



CHAMPLAIN MATERNAL NEWBORN REGIONAL PROGRAM
PROGRAMME RÉGIONAL DES SOINS À LA MÈRE
ET AU NOUVEAU-NÉ DE CHAMPLAIN

Focus Group on Maternal-Newborn Health Services and Programs

RENFREW COUNTY AND DISTRICT

Prepared by
France Morin and Debbie Aylward, Perinatal Consultants
Champlain Maternal Newborn Regional Program

INTRODUCTION

The Champlain Maternal Newborn Regional Program (CMNRP) conducted focus groups as part of one of its strategic priorities focused on enhancing the transition of maternal-newborn care from hospital to community. The focus groups are one of the activities of the CMNRP *Mapping Maternal Newborn Services Workgroup*.

CMNRP is pleased to present a summary report of key findings and recommendations from the focus group that was conducted at the Renfrew County and District Health Unit in Pembroke on December 8th, 2016 from 13:00 to 15:30. A total of **13 health care providers** from various organizations that provide maternal-newborn health services and/or programs¹ in Renfrew County and District participated. Those include: Deep River, Chalk River, Petawawa, Pembroke, Barry's Bay, Killaloe, Piwakanagan, Eganville, Renfrew and Arnprior.

The purpose of this focus group was to:

- 1) confirm and identify additional maternal-newborn health services and/or programs currently available in this community;
- 2) explore the views of participants about the strengths, challenges and gaps of existing services and programs in relation to access, navigation and continuity of supports; and
- 3) identify opportunities for improvement and make recommendations to improve the current system.

The focus group was divided into four parts. Notes were taken and the session was audio-recorded in order to accurately capture participants' contributions. Information from the notes and the audio-recording were reviewed, collated and is presented in this report.

PART 1 – Document Current Maternal-Newborn Health Services & Programs

Prior to attending the focus group, participants received a list of maternal-newborn health services and programs that were identified by CMNRP's Mapping Maternal Newborn Services Workgroup members through searches of portals (thehealthline.ca; 211.ontario) and organizations' websites as well as telephone calls with key informants. Copies of this list were available at the session to use as a reference.

In the first part of the session, participants were asked to identify services and programs that were missing from the list and those that were no longer available. They were encouraged to submit any additions or modifications to the list in writing to the facilitator following the session.

An updated copy of the list of maternal-newborn health services and programs can be found in Appendix A.

¹ For the purposes of this focus group, "maternal-newborn health services and programs" included services and programs offered during pregnancy, birth and the first few months after birth (up to 3 months).

PART 2 – Identify Strengths, Challenges and Gaps in Maternal-Newborn Health Services & Programs

Participants were tasked to identify strengths, challenges and gaps in current maternal-newborn health services and programs in their community. Participants were asked to consider how easy it is to access these services and programs, how people navigate within and between them and how the services are meeting the needs of childbearing families. Key findings from this exercise are presented below in Table 1.

TABLE 1 - STRENGTHS, CHALLENGES AND GAPS IN MATERNAL-NEWBORN HEALTH SERVICES AND PROGRAMS

Participants identified the **bolded areas** as applicable to all perinatal periods (prenatal, labour & birth and postnatal).

	PRENATAL	BIRTHING SERVICES	POSTNATAL
Strengths	<ul style="list-style-type: none"> • Access to Nurse Practitioner (NP) led <i>Well Woman Clinic</i> (2 half days/month) • Strong network amongst organizations providing maternal-newborn services • Support available to childbearing families (advice, peer support) • Availability of prenatal classes (offered in various modalities, at different locations, times and days of the week) • Access to midwifery services in Killaloe *decreases travelling for families 	<ul style="list-style-type: none"> • Strong network amongst organizations providing maternal-newborn services • Access to care from a variety of perinatal healthcare providers (e.g., family physicians, OB/GYN, midwives and doulas) • Availability of shared-care available • Increase in midwifery capacity *New midwife in the area • Implementation of skin-to-skin in the OR and in recovery room post Cesarean section • Breastfeeding knowledge of nurses. *Able to answer questions and provide assistance • Availability of a lactation consultant • Access to a public health liaison nurse. *Families are seen prior to discharge or receive phone call on Monday if they deliver during weekend *Good relationship between hospital and public health unit *Discharge package provided to every family (includes existing community resources) * Families at risk are offered phone call and/or home visit (consent required) • Increase in referrals to Healthy Babies, Health Children (HBHC) program by midwives. 	<ul style="list-style-type: none"> • Strong network amongst organizations providing maternal-newborn services • Access to Well Baby Drop-Ins and Child Health Clinics (0-6 yrs) *seen as a strength in some communities (e.g., Deep River) • Access to breastfeeding support: breastfeeding mother groups (e.g., Renfrew County breastfeeding buddies), La Leche League, Well Baby Drop-Ins offered by public health *Renfrew County Breastfeeds website • Access to midwifery services in Killaloe * decreases travelling for families • Access to organized postnatal groups (0-12 months) (e.g., Baby Buddies Program) • Access to a variety of programs (e.g., Canadian Prenatal Nutrition Program (CPNP) extended to postnatal period, attachment, parenting, positive stimulation, infant massage; ‘Make the Connection’ program) *Programming varies by location and areas • Access to lactation consultants (Referral process between hospital and public health unit) • Access to newborn care from NPs for infants up to 18 months. (e.g., Family Health Team in Petawawa) *In some cases, mothers may also receive follow-up care.

	PRENATAL	BIRTHING SERVICES	POSTNATAL
Challenges	<ul style="list-style-type: none"> • Access to delisted services such as physiotherapy (private practices) for prenatal/postnatal assessments, education and care • Access to primary care providers (especially physicians). *Family Health Teams are only able to provide services to rostered clients. • Lack of awareness of existing services/programs (childbearing families and healthcare providers) • Access to in-person prenatal programs such CPNP and prenatal classes *Limitations in terms of time of day, days of the week and location where these services are offered. *Limited demand in certain areas *Budgetary restraints • Reluctance of families to access services offered by HBHC Program * Based on potential “labelling” • Lack of midwifery capacity (# of unaccommodated clients, not meeting demand) 	<ul style="list-style-type: none"> • Birthing services only available in one hospital.* Clients often travel out of community (e.g., Almonte General Hospital, Queensway-Carleton Hospital) • Limited human resources (e.g., no pediatricians, physician coverage: OB/GYN, NRP trained physicians) • Unattended home births for midwifery clients *unable to reach midwife and also related to large geographic region that midwives cover • Access to transportation to get to hospital *Some patients will arrange transportation in early labour and be discharged home multiple times if not in active labour • Delays in Caesarean sections • Lactation consultant is retiring; will need to fill position 	<ul style="list-style-type: none"> • Access to delisted services such as physiotherapy (private practices) for prenatal/postnatal assessments, education and care • Limited access to lactation consultants *Few in this sub-region • Access to hospital information (i.e. discharge summary) • Child Health Clinics are underutilized in some communities • Lack of support services for pregnancy and infant loss • Interprofessional collaboration (e.g., lack of physician engagement) • Lack of awareness of available services and programs (families and healthcare providers)
Gaps	<ul style="list-style-type: none"> • Lack of access to perinatal mental health services (e.g., psychiatry services, social workers, counselling services) 	<ul style="list-style-type: none"> • Lack of access to perinatal mental health services (e.g., psychiatry services, social workers, counselling services) 	<ul style="list-style-type: none"> • Access to affordable loaner electric breast pumps • Lack of access to perinatal mental health services (e.g., psychiatry services, social worker, counselling services)

PART 3 – Recommendations to Improve Maternal-Newborn Health Services & Programs

Participants were then divided into groups and tasked with identifying 3 ways to improve services and programs for one of following time periods: prenatal, birth and postnatal. Participants were asked to think about services/programs that could be created, enhanced or improved. A representative from each table was invited to share the recommendations generated by their group. Ideas and suggestions are presented below in Table 2.

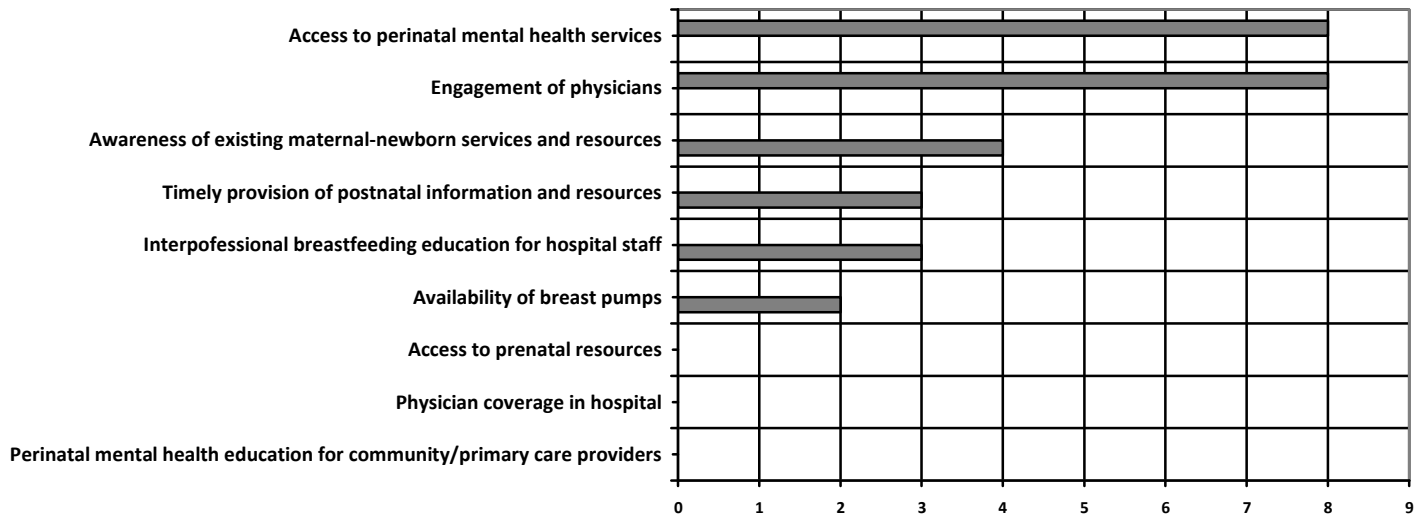
TABLE 2 - OPPORTUNITIES FOR IMPROVEMENT OF MATERNAL-NEWBORN HEALTH SERVICES AND PROGRAMS

PRENATAL	BIRTHING SERVICES	POSTNATAL
<ul style="list-style-type: none"> • Increase awareness of existing maternal-newborn services and programs in the area (families and healthcare providers) <p><u>Suggestions:</u></p> <ul style="list-style-type: none"> • Advertise available services and programs via prenatal classes, support groups • Develop a list of existing resources (List from public health unit or document being generated from the focus group) • Provide education to perinatal healthcare providers and share resources • Increase access to prenatal resources (e.g., prenatal classes, CPNP) <p><u>Suggestions:</u></p> <ul style="list-style-type: none"> • Offering additional sessions at various times of day, days of the weeks and locations <ul style="list-style-type: none"> • Increase availability of loaner or free breast pumps (electric and manual) <p><u>Suggestions:</u></p> <ul style="list-style-type: none"> • Organizations (e.g. Family Health Teams, Ontario Early Year Centers) to secure funding to purchase breast pumps 	<ul style="list-style-type: none"> • Improve physician coverage *OB/GYN locums *NRP training for family physicians • Improve access to lactation consultant • Provide interprofessional breastfeeding education to staff (e.g., nursing, MDs, midwives) • Improve access to perinatal mental health services <p><u>Suggestions:</u></p> <ul style="list-style-type: none"> • Provide in-services to healthcare providers (to include: signs of perinatal mental health disorders, resources available, referral process to existing mental health services) • Referral to HBHC program (home visits, ongoing support) • Improve access to existing mental health services • Increase human resources for perinatal mental health disorders (e.g., psychiatrists, psychologists, social workers, counsellors) • Create care pathway for women with perinatal mental health issues. <ul style="list-style-type: none"> • Improve staff retention (e.g., nursing) 	<ul style="list-style-type: none"> • Provide perinatal mental health education to community and primary care providers (e.g. information, resources, referrals) • Improve engagement of physicians (e.g., educational seminars re: care mapping exercise and resources available) • Increase awareness of existing maternal-newborn services and program (families and health care providers) <p><u>Suggestions:</u></p> <ul style="list-style-type: none"> • Create a comprehensive list of existing services with brief description and referral criteria (electronic and paper format) *Use Renfrew County Breastfeeds as a starting point • Promote Ontario Early Year Centres as entry point for childbearing families • Provide timely information/resources (i.e., physio) about what to expect in postnatal period (e.g., return to daily activity, birth injuries and potential long term consequences for mothers and babies)

PART 4 – Identify Top 3 Priority Recommendations for System Improvement

Participants were asked to vote for the top 3 priority recommendations that were presented in Table 2. The results are presented below in Table 3.

TABLE 3 - VOTING RESULTS FOR PRIORITY RECOMMENDATIONS FOR SYSTEM IMPROVEMENT



The top 3 priority recommendations to address in order to improve maternal-newborn health services and programs in Renfrew County are:

- Improve access to perinatal mental health services
- Improve engagement of physicians
- Increase awareness of existing maternal-newborn services and programs

CONCLUSION

The findings and recommendations identified by this focus group will be included in the final regional report that will be produced when all focus groups from across the Champlain and South East LHINs have been completed, as part of this project's deliverables.

This valuable information will be key to the CMNRP network and partner organizations as we all work together to ensure appropriate maternal-newborn health services are available and explore opportunities to enhance awareness about them.

ACKNOWLEDGMENTS

CMNRP would like to sincerely thank the participants for their time, participation and contributions in the focus group. Thank you also to the **Renfrew County & District Health Unit** for its assistance in planning and for hosting the session.

APPENDIX A

LIST OF MATERNAL-NEWBORN HEALTH SERVICES AND PROGRAMS (FROM PREGNANCY TO POSTNATAL PERIOD)

- Renfrew County & District –

(Deep River, Chalk River, Petawawa, Pembroke, Barry`s Bay, Killaloe, Piwakanagan, Eganville, Renfrew & Arnprior)

Pregnancy Confirmation/Test:

- **Pharmacy**
- **Walk-in Clinics**
- **Family Medicine:** Private Practices
- **Family Health Teams:** [Algonquins of Piwakanagan First Nation – Health Service](#) (Piwakanagan), [Arnprior and District FHT](#) (Arnprior), [North Renfrew FHT](#) (Deep River), [Petawawa Centennial Family Health Centre FHT](#) (Petawawa); [West Champlain FHT – Ottawa Valley Health and Wellness Center](#) (Pembroke)
- **Renfrew County & District Public Health :** [Sexual Health Clinics](#)
- **Diagnostic Imaging Clinics:** [Arnprior & District memorial Hospital](#), [Deep River & District Hospital](#), [Pembroke Regional Hospital](#), [St. Francis Memorial Hospital](#), [Renfrew Victoria Hospital](#)
- **Medical Laboratories** (hospital or community): Life Labs (Pembroke, Petawawa); St-Francis memorial Hospital Gamma Dynacare; [Rainbow Valley Community Health Centre](#)



Prenatal Care:

- **OB/GYN:** Private Practices
- **Family Medicine:** Private Practices
- **Midwifery Practices:** [Madawaska Valley Midwives](#) (Killaloe, Petawawa); [Ottawa Valley Midwives](#) (Carleton Place)
- **Family Health Teams:** [Algonquins of Piwakanagan First Nation – Health Service](#) (Piwakanagan), [Arnprior and District FHT](#) (Arnprior), [North Renfrew FHT](#) (Deep River), [Petawawa Centennial Family Health Centre FHT](#) (Petawawa); [West Champlain FHT – Ottawa Valley Health and Wellness Center](#) (Pembroke)
- **Pembroke Regional Hospital:** [Obstetrical and Newborn Assessment Clinic](#)
- [Rainbow Valley Community Health Centre](#)
- **Diagnostic Imaging Clinics:** [Arnprior & District Memorial Hospital](#), [Deep River & District Hospital](#), [Pembroke Regional Hospital](#), [St. Francis Memorial Hospital](#),
- **Medical Laboratories** (hospital or community): Life Labs (Pembroke, Petawawa); St-Francis Memorial Hospital Gamma Dynacare, [Rainbow Valley Community Health Centre](#)



Prenatal/Nutrition/Parenting/Breastfeeding Education:

- **Renfrew County & District Health Unit:** [Online prenatal education](#) “The Gifts of Motherhood”, [In Person prenatal education](#); [Breastfeeding ABC’s](#) (Prenatal Breastfeeding Workshop); [Healthy Baby Health Children Program](#) (Home Visiting Program); [Make Your Own Baby Food](#); Health Info Line: 613-735-8666
- **Ontario Early Years Centers:**
 - [Jubilee Place](#) (Pembroke): Prenatal Classes, Canada Prenatal Nutrition Program
 - [Winning Kids Centre](#) (Pembroke): Car Seat Inspection and Information
 - [Arnprior Family Preschool Resource Centre](#): Canada Prenatal Nutrition Program
 - [Community Resource Centre](#) (Killaloe) : Canada Prenatal Nutrition Program
 - [Deep River and Area Family Enrichment Network](#): Canada Prenatal Nutrition Program
- [Columbus House](#): Young Parent Support Program: Canada Prenatal Nutrition Program

Prenatal/Nutrition/Parenting/Breastfeeding Education (cont'd):

- **Phoenix Centre for Children and Families:** [Welcome to Parenting Online Program](#), [Parenting Partnership](#) (Prenatal and Parent Education Program), www.Parents2Parents.ca
- **Petawawa Military Family Resource Centre:** Prenatal & Postnatal Nutrition Programs (Canada Prenatal Nutrition Program) and Collective Kitchen, Preparation for Labour, Prenatal Education Workshop
- **Renfrew County Doulas**
- **Private Breastfeeding Education Sessions** offered by Lois O'Brien: 613-735-8049

Websites, Phone and Online Support:

- **The Canadian Association of Family Resource Programs** (FRP Canada)
- **Dad Central Ontario - 24hr Cribside Assistance** (Online Resource for Fathers)
- **Eat Right Ontario**
- **OMama** (App/Website)
- **Public Health Agency of Canada:** [Breastfeeding & Infant Nutrition](#), [Healthy Canadians: Healthy Pregnancy](#)
- **Dr. Jack Newman** – [Breastfeeding Inc](#)
- **Health Before Pregnancy Website** (Best Start Nexus)
- pregnancy.sogc.org (Society of Obstetricians and Gynaecologists of Canada)
- **Motherisk**
- **Period of PURPLE Crying**
- **Love Me. Play with me. Help me be the best I can be.**
- **Ontario 211**
- **Ontario Early Years Centres**



Childbirth:

- **Pembroke Regional Hospital**
- **Midwifery Practices:** [Madawaska Valley Midwives](#) (Killaloe, Petawawa); [Ottawa Valley Midwives](#) (Carleton Place)
- **Renfrew County Doulas**



Post-partum/Post-birth Care:

- **Pembroke Regional Hospital:** [Obstetrical and Newborn Assessment Clinic](#)
- **Renfrew County & District Health Unit:** [Healthy Baby Health Children Program](#) (Home Visiting Program), [Well-Baby Drop-Ins](#), [Child Health Clinics](#), [Immunization Clinics](#), [Make Your Own Baby Food](#), Health Info Line: 613-735-8666
- **Midwifery Practices:** [Madawaska Valley Midwives](#) (Killaloe, Petawawa); [Ottawa Valley Midwives](#) (Carleton Place)
- **Family Health Teams:** [Algonquins of Pikwakanagan First Nation – Health Service](#) (Pikwakanagan), [Arnprior and District FHT](#) (Arnprior), [North Renfrew FHT](#) (Deep River), [Petawawa Centennial Family Health Centre FHT](#) (Petawawa); [West Champlain FHT – Ottawa Valley Health and Wellness Center](#) (Pembroke)
- **Rainbow Valley Community Health Centre**
- **Family Medicine:** Private Practices
- **OB/GYN:** Private Practices
- **Pediatricians:** Private Practices

Post-partum/Post-birth Care (cont'd):

- [Petawawa Military Family Resource Centre](#) : Postnatal Nutrition Programs and Collective Kitchen; Postnatal groups
- **Ontario Early Years Centers:** Variety of Programs Available Including: Baby Cupboard, Baby and Me Group, Play & Learn Drop-In, Under One Club, Baby Circle Time, “Sing to Me”, Make the Connection (birth-1 year), Infant Massage, Parent/Child Mother Goose, Car Seat Inspection and Information, Dads Group * *Contact Your Local Centre for More Information*
 - [Jubilee Place](#) (Pembroke)
 - [Winning Kids Centre](#) (Pembroke)
 - [Arnprior Family Preschool Resource Centre](#)
 - [Deep River and Area Family Enrichment Network](#)
 - [Kids Corporation](#) (Renfrew)
 - [Community Resource Centre](#) (Killaloe): Toy Bus (Cobden to Whitney)
- [Renfrew County Doulas](#)
- [Phoenix Centre For Children and Family](#)
- [Columbus House:](#) Young Parent Support Program
- [Physio in the Valley:](#) Pregnancy and Post-partum Physiotherapy and Pelvic Floor Rehabilitation
- [Ottawa Valley Physiotherapy & Sports Medicine:](#) Pelvic Floor and Pediatric Physiotherapy Services

Websites, Phone and Online Supports:

- [Nippissing District Developmental Screen](#)
- [Healthy Canadians: Infant Care](#)
- Public Health Agency of Canada: [Infancy](#)
- [MotHERS Program Website](#)
- Canadian Paediatric Society: [Caring for Kids](#)
- [Dad Central Ontario - 24hr Cribside Assistance](#) (Online Resource for Fathers)
- [EatRight Ontario](#)
- [Ontario 211:](#) call 211
- [Ontario Early Years Centres](#)
- Telehealth Ontario: 1-866-797-0000
- Ministry of Health and Long-Term Care: [Vaccination Programs and Immunization Schedule](#)
- Ministry of Children and Youth Services: [Child Development](#)
- Ministry of Education: [Childcare](#)
- [Safe Kids Canada](#)



Breastfeeding Support:

- [Pembroke Regional Hospital:](#) Labour & Delivery Unit
- **Breastfeeding Mothers Groups** (Petawawa, Pembroke, Arnprior)
- **Lactation Consultants:**
 - Lois O'Brien (Pembroke/Petawawa): 613-325-2569
 - Tania Leclerc (Douglas/Cobden, Eganville, Renfrew, Pembroke, Petawawa): 613-325-2569
- **Midwifery Practices:** [Madawaska Valley Midwives](#) (Killaloe, Petawawa); [Ottawa Valley Midwives](#) (Carleton Place)
- **Renfrew County & District Health Unit:** [Healthy Baby Health Children Program](#) (Home Visiting Program), [Breastfeeding Drop-Ins](#), [Well Baby Drop-Ins](#), Health Info Line: 1-800-267-1097 x 666 or 613-735-8666, Lactation Consultants: Christine Adam (Pembroke): 613-735-8651 and Heather Yolkowskie (Renfrew): 613-432-5853
- [Renfrew County Breastfeeds](#)
- [Renfrew County Breastfeeding Buddies](#) (OEYC-Pembroke): 613-735-6866 x4129
- **Metis Nation of Ontario:** Healthy Baby Healthy Children (Renfrew)
- **La Leche League Canada:** [Arnprior](#)

Breastfeeding Support (cont'd):

- **Ontario Early Years Centers:**
 - [Arnprior Family Preschool Resource Centre](#): La Leche Breastfeeding Support Group, Baby Café Drop-In,
 - [Winning Kids Centre](#) (Pembroke): Breastfeeding Drop-in
 - [Deep River and Area Family Enrichment Network](#): Well Baby Drop-In
- **[Breast pumps for Purchase, Rental and Loan](#):**
 - Shoppers Drug mart (Arnprior, Pembroke, Petawawa)
 - Community Resource Centre (Killaloe) **Please Call for Availability*
 - Gisele Gobeil – ABC Soutien Perinatal Support (Renfrew/Arnprior)
 - Aikenhead's Drug Store (Renfrew)
 - Mulvihill Drug Mart (Pembroke)
 - Ontario Early Years Center – Pembroke
 - Petawawa Military Resource Centre

Websites, Phone and Online Supports

- [Healthy Mothers, Healthy Babies Breastfeeding](#) (Best Start Resource Center) *Free, Bilingual On-Line Course on Breastfeeding)
- [Motherisk](#): Medication and Breastfeeding: 1-877-439-2744; Alcohol and Substance: 1-877-327-4636
- [Breastfeeding Inc-Jack Newman](#)
- [Bilingual Ontario Online Breastfeeding Services](#)
- **Telehealth Ontario 24/7 Breastfeeding Support**: 1-866-797-0000 or TTY 1-866-797-0007
- [International Lactation Consultant Association](#): **"Find a Lactation Consultant" at Bottom of Webpage*
- [La Leche League Canada](#)

SPECIAL SERVICES ALSO ACCESSED BY WOMEN/FAMILIES

Adolescent Pregnancy

- [Columbus House](#): Young Parent Support Program

Fetal Anomalies or Life Limiting Diagnosis

- **The Ottawa Hospital**: [Maternal Fetal Medicine Clinic](#), [Ultrasound Unit: Obstetrics and Gynaecology](#) **Offers Diagnostic and Therapeutic Services (Ultrasound, Amniocentesis, Chorionic Villi Sampling, Cordocentesis, Fetal Echocardiography, Doppler Studies)*
- [CHEO Regional Genetics Program](#)
- [Roger Neilson House](#) **Offer Perinatal Hospice, End of Life Care, Respite Care, Grief Support and Bereavement Care*

Perinatal Loss (Miscarriage, Termination of Pregnancy, Stillbirth, Neonatal Death)

- **The Ottawa Hospital**: [Maternal Fetal Medicine Clinic](#),
- **CHEO**: [CHEO Regional Genetics Program](#)
- [Roger Neilson House](#) ** Grief Support and Bereavement Care*
- [Pregnancy and Infant Loss Network](#) (PAIL Network): 1-888-301-7276
- [Petawawa Military Family Resource Centre](#)
- **Bereaved Family of Ontario**: [Ottawa Region](#)

Preterm Birth

- **CHEO**: [Neonatal Follow-up clinic](#)
- [Ottawa Children's Treatment Centre](#)

High Risk Pregnancies

- **The Ottawa Hospital:** [Maternal Fetal Medicine/High Risk Pregnancy Unit](#), [Placenta Health Clinic](#), [Special Pregnancy Unit Division of Neonatology](#)

Adoption and Foster Care

- [Family and Children's Services of Renfrew County](#)
- [Adoption Council of Canada](#)
- [Adoption Council of Ontario](#)
- [Ministry of Community and Social Services](#)

Family Violence, Sexual Assault, Woman Abuse, Child abuse and Welfare

- [Women's Sexual Assault Centre of Renfrew County](#): 1-800-663-3060
- [Assaulted Women's Helpline](#) (Ontario): 1-866-863-0511
- [Bernadette McCann House for Women](#) (Pembroke): 613-732-3131 or Women's Helpline: 1-800-267-4930
- [Centre culturel francophone de Pembroke](#)
- [Pembroke Regional Hospital](#) : [Mental Health Services of Renfrew County](#)
- [Renfrew Victoria Hospital](#): [Regional Assault Care program](#) : 1-800-363-7222 or 613-432-4851 x224
- [End Violence Against Women Renfrew County](#)
- [North Renfrew Family Services](#): Violence Against Women Program (Deep River)
- [Family and Children's Services of Renfrew County](#)
- [Emergency Medical Services, Police: 911](#)
- [Ligne de soutien pour femmes victimes de violence](#): 1-877-FEMAIDE (336-2433) ATC 1-933-860-7082

Shelters, Transitional Housing and Drop-in for Women

- [Centre culturel francophone de Pembroke](#)
- [North Renfrew Family Services](#): Violence Against Women Program (Deep River)

Drug, Alcohol and Smoking

- [Algonquins of Pikwakanagan First Nation Health Services](#): Native Alcohol and Drug Abuse Program
- [Rainbow Valley Community Health Centre](#) (Killaloe)
- [Addiction Treatment Services](#) (Arnprior, Barry's Bay, Deep River, Pembroke, Renfrew)
- [Alcoholics Anonymous](#): [Madawaska Valley](#), [Pembroke](#), Renfrew County
- [Phoenix Centre For Children and Family](#)
- [Robbie Dean Family Counselling Centre](#)
- [Ontario Addiction Treatment Centres](#): Methadone Maintenance Treatment Program (Pembroke, Renfrew)
- [Renfrew County Addition Treatment System](#): Additions Treatment Services, Mackay Manor, Pathways Alcohol & Drug Treatment Services, Renfrew County Community Withdrawal Management Services Renfrew County Addition Supportive Housing Program
- [Narcotics Anonymous](#) (Pembroke): 1-888-922-7822
- [My Quit Program](#) : 1-877-376-1701

Perinatal Mental Health Issues

- **Psychotherapists:** Private Practices
- **Psychologists:** Private Practices
- **Individual, Couple and Family Therapists:** Private Practices
- **Psychiatrists:** Private Practices
- **24 Hour Mental Health Crisis Line:** 1-866-996-0991
- **Ontario Mental Health Help Line:** 1-866-531-2600
- **Pembroke Regional Hospital:** [Mental Health Services of Renfrew County](#)
- **Renfrew County and District Health Unit:** Information Line: 613-735-8666
- [The Robbie Dean Family Counselling Centre](#): Crisis Clinic: 1-613-433-4231, Crisis Line: 1-866-996-0991
- [Child, Youth and Family Crisis Line for Eastern Ontario](#): 1-877-377-7775
- **Hospital Emergency Departments:** Arnprior & District Memorial Hospital, Barry's Bay St. Francis Memorial Hospital, Deep River & District Hospital, Pembroke Regional Hospital, Renfrew Victoria Hospital)

- [Algonquins of Pikwakanagan First Nation Health Services](#)
- [Phoenix Centre For Children and Family](#): Family and Child Treatment, Phoenix Centre Crisis Line: 1-877-377-7775
- [North Renfrew Family Services](#): Walk in Counselling: 613-584-3358
- [Medical Centre Killaloe](#): Living Well Counselling Services (Dr. Blair Voyvodic)
- [Mental Health Helpline](#): 1-866-531-2600
- Best Start Nexus: [Life With a New Baby](#)