 8:00am-8:00pm.

Service Location

Our services are based out of the Brightshores Owen Sound hospital.

Senior Friendly Counselling/Case Management Services

Who are we?

We are a Social Work-led team collaborating with BSO and Counselling to meet the complex needs of our senior population who are experiencing significant mental health issues. We bring mental health services into the community and homes to increase your quality of life and allow you the opportunity to work toward recovery.

What do we do?

We use a recovery-focused model delivered through psychosocial rehabilitation. We provide the following:

- Complete assessment to identify your strengths, needs, and goals
- Health education about mental disorders and use of psychiatric medications
- Monitoring mental health status and use of psychiatric medications
- Coordination of care and services
- Individual counselling and support
- Group treatment that is educational and supportive, including:
 - Communication
 - Coping skills
 - Crisis planning
 - Stress management
 - Life skills
 - Social and recreational programming
- Therapeutic social and recreational planning
- Participation in peer-led community activities
- Referral and advocacy services to other community agencies or partners

Who do we serve?

We serve residents of Grey Bruce who are 65 years of age or older and who are experiencing mental health symptoms that are significantly impacting their daily functioning.

Service Location

Our services are based out of Brightshores Owen Sound hospital.

Addiction Treatment Services

Community Addiction Treatment Services (CATS)

Who are we?

We are a team of trained Addiction Specialists offering a voluntary group-based Day Treatment Program and follow-up Structured Relapse Prevention Program. Our services are available to assist you in developing skills to manage your addiction or substance use related problems.

What do we do?

Day Program: We provide a three-week, Monday to Friday structured program of treatment activities while you reside in the community or in another setting (including supportive stabilization residential beds on site). We will assist you in developing skills to manage your addiction and/or substance use related problems. Individual counselling may be provided to help prepare you for entry into the Day Program.

Structured Relapse Prevention Group (SRPG): After the Day Program, you are encouraged to attend SRPG. If you have attended other addiction programs, you may also apply for this group which meets one evening per week.

Who do we serve?

We serve individuals 16 years of age and older who have substance use problems and wish to make a change.

Can we help you?

Admission to the program requires you to complete the program assessment form and mandatory Provincial Assessment Tools. Once we have received these, we will screen your application to determine if our programs can help you and to determine next steps to enter the groups.

Service Location

Our services are located at the Withdrawal Management building in Owen Sound as well as virtually.

Rapid Access Addiction Medicine (RAAM) Clinic

Who are we?

We aim to provide quick access to medically assisted, integrative, client-centered care when you are experiencing urgent addiction/substance use related problems. We provide dual consultation with a doctor or nurse practitioner and a counsellor. You can access this service while involved in substance use, in relapse, or at any stage of recovery.

What do we do?

Our services include:

- Offering prescription and management of medications used to prevent or reduce craving, overdose and withdrawal symptoms related to alcohol, opiates and other substances
- Providing group and individual clinical counselling to support your specific, self-identified needs and goals
- Connecting you with continuing, community-based care through linkages with primary care practitioners, community services, support groups and more
- Directly connecting you to Addiction Treatment Services' Withdrawal Management and Community Addiction Treatment programs
- Providing support for primary care practitioners to maintain your anti-craving medication

Who do we serve?

We serve individuals 16 years of age and over who are experiencing problems related to alcohol, opioid, or other substance use. You can access this clinic via referral from an Emergency Room doctor, social worker, family member, primary care practitioner or a self-referral. **You can also attend without a booked appointment or formal referral note.**

Service Location

Our services are located at the Withdrawal Management building in Owen Sound.

Substance Use Counsellor (Emergency Department)

Who are we?

We provide support to individuals presenting in the Emergency Department with substance use related concerns who are not being admitted to the hospital.

What do we do?

We provide:

- In-person assessments for you in the Owen Sound Emergency Department
- Telephone follow ups regarding substance use after discharge from all Brightshores, HDH, and SDGBHC Emergency Rooms
- Screening, assessments and referrals to Brightshores Addiction Treatment Services including:
 - Withdrawal Management Services
 - Rapid Access Addiction Medicine Clinic
 - Community Addiction Day Treatment Program
- Information and referrals to other community addiction treatment services in Grey Bruce, or more specialized services if required
- We will continue to follow up with you until you are connected with services in the community as needed

Who do we serve?

We serve individuals 12 years of age and older who have substance use or addiction problems.

Can we help you?

Our service is available to all Brightshores, HDH, and SHBHC Emergency Room sites. Appointments can be booked through the Provincial Connex Calendar within 48 hours of discharge where possible, excluding weekends. Hours of operation are Monday, Wednesday to Friday from 8:00am-4:00pm and Tuesday from 12:00pm-8:00pm.

Service Location

Our services are available to patients in Brightshores Emergency Departments.

Substance Use Counsellor (Inpatient)

Who are we?

We provide consultative and supportive services focusing on substance use and addiction when you are admitted to the Owen Sound site.

What do we do?

We provide:

- Direct substance use related service and support to any department of the Brightshores Owen Sound site
- Screening, assessments, and referrals to Brightshores Addiction Treatment Services including:
 - Withdrawal Management Services
 - Rapid Access Addiction Medicine Clinic
 - Community Addiction Day Treatment Program
- Information and referrals to other community addiction treatment services in Grey Bruce

Who do we serve?

We serve individuals 16 years of age and over who have substance use or addiction problems and who are admitted patients at the Brightshores Owen Sound site. If you are admitted to Inpatient Mental Health, Social Workers on the Unit can offer this service.

Can we help you?

We can be reached via an order from your most responsible medical practitioner. Our services are available Monday to Friday from 8:00am-4:00pm.

Service Location

Our services are available to patients on any inpatient unit at the Brightshores Owen Sound hospital.

Supportive Outreach Services (SOS)

Who are we?

We are a multidisciplinary team offering wraparound health and social supports to underserved community members using a biopsychosocial model. Our focus is on individuals who are using substances and experiencing homelessness. Our services are provided throughout Grey County with a current emphasis on Owen Sound and Hanover.

What do we do?

Our services include:

- Episodic medical interventions (Nurse Practitioner, Paramedic Services)
- Episodic mental health and addictions counselling
- Health teaching focused on harm reduction practices
- Support with navigating the health and social service system
- Access to basic needs (food, clothes, hygiene products)
- Time limited case management support
- Prescription and management of medications used to prevent craving, overdose and withdrawal symptoms related to alcohol, opiates and other substances
- Connecting you with continuing, community-based care through linkages with primary care practitioners, community services, support groups and more
- Directly connecting you with Addiction Treatment Services
- Providing support for primary care practitioners to maintain your anti-craving medication

Who do we serve?

- Individuals and families experiencing housing insecurity or homelessness
- Individuals experiencing issues related to alcohol, opioids, or other substance use

Service Location

We have mobile, pop ups, and fixed sites for you to access services. Current clinics are in Hanover and Owen Sound on opposite Wednesdays.

Withdrawal Management Services (WMS)

Who are we?

We provide assistance with voluntary withdrawal from alcohol and/or other drugs if you are under the influence, in withdrawal or otherwise in crisis directly related to these substances. This service is non-medical and is open 24/7. We often serve as an entry point to the substance use treatment system.

What do we do?

We are a non-medical program and provide;

- A safe place to withdraw from alcohol or other drugs
- Short-term relapse prevention stays
- Additional support such as discharge planning and early recovery education
- Safe housing and support if you are attending the on-site Community Addiction Treatment Services Day Treatment Program
- Referral to the on-site Rapid Access Addiction Medicine Clinic
- Referrals to other community services depending on your needs

Who do we serve?

- Individuals 16 years of age or older who are intoxicated, in withdrawal, or otherwise in crisis due to substance use and who want to make a positive change to their lifestyle
- You must be conscious, mobile, and medically stable

Service Location

Our services are located at the Withdrawal Management building in Owen Sound.

Patient & Family Advisory Committee

Brightshores Health System Patient & Family Advisory Committee

Our Committee encourages wholeness through healing, where people are respected and given opportunities to increase their potential. We give voice and hope to Mental Health patients. We advocate for Mental Health services to be optimal and supportive for patients, staff and families. By relating to our own experiences, we collaborate with individuals who have issues surrounding mental health and addictions to provide them the tools they need to succeed in life and reach their recovery goals.

Wellness, Encouragement, Compassion, Accountability, Respect, Education

WE CARE!

To become a Brightshores Patient Advisor, you must fill out and submit and Volunteer Application For, which you can access [here](#). Once you have submitted your application, a Brightshores staff member will contact you for an interview.

If you have any questions related to the application, please contact:

Brightshores Volunteer Resources

519-376-2121 ext. 2886

Definitions

Schedule 1 facility: Medical facility that is designated to provide psychiatric care under the Mental Health Act.

Inpatient: care is provided to the individual while they stay in the hospital (ie., ICU)

Outpatient: care is provided to the individual without admitting them to the hospital (ie. Family doctor appointments, walk-in clinics)

Acute: recent appearance of symptoms, immediate issue

Remission: A decrease or disappearance of symptoms

Psychosocial rehabilitation: a treatment approach that promotes personal recovery, successful community integration and satisfactory quality of life for those with mental illness or substance use concerns.