

COVID 19 Agency Hours & Services

North Bay, Powassan and Mattawa

Agency Name	Address	Phone / Email	Hours of operation	Services Offered	Format of Service	Modifications due to COVID	Additional Services/Programs/Notes
AIDS Committee of North Bay & Area Donna Contact: Donna Kalinowski	269 Main Street West, Suite 201, North Bay	705-497-3560 oaacnba@gmail.com	Mon-Fri 8:30a.m.-12:00p.m. and 1:00-3:30p.m. Ring buzzer to be let into building	-Needle syringe program -Naloxone distribution -Nurse practitioner	-Walk-in for needle syringe program and naloxone distribution	-Nurse practitioner services have no physical contact -Assisting with food rescue by supporting weekend lunch bags -Outreach worker at temporary shelter in North Bay (2x a week)	
Anishinabek Nation	CLOSED						
Children's Aid Society for the Districts of Nipissing & Parry Sound Contact: Susan Baker	433 McIntyre Street West, North Bay	705-472-0910 sue.baker@parnipcas.org	Mon-Fri 8:30a.m.-4:30p.m. with on-call service Sat and Sun-On-call for emergency services only	-Child Welfare agency with support services upon request -Mental Health services/addictions services are managed by way of referral and assistance connecting people with the necessary specialized supports	-Referral process only- assisting families making necessary connections	-Offices are currently closed and everyone is working from home and completing necessary home visits when required -Offering support to families in a variety of ways (e.g., phone, virtual connections, home visits with screening) -All intake screening is being managed by phone from home	-CAS is offering additional services -Access is being managed by phone and video conferencing -We are looking at ways to offer parenting education via video conferencing -Attending homes to manage safety concerns -Attending homes when required to support families that are struggling and are offering some parenting education, relief for high risk families only
Community Counselling Centre of Nipissing	361 McIntyre Street East, North Bay, ON	705-472-6515 705-753-2271 ext. 721 info@cccnp.com	Mon 8:00a.m.-5:00pm Tue 8:00a.m.-8:00pm Wed 8:00a.m.-5:00pm	-'Walk-in-Clinic' Tuesday and Thursday 1:00pm to 7:00pm (ages	-All services are currently offered via phone or video	-Change to a phone/video format -No other modifications	-We are currently exploring ways to offer services to front-line and

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Contact: Miranda Weingartner			Thurs 8:00a.m.-8:00pm Fri 8:00am-5:00pm	16+) -Addiction Services (ages 16+) -Developmental Services (all ages) -Counselling for People who Abuse their Partners (ages 16+) -Counselling for men who have been sexually abused (ages 16+) -Counselling for women who have been abused (ages 16+) -Counselling for women who have been sexually abused (ages 16+) -Employee and Family Assistance Program (EFAP) (ages 12+) -Alternative Dispute Resolution (all ages) -Partner Intervention Program (ages 16+) -Rapid Access Addiction Medicine Clinic (RAAM) (ages 16+) -Residential Placement Advisory Committee (RPAC) (ages 12+)	counselling. No one is denied service for lack of internet, phone minutes or data -Currently exploring ways to reach such clients - Process: Call 705-472-6515 - Referral process: Call 705-472-6515 or e-mail: cbuchar@cccnip.com	other than administrative	essential service workers -Please identify if your employer has an EFAP contract with us
East Nipissing Crisis Intervention Services (Mattawa Hospital)	217 Turcotte Park Road, Mattawa	705-744-6014	Mon to Fri-9:00a.m.-4:00p.m.	-Crisis intervention services	-Telephone	-May reach voicemail -After hours call NBRHC Crisis Intervention	
RAAM Clinic (CCC) Contact: Jenna Prescott	361 McIntyre Street East, North Bay	705-472-6515 x231 jprescott@ccnip.com	Mon-1:00pm-8:00pm Tue-Wed-8:30a.m.-4:30p.m. Thurs-1:00pm-8:00pm Fri-8:30a.m.-4:30p.m.	-Offering medical support for individuals who may be struggling with opiate and/or alcohol withdrawal -Coordinator is available 5 days per week -Doctor time is	-Most contact is done by phone, and video can be made available as well -Any referrals can be faxed to our new temporary fax at 1-705-995-1980 -Any referrals, including	-Please contact RAAM Clinic Coordinator for screening and scheduling of appointments	-RAAM Clinic is also a part of the Community Counselling Centre of Nipissing which continues to offer all services through call-in intake (see above) -FREE phone-in

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				scheduled during specific clinic hours	self-referrals can be made by telephone		counselling services are available Tues and Thurs- 1:00p.m.-7:00p.m.
HANDS- TheFamilyHelpNetwork	391 Oak Street East, North Bay 8 King Street, Powassan 150 Water Street, Mattawa	1-800-668-8555 Website: https://thefamilyhelpnetwork.ca/	Mon-Fri 8:30am- 4:30pm	-Serving those up to age 18 in North Bay, East Nipissing (Mattawa), West Nipissing, West Parry Sound, Powassan, East Parry Sound (Sundridge) Walk-in clinics (offered online only)- Offered in North Bay, Parry Sound, Sturgeon Falls, Sundridge Tuesdays from 11:00am-7:00pm -Crisis services-Call the Mental Health Crisis Line at 1-844-287-9072 to receive support by telephone call or video -Counselling and therapy	-Online and telephone		
Nipissing Mental Health Housing and Support Services	222 Main Street East, North Bay	1-844-476-4088 Website: www.nmhhss.ca	Mon to Fri-8:30a.m.- 4:30p.m.	-Mental Health and Addictions Warm Line- 705-498-9925 (Mon-Fri-9:00a.m.-5:00p.m.) -Brief intervention case management for individuals requiring brief mental health assistance -Apply online: go to website, 'programs' tab or call the office			-Emergency Homelessness Shelter- Pete Palangio Arena (306 Wallace Road)
Nipissing Paramedic	1715 Seymour Street,	705-474-5750 x2226	Mon-Fri 24 hours	-Emergency ambulance	-Ambulance response -in		

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Services Contact: Matt Starra	North Bay	Matthieu.starra@nbrhc.on.ca		response for all ages -Peer support service for staff only	person -Peer support for staff - in person, virtual, and phone		
North Bay Indigenous Hub Contact: Laureen Linklater- Pizzale	1040 Brookes Street, North Bay	705-995-0065 Llinklater.pizzale@nbindigenouhub.ca		-Offer acute illness support such as nurse practitioner, care coordination, social work, mental wellness (incl. addictions support) -Traditional healing for First Nation communities	-Via OTN or Telus Practice Solutions -Send completed intake form via fax to 705-995-0065 and by email		
North Bay Parry Sound District Health Unit Contact: CI	345 Oak Street West, North Bay	705-474-1400 x5282 Clinic@healthunit.ca	Mon to Fri-8:30a.m.- 4:30 pm Thurs-8:30a.m.- 7:00pm (Sexual Health Clinic and needle syringe program only)	-Needle syringe program -Naloxone distribution		-Clients are screened prior to coming into building	-Oral Health Clinic-All non-essential and elective dental services are cancelled. Emergency dental 1-800-563-2808 ext. 5468 -Sexual Health Clinic-All non-essential clinical services are cancelled -STI testing for symptomatic clients, emergency contraceptive, pregnancy testing and counseling available. Call 1-800-563-2808 ext. 5289 -Vaccination clinics cancelled. Vaccine ordering for physician pick-up call 1-800-563-2808 ext. 5252
North Bay Recovery	393 Oak Street West,	705-472-2873	Mon-Fri-8:00a.m.-	-Naloxone distribution			

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Home Contact:	North Bay		4:00pm				
North Bay Regional Health Centre-Crisis Intervention	50 College Drive, North Bay	1-800-352-1141	24 hours, 7 days a week	-Crisis intervention	-Telephone	-Likely to reach a crisis worker. Voicemail will be returned within one hour	
North Bay Regional Health Centre-Outpatient Mental Health Clinic Contact: Leslie Young	120 King Street West, North Bay	705-494-3050 ext. 6325 leslie.young@nbrhc.on.ca 705-476-4620 ext. 2451 (crisis worker 24/7)	Mon-Fri-8:30a.m.-4:30pm	-Offer services to adults who have a moderate to severe mental illness and reside within the Nipissing district -Group programming is suspended -Continuing Care Program for adults living with a primary psychotic disorder and are without a HCP is accepting referrals -Eating Disorder district program for adults and youth with a diagnosis of anorexia nervosa, bulimia or eating disorder. NOS and are followed by a HCP. Continue to accept referrals	-All referrals are processed by central intake and the client will receive a phone call within 5 business days for acceptance into the program	-Phone delivery	-Out Patient Mental Health Clinic is moving towards OTN delivery to enhance current services
Ontario Addiction Treatment Centre Contact:	456 Ferguson Street, North Bay	705-497-1620	Mon, Tue, Thurs-8:30a.m.-4:30p.m. Wed-8:30a.m.-6:00p.m. Fri-9:30a.m.-3:00p.m. Sat and Sun-9:00a.m.-12:00p.m.	-Needle syringe programs -Opiate substitution treatment	-In-person dosing -Ontario telemedicine (virtual) physician visits -Same day appointments can be arranged by dropping into clinic or calling the clinic -Referrals by fax are helpful but referral not necessary to access	-Measures have been put into place to optimize physical distancing (only a certain number of clients admitted to clinic space at a given time) -Physician visits are virtual rather than in	

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					service	person -Clients with upper respiratory symptoms are asked to wear a mask -Clients with possible or confirmed COVID-19 should call the clinic for direction prior to coming into the clinic	
Qualia Counselling Services Contact:	Based out of southern Ontario	1-855-785-2273 Text: 226-792-8433 sixnations@qualiacounselling.com		-Free cognitive behavioural therapy, coaching and training -Helping Indigenous communities connect to mental wellness through holistic and evidence-based interventions	-Services offered through phone, video conference and “drop in” sessions		

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CMHA Muskoka-Parry Sound Contact: Darla and Alex	60 James Street, Suite 201 (2 nd Floor), Parry Sound	705-746-4264 (Parry Sound) 705-645-2262 (Bracebridge) 1-800-245-5036 (connects to all locations) Crisis Line: 1-800-461-5424	Mon-Fri-8:30a.m.-4:30pm Available by appointment only	-Needle syringe program -Naloxone distribution -Crisis intervention/support services -B'Saanibamaadsiwin – Aboriginal Mental Health Program-705-746-2512	-Telephone -In-person (needle syringe program) by appointment		-Crisis worker available during hours. After hours leave a voicemail to be returned next day
District of Parry Sound Social Services Administration Board Contact: Jen Harris	1 Beechwood Drive, Parry Sound	705-746-7777 x5290 jharris@psdssab.org	Mon-Fri-8:30a.m.-4:30pm	-We do not have any mental health or addictions services being offered at this time		-Parry Sound & South River offices are closed to the public but our services are still being offered via email or phone and emergency appointments, as needed	-Offering free 24/7 emergency child care for emergency front-line workers at 3 child centres (First Steps, Fairview and Waubeek) as well as Home Child Care -Eligible parents need to register their children with the program of their choice
Henvey Inlet First Nation Health Centre	CLOSED						
Esprit Place Contact: Tahlia Holm	3A Beechwood Drive, Parry Sound	705-746-4800 tholm@psdssab.org	24 hours, 7 days a week	-Naloxone distribution	-Telephone and email	-Drop-off supplies to clients	
First Nations and Inuit Health Branch	CLOSED						
HANDS-TheFamilyHelpNetwork Contact:	2 May Street, Parry Sound	1-800-668-8555 Website: https://thefamilyhelpnetwork.ca/	Mon-Fri 8:30am-4:30pm	-Serving those up to age 18 in North Bay, East Nipissing (Mattawa), West Nipissing, West Parry Sound, Powassan, East Parry Sound (Sundridge) Walk-in clinics (offered online only)- Offered in North Bay,	-Online and telephone		

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				Parry Sound, Sturgeon Falls, Sundridge Tuesdays from 11:00am-7:00pm -Crisis services-Call the Mental Health Crisis Line at 1-844-287-9072 to receive support by telephone call or video -Counselling and therapy			
North Bay Parry Sound District Health Unit Contact: Reception	70 Joseph Street, Parry Sound	705-746-5801	Mon-Fri-8:30a.m.-4:30pm	-Needle syringe program -Naloxone distribution			-Sexual health clinic-Wed and Thurs 8:30a.m.-4:30p.m. -Call for information about vaccines
Parry Sound Friendship Centre Contact: Tamara Wilson			Office closed to general public				-Offering COVID-19 support group online -Videos and yoga meditation -Offering food support
West Parry Sound Health Centre Contact: Cara Rankin	6 Albert Street, Parry Sound	705-746-4540 x2430 crankin@wpshc.com RAAM Clinic: 705-375-9900	RAAM Clinic: Mon-12:00p.m.-4:00pm Thurs-8:00a.m.-12:00p.m.		-Telemedicine services	-No walk-ins	-Command Centre for COVID-19 located at Parry Sound Mall

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CMHA Muskoka-Parry Sound Contact:	87 Main Street West, Sundridge	705-384-5392 1-800-245-5036 (connects to all locations) Crisis Line: 1-800-461-5424	Mon-Fri-8:30a.m.- 12:00p.m. and 1:00p.m.- 4:30p.m. Available by appointment	-Needle syringe program -Naloxone distribution -Crisis intervention/support services -B'Saanibamaadsiwin – Aboriginal Mental Health Program-705-746-2512 or 1-866-829-7049	-Telephone -In-person (needle syringe program) by appointment		-Crisis worker available during hours. After hours leave a voicemail to be returned next day
HANDS-TheFamilyHelpNetwork	37 Main Street, Sundridge	1-800-668-8555 Website: https://thefamilyhelpnetwork.ca/	Mon-Fri 8:30am-4:30pm	-Serving those up to age 18 in North Bay, East Nipissing (Mattawa), West Nipissing, West Parry Sound, Powassan, East Parry Sound (Sundridge) Walk-in clinics (offered online only)- Offered in North Bay, Parry Sound, Sturgeon Falls, Sundridge Tuesdays from 11:00am-7:00pm -Crisis services-Call the Mental Health Crisis Line at 1-844-287-9072 to receive support by telephone call or video -Counselling and therapy	-Online and telephone		

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Alliance Centre Contact: Lynn Perreault	172 Ethel Street Unit 3, Sturgeon Falls	705-753-2271 ext. 732 Lynn.perreault@alliancecentre.ca	Mon-Fri-8:30a.m.-4:30p.m. Sat and Sun Crisis Intervention Program-4:00p.m.-11:00pm	-Mental health counselling and treatment (ages 16+) residing within the municipality of West Nipissing who live with severe and persistent mental illness -Needle syringe program -Naloxone distribution -Crisis intervention 705-753-3110 ext. 288-4:00p.m.-11:00p.m. 7 days a week	-All services are offered virtually and by telephone -Needle syringe program packages made -Accepting all referrals including self-referrals	-The weekly walk-in clinic has been suspended until further notice -Pre-packaged orders/kits to limit contact (needle syringe program)	-May reach voicemail -Aim to return calls within 90 minutes
HANDS-TheFamilyHelpNetwork	125 Lisgar Street, Sturgeon Falls	1-800-668-8555 Website: https://thefamilyhelpnetwork.ca/	Mon-Fri 8:30am-4:30pm	-Serving those up to age 18 in North Bay, East Nipissing (Mattawa), West Nipissing, West Parry Sound, Powassan, East Parry Sound (Sundridge) Walk-in clinics (offered online only)- Offered in North Bay, Parry Sound, Sturgeon Falls, Sundridge Tuesdays from 11:00am-7:00pm -Crisis services-Call the Mental Health Crisis Line at 1-844-287-9072 to receive support by telephone call or video -Counselling and therapy	-Online and telephone		
Lawrence Commanda Health Centre (Nipissing First Nation)	58 Semo Road, Sturgeon Falls	(705) 753-3312 lisal@nfn.ca	Thurs-1:00p.m.-4:30p.m.	-Needle syringe program -Naloxone distribution		-Clients will be screened prior to coming into the building	

Contact: Lisa Lurz							
West Nipissing Community Health Centre Contact:	68 Michaud Street, Sturgeon Falls	705-753-0151	Mon-Thurs-8:00a.m.- 4:00p.m. Fri-8:00a.m.-1:00pm	-Naloxone distribution			

Other Contacts/Resources

Child and Youth Mental Health Crisis Line

- Phone: 1-844-287-9072
(Caller may be on hold for several minutes; will reach an intake person who will forward the call to a crisis worker. If you reach voicemail, the call will be returned within one hour)
- Support is available for children, youth, parents, and service providers
- 24 hours, 7 days a week

Kids Help Phone

- Phone: 1-800-668-6868
- 24 hours, 7 days a week