

Welcome to the Outpatient Mental Health and Addictions Program

Our Outpatient Mental Health and Addictions Program focuses on a holistic, recovery model of care. The services are designed to be respectful and sensitive to the physical, emotional, spiritual, cultural and social needs of all clients.

Our Mental Health and Addictions Services are provided on a time-limited individual and/or group basis, as determined by staff assessment and client needs. Our program supports individuals with anxiety, depression, concurrent disorders, personality disorders, schizophrenia, trauma, bipolar and mood disorders, ADHD, and Pain. Medication review, diagnostic clarification and/or tools to manage and develop a healthy lifestyle may also be a part of your follow-up care to prevent an inpatient admission or readmission.

Compliments and Complaints

All feedback is important to us. It is our priority to offer client-centred care. At any time during your participation, we encourage you to discuss your questions/concerns directly with a member of your care team. If there are matters which you feel require further attention, we encourage you to contact the Outpatient Mental Health Manager, Robin Crown. You may also contact the Patient Relations office at 905-378-4647 ext. 44423 if you are more comfortable doing so. Our role is to listen to your concern and explore opportunities for improvement.

Privacy and Confidentiality

We want everyone to feel comfortable sharing concerns with us. Our team keeps these concerns private and confidential, unless:

- A child/youth under the age of 18 years is being hurt or abused or at risk of being hurt or abused
- Someone is in imminent danger of hurting themselves or others
- A member of our staff is, or has been, sexually inappropriate/abusive to someone
- The courts subpoena records

Safety

Everyone's safety is important to us and violence or harassment will not be tolerated. We have several policies that ensure our physicians, staff, volunteers and patients/clients understand what their roles are, and that everyone is responsible for preventing and reporting acts of violence and harassment. These policies are updated regularly and further information is available upon request from the Outpatient Mental Health Manager, Robin Crown, or from the Patient Relations office at 905-378-4647 ext. 44423. If you are concerned about your own safety or the safety of someone else in our Program, please report these directly to a NH employee, Manager, or Patient Relations for immediate action.

TEAM FACTS:

Chief of Psychiatry:

Dr Victor Uwaifo
905-378-4647 ext 53823

Director:

Lucy Batt
905-378-4647 ext.34206

Manager:

Robin Crown
905-378-4647 ext.33563

Our Outstanding Team consists of:

Administrative Support
Nurse Practitioners
Occupational Therapist
Physicians
Psychiatrists
Psychotherapist
Registered Nurses
Registered Practical Nurse
Recreational Therapists
Social Workers
Spiritual Care
Students/Interns

Patient Experience

Department

Niagara Health
1200 Fourth Ave
St. Catharines, ON
patientrelations@
niagarahealth.on.ca
905-378-4647
ext.44423

Niagara Health website
www.Niagarahealth.on.ca
You will find:

- Program information
- Referral form to services
- Community partners
- Resources