



## **SSCH Counselling Centre – Fact Sheet**

St. Stephen's Community House is delighted to announce we, in partnership with St. Michael's Hospital, will be opening a new Counselling Centre at 340 College Street. This fact sheet will provide more information for members of our community, media and other interested parties. If you require any further information about this project please contact Arran Liddel, Marketing and Communication Coordinator, at [larran@ststephenshouse.com](mailto:larran@ststephenshouse.com) or call 416-925-2103 x 257.

### **1. When will the centre open?**

We expect to have some staff working from the Counselling Centre from mid-November 2011 and to have it fully operational by Jan 2012.

### **2. What is the purpose of the Counselling Centre?**

The centre will primarily be an office space for our case management team. In addition there will be counselling rooms where clients will be seen on a one-to-one basis.

### **3. What is 'case management'?**

Case management is an ongoing interdisciplinary process that helps support individuals with complex needs. Staff will work with clients to achieve their goals such as finding stable and affordable housing, developing life skills, and overcoming addiction.

### **4. What kind of staff will be housed there?**

The case management team is interdisciplinary and includes social workers, psychiatrists, addiction counsellors, and housing support workers.

We currently have two other offices at 340 College Street. One is our Senior Activity Centre on the third floor, where all our programs for senior citizens are offered. The other is a Newcomer Centre where we offer English Classes for newcomers to Canada. St. Stephen's Community House has ten offices located in Toronto, many of which are in or around Kensington Market.

### **5. Will clients come to the office?**

The case Management team is primarily a mobile team – they usually go to the clients. However, there will be counselling rooms available for a small number of clients to be seen in the centre by appointment, as needed.

### **6. How many clients come to the office in a typical day?**

As it is mostly a mobile service few clients come to the building, we expect a maximum of 6-8 clients per day.

**7. Who are the clients?**

Clients are hospital patients from St. Michael’s and other downtown hospitals, mainly from emergency and withdrawal services, who are living with mental health and or substance use issues.

**8. I have a friend or family member that needs help with a mental health or addiction issue can they come to the centre?**

We would be happy to help your friend or family member. This location does not offer any drop-in service – it is by appointment only. For help with addiction issues please call Jakob Poirier at 416-964-8747 x 226 or for help with mental health issues, Sarah Allen 416-964-8747 x 263.

Your friend or family member may also come to The Corner, our drop-in centre, to receive daytime shelter, nutritious hot meals, information and help in finding affordable housing, mental health supports, voluntary financial trusteeship, counselling on addictions as well as access to financial and primary health care services. The Corner is located at 260 Augusta Avenue, in Kensington Market.

**9. Where can I get more information about St. Stephen’s Community House or the Counselling Centre?**

Please contact Arran Liddel, Marketing and Communication Coordinator, at [larran@ststephenshouse.com](mailto:larran@ststephenshouse.com) or call 416-925-2103 x 257. More information can also be found on our website [www.ststephenshouse.com](http://www.ststephenshouse.com).



St. Stephen's  
COMMUNITY  
HOUSE

Creating Opportunities  
Strengthening Communities

**About St. Stephen’s**

St. Stephen's Community House is a unique, community-based social service agency that has been serving the needs of Kensington Market and surrounding neighbourhoods in downtown West Toronto since 1962.

Operating with a staff of more than 150 people and with the support of almost 400 volunteers, we provide services for more than 29,000 people a year. St. Stephen's addresses the most pressing issues in its community - poverty, hunger, homelessness, unemployment, isolation, conflict and violence, AIDS, racism, youth alienation and the integration of refugees and immigrants.

**Creating Opportunities. Strengthening Communities.**