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# Patient and Family Collaborative Support Services



*Mental Health and Addiction Program*

St. Joseph's Healthcare Hamilton  
 West 5th Campus  
 100 West 5th Street, Room G209  
 Hamilton, ON L8N 3K7

905.522.1155 ext. 39559

Manager, PFCSS ext. 36446  
 Peer Support Providers ext. 36600  
 Family Liaison/Peer Support ext. 35599  
 Mental Health & Wellness Resource Centre ext. 35406  
 Family Resource Centre ext. 39075

<https://www.stjoes.ca/hospital-services/mental-health-addiction-services/patient-and-family-collaborative-support-services>

www.stjoes.ca



www.stjoes.ca

PD 2910 (2022-09)

## What is Peer Support?

Peer Support acknowledges that individuals living with mental illness and their families can better understand and relate to others who are trying to deal with their own mental illness and/or that of a family member or friend.

All staff and volunteers working within Patient and Family Collaborative Support Services share the lived experience of mental illness and/or addiction, and/or of being a family member.

Our goal is to provide the best individualized support which meets the needs of our peers.

Self-referrals are accepted.

Our department offers a variety of open and closed groups for both individuals living with mental illness and/or addiction, and family members.

## Peer Support Providers

Offer a range of supports to individuals who are currently using the services of either our inpatient or outpatient mental health and addiction services.

Individuals are matched with a Peer Support Provider to receive 1-1 Peer Support. This occurs through role-modeling, listening, problem solving and

facilitating access to other peer driven services within the program and supporting transition to the community upon discharge.

## Family Peer Support Providers

Offer a range of supports to family and friends of persons living with mental illness and/or addiction who are using, have used or think they may benefit from our service. Family Peer Support is offered by the Family Peer Support Provider.

Drawing on lived experience as a family member, the Family Peer Support Provider can meet individually with family and/or friends to discuss their needs; help them access essential resources and provide 1-1 Peer Support.

## The Mental Health & Wellness Resource Centre (MHWRC)

Provides easy access to reliable mental health, addiction, and recovery related information.

The MHWRC offers a book lending library and additional resources that include print, video, DVD and audio along with access to computers with Internet service.

## The Family Resource Centre (FRC)

Provides free information to help family and friends in their role supporting a loved one with mental illness and/or addiction issues.

The FRC houses a wide collection of borrowable books, self-help guides, informational brochures and more.

## The Peer Advisory Council

Consists of individuals who are using or have used our inpatient or outpatient services of St. Joseph's Mental Health and Addiction Program (MHAP). Council members sit on a range of committees both within and outside the hospital setting. The Council provides individuals with a vehicle to give input into policy and program change. In addition the Council supports opportunities for individuals to access information, education and support regarding choices, self advocacy, peer support and political awareness.

## The Family Advisory Council

Consists of Family Members of individuals (former and current) who are using, or have used, our inpatient and outpatient services of St. Joseph's MHAP. The council provides: a vehicle for communication between families and staff; a venue for families to give input into policy and program change and; a venue for families to have input where their families have been/are receiving care.

For more information and how to apply to either council, please contact 905-522-1155 ext. 39559