

# *Section 4*

## *Health*



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**Bartimaeus Inc**

**137**

**Address:** Box 43127, Kitchener N2H 6S9

**Fax:** (905) 627-2560

**Contact:** Tish Byrne, Coordinator of Rehabilitation Services ~ 519-575-2002 ~ tbyrne@bartimaeus.com

**Eligibility:** Individuals with disabilities

**Services:** Behavioural, social, emotional, cognitive and psychiatric support ~ rehabilitation services for individuals with acquired brain injury ~ family respite services ~ education and employment services

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**Bloorview Kids Rehab**

**138**

**Address:** 150 Kilgour Rd, Toronto M4G 1R8

**Phone:** 1-800-363-2440 **Fax:** (416) 425-6591

**Email:** info@bloorview.ca

**Eligibility:** Children and youth with disabilities birth-18 years

**Services:** Rehabilitation and continuing care services ~ inpatient and outpatient services ~ educational services provided to long term care patients ~ advocacy ~ research

**Serves:** Ontario

**To Apply:** By referral from health care professional

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**Cambridge Memorial Hospital**

**139**

**Address:** 700 Coronation Blvd, Cambridge N1R 3G2

**Phone:** 519-621-2330 **Fax:** 519-740-4938

**Email:** information@cmh.org

**Services:** Acute care hospital ~ Emergency and Ambulatory service ~ Diagnostic Imaging: X-ray, CT scans ~ Diabetic Education ~ Continuing Care and Rehabilitation ~ Family and Child Health ~ Oncology ~ Surgical Services, Fracture clinic, Pain Block clinic, Spiritual Care

**Hours:** Service available Mon-Sun 24 hrs

**Language:** English ~ Translation for non English speaking patients

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**Cambridge Memorial Hospital, Mental Health Services**

**140**

**Address:** 700 Coronation Blvd, Cambridge N1R 3G2

**Phone:** 519-621-2333 ext 3305, 519-621-2333 ext 3312

**Contact:** Debroah Warren, Program Manager ~ (W) 519-621-2330 ext 3338

**Eligibility:** Individuals requiring acute mental health service

**Services:** Comprehensive outpatient mental health services delivered by multidisciplinary teams: Adult Team (for individuals 17 years and older); Child and Family Team (for child and youth up to 17 years and their families); Psychosocial Rehabilitation; Psychiatric Emergency Services; Seniors Mental Health Services; Eating Disorders Clinic ~ Mental Health Transition Unit: 10-bed transition mental health unit

**To Apply:** By referral from doctor

**Hours:** Mon-Fri 9am-5pm (office) ~ Psychiatric Emergency Services 8am-10pm

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**Canadian Association for Music Therapy**

**141**

**Address:** Wilfrid Laurier University, 75 University Ave W, Waterloo N2L 3C5

**Phone:** 519-884-1970 ext 6828, 1-800-996-2268 **Fax:** 519-886-9351

**Email:** camt@musictherapy.ca

**Contact:** Pauline Raghbir, Administrative Coordinator

**Eligibility:** Music therapists

**Services:** Professional association ~ advocacy of music as treatment

**Hours:** By appointment

**Language:** English ~ French

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**Canadian Mental Health Association, Grand River Branch, Centre for Mental Health**

**142**

**Address:** 9 Wellington St, Unit 3, Cambridge N1R 3Y4

**Phone:** 519-740-7782 **Crisis:** 519-744-1813, 1-866-366-4566 **Fax:** 519-740-0461

**Contact:** Tina Fish, Team Leader ~ fisht@cmhagrb.on.ca

**Eligibility:** Individuals 16 years and over with mental health concerns ~ their families ~ community members

**Services:** Information, education and referral ~ person-centred community support in areas of housing, education, leisure, health, employment, treatment and all mental health concerns ~ crisis support, advocacy and help accessing other services ~ outreach ~ Bridging Employment Supports: needs identification, assessment and planning for those experiencing barriers to employment ~ Links To Work: job development, coaching and preparation ~ Mental Health and Justice Services: offers support to people 18 and over have significant mental health issues and are in contact with the criminal justice system

**Serves:** City of Cambridge ~ Township of North Dumfries

**Hours:** Mon-Fri 1-5pm

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**Canadian Mental Health Association, Grand River Branch, Centre for Mental Health 143**

**Address:** 67 King St E, Kitchener N2G 2K4

**Phone:** 519-744-7645, 1-877-627-2642 **Fax:** 519-744-7066

**Email:** admin@cmhagrb.on.ca

**Contact:** Joanne Careyneath, Team Leader ~ careyneath@cmhagrb.on.ca

**Eligibility:** Individuals with mental health concerns ~ their families ~ community members

**Services:** Information, education and referral ~ person-centred community support in areas of housing, education, leisure, health, employment, treatment of all mental health concerns ~ crisis support, advocacy and help accessing other services ~ outreach ~ Bridging Employment Supports: needs identification, assessment and planning for those experiencing barriers to employment ~ Links To Work: job development, coaching and preparation

**Hours:** Office Mon-Fri 9am-5pm

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**The Canadian Red Cross Society, Cambridge Branch**

**144**

**Address:** 17 Cambridge St, Cambridge N1R 3R8

**Phone:** 519-621-1840 **Fax:** 519-624-5709

**Email:** cambridge@redcross.ca

**Contact:** Teresa Bartlett, Community Services Coordinator ~ teresa.bartlett@redcross.ca

**Services:** Coordinates funds raised for international relief and development on behalf of victims of natural disasters, political conflict, and socio-economic deterioration ~ Family Links Service locates immediate family members displaced by disasters, and reunites families separated by war/civil strife ~ provides for Registration and Inquiry as part of Waterloo Regional Emergency plan in major and minor disasters ~ Fire Recovery Program provides short term assistance to fire victims ~ RespectedED provides information on abuse issues ~ provides education and training in First Aid and CPR; Babysitter and Peoplesavers courses ~ provides information on and promotes safety in and around water ~ Home Healthcare Equipment Service loans hospital equipment on short term basis

**Serves:** City of Cambridge ~ Township of North Dumfries

**Hours:** Mon-Fri 9am-4:30pm

**The Canadian Red Cross Society, Kitchener-Waterloo Branch**

**145**

**Address:** 186 King St S, Waterloo N2J 1P9

**Phone:** 519-742-2785 **Fax:** 519-742-9413

**Contact:** Teresa Bartlett, Community Services Coordinator ~ teresa.bartlett@redcross.ca

**Services:** Coordinates funds raised for international relief and development on behalf of victims of natural disasters, political conflict, and socio-economic deterioration ~ Family Reunification Services locates immediate family members displaced by disasters, and reunites families separated by war/civil strife ~ provides for Registration and Inquiry as part of Waterloo Regional Emergency plan in major and minor disasters ~ Fire Recovery Program provides short term assistance to fire victims ~ RespectedED: violence and abuse prevention programs ~ provides education and training in First Aid and CPR; Babysitter and Childsafe courses ~ provides information on and promotes safety in and around water ~ Home Healthcare Equipment Service loans hospital equipment on short term basis

**Serves:** City of Kitchener ~ City of Waterloo ~ Township of Wellesley ~ Township of Wilmot ~ Township of Woolwich

**Hours:** Mon-Fri 8:30am-4:30pm

**The Canadian Red Cross Society, Red Cross Community Health Services**

**146**

**Address:** 186 King St S, 2nd Flr, Waterloo N2J 1P9

**Phone:** 1-888-290-1112 **Fax:** 519-746-1296

**Contact:** Janet Parrott-Sobczuk, Branch Manager ~ Janet.Parrott-Sobczuk@redcross.ca

**Eligibility:** Individuals needing assistance to live independently

**Services:** Provides personal support workers and household support workers ~ personal care and home management (meal preparation, light housekeeping, laundry, shopping), ambulation, exercise, caregiver relief

**Serves:** Waterloo Region ~ Wellington County

**Hours:** Office Mon-Fri 8:30am-4:30pm ~ service available Mon-Sun 24 hours

**Language:** English ~ workers speak variety of languages

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**Catholic Family Counselling Centre, Region of Waterloo**

**147**

**Address:** 400 Queen St S, Kitchener N2G 1W7  
**Phone:** 519-743-6333 **Fax:** 519-743-3496  
**Email:** info@cfcc.ca  
**Contact:** Cathy Brothers, Executive Director ~ cbrothers@cfcc.ca  
**Services:** Individual counselling ~ couples and family counselling ~ group counselling ~ counselling for stress, anxiety, grief, loss, depression, relationships, and family violence ~ group programs for children and adults: self-esteem, anger management, separation anxiety, emotional and physical abuse, post partum depression, new Canadians ~ Family Mediation Services for separation/divorce issues ~ Outreach for Trauma Survivors: crisis intervention ~ community development and outreach programs  
**Serves:** Waterloo Region  
**To Apply:** Appointment required  
**Hours:** Mon-Thu 8am-9pm, Fri 8am-5pm, Sat 8am-4pm  
**Language:** English ~ some translation services can be arranged

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**Central West Specialized Developmental Services, Dual Diagnosis Service**

**148**

**Address:** 53 Bond St, Oakville L6K 1L8  
**Phone:** (905) 844-7864 ext 325 **Fax:** (905) 849-0192  
**Email:** infodds@cwsds.ca  
**Contact:** Steve Sindle, Waterloo Resource Worker ~ 519-500-5090  
**Eligibility:** Individuals 16 years and over with developmental disabilities and mental health concerns  
**Services:** Assessment, treatment planning, consultation, on-site support and follow-up, mentoring, education and training ~ works in partnership with local services  
**Serves:** Waterloo Region ~ Dufferin County ~ Halton Region ~ Peel Region ~ Wellington County  
**To Apply:** By referral ~ contact Waterloo DSAC Service Resolution Coordinator Laura Thies 741-1121 ext 225

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**Children's Mental Health Access Centre**

**149**

**Address:** 39 Water St N, Kitchener N2H 5A6  
**Phone:** 519-749-2932 **Fax:** 519-749-2920  
**Contact:** Lesley Barraball, Manager ~ 519-742-2932 ext 32  
**Eligibility:** Families of children and youth up to 18 years  
**Services:** Intake and assessment services for families seeking mental health programs for children ~ includes Single Point of Access to Residence for Children (SPARC), Residential Planning and Advisory Committee (RPAC), Service Resolution (SR) ~ single-session counseling walk-in  
**Serves:** Waterloo Region  
**Hours:** Mon-Fri 9am-5pm ~ walk-in Wed 3-8:30pm

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**Community Rehab, Waterloo and Brant Regions**

**150**

**Address:** 260 Holiday Inn Dr, Unit 5, Cambridge N3C 4E8  
**Phone:** 519-220-1640, 1-866-220-1640 **Fax:** 519-220-0797  
**Email:** info@commrehab.com  
**Contact:** Josie Daguay, Office Manager ~ jdaguay@commrehab.com  
**Services:** Physiotherapy ~ occupational therapy ~ speech and language pathology ~ dietetics and social work  
**Serves:** Waterloo Region  
**Hours:** Mon-Fri 8:30am-4:30pm  
**Language:** English ~ French ~ Spanish

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**Erinoak, Central West Autism Intervention Services**

**151**

**Address:** 2695 North Sheridan Way, Ste 120, Mississauga L5K 2N6  
**Phone:** 1-877-374-6625, (905) 855-3557 (Client Services Intake) **Fax:** (905) 855-9451  
**Contact:** Pauline Eaton, Program Manager ~ (905) 491-4390  
**Eligibility:** Children with autism  
**Services:** Assessment and early intervention ~ Intensive Behavioural Intervention program ~ support services ~ workshops  
**Serves:** Ontario (Central West)  
**Hours:** Mon-Fri 8:30am-4:30pm

**Erinoak, Central West Infant Hearing Program**

**152**

**Address:** 2695 North Sheridan Way, Ste 120, Mississauga L5K 2N6  
**Phone:** (905) 855-3557, 1-877-374-6625  
**Contact:** Jen Pepper, Program Manager ~ 1-866-764-9606 ext 4394  
**Eligibility:** Children birth-6 years  
**Services:** Hearing screening and audiologic assessments ~ communication development services including American Sign Language and Auditory Verbal Therapy ~ family support ~ service offered locally through KidsAbility at various locations  
**Serves:** Waterloo Region ~ surrounding area  
**Hours:** Mon-Fri 8:30am-4:30pm

**Family Counselling Centre of Cambridge and North Dumfries**

**153**

**Address:** 18 Walnut St, Cambridge N1R 2E7  
**Phone:** 519-621-5090 **Fax:** 519-622-9394  
**Email:** fccnd@golden.net  
**Contact:** Bobbye Goldenberg, Executive Director ~ ex.dir@golden.net  
**Eligibility:** Individuals with mental health concerns  
**Services:** Individual, marital and family counselling ~ services available at various locations ~ partnership with Health Connect for referral through doctor's offices ~ partnership with Family and Children's Services of the Waterloo Region to provide counselling to children who have witnessed family violence  
**Serves:** City of Cambridge ~ Township of North Dumfries  
**To Apply:** Assessment required; waiting list  
**Hours:** Mon-Thu 9am-8pm, Fri 9am-2pm

**Family Counselling Centre of Cambridge and North Dumfries, Community Support Services of Ayr and North Dumfries**

**154**

**Address:** 80 Stanley St, Ayr N0B 1E0  
**Phone:** 519-632-9737 **Fax:** 519-632-9262  
**Email:** csoand@bellnet.ca  
**Contact:** Cindy King  
**Services:** Employment services: access to computers and Internet, job bank, photocopying and faxing ~ resource library ~ youth programs ~ community development ~ individual, couple and family counselling ~ seniors programming ~ special interest groups and events  
**Serves:** Township of North Dumfries  
**Hours:** Mon 9am-8pm; Tue, Thu 9am-4:30pm; Wed 9am-6pm; Fri 9am-3pm

**Grand River Hospital**

**155**

**Address:** 835 King St W, Box 9056, Kitchener N2G 1G3  
**Phone:** 519-742-3611 (switchboard), 519-749-4300 (direct dialing), 519-749-4300 ext 2517 (Physician Resources Information Line) **Fax:** 519-749-4208 (Kitchener-Waterloo), 519-894-8369 (Freeport)  
**Contact:** Malcolm Maxwell, President / CEO  
**Services:** General hospital located on two sites ~ acute care facility (K-W Health Centre) consisting of emergency services, intensive care, surgical services, medicine, parent and children's program, psychiatric and mental health services, renal services, regional cancer centre and district stroke centre ~ complex continuing care facility (Freeport Health Centre) consisting of chronic care program and rehabilitation and reactivation program ~ thrift shop at Freeport Health Centre ~ Medical Resources Information Line provides information on local doctors accepting new patients  
**Hours:** Mon-Sun 24 hrs ~ visiting hours vary by department

**Grand River Hospital, The Freeport Health Centre, Communication and Technology Clinic**

**156**

**Location:** 3570 King St E, Kitchener  
**Phone:** 519-749-4300 ext 7278 **Fax:** 519-893-6007  
**Contact:** Kathleen Raum ~ 519-749-4300 ext 7195  
**Eligibility:** Adults 19 years and over with communication and writing needs  
**Services:** Multidisciplinary assessment services; system prescription, customization, set-up, support and training ~ authorizes Assistive Devices Program (ADP) financial assistance for eligible individuals  
**Serves:** Waterloo Region ~ Wellington County  
**Hours:** Mon-Fri 8:30am-4:30pm

**Grand River Hospital, The Freeport Health Centre, Neuro Rehabilitation Clinic 157**

**Address:** Box 9056, Kitchener N2G 1G3

**Location:** 3570 King St E, Kitchener

**Phone:** 519-894-8340 **Fax:** 519-894-8307

**Contact:** Stephanie Beadle, Physiotherapist ~ 519-749-4300 ext 7237 ~ stephanie\_beadle@grhosp.on.ca

**Eligibility:** Individuals 16 years and over with neurological diagnoses

**Services:** Outpatient services include therapies to enhance individuals functioning and integration in community ~ multidisciplinary team includes physiotherapist, speech language pathologist, occupational therapist, social work and recreational therapist

**Hours:** Mon-Fri 8am-4pm

**Grand River Hospital, The Freeport Health Centre, Prosthetic and Orthotic Clinic 158**

**Address:** 3570 King St E, Kitchener N2A 2W1

**Phone:** 519-749-4300 ext 7443 **Fax:** 519-894-8307

**Contact:** Robert Harwood, Registered Nurse ~ robert.harwood@grhosp.on.ca

**Eligibility:** Outpatients needing new devices or repair of existing devices

**Services:** Consultation, assessment, treatment and follow up for persons with amputations requiring prostheses or with other disabilities requiring braces ~ clinic is registered with Ontario Ministry of Health Assistive Devices Program ~ workshop for repairs and minor adjustments to appliances

**To Apply:** By referral from doctor

**Hours:** Office Mon-Fri 8am-4pm; clinic held Mon

**Grand River Hospital, The Freeport Health Centre, Pulmonary Rehabilitation Program 159**

**Location:** 3570 King St E, Kitchener

**Phone:** 519-749-4300 ext 7309 **Fax:** 519-894-8351

**Contact:** Angela Tuffnail, Coordinator ~ 519-749-4300 ext 7434 ~ angela.tuffnail@grhosp.on.ca

**Eligibility:** Individuals with chronic lung conditions

**Services:** Inpatient and outpatient care ~ education and individualized exercise programs

**To Apply:** By referral from doctor

**Hours:** Office Mon-Fri 7am-3pm

**Grand River Hospital, Kitchener-Waterloo Health Centre, Psychiatric and Mental Health Program 160**

**Location:** 835 King St W, Kitchener

**Phone:** 519-749-4310

**Contact:** Pauline Potzold, Community Liason and Education Coordinator ~ 519-749-4300 ext 2333 ~ pauline.potzold@grhosp.on.ca

**Eligibility:** Individuals with significant mental health concerns

**Services:** Psychiatric Consultation Clinic: assessment and consultation, including psychotropic medication requirements

**Serves:** Waterloo Region

**To Apply:** By referral from family physicians and community counselling agencies

**Hours:** Mon-Fri 8:30am-4:30pm

**Grand River Hospital, Kitchener-Waterloo Health Centre, Psychiatric and Mental Health Program, Adolescent Outpatient Services 161**

**Address:** 850 King St W, Kitchener N2G 1E8

**Phone:** 519-749-4310 **Fax:** 519-749-4217

**Contact:** Deb Warren, Clinical Director ~ 519-749-4300 ext 2167

**Eligibility:** Youth 13-19 years with significant mental health concerns ~ their families

**Services:** Assessment, consultation and treatment services ~ individual and family therapy ~ specialized groups ~ services provided in collaboration with schools and community agencies

**To Apply:** Ontario Ministry of Health insurance covers basic costs

**Hours:** Mon-Fri 8:30am-5pm

**Grand River Hospital, Kitchener-Waterloo Health Centre, Psychiatric and Mental Health Program, Adult Inpatient Service 162**

**Location:** 835 King St W, Kitchener

**Phone:** 519-749-4300 ext 2313 **Fax:** 519-749-4289

**Contact:** Andrew Palmer, Clinical Service Director ~ 519-749-4300 ext 2438 ~ andrew.palmer@grhosp.on.ca

**Eligibility:** Adults 19 years and over with significant mental health concerns requiring short term hospital treatment

**Services:** Admission, diagnosis, and therapy by multidisciplinary team coordinated by psychiatrist ~ may include multidisciplinary assessment, marital and family support, education, group or individual therapy or psychotropic medications ~ discharge planning and follow up assistance

**Hours:** Mon-Sun 24 hours

**Grand River Hospital, Kitchener-Waterloo Health Centre, Psychiatric and Mental Health Program, Adult Outpatient Services 163**

**Address:** 850 King St W, Kitchener N2G 1G3

**Phone:** 519-749-4310 **Fax:** 519-749-4320

**Contact:** Lesley DeYoung, Clinical Service Coordinator ~ 519-749-4300 ext 2229

**Eligibility:** Individuals with mental health concerns who do not require hospitalization

**Services:** Assessment, individual and group counselling, family support

**Serves:** City of Kitchener ~ City of Waterloo ~ Township of Wellesley ~ Township of Wilmot ~ Township of Woolwich

**Hours:** Mon-Fri 9am-5pm

**Grand River Hospital, Kitchener-Waterloo Health Centre, Psychiatric and Mental Health Program, Child and Adolescent Inpatient Service 164**

**Address:** 835 King St W, Box 9056, Kitchener N2G 1G3

**Location:** 835 King St W, Kitchener

**Phone:** 519-749-4300 ext 2144 **Fax:** 519-749-4377

**Contact:** Deb Warren, Clinical Director ~ 519-749-4300 ext 2167

**Eligibility:** Children and youth up to 18 years with acute mental health issues

**Services:** Crisis intervention and stabilization ~ clarification of diagnosis ~ short term treatment and discharge planning

**Hours:** Mon-Sun 24 hours

**Grand River Hospital, Kitchener-Waterloo Health Centre, Psychiatric and Mental Health Program, Child and Family Centre 165**

**Address:** Kaufman Bldg, 40 Green St, 6th Flr, Kitchener N2G 4K9

**Phone:** 519-749-4310 **Fax:** 519-749-4301

**Contact:** Deb Warren, Clinical Director ~ 519-749-4300 ext 2167

**Eligibility:** Children birth-12 years who are experiencing significant mental health concerns ~ their families

**Services:** Assessment, consultation and treatment services ~ individual and family therapy ~ specialized groups ~ services provided in collaboration with schools and community agencies

**Serves:** City of Kitchener ~ City of Waterloo ~ Township of Wellesley ~ Township of Wilmot ~ Township of Woolwich

**Hours:** Mon-Fri 8:30am-5pm

**Grand River Hospital, Kitchener-Waterloo Health Centre, Psychiatric and Mental Health Program, Community Outreach Treatment Team 166**

**Address:** 850 King St W, Kitchener N2G 1G3

**Phone:** 519-749-4213 **Fax:** 519-749-4215

**Contact:** Deb Moskal ~ 519-749-4300 ext 3636

**Eligibility:** Individuals 16 years and over with significant mental health concerns who require assistance with medication

**Services:** Nursing and psychiatric services

**Hours:** Office Mon-Fri 8:30am-4:30pm ~ drop in for clients Wed 1-4:30pm

**Grand River Hospital, Kitchener-Waterloo Health Centre, Psychiatric and Mental Health Program, Hazelglen Outreach Mental Health Service 167**

**Address:** 850 King St W, Kitchener N2G 1G3  
**Location:** 1-236 Victoria St N, Kitchener  
**Phone:** 519-749-4310 **Fax:** 519-749-4215  
**Contact:** Deb Moskal ~ 519-749-4300 ext 3636  
**Eligibility:** Individuals 16 years and over with significant mental health concerns who would otherwise require hospitalization  
**Services:** Short term, quick response, community based alternative to hospitalization ~ treatment in office and in client's home ~ staff consists of registered nurses, occupational therapist, social worker, and psychiatrist ~ acute treatment and community networking  
**Serves:** City of Kitchener ~ City of Waterloo ~ Township of Wellesley ~ Township of Wilmot ~ Township of Woolwich  
**Hours:** Mon-Fri 8:30am-12pm, 1-4:30pm ~ urgent support for clients Mon-Sun 24hrs

**Grand River Hospital, Kitchener-Waterloo Health Centre, Psychiatric and Mental Health Program, Preschool Diagnostic and Treatment Services 168**

**Address:** Kaufman Building, 40 Green St, 6th Flr, Kitchener N2G 4K9  
**Phone:** 519-749-4310 **Fax:** 519-749-4301  
**Contact:** Deb Warren ~ 519-749-4300 ext 2167  
**Eligibility:** Children 2 years 6 months-5 years with mental health concerns, learning disabilities, or developmental disabilities ~ their families  
**Services:** Psychological assessment, parent support ~ consultation to preschools, schools and community agencies  
**Serves:** Waterloo Region  
**Hours:** Mon-Fri 8:30am-5pm

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**Homewood Health Centre 169**

**Address:** 150 Delhi St, Guelph N1E 6K9  
**Phone:** (519) 824-1010 (admin), (519) 767-3550 (Admitting) **Fax:** (519) 824-8751  
**Email:** admit@homewood.org  
**Eligibility:** Adults with mental health or addiction issues  
**Services:** Mental health care facility ~ inpatient assessment and treatment ~ programs include: eating disorders, traumatic stress recovery, integrated mood and anxiety program, addictions (chemical and behavioural), substance abuse, trauma safety program for older adults, comprehensive psychiatric care, crisis and stabilization, community programs  
**Serves:** Waterloo Region ~ Wellington County

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**Intensive Family Support Services 170**

**Address:** Betty Thompson Youth Centre, 41 Weber St W, Kitchener N2H 3Z1  
**Phone:** 519-749-8305 (admin) **Fax:** 519-749-0519  
**Contact:** Lisa Gill Tamcsu, Coordinator ~ 519-749-8305 ext 231  
**Eligibility:** Families of children and youth birth-18 years  
**Services:** In home family counselling and intensive support services  
**Serves:** Waterloo Region  
**To Apply:** Contact Children's Mental Health Access Centre 519-749-2932

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**Interfaith Community Counselling Centre 171**

**Address:** 23B Church St, New Hamburg N3A 1J1  
**Phone:** 519-662-3092 **Fax:** 519-662-4313  
**Email:** interfaith@golden.net  
**Contact:** Ruth Martin, Executive Director  
**Services:** Confidential counselling to individuals, couples, families dealing with depression, anger, anxiety, relationship difficulties, grief, family violence, trauma, self esteem and effects of chronic health issues ~ support groups ~ in partnership with schools, forms groups for anger management, self esteem and leadership ~ child therapy, play therapy ~ Compassion Fatigue workshops for adults ~ Adult Anger groups ~ marriage preparation courses  
**Hours:** Mon-Thu 9am-8pm ~ counselling by appointment

**KidsAbility Centre for Child Development** **172**

**Address:** 250 Hespeler Rd, Cambridge N1R 3H3

**Phone:** 519-621-7580 **Fax:** 519-621-4651

**Contact:** Mary Ellen McIlroy ~ 519-621-7580 ext 268 ~ memcilroy@kidsability.ca

**Eligibility:** Children and youth up to 18 years with physical, developmental or communication disabilities

**Services:** Therapeutic, educational, support services and medical consultation ~ physiotherapy and occupational therapy, speech therapy, social work, psychology ~ therapeutic recreation and intensive behavioural intervention for children with autism ~ tours available; call for information

**Serves:** Waterloo Region

**To Apply:** By referral from parents, doctors or other professionals

**Hours:** Mon-Fri 8:30am-5pm ~ summer hours Mon-Fri 8am-4pm

**KidsAbility Centre for Child Development** **173**

**Address:** 500 Hallmark Dr, Waterloo N2K 3P5

**Phone:** 1-888-372-2259, 519-886-8886 **Fax:** 519-886-7292

**Contact:** Stephen Swatridge, Executive Director ~ 519-886-8886 ext 212 ~ sswatridge@kidsability.ca

**Eligibility:** Children and youth up to 18 years with physical, developmental or communication disabilities ~ eligibility for specific services varies

**Services:** Therapeutic, educational, support services and medical consultation ~ physiotherapy and occupational therapy, speech therapy, social work, psychology ~ therapeutic recreation and intensive behavioural intervention for children with autism ~ tours available; call for information

**Serves:** Waterloo Region ~ Wellington County

**To Apply:** By referral from parents, doctors or other professionals

**Hours:** Mon-Fri 8:30am-5pm ~ summer hours Mon-Fri 8am-4pm

**KidsAbility Centre for Child Development, Technical Resources** **174**

**Address:** 500 Hallmark Dr, Waterloo N2K 3P5

**Phone:** 519-886-8886, 1-888-372-2259 **Fax:** 519-886-7292

**Eligibility:** Children and youth up to 18 years

**Services:** Alternate and Augmentative Communication Services provides assessment and consultation for children with communication needs ~ Seating and Mobility Services provides assessment, recommendations and prescription of seating and mobility devices

**Serves:** Waterloo Region ~ Wellington County

**To Apply:** By referral from occupational therapist or speech-language pathologist

**Hours:** Mon-Fri 8:30am-5pm ~ summer hours 8am-4pm

**KW Counselling Services Inc, Interfaith Institute for Couples and Families** **175**

**Address:** 480 Charles St E, Kitchener N2G 4K5

**Phone:** 519-884-0000 **Fax:** 519-884-7000

**Contact:** Melissa Daniel, Student Services Coordinator ~ 519-884-0000 ext 235

**Services:** Provides training in couple and family therapy ~ BSW, MSW and graduate level practicum placement and training

**Hours:** Mon-Thu 8:30am-8pm, Fri 8:30am-5pm

**KW Counselling Services Inc, Therapeutic Counselling** **176**

**Address:** 480 Charles St E, Kitchener N2G 4K5

**Phone:** 519-884-0000 **Fax:** 519-884-7000

**Email:** info@kwcounselling.com

**Services:** Therapeutic counselling services

**Serves:** Waterloo Region

**Hours:** Mon-Thu 8:30am-8pm, Fri 8:30am-5pm

**Language:** English ~ Translators and interpreters available

**KW Counselling Services Inc, Walk-In Clinic** **177**

**Address:** 480 Charles St E, Kitchener N2G 4K5

**Phone:** 519-884-0000 **Fax:** 519-884-7000

**Email:** info@kwcounselling.com

**Services:** Walk-in counselling services ~ intake for other KW Counselling services

**Serves:** Waterloo Region

**Hours:** Thu 9am-6pm

**Language:** English ~ Translators and interpreters available

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**Kitchener/Waterloo Horticultural Therapy Interest Group** **178**

**Address:** c/o Julie Krahule, 43 Maitland St, Kitchener N2R 1V2  
**Contact:** Julie Krahule ~ (H) 893-9949 ~ julie.krahule@sypmatico.ca  
**Services:** Horticulture therapy group  
**Serves:** Waterloo Region

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**Lutherwood, Mental Health Services, Betty Thompson Youth Centre, Safe Haven** **179**

**Address:** 41 Weber St W, Kitchener N2H 3Z1  
**Phone:** 519-749-1450 ext 240 **Fax:** 519-749-0519  
**Contact:** Kelly Craigmile, Supervisor ~ 519-749-1450 ext 226 ~ kcraigmile@lutherwood.ca  
**Eligibility:** Youth 12-15 years  
**Services:** Emergency shelter ~ day programs, runaway prevention training, skill development, family support and respite services  
**Hours:** Mon-Sun 24 hrs

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**Lutherwood, Mental Health Services, Children's Mental Health Service** **180**

**Address:** 285 Benjamin Rd, Waterloo N2J 3Z4  
**Phone:** 519-884-1470 (admin) **Fax:** 519-886-8479  
**Contact:** Steve Sherrer, Acting Director ~ 519-884-1470 ext 289 ~ ssherrer@lutherwood.ca  
**Eligibility:** Youth 12-15 years with mental health concerns who are able to function in group setting; must not have severe physical disabilities; must not be overtly psychotic  
**Services:** Day treatment for 16 youth ~ Residential Treatment Services for 8 youth ~ Open Custody Treatment Program for 10 youth ~ psychological assessment, consultation and therapy services ~ Bridgelands: residential program for youth 12-17 years with significant mental and/or behavioural health issues who require long term residential treatment  
**Serves:** Waterloo Region ~ Wellington County  
**To Apply:** Contact Children's Mental Health Centre 519-749-2932  
**Language:** English ~ Interpreters available as needed

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**Lutherwood, Mental Health Services, Lutherwood Family Counselling Services** **181**

**Address:** 35 Dickson St, Cambridge N1R 7A6  
**Phone:** 519-622-1670 **Fax:** 519-740-8540  
**Contact:** Mel Rose, Clinical Manager ~ mrose@lutherwood.ca  
**Eligibility:** Individuals with mental health concerns  
**Services:** Provides marriage, family and individual counselling ~ parenting and family crisis support ~ educational programs, training program for professionals  
**To Apply:** Waiting list  
**Hours:** Mon-Thu 9am-8pm; Fri 9am-4pm

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**Mobile Crisis Response** **182**

**Address:** Betty Thompson Youth Centre, 41 Weber St W, Kitchener N2H 3Z1  
**Email:** btyc@lutherwood.ca  
**Contact:** Sue Werden ~ 519-749-8305 ext 223 ~ swerden@lutherwood.ca  
**Eligibility:** Children and youth up to 18 years with mental health concerns ~ their families  
**Services:** Provides immediate, short term support to families of children experiencing mental health crisis ~ Mobile Crisis workers on call  
**Serves:** Waterloo Region  
**To Apply:** Contact Children's Mental Health Access Centre 519-749-2932  
**Hours:** Office Mon-Fri 9am-5pm

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**Music Space** **183**

**Address:** 767 Butternut Ave, Waterloo N2V 2M3  
**Location:** 619 Wild Ginger Ave, Unit C16, Waterloo  
**Phone:** 519-886-8466  
**Contact:** Linda Gambell, Music Therapist ~ lgmusicospace@rogers.com  
**Eligibility:** Children with learning and development difficulties  
**Services:** Music therapy ~ singing, playing instruments, movement to music, improvising, composing, and listening  
**To Apply:** Call for appointment

**Nancy Rose Art Works!** **184**

**Address:** 634 Erb St W, Unit 12, Waterloo N2T 2L6  
**Phone:** 519-747-9479  
**Contact:** Nancy Rose  
**Services:** Art therapy ~ dyadic developmental psychotherapy ~ client centered approach ~ individual, couples and small group counselling ~ workshops ~ youth-at-risk programs ~ public education and advocacy

**North Dumfries Family Resource Centre** **185**

**Address:** Box 1091, Ayr N0B 1E0  
**Location:** Calvary Church, 173 Northumberland St, Ayr  
**Contact:** Christie Martin, President ~ (H) 519-632-9806  
**Eligibility:** Parents and caregivers ~ their children birth-6 years  
**Services:** Drop-in playgroups ~ parenting resource information  
**Serves:** Township of North Dumfries  
**Hours:** Fri 9:30-11:30am

**Notre Dame of St Agatha, Inc, kidsLINK, Children's Mental Health Services** **186**

**Address:** Box 190, St Agatha N0B 2L0  
**Location:** 1855 Notre Dame Dr N, St Agatha  
**Phone:** 519-746-5437 **Fax:** 519-746-3055  
**Email:** kidslink@ndsa.on.ca  
**Contact:** Laurie Robinson, Director  
**Eligibility:** Children up to 12 years with significant mental health concerns ~ their families  
**Services:** Child and Family Therapy Program: individual, family and group therapy  
**Serves:** Waterloo Region ~ Wellington County  
**Hours:** Mon-Fri 8:30am-4:30pm ~ evening appointments available

**Notre Dame of St Agatha, Inc, kidsLINK, Early Intervention Services, Child Care SNAP** **187**

**Address:** 1770 King St E, Ste 5, Kitchener N2G 2P1  
**Phone:** 519-741-0076 **Fax:** 519-741-1123  
**Email:** snap@ndsa.on.ca  
**Eligibility:** Children birth-6 years with disabilities  
**Services:** Provides access to special needs services for children attending or planning to attend licensed child care centres  
**Serves:** Waterloo Region  
**Hours:** Mon-Fri 8:30am-4:30pm

**Ontario. Ministry of Children and Youth Services, CPRI** **188**

**Address:** Crombie Building, 600 Sanatorium Rd, 1st Flr, London N6H 3W7  
**Phone:** (519) 858-2774 **Fax:** (519) 858-3913  
**Contact:** Gillian Webster ~ 519-858-2774 ext 2251 ~ gillian.webster@ontario.ca  
**Eligibility:** Children and youth up to 18 years with emotional or behavioural disorders  
**Services:** Provides diagnostic services, assessment, consultation, research, education, treatment ~ bipolar clinic for children and youth 6-18 years ~ home visiting program for infants at risk ~ urgent response intervention  
**Serves:** Ontario (Central West)  
**Hours:** Mon-Fri 8:30am-5pm  
**Language:** English ~ Translators available

**St Mary's General Hospital** **189**

**Address:** 911 Queen's Blvd, Kitchener N2M 1B2  
**Phone:** 519-744-3311 **Fax:** 519-749-6426  
**Contact:** Moira Taylor, President ~ mtaylor@smgh.ca  
**Services:** Adult acute care facility specializing in cardiac care, respiratory illness, minimal invasive surgery, eye, nose and throat surgery, and thoracic surgery ~ day surgery  
**Serves:** Waterloo Region ~ Wellington County  
**Hours:** Service available Mon-Sun 24 hrs ~ visiting hours 2:30-8:30pm, 2 visitors per patient  
**Language:** English ~ Interpreters list on file

**St Mary's General Hospital, St Mary's Counselling Service**

**190**

**Address:** 600-30 Duke St W, Kitchener N2H 3W5  
**Location:** 51 Water St N, 2nd Flr, Cambridge  
**Phone:** 519-621-8424 **Fax:** 519-745-5808  
**Contact:** Coba Moolenburgh, Director ~ cmooleburgh@smgh.ca  
**Eligibility:** Individuals with alcohol, drug or gambling concerns ~ their families  
**Services:** Individual and group behaviour therapy on outpatient basis ~ assessment, treatment planning and referrals to appropriate services ~ information services  
**Serves:** Waterloo Region  
**To Apply:** Appointment required  
**Hours:** Mon-Fri 9am-5pm

**Shalom Counselling Services Waterloo**

**191**

**Address:** 9 Avondale Ave S, Waterloo N2L 2B5  
**Phone:** 519-886-9690 **Fax:** 519-886-7832  
**Email:** admin@shalomcounselling.org  
**Contact:** Wanda Wagler-Martin, Executive Director  
**Eligibility:** Individuals ~ couples ~ families  
**Services:** Confidential therapeutic counselling for emotional, relational, spiritual issues ~ presentations ~ Employee Assistance Program  
**To Apply:** By appointment  
**Hours:** Office Mon-Thu 9am-4pm

**University of Waterloo, Department of Psychology, Early Childhood Education Centre**

**192**

**Address:** Psychology Department, 200 University Ave W, Waterloo N2L 3G1  
**Phone:** 519-888-4567 ext 33167 **Fax:** 519-746-8631  
**Email:** ecec@uwaterloo.ca  
**Contact:** Valerie Rozon, Director  
**Eligibility:** Children 2 years 8 months-5 years who are toilet trained ~ accepts children with special needs  
**Services:** Child care: nursery school; kindergarten care ~ observation and research facility for Psychology Department ~ centre sets own PD days schedule  
**To Apply:** Call for waiting list information  
**Hours:** Office Mon-Fri 8:30am-4:30pm ~ sessions Mon-Fri 9-11:30am; Mon-Thu 1-3:30pm (Sept-June)

**University of Waterloo, School of Optometry, Centre for Sight Enhancement**

**193**

**Address:** 200 University Ave W, Waterloo N2L 3G1  
**Phone:** 519-888-4708 **Fax:** 519-746-2337  
**Contact:** Linda Vorsteveld  
**Eligibility:** Individuals with diminished visual capacity which cannot be improved by medical or surgical means, or by standard eye glasses  
**Services:** Teaching and research unit ~ comprehensive clinical services for partially sighted ~ assessment, prescription, instruction, rehabilitation carried out by multidisciplinary professional team ~ counselling support  
**To Apply:** Appointment by telephone required  
**Hours:** Mon-Fri 8:30am-5pm

**University of Waterloo, School of Optometry, Optometry Clinic, Paediatric and Special Needs Clinic**

**194**

**Address:** 200 University Ave W, Waterloo N2L 3G1  
**Location:** 200 Columbia St W, Waterloo  
**Phone:** 519-888-4567 ext 36321 **Fax:** 519-746-4365  
**Contact:** Rose Morrison  
**Eligibility:** Children 6 months-8 years ~ individuals with special needs  
**Services:** Provides primary eye care for children who are too young to read traditional letter charts  
**Serves:** City of Kitchener ~ City of Waterloo  
**To Apply:** Waiting list: special needs clinic 4-6 months ~ documents: history form and doctor reports for special needs services  
**Hours:** Mon-Fri 8:30am-5pm (Evening hours Tue, Thu 8:30am-8pm, Sep-Nov, Jan-Jun)

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**Waterloo Wellington Community Care Access Centre****195****Address:** 800 King St W, Kitchener N2G 1E8**Phone:** 1-888-883-3313, 519-748-2222 **Fax:** 519-883-5515**Email:** information@ww.ccac-ont.ca**Contact:** Abigail Dancey ~ 519-883-5500 ext 5412 ~ abigail.dancey@ww.ccac-ont.ca**Eligibility:** Individuals who are residents of Ontario with valid Ontario Health Insurance Card**Services:** Information on health and community based services and referral to community supports and day programs ~ services: assessment for visiting health and support services may include nursing, physiotherapy, occupational therapy, speech language pathology, nutrition counselling, social work, personal support and respite services ~ specialty services: includes palliative care, pediatrics, psychogeriatric services and mental health ~ placement services: assess eligibility for long-term care homes and respite services ~ speakers bureau**Serves:** Waterloo Region ~ Wellington County ~ Township of Southgate**To Apply:** Assessment required ~ waiting list for some services, call for information**Hours:** Mon-Fri 8:30am-4:30pm ~ extended hours Mon-Fri 4:30-8:30pm; Sat, Sun 8:30am-8:30pm and holidays 9am-9pm**Language:** English ~ Translators in other languages available

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**Waterloo Region. Region of Waterloo Public Health, Family and Community Resources, Healthy Babies Healthy Children Program****196****Address:** Box 1633, Waterloo N2J 4V3**Location:** 99 Regina St S, 3rd Floor, Waterloo**Phone:** 519-883-2245 **Fax:** 519-746-9846**Contact:** Janet McCreary, Manager ~ 519-883-2002 ext 5171 ~ mjanet@region.waterloo.on.ca**Eligibility:** Expectant parents ~ parents of children birth-6 years**Services:** Prenatal and postpartum assessments and home visits ~ Prebirth and Postbirth Clinics at Grand River Hospital and Cambridge Memorial Hospital ~ Early Identification/Early Intervention Program: Family Visitor program provides ongoing support to families ~ home visits, information and referrals ~ Meet With A Nurse: provides information and support at Early Years Centres**Serves:** Waterloo Region**Hours:** Mon-Fri 8:30am-4:30pm

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**Waterloo Region. Social Services Department, Children's Services, Infant and Child Development Program****197****Address:** Box 1612, Waterloo N2J 4G6**Location:** 99 Regina St S, 5th Flr, Waterloo**Phone:** 519-883-2268 **Fax:** 519-883-4288**Contact:** Bonnie May, Supervisor ~ mbonnie@region.waterloo.on.ca**Eligibility:** Children birth-5 years who are experiencing or at risk for developmental delays**Services:** Developmental monitoring and early intervention services ~ clinics, workshops, home visiting, support groups, play groups**Serves:** Waterloo Region**To Apply:** 2 week waiting list**Hours:** Mon-Fri 8:30am-4:30pm

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**Woolwich Community Health Centre****198****Address:** 10 Parkside Dr, St Jacobs N0B 2N0**Phone:** 519-664-3794 **Fax:** 519-664-2182**Services:** Primary health care, health promotion, illness prevention ~ referral to community agencies ~ chiropody services, comprehensive well child health, nutrition counselling and consultation, diabetes education ~ Well Adult Program for seniors; basic foot care ~ individual and family counselling ~ caregiver and grief support groups ~ HUGS parent and child program ~ physiotherapy**Serves:** Township of Woolwich ~ Township of Wellesley**To Apply:** Appointment required for medical referral**Hours:** Mon-Tue, Thu 9am-8pm; Wed, Fri 9am-5pm

**Woolwich Community Health Centre, Wellesley Township Community Health Centre 199**

**Address:** 1180 Queen's Bush Rd, Wellesley N0B 2T0

**Phone:** 519-656-9025 **Fax:** 519-656-9027

**Email:** genmail@wchc.on.ca

**Contact:** Cathy McInnes, Office Administrator

**Services:** Primary health care, health promotion, illness prevention, chiropody, physiotherapy ~ referral to community agencies ~ seniors programs on health issues ~ youth programs ~ parenting programs on pre/post-natal health, nutrition, and health issues ~ counselling services ~ farm safety education program ~ nutrition counselling and education ~ hospice program ~ caregiver support: monthly meetings provide support and education ~ healthy lifestyles information sessions ~ Stanford Chronic Disease Self Management Program ~ resource library

**Serves:** Township of Wellesley ~ Township of Wilmot ~ Perth County

**To Apply:** Application required for primary health care

**Hours:** Mon, Wed-Fri 9am-5pm; Tue 9am-8pm

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**Woolwich Counselling Centre 200**

**Address:** 65 Memorial Ave, Elmira N3B 2R9

**Phone:** 519-669-8651 **Fax:** 519-669-0980

**Email:** wicc@sentex.ca

**Contact:** Gerlinde Petz, Executive Director ~ gpetz@sentex.ca

**Eligibility:** Individuals with mental health concerns

**Services:** Confidential professional counselling service for individuals, couples, and families ~ enrichment and growth groups ~ educational presentations on selected topics ~ counselling also available at Elmira District Secondary School and selected elementary schools

**Serves:** Township of Woolwich ~ Township of Wellesley ~ City of Waterloo (North)

**To Apply:** Call for appointment 1 week minimum in advance

**Hours:** Office Mon-Fri 11am-5pm ~ counselling sessions by appointment

**Language:** English ~ German

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**Young Men's Christian Association of Cambridge, Chaplin Family YMCA, Weights and More 201**

**Address:** Chaplin Family YMCA, 250 Hespeler Rd, Cambridge N1R 3H3

**Phone:** 519-623-9622

**Contact:** Carla Almeida ~ 519-623-9622 ext 278 ~ carla\_almeida@ymca.ca

**Eligibility:** Individuals 13 years and over with physical disabilities

**Services:** Weight lifting and workout program ~ personalized fitness ~ 8 week sessions throughout the year

**Serves:** Waterloo Region

**Hours:** Tue 4:30-5:30pm (Jan-Feb, Mar-May)