

OPERATING HOURS

Central Intake is open:

Monday to Thursday from 9 a.m. to 8 p.m.

Friday from 9 a.m. to 5 p.m.

Central Intake is closed weekends
and all statutory holidays.

Voicemail messages will be returned within two
business days at the caller's convenience.



Central Intake is Operated By:



Central Intake also provides Intake
services for the following community
partners in the Durham Region:

Chimo Youth and Family Services

Frontenac Youth Services

John Howard Society of Durham Region

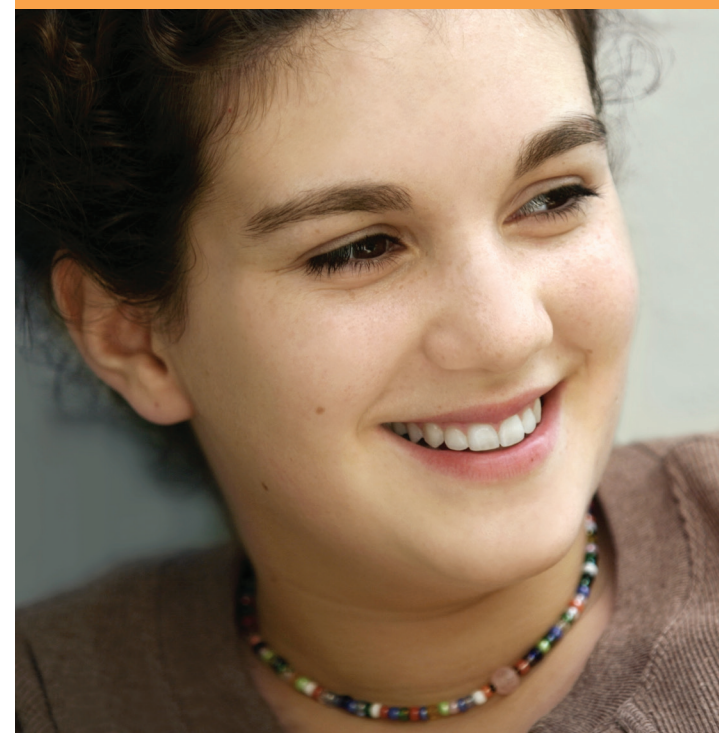
Lakeridge Health Oshawa
Child, Youth and Family Program

Ontario Shores Centre for
Mental Health Sciences

Tri-County Community Support Services
(for Autism Services in Peterborough, City of Kawartha
Lakes, Northumberland and Haliburton)

Supported by the
Ministry of Children and Youth Services

DURHAM REGION CENTRAL INTAKE



FOR CHILD AND YOUTH MENTAL HEALTH
SUPPORT IN DURHAM REGION

PLEASE CALL CENTRAL INTAKE AT:
1-888-454-6275

WHY CALL?

The way a child acts may be a sign that he or she needs help with a mental health problem. Many children and youth will show some of the following characteristics:

- getting significantly lower marks in school
- avoiding friends and family
- having frequent outbursts of anger/rage
- losing his or her appetite
- having difficulty sleeping
- rebelling against authority
- drinking a lot and/or using drugs
- not doing normally enjoyable things
- damaging other people's property
- worrying constantly
- experiencing frequent mood swings
- not concerned with his or her appearance
- obsessed with his or her weight
- lacking energy or motivation
- hitting or bullying other children or being bullied
- attempting to injure him or her self

These may be signs of an underlying mental health problem if they are intense, persist over long periods of time, are inappropriate for the child's age or interfere with the child's and family's life

ABOUT CENTRAL INTAKE

Central Intake is the front door for children, youth and families who may be struggling with a mental health issue.



Families looking for help can call Central Intake (1-888-454-6275) and speak directly to a clinician who will guide them through the process and direct them to an appropriate agency or service in the community who can offer support for their situation.

**No referral is necessary. Anyone can call.
In 2015, nearly 2,600 referrals came through Central Intake.**



DURHAM REGION CENTRAL INTAKE FACTS

- Central Intake will start a referral by collecting demographic information and gathering details about the caller's concerns.
- Central Intake will explain the referral process and provide information about available services.
- It may take approximately 45 minutes to complete a referral and could require more than one call.
- At times Central Intake experiences high call volumes and callers may be directed to voicemail. Callers are encouraged to leave a detailed message with their name, phone number(s) and reason for their call, and their call will be returned within two business days.