



The Immigration Partnership developed the enclosed Organizations in Waterloo Region with Mental Health Related Services chart to provide a summary of mental health services available in the community.

If you have any updates or suggestions for this chart, please contact Daniella McIntosh, Community Engagement Coordinator ([dmcintosh@regionofwaterloo.ca](mailto:dmcintosh@regionofwaterloo.ca) 519-575-4757 ext. 1233)

**ORGANIZATIONS IN WATERLOO REGION WITH MENTAL HEALTH RELATED SERVICES**

Organizations	Overview	Mental Health & Related Services & Who is Served	Mental Health Services Specific to Immigrants
<b>Alcoholics Anonymous</b>	Alcoholics Anonymous is a fellowship of men and women; self-supporting	Support group meetings For all community members who desire to stop drinking	Program available for newcomers
<b>Assaulted Women's Helpline</b>	A free, anonymous and confidential 24-hour telephone and TTY crisis telephone line	Provides crisis counselling, safety planning, emotional support, information and referrals For all women in the province of Ontario who have experienced any form of abuse	Available for all women; referrals
<b>Canadian Mental Health Association (CMHA) Waterloo, Wellington, Dufferin</b>	A non-profit organization active in promoting the mental health of all and supports the recovery of people experiencing mental health issues. Assists people with developmental challenges.	A variety of mental health, peer support, employment, housing, referral services and more are provided For persons who have ongoing and significant mental health issues	Supports available for people experiencing difficulties with cultural differences; those who have experienced trauma in their native country and/or those who are having mental health issues due to the stresses involved in immigration and settlement
<b>Cardinal Counselling</b>	A counselling agency that provides a range of services	Counselling services For all individuals	Not specified but available
<b>Celebrate Recovery Canada</b>	A ministry that uses God's healing power by following the "8 recovery principles"	Celebrate Recovery <i>small groups</i> offer support and encouragement to anyone seeking freedom and wholeness in Christ as the one and only Higher Power	Programs available for newcomers
<b>Crisis &amp; Distress Line</b>	A crisis phone line for people in distress	For all community members feeling suicidal or distressed	Not specified but available

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<b>Crisis Respite</b>	The Waterloo Region Homes for Mental Health provides a 24/7, short term, voluntary, non-medical, and supportive residential program	Provides counselling, help with making a plan and connecting with resources, offers single rooms For community members experiencing a psychosocial crisis or who are in need of a planned respite stay	Not specified but available
<b>Family Counselling Centre of Cambridge and North Dumfries</b>	A registered charitable organization that provides counselling and outreach services	For all community members	Not specified but available
<b>Focus for Ethnic Women</b>	A non-profit agency that aims to open opportunities for immigrant and visible minority women; primarily developing employment-related skills	Offers various services related to employment and skills building All services directed to immigrant and visible minority women	<b>Healthy Lifestyles Program (HLS):</b> immigrant women are invited to share, make friends, learn about the community, thus encouraging health, well-being and progress <b>Youth Opportunities Program:</b> The Colour of my Lenses – using photography and digital media to document immigrant youth experiences; mentoring, developing soft skills
<b>House of Friendship Addiction Programs</b>	A charitable social service agency serving people on low income	Programs include addiction services, community services, family services, and, residential services For all people living on low income	Programs available for newcomers
<b>Interfaith Community Counselling Centre</b>	A counselling centre that serves the needs of individuals, couples and families	Counselling services For individuals of all origins and faiths; celebrating diversity	Not specified but available

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<b>Kitchener Downtown Community Health Centre (KDCHC)</b>	A health centre that provides a range of programs that aim to promote individual and community health	Serves eligible Kitchener residents (including new Canadians) with housing, employment, social support, environment, culture, etc. Counselling by appointment and drop-in counselling available	Acknowledged new Canadians as a priority population who often have barriers to accessing health care and often have health inequities
<b>KW Immigrant Support Counselling Services</b>	An immigrant support and culturally sensitive counselling service available in multiple languages	Services provided include individual, couple, and family counselling, psycho-educational groups For immigrants and refugees	All services directed to immigrants and refugees
<b>Kitchener-Waterloo Multicultural Centre (KWMC)</b>	A community based non-profit organization with the mandate to support and assist the ethno-cultural and newcomer community in Kitchener-Waterloo	Services, programs and support such as help with job search, interpretation/translation, settlement needs, counselling, referrals, orientation For all newcomers	<b>Peer Support Groups:</b> sharing and support to encourage mental wellness within culturally linguistic communities <b>Settlement:</b> referrals to community agencies, needs assessment and goal services
<b>Lutherwood</b>	A progressive, non-for-profit health and social service organization that strengthens the lives of community members	Services provided for mental health, employment, housing, and family support For all community members	Not specified but available
<b>Mennonite Coalition for Refugee Support (MCRS)</b>	An organization that assists in welcoming, supporting, and building communities for refugee claimants	Services include support through the claims process, settlement support, and building community support All services directed to refugee claimants	<b>Supporting:</b> connecting refugee claimants to healthcare and community resources

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<b>MOSAIC Counselling &amp; Family Services</b>	A full-service professional counselling agency	Provides individual counselling, couples and marriage counselling, group programs, credit counselling and community services For children and adults	Supports newcomers to Canada with outreach programs and counselling for immigrants and refugees <b>Promise of Partnership:</b> program dedicated to providing MH services to government assisted refugees (GARs) and privately sponsored refugees (PSRs)
<b>Muslim Social Services Kitchener-Waterloo</b>	A non-for-profit volunteer-driven organization	Provides culturally and spiritually sensitive humanitarian and social services For the Muslim and non-Muslim community of the Waterloo region	Provides help in settling new immigrant and refugee families by assisting them with numerous challenges including language transition and interpretation, transportation, computer literacy, food assistance, along with other physical and emotional needs
<b>Narcotics Anonymous</b>	Narcotics Anonymous is a global, community-based non-profit organization with a multi-lingual and multicultural membership that offers recovery programs for addicts	A twelve-step program, including regular attendance at group meetings. For men and women for whom drugs has become a major problem; must have the desire to stop using	Program available for newcomers; multicultural membership is stressed
<b>Ontario Problem Gambling Helpline</b>	A helpline that provides information about problem gambling services in Ontario	The service is live answer 24/7, confidential and free For all community members	Programs available for newcomers; referrals, counselling, information, etc. Provide service in over 170 languages, including Mandarin, Spanish, Portuguese, Italian, Vietnamese, Greek, Polish, Russian, and Serbian.

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<b>Our Place: Family Resource and Early Years Centre</b>	A place that offers early learning, and parenting support programs to encourage the optimal development of children from birth up to and including age 6	Drop-in and registered programs for parents, caregivers, and young children All services directed to parents, caregivers, and young children	<b>Newcomer Parent Support Group:</b> increasing English language, parenting and social skills (for New Canadian parents with infants of less than 18 months) <b>Parenting in a New Society:</b> offered by Focus for Ethnic Women & Our Place; learning about life in Canada, parenting resources, ourselves and making new friends
<b>Reception House Waterloo Region (RHWR)</b>	A temporary home for government assisted refugees (GARs); assisting refugees in settlement and integration	All services directed to GARs in the Waterloo Region and within first year of arrival	<b>Resettlement Assistance Program:</b> a variety of services; one includes client assessments and referrals to other settlement programs <b>Life Skills Program:</b> intensive and short-term like skills help <b>Client Support Services Program:</b> case workers assigned to help GARs with pre-emigration experiences, physical and MH conditions (ex. refer client to appropriate social and settlement services) <b>Youth Program:</b> peer mentoring group and homework club
<b>Self-Help Alliance and CMHA</b>	Offers services by people for people who have experienced a mental health and / or addiction issue	Services offered at different sites which include, but are not limited to Self help Recovery Centres, One-to-One Peer Support, Self Help Resource Centres, and Peer Support Groups For all community members	Not specified but available
<b>Shalom Counselling Services</b>	A faith-based organization that provides counselling services	For all community members	Not specified but available

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<b>St. Mary's Counselling Services</b>	An outpatient service for individuals in the Region of Waterloo who are concerned about alcohol, drugs, or gambling.	Outpatient counselling for those concerned about theirs or their loved one's drug, alcohol and gambling use; 1-1 counselling; referrals to other programs; by appointment only; free of charge For all community members	Not specified but available
<b>Victims Services of Waterloo Region</b>	An organization committed to the rights and needs of victims of crime, trauma and tragic circumstance	Provides 24hrs/day crisis intervention, emotional support, & referrals For all community members	Not specified but available, referrals
<b>Waterloo Region Homes for Mental Health (WRHMH)</b>	A recovery-oriented, community-integrated agency that focuses on improved quality of life and enhanced independence for people experiencing mental health issues	Provides access to affordable housing and flexible, individualized supports For all community members	Not specified but available
<b>Waterloo Regional Sexual Assault / Domestic Violence Treatment Centre</b>	A centre that offers help and support to women who are currently being, or have been abused/assaulted	Nurses and social workers care for medical concerns, support emotional needs and assist in a plan for safety For all women over the age of 16	Not specified but available

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<b>Withdrawal Management Services (GRH)</b>	A centre that provides non-medical supervised withdrawal from drugs and alcohol through residential, day and community outreach treatment models	Services are best suited for individuals who are intoxicated or experiencing withdrawal symptoms, 16 years of age or older, medically and psychiatrically stable, can manage a group environment, and choose to be there voluntarily	Not specified but available
<b>Women's Crisis Services of Waterloo Region</b>	A not-for-profit charitable organization that offers programs to help women and children move beyond violence	Residential programs at two shelters including Anselma House in Kitchener & Haven House in Cambridge, and regional outreach services for abused women and children For women and children	Available for all women and their children
<b>Woolwich Counselling Centre</b>	A centre with professional counselling and services available	A variety of services offered For individuals, couples and families from all walks of life	Not specified but available
<b>The Working Center</b>	A non-profit, community-based, volunteer inspired venture that seeks to give individuals and groups access to tools and opportunities to become involved in the building of community projects in Kitchener-Waterloo and surrounding areas	For all community members	Not specified but available, referrals Link for newcomers in Job Searches section, sometimes they provide counselling



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<b>YMCAs of Cambridge &amp; KW Immigrant Services</b>	Charitable organizations that strengthen our communities by providing opportunities for personal growth and active involvement	KW Immigrants Services provides assistance to immigrants with their settlement, employment, and language All services directed to immigrants	Settlement needs assessment to identify what services and information is needed most; this may include linking immigrants to specialized services to help with personal problem or critical situation

**Not specified but available:** services not specific to the immigrant population but to all community members