



June 23, 2020

Dear Colleagues,

We would like to share some updates regarding access to child and youth mental health services through WhereToStart.ca.

WhereToStart.ca is operated by Peel Children's Centre (PCC) in its role as Lead Agency for child and youth mental health (CYMH) services and it supports access and intake to the four Ministry of Health funded organizations: Associated Youth Services of Peel, Peel Children's Centre and the child and adolescent outpatient mental health services at Trillium Health Partners and William Osler Health System.

Services for Children & Youth Are Available

Most **mental health services for children, youth (birth-18) and their caregivers** continue to be available. Additionally, **Peel Children's Centre** now provides **counseling services for youth ages 18-25**. Due to COVID-19, services are currently being offered via telephone or videoconferencing. Many community-based services have had an opportunity to work through their waitlists, and as such **waitlists have been reduced**.

How to Access Services

WhereToStart.ca continues to be the coordinated access and intake network for child and youth mental health services in Peel Region and has been operating as usual during COVID-19. Intake specialists at WhereToStart.ca will continue to receive physician referrals and screen for urgency. Access to hospital-based outpatient mental health services or community-based mental health services can be explored with the caregiver or youth during the intake.

Please continue to use the standardized e-fillable third party referral package on WhereToStart.ca (under "For Community Service Providers") and/or **fax referrals to (905) 696-0352**. Third Party referral package is **valid for one year**, so caregivers and youth can contact WhereToStart.ca after completing service should they require additional support.

About WhereToStart.ca

WhereToStart.ca is open Monday to Friday between 9am to 4:30pm. If you have further questions, please don't hesitate to contact the team at info@wheretostart.ca or call (905) 451-4655.

Regards,

A handwritten signature in black ink that reads 'Julia Margetiak'.

Julia Margetiak, M.S, CYC-P cert.
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