



Canadian Mental Health and Wellness Supports

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NATIONAL MENTAL HEALTH SUPPORTS

GENERAL SUPPORTS

National Suicide Prevention Lifeline: 1-800-273-8255

Provides 24/7, free and confidential support for people in distress.

Crisis Services Canada: 1-800-456-4566 or text START 45645.

Provides 24/7 support to people in Canada. Text line operates from 4pm – Midnight ET.

Wellness Together Canada: Online resources available at <https://ca.portal.gs/>

Provides free online resources, tools, apps and connections to trained volunteers and qualified mental health professionals when needed.

Crisis Text Line: Text HOME to 741741

Crisis Text Line serves anyone, in any type of crisis, providing access to free, 24/7 support via text. This text line is powered by Kids Help Phone and is also available in the United States by texting 741741, in the United Kingdom by texting 85258, and in Ireland by texting 086 1800 280.

National Eating Disorder Information Centre (NEDIC): 1-866-633-4220

NEDIC provides information, resources, referrals and support to Canadians affected by eating disorders. The NEDIC helpline will be open from 11 am to 7 pm Monday-Thursday and Friday from 11 am – 5 pm EST. You can also connect with NEDIC over chat or email.

Revivre: 1-866-738-4873

Revivre, c'est d'abord un organisme présent pour toute personne étant touchée par les troubles anxieux, la dépression ou le trouble bipolaire. Disponible sans frais partout au Canada, du lundi au vendredi de 9 h à 17 h.

A resource offering support and education for those affected by anxiety disorders, depression or bipolar disorder. Available toll free across Canada, Monday to Friday 9 am – 5 pm. Offering services in English and French.

ADDICTION SUPPORTS

Canada Drug Rehab Addiction Services Directory: 1-877-746-1963

A free online directory of alcohol and drug rehab programs and other addiction-related services in Canada.



Canadian Mental
Health Association
Ontario

SUPPORTS FOR CHILDREN AND YOUTH

Kids Help Phone: 1-800-668-6868 or text CONNECT to 686868

Youth mental health support available 24/7.

Naseeha Youth Helpline: Call or text 1-866-627-3342

Confidential helpline for young Muslims to receive immediate, anonymous, and confidential support. Call 1-866-627-3342 (7 days a week, 12 p.m. – 9 p.m. EST) or text 1-866-627-3342 (Monday to Friday, 12 p.m. – 9 p.m. EST).

SUPPORTS FOR INDIGENOUS PEOPLES

Hope for Wellness Help Line: 1-855-242-3310 or chat online at

<https://www.hopeforwellness.ca/>

Offers immediate help to all Indigenous peoples across Canada. It is available 24 hours a day, 7 days a week to offer counselling and crisis intervention. Service is available in English and French. On request, phone counselling is also available in Cree, Ojibway and Inuktitut.



ONTARIO: PROVINCIAL MENTAL HEALTH SUPPORTS

GENERAL SUPPORTS

ConnexOntario: 1-866-531-2600

Free and confidential health services information for people experiencing problems with alcohol and drugs, mental health and/or gambling. Available 24/7.

Big White Wall: Join online at www.bigwhitewall.ca

Safe peer-to-peer mental health community that is accessible online 24/7. Free to all Ontarians aged 16+.

BounceBack: Go to <https://bouncebackvideo.ca/> for online videos or <https://bouncebackontario.ca/> to submit an online referral

Free skill-building program managed by the Canadian Mental Health Association (CMHA). It is designed to help adults and youth 15+ manage low mood, mild to moderate depression and anxiety, stress or worry. Delivered over the phone with a coach and through online videos, you will get access to tools that will support you on your path to mental wellness

SUPPORTS FOR CHILDREN AND YOUTH

Good2Talk Helpline: 1-866-925-5454 or text GOOD2TALKON to 686868

Ontario's 24/7 helpline for postsecondary students.

[Children's Mental Health Ontario Centres](#)

100 member organizations operating in every region in Ontario, providing treatment and support to children, youth, and families. Agencies serve children and youth between the ages of 0-18. No physician referral is required and no OHIP card is necessary.

DOMESTIC VIOLENCE AND SEXUAL ASSAULT SUPPORTS

[Assaulted Women's Helpline](#): 1-866-863-0511 or text #SAFE (#7233) on your Bell, Rogers, Fido or Telus Mobile

24-hour telephone and TTY crisis line for all women in Ontario who have experienced any form of abuse.



Canadian Mental
Health Association
Ontario

SUPPORTS FOR INDIGENOUS PEOPLES

Talk4Healing: 1-855-554-4325

A culturally grounded, fully confidential helpline for Indigenous women available in 14 languages all across Ontario. Live chat is also available at <https://www.talk4healing.com/>.

SUPPORTS FOR SENIORS AND CAREGIVERS

Seniors Safety Line: 1-866-299-1011

Provided by Elder Abuse Ontario, the Seniors Safety Line provides contact and referral information for local agencies across the province that can assist in cases of elder abuse.

Ontario Caregiver Helpline: 1-833-416-2273 or live chat also available at <https://ontariocaregiver.ca/>

Provides caregivers with a one-stop resource for information and support.

LGBTQ2S+ SUPPORTS

LGBT Youthline Ontario: Text 647-694-4275 or chat online at <https://www.youthline.ca/>

Ontario-wide peer-support for lesbian, gay bisexual, transgender, transsexual, two-spirited, queer and questioning young people.



COVID-19 RESOURCES

RESOURCES FOR HEALTH AND WELLNESS DURING COVID-19

[General Mental Health Tips](#)

In what may be a difficult time for many, the Canadian Mental Health Association (CMHA) is offering some basic tips to help people remain calm and balanced as this public health situation unfolds.

[Tolerance for Uncertainty: A COVID-19 Workbook by Bay Psychology](#)

A practical guide to accepting your feelings, tolerating distress, and thriving during the COVID-19 pandemic.

Un guide pratique pour accepter ses sentiments, tolérer la détresse et s'épanouir pendant la pandémie de COVID-19.

[Mental Health Commission of Canada Managing Coronavirus Anxiety Video](#)

Thirty-nine-second clip provides helpful tips to manage anxiety, including staying connected, getting news from reliable sources and showing compassion for others.

[Mental Health Commission of Canada Resource Hub: Mental health and wellness during the COVID-19 pandemic](#)

Information and resources about maintaining mental health during this time of crisis, and supporting people managing a mental illness in this context.

[World Health Organization's Coping with Stress Tip Sheet](#)

A document which may be helpful to share with staff and clients, featuring helpful reminders such as talk to family and friends to manage emotions and stress, maintain a healthy lifestyle, abstain from alcohol and drugs as coping mechanisms, seek reliable information and more.

[World Health Organization's Mental Health Considerations During COVID-19 Outbreak](#)

Mental health considerations were developed to support mental and psychological well-being for general population, health care workers, health care team leaders, caregivers and people in isolation during COVID-19 outbreak.

[Centers for Disease Control and Prevention Tips to Manage Anxiety and Stress](#)

Outlines symptoms of stress during an infectious disease outbreak, recommendations for individuals with pre-existing mental health conditions, advice for parents, responders and people released from quarantine, as well as additional resources.

[Impacts of COVID-19 on Substance Use](#)

Provides resources, news and information on the COVID-19 pandemic and substance use.



[10 things you can do right now to reduce anxiety, stress, worry related to COVID-19](#)

This tip sheet created by BounceBack Ontario discusses ten things individuals can do to reduce worry, anxiety and stress during the COVID-19 pandemic.

En français: [10 choses](#)

[que vous pouvez faire dès maintenant pour réduire les inquiétudes, l'anxiété et le stress liés à la COVID-19](#)

FEDERAL COVID-19 RESOURCES

[Health Canada COVID-19 Outbreak Update](#)

Latest updates, statistics, preparation tips, travel advice, symptoms and treatment information, and more.

[Health Canada FAQs](#)

Frequently-asked questions with answers related to COVID-19, including what the virus is, how it spreads, risks, symptoms and treatment, prevention tips, how to handle various travel scenarios, and actions being taken at borders and airports.

[Health Canada Self-monitoring, Self-isolation and Isolation Infographic](#)

Helps individuals understand the difference between self-monitoring, self-isolation and isolation, and when to do each and the steps to take in each situation.

[Government of Canada COVID-19 News Site](#)

Provides access to news articles on the COVID-19 pandemic in Canada.

ONTARIO COVID-19 RESOURCES

[Government of Ontario Website](#)

For up-to-date information on COVID-19 in Ontario.

[Ontario Ministry of Health Page](#)

Includes details of how provincial government is preparing for COVID-19; provides information on how to protect yourself, what to do if you're sick after you travel and how to recognize possible symptoms. Also includes guidance and Ministry of Health signage.

[COVID-19 Self-Assessment Tool](#)

To help determine how to seek further care.



Ministry of Health COVID-19 Fact Sheet: Resources for Ontarians Experiencing Mental Health and Addictions Issues During the Pandemic

Provides resources and tips for maintaining mental health during the COVID-19 pandemic.

Public Health Ontario COVID-19 Page

Includes latest updates and information from a provincial scope, including the current status in Ontario, information for health care providers, and resources related to guidance and best practices, laboratory testing and research.

Public Health Ontario Fact Sheet: How to Self-Isolate

A helpful fact sheet on how to self-isolate effectively if you exhibit symptoms or believe you are at risk.

Toronto Public Health COVID-19 Page

Latest updates and information specific to Toronto, including current status, risk to residents, how to protect yourself, travel advice, diagnosis and testing, statements from Toronto's medical officer of health, Q&As and more.

Toronto Public Health Notice

If you have recently returned from travels outside the country and are feeling well, Toronto Public Health asks that you monitor for any symptoms and refrain from visiting with seniors and people with chronic health conditions for a 14-day period.

MENTAL HEALTH SECTOR: COVID-19 VIRTUAL CARE RESOURCES

College of Registered Psychotherapists of Ontario COVID-19 Page

The college is providing regular updates on its website, with current posts on advice for registered psychotherapists, FAQs, implementing electronic practice, health care provider recruitment, and more.

e-mental Health Policies and Procedures: Examples from Ontario Agencies

The Ontario Centre of Excellence for Child and Youth Mental Health is sharing (with permission) examples of a draft policy/procedure for e-mental health services and guidance/considerations for e-mental health service delivery developed by two Ontario child and youth mental health lead agencies. These draft resources are shared as examples only.

e-Mental Health Services for Children and Youth

This document by the Ontario Centre of Excellence for Child and Youth Mental Health and Children's Mental Health Ontario provides resources on practice guidelines for the delivery of child and youth virtual mental health services.



[The Ontario Caregiver Organization COVID-19 Tip Page](#)

Includes specific caregiver information related to COVID-19, such as mental health tips, support technology, virtual support group, provincial and federal government resources, and more.

[Guidelines for Uses of Technology in Counselling and Psychotherapy](#)

These Guidelines provide concrete suggestions for making the best use of technology while protecting our clients and ourselves. The aim is to support and affirm professional practice in our technology-saturated world by providing tools to be resilient practitioners.

[Virtual Community Mental Health and Addiction Services \(Adult, Child and Youth\): Interim Guidance to Community Mental Health Agencies](#)

Provides recommendations for the delivery of virtual care.

Services de santé mentale et de toxicomanie virtuels en milieu communautaire (adultes, enfants et jeunes) Guide provisoire à l'intention des organismes communautaires de santé mentale. En français : https://mcusercontent.com/7a24954e07f983b5b85faba8b/files/2256b4e3-7157-402d-ae7d-128d2b17fc13/Interim_Guidance_CMH_Virtual_Care_2020_03_31_FINAL_FR.pdf

[Mental Health Video Visit Workflow](#)

This chart shows how to integrate video visits into existing workflow.

[Mental Health and Addictions Professional Sign-Up Preparations for Virtual Care with OTN](#)

Instructions for existing Telemental Health sites that are already OTN members wishing to onboard new users.

HEALTH SECTOR: COVID-19 RESOURCES

[Health Care Access Research and Developmental Disabilities COVID-19 Page](#)

A compilation of resources from around the world and information to support people with developmental disabilities and their families during this time.

[The Ontario Caregiver Organization COVID-19 Tip Page](#)

Includes specific caregiver information related to COVID-19, such as mental health tips, support technology, virtual support group, provincial and federal government resources, and more.

[Information and Privacy Commissioner of Ontario Electronic Communication of Personal Health Information slide deck](#)

Provides details on protecting privacy when communicating electronically, safeguards for communicating personal health information by email, and reducing risk of unauthorized access.

[LHIN COVID-19 Programmatic Impact SBAR template](#)



A form for organizations to outline to LHIN how COVID-19 will impact programs (situation, background, assessment, recommendation and potential impacts to performance).

[Ontario Health – Health System Response Structure](#)

To meet the demands of the current pandemic, Ontario Health is evolving its current regional table format into a Health System Response structure designed to support real-time decision-making and action throughout the health system in response to the pandemic.

[Virtual Care and the 2019 Novel Coronavirus \(COVID-19\)](#)

Guidance on virtual care and sharing patient info using technology, with quick tips on screening, care for patients with suspected COVID-19, care for regular patients, as well as videos visit platforms and resources.

SOCIAL SERVICES SECTORS: COVID-19 RESOURCES

[Ontario College of Social Workers and Social Service Workers COVID-19 Page](#)

Provides recommendations for work during the COVID-19 pandemic.

[Provincial HSJCC Submission to Government on Impact of COVID-19](#)

The Provincial HSJCC submitted a letter to Government outlining the impact of COVID-19 on service delivery across the human services and justice sectors.

[CLEO Updates on the Law and Legal Services](#)

CLEO is working to give practical answers to questions people are asking about the law relating to the COVID-19 situation. They are also sharing updates about changes to government programs and court services.

[Ontario Association for ACT & FACT COVID-19 Guidance](#)

Recommends precautions in the delivery of ACT and FACT essential services, with consideration to staffing and scheduling, medication, clozapine bloodwork, food assistance, and self-care assistance for infected individuals.

[Guidance for providers of services for people experiencing homelessness \(in the context of COVID-19\)](#)

Health Canada offers recommendations for the homelessness-serving sector.

City of Toronto Shelter Program Resources

The City of Toronto provided the following contents to support their shelter programs:

- [Letter to all shelter, respite and drop-in providers](#)
- [Infection Prevention and Control Guide for Homelessness Service Settings](#)
- [Fact sheet: Interim Guidance for Homelessness Service Settings Providers](#)



- [COVID-19 Screening Tool for Homelessness Service Settings](#)
- [Referral flow chart: How does the COVID-19 Screening Process Work for Shelters, 24-hour Respite, and 24-hour Drop-in Clients?](#)
- [Instructions for Arranging Non-Emergency Transportation for Shelter, 24-hour Respite and 24-hour Drop-in Clients to COVID-19 Assessment Centres](#)
- [Poster: Protect Yourself](#)
- [Poster: Wash Your Hands](#)
- [Poster: Cover Your Cough](#)
- [Poster: Self-isolate](#)
- [Poster: Social Distancing](#)
- [Postcard: How to Protect Yourself](#)



ONLINE RESOURCES FOR MENTAL HEALTH AND SOCIAL CONNECTION

APPS FOR MENTAL HEALTH AND WELLNESS

Breathe 2 Relax

A free app that gives you detailed info on stress on the body and offers evidence-based exercise to help you breathe to reduce your stress levels. Learn more at

<https://apps.apple.com/ca/app/breathe2relax/id425720246>

Une appli gratuite qui vous donne des informations détaillées sur l'effet du stress sur le corps et propose des exercices fondés sur des données probantes pour vous aider à respirer pour réduire votre niveau de stress. Pour en savoir plus, rendez-vous sur :

<https://apps.apple.com/ca/app/breathe2relax/id425720246>

Calm

This free app promises to help users sleep better, boost confidence and reduce stress and anxiety, all with the help of guided meditations, soothing music, and bedtime stories. Learn more at <https://www.calm.com/>

Cette appli gratuite promet d'aider les utilisateurs à mieux dormir, à renforcer leur confiance et à réduire le stress et l'anxiété, à l'aide de méditations guidées, de musique apaisante et d'histoires pour s'endormir. Pour en savoir plus, rendez-vous sur : <https://www.calm.com/>

Happify

Happify is a free self-improvement app that measures your happiness for you, and provides evidence-based tasks and games to help you improve your overall wellbeing. Learn more at <https://www.happify.com/>

Happify est une appli gratuite de développement personnel qui mesure votre bonheur et vous propose des tâches et des jeux fondés sur des données probantes pour vous aider à améliorer votre bien-être général. Pour en savoir plus, rendez-vous sur : <https://www.happify.com/>

Headspace

A free guided meditation app that can help you reduce anxiety and bring yourself back to the present. Learn more at: <https://www.headspace.com/headspace-meditation-app>

Une appli gratuite de méditation guidée qui peut vous aider à réduire votre anxiété et vous ramener dans le présent. Pour en savoir plus, rendez-vous sur :

<https://www.headspace.com/fr/headspace-meditation-app>

HealthyMinds

HealthyMinds is a problem-solving tool to help deal with emotions and cope with the stresses you encounter both on and off campus. The goal: Keeping your mind healthy. This app was



developed for students by the Royal Ottawa Health Care Group. Learn more at:

<https://www.theroyal.ca/healthyminds-app>

HealthyMinds est un outil de résolution de problèmes qui vous aide à gérer vos émotions et faire face au stress que vous rencontrez sur le campus et hors dehors. Le but : garder votre esprit sain. Cette appli a été développée pour les étudiants par les Services de santé Royal Ottawa. Pour en savoir plus, rendez-vous sur : <https://www.theroyal.ca/healthyminds-app>

Insight Timer

Insight Timer is a smartphone app and online community for meditation. The app features guided meditations, music and talks posted by contributing experts. Learn more at

<https://insighttimer.com/>

Insight Timer est une appli pour téléphone intelligent et une communauté de méditation en ligne. L'appli propose des méditations guidées, de la musique et des discussions publiées par des experts. Pour en savoir plus, rendez-vous sur : <https://insighttimer.com/>

Mindshift

Uses scientifically proven strategies based on Cognitive Behavioural Therapy (CBT) to help you learn to relax and be mindful, develop more effective ways of thinking, and use active steps to take charge of your anxiety. Learn more at

<https://www.anxietycanada.com/resources/mindshift-cbt/>

Utilise des stratégies démontrées scientifiquement et fondées sur la thérapie cognitivo-comportementale (TCC) pour vous aider à apprendre à vous détendre et à être attentif, à développer des modes de pensée plus efficaces et à utiliser des mesures actives pour prendre en charge votre anxiété. Pour en savoir plus, rendez-vous sur :

<https://www.anxietycanada.com/resources/mindshift-cbt/>

MoodMission

A free, evidence-based app designed to empower you to overcome feelings of depression and anxiety by discovering new and better ways of coping... When you tell MoodMission how you're feeling, it gives you a tailored list of 5 simple, quick, effective, evidence-based Missions to improve your mood. Learn more at <http://moodmission.com/>

Une appli gratuite, fondée sur des données probantes et conçue pour vous aider à surmonter vos sentiments de dépression et d'anxiété en découvrant de nouvelles et meilleures façons d'y faire face.... Lorsque vous dites à l'application MoodMission ce que vous ressentez, elle vous donne une liste personnalisée de cinq missions simples, rapides, efficaces et fondées sur des données probantes pour améliorer votre humeur. Pour en savoir plus, rendez-vous sur :

<http://moodmission.com/>

MoodPath

Free for IOS and Android phones, MoodPath asks you daily questions to help you assess your mood. The app also gives you access to 150 psychological exercises/videos to improve your mental health and wellbeing. Learn more at <https://mymoodpath.com/en/>



Gratuite pour les téléphones 10S et Android, MoodPath vous pose des questions quotidiennes pour vous aider à évaluer votre humeur. L'appli donne également accès à 150 exercices/vidéos psychologiques pour améliorer votre santé mentale et votre bien-être mental. Pour en savoir plus, rendez-vous sur :

<https://mymoodpath.com/en/>

PTSD Coach Canada

A free tool to help manage the symptoms associated with PTSD. It is not intended as a replacement for professional care. This mobile app provides information and self-help tools based on current research. Learn more at <https://open.canada.ca/en/apps/ptsd-coach-canada>
Coach ESPT Canada - Un outil gratuit pour vous aider à gérer les symptômes associés à l'ESPT. Son but n'est pas de remplacer les soins professionnels. Cette appli mobile fournit des informations et des outils d'autoassistance fondés sur les travaux de recherche actuels. Pour en savoir plus, rendez-vous sur : <https://ouvert.canada.ca/fr/apps/coach-espt-canada>

Sanvello

Helps you understand your thoughts, moods, and behaviours. Sanvello gives you clinically validated techniques to help you manage your moods and thoughts, so you can understand what works for you to feel better. Learn more at <https://www.sanvello.com/>
Vous aide à comprendre vos pensées, vos humeurs et vos comportements. Sanvello vous donne des techniques validées cliniquement pour vous aider à gérer vos humeurs et vos pensées, afin que vous puissiez comprendre ce qui est efficace pour améliorer votre bien-être. Pour en savoir plus, rendez-vous sur : <https://www.sanvello.com/>

Stop, Breathe & Think

A free mindfulness and meditation app intended to help users cope with stress, anxiety, depression and insomnia. Learn more at <https://www.stopbreathethink.com/>
Une appli gratuite de pleine conscience et de méditation visant à aider les utilisateurs à faire face au stress, à l'anxiété, à la dépression et à l'insomnie. Pour en savoir plus, rendez-vous sur : <https://www.stopbreathethink.com/>

Virtual Hope Box

A multi-media coping skill app designed for individuals struggling with depression. The four main features of Virtual Hope Box include sections for distraction, inspiration, relaxation, and coping skill options. Learn more at: <https://www.common sense media.org/app-reviews/virtual-hope-box>
Une appli multimédia d'aide à l'adaptation conçue pour les personnes souffrant de dépression. Les quatre principales caractéristiques de Virtual Hope Box sont des sections qui proposent des options pour la distraction, l'inspiration, la relaxation et les capacités d'adaptation. Pour en savoir plus, rendez-vous sur : <https://www.common sense media.org/app-reviews/virtual-hope-box>



APPS FOR SOCIAL CONNECTION

House Party

A fun, free, and easy to use app for phone, laptop or tablet: allows you to video chat with friends, play games, and increase your social connection. Learn more at

<https://houseparty.com/>

Une application amusante, gratuite et facile à utiliser pour téléphone, ordinateur portable ou tablette, elle vous permet de bavarder avec vos amis, de jouer à des jeux et d'augmenter vos rapports sociaux. Pour en savoir plus, rendez-vous sur : <https://houseparty.com/>

Zoom

Can be used for work or play. Zoom is easy to use on all devices, free for up to 45 minutes for parties of 3+. Chat for an unlimited amount of time for parties of 2; Zoom premium gives you unlimited time for larger groups, but there is a cost. Learn more and download Zoom at

www.zoom.us.

Peut être utilisée pour le travail ou les loisirs. Zoom est facile à utiliser sur tous les appareils, gratuite jusqu'à 45 minutes pour les groupes de trois personnes et plus. Les groupes de deux personnes peuvent bavarder pendant une durée illimitée; Zoom Premium vous offre une période illimitée pour les grands groupes, mais le service Premium est payant. Pour en savoir plus et pour télécharger Zoom, rendez-vous sur : www.zoom.us

Google Hangouts

Similar to Zoom, Google Hangouts is free, user friendly, and can be used for work or play. All you need is your Gmail account. Learn more at <https://hangouts.google.com/>

Semblable à Zoom, Google Hangouts est gratuite, conviviale et peut être utilisée pour le travail ou les loisirs. Vous n'avez besoin que de votre compte Gmail. Pour en savoir plus, rendez-vous sur : <https://hangouts.google.com/>

Jackbox Games

Fun for free! Play a variety of games with family and friends from your smartphone. Also requires a laptop. Learn more and set up your next game at <https://jackboxgames.com/> (some game packs cost extra)

Du plaisir gratuit! Jouez à divers jeux en famille et entre amis au moyen de votre téléphone intelligent. Nécessitent également un ordinateur portable. Pour en savoir plus et configurer votre prochain jeu, rendez-vous sur : <https://jackboxgames.com/> (certains jeux sont offerts moyennant des coûts)

TikTok

If you don't know what TikTok is, just Google it. The hashtag #safehands already has over 31 billion views – Use this is a different way in which to pass the time while you are washing your hands properly. Learn more at <https://www.tiktok.com/en>



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Ontario

Si vous ne savez pas ce qu'est TikTok, il suffit de le chercher sur Google. Le mot-clic #safehands compte déjà plus de 31 milliards de vues. Utilisez-le comme un moyen différent de passer le temps pendant que vous vous lavez les mains correctement. Pour en savoir plus, rendez-vous sur : <https://www.tiktok.com/fr/>

OTHER ONLINE RESOURCES

Mental Health First Aid Resilience Guide

Created by the Mental Health Commission of Canada, this guide teaches you about self-care and resiliency, helps you put together your self-care and resilience plan, and provides a number of phone resources by province. You can download the free guide at

https://www.mhfa.ca/sites/default/files/mhfa_self-care-resilience-guide.pdf.

Créé par la Commission de la santé mentale du Canada, ce guide vous apprend à prendre soin de vous et à faire preuve de résilience. Il vous aide également à vous doter d'un plan de prise en charge et de résilience et fournit des ressources téléphoniques, classées par province. Vous pouvez télécharger le guide gratuit ici : https://www.mhfa.ca/sites/default/files/mhfa_self-care_resilience_guide_fre.pdf



QUEBEC: PROVINCIAL MENTAL HEALTH SUPPORTS

GENERAL SUPPORTS

Centre de Prévention du Suicide de Québec: 1-866-277-3553

Pour la région de Québec et partout au Québec 24 heures par jour, 7 jours par semaine.

For the Quebec region and everywhere in Quebec, 24 hours a day, 7 days a week.

Ligne d'écoute: 1-888-533-3845

Les bénévoles de la Maison Monbourquette, formés par des spécialistes du domaine du deuil, offrent une écoute active, apportant soutien et réconfort. Heures d'écoute: 'Lundi au vendredi, de 10 h à 22 h, ainsi que le samedi et le dimanche, de 10 h à 14 h.

Bereavement helpline available to those in Québec 7 days a week from 10 am – 10 pm, offering services in French.

Phobies Zéro: 1-866-922-0002

Ligne d'écoute et d'information pour les personnes, jeunes et adultes qui souffrent de troubles anxieux incluant le trouble obsessionnel-compulsif. Ces services s'adressent également à la famille et aux proches. Nos bénévoles tendent l'oreille du lundi au vendredi de 9h à 21h.

Listening line and self-help groups for people, young people and adults who suffer from anxiety disorders including obsessive-compulsive disorder. These services are also intended for family and loved ones. Listening line available Monday to Friday from 9 a.m. to 9 p.m, offering services in French.

Tel-Écoute: 514-493-4484

Tel-Écoute offre des services d'écoute et de référence, 365 jours par année, de 10 h à 22 h

Tel-Écoute offers listening and referral services, 365 days a year, from 10 am to 10 pm.

Carrefour le Moutier: 450-679-7111

Sans rendez-vous, anonyme et confidentiel, en personne et au téléphone.

Walk-in, anonymous and confidential, in person and on the phone in the Montérégie area.

Services are available from Monday to Friday, 9 am – 5 pm in English, French and Spanish. Also available by appointment.

Centre d'écoute de Laval: 450-664-2787 ou 1-888-664-1558

Le Centre d'écoute de Laval est fier de faire maintenant partie d'un réseau de centres d'écoute à travers le Québec. Ainsi, nous sommes en mesure de pouvoir offrir une écoute 24 heures par jour et cela 7 jours par semaine.



The Laval Listening Center is proud to be now part of a network of listening centers across Quebec. Thus, we are able to offer listening 24 hours a day and 7 days a week. Offers service in English and French.

Centre d'écoute et de référence multi-écoute: 514-737-3604

Offers services from Monday – Friday, 9 am – 12 pm and 1 pm - 5 pm.

Centre d'écoute le Havre: 514-982-0333

Appelez-nous du lundi au vendredi de 9h à 17h. Venez en personne du lundi au vendredi de 9h à 16h, 1260, rue Ste-Catherine Est, local 209 – Montreal.

Call from Monday to Friday 9 am – 5 pm. Come in person Monday to Friday 9 am – 4 pm, 1260 Ste-Catherine Street East, Room 209 – Montreal. Services available in French.

Écoute Entraide: 514-278-2130 ou 1-855-365-4463

Ligne d'écoute de 8 h am jusqu'à minuit 7 jours sur 7

Listening line from 8am to midnight 7 days a week. Services available in French.

Tel-Aide: 514-935-1101

Available 24/7. Provides services to those in the Greater Montréal Area. Services are provided in English and French.

Tel-Aide région de Valleyfield: 450-377-0600 ou 1-855-377-0600

Services d'écoute téléphonique anonyme et confidentiel, ouvert 7 jours sur 7, 24 h sur 24.

Anonymous and confidential listening service available 7 days a week, 24 hours a day. Services available in French for those in the Suroît region.

ADDICTION SUPPORTS

Anorexie et boulimie Québec: 1-800-630-0907

ANEB: aide et soutien aux personnes touchées par les troubles alimentaires ainsi qu'aux proches. Les heures d'ouverture de la ligne d'écoute et de références sont: tous les jours, de 8 h am à 3 h am.

Help and support for people affected by eating disorders. Line is available monday to friday from 8 am – 3 am and offers services in English and French.

Drogue Aide et Référence: 1-800-265-2626

Drogue: aide et référence (DAR) offre soutien, information et référence aux personnes concernées par la toxicomanie, et ce, à travers tout le Québec. Accessible 24 heures par jour et 7 jours par semaine, le service téléphonique spécialisé est bilingue, gratuit, anonyme et confidentiel.



Canadian Mental
Health Association
Ontario

Drug: help and referral (DAR) offers support, information and referral to people affected by drug addiction, throughout Quebec. Accessible 24 hours a day and 7 days a week, the specialized telephone service is bilingual, free, anonymous and confidential.

Aide Jeu: 1-800-461-0140

L'équipe de Jeu : aide et référence est là pour vous aider 24/7. Gratuit et confidentiel.

The Game team: help and referral is there to help you 24/7. Free and confidential. Services available in English and French.

SUPPORTS FOR CHILDREN AND YOUTH

Tel-jeunes: 1-800-263-2266 or text 514-600-1002

Available 24/7 with services in English and French. Live chat is also available at <https://www.teljeunes.com/Home>.

DOMESTIC VIOLENCE AND SEXUAL ASSAULT SUPPORTS

Centre pour les victimes d'agression sexuelle de Montreal: 1-888-933-9007

Run by the Montreal Sexual Assault Centre, this toll-free telephone service has been offering bilingual, confidential and anonymous services free of charge across all regions of Quebec since 2010. Provincial helpline 24 hours a day, 7 days a week. Services offered in English and French.

SOS violence conjugale: 1-800-363-9010

Violence conjugale offre des services d'accueil, d'évaluation, d'information, de sensibilisation, de soutien et de référence bilingues, gratuits, anonymes et confidentiels 24h sur 24 – sept jours sur sept aux victimes de violence conjugale et à l'ensemble des personnes concernées par cette problématique.

Offers bilingual, free, anonymous and confidential 24-hour reception, assessment, information, awareness, support and referral services. - seven days a week to victims of domestic violence and to all those affected by this problem.

SUPPORTS FOR SENIORS AND CAREGIVERS

Centre d'écoute Montérégie: 1-877-658-8509

Depuis 2006, le Centre d'écoute Montérégie reconforte, soutient, écoute, accueille et aide les personnes de 50 ans et plus de la Montérégie. Nos services sont disponibles du lundi au vendredi de 9h00 à 12h00 et de 13h00 à 16h00.



Since 2006, the Montérégie Listening Center has been comforting, supporting, listening, welcoming and helping people aged 50 and over in the Montérégie. Services are available from Monday to Friday 9 am – 12 pm and 1 pm – 4 pm.

Ligne aide abus aînés: 1-888-489-2287

La Ligne AAA vous offre un service confidentiel, bilingue et gratuit de 8h00 à 20h00, 7 jours par semaine.

The Elder Mistreatment Hotline offers a free, confidential and bilingual service from 8 am to 8 pm, 7 days a week.

Tel-Aînés: 514-353-2463

Tel-Écoute offre des services d'écoute et de référence, 365 jours par année, de 10 h à 22 h
Tel-Écoute offers listening and referral services, 365 days a year, from 10 am to 10 pm. Offers services in French.

L'appui: 1-855-852-7784

Nos conseillers professionnels offrent un accompagnement personnalisé, confidentiel et gratuit aux proches aidants d'aînés. Du lundi au dimanche de 8h à 20h.

Our professional advisors offer free, personalized, confidential support to caregivers of older adults. Contact us from Monday to Sunday, between 8 a.m. and 8 p.m. Services offered in English and French.

LGBTQ2S+ SUPPORTS

Interligne: text or call 1-888-505-1010 or chat at interligne.co/clavardage

Interligne est un centre de première ligne en matière d'aide et de renseignements à l'intention des personnes concernées par la diversité sexuelle et la pluralité des genres.

Interligne is a first response centre that provides help and information to those concerned with sexual orientation and gender diversity. Services are free, confidential and offered 24/7.

Aide aux trans du Québec: 1-855-909-9038 or ecoute@atq1980.org

Ligne d'écoute et d'intervention 24h, groupes de soutien pour personnes transidentitaires ou en questionnement et leurs proches, activités communautaires et bien plus encore.

24-hour listening and intervention line, support groups for transidentity people or people questioning and their loved ones, community activities and much more. Offers services in English and French.



**Canadian Mental
Health Association**
Ontario



MANITOBA: PROVINCIAL MENTAL HEALTH SUPPORTS

GENERAL SUPPORTS

Manitoba Suicide Line: 1-877-435-7170

Confidential, 24/7, toll-free.

Klinic Crisis Line: 1-888-322-3019

The Klinic Crisis Program operates a variety of crisis phone lines and online support services, providing free and confidential counselling, support and referrals for people who are suicidal, in crisis or struggling to cope. TTY 204-785-4097

ADDICTION SUPPORTS

Manitoba Addictions Helpline: 1-855-662-6605

Available 8:30 am – 4:30 pm, Monday to Friday

Problem Gambling Helpline: 1-800-463-1554

DOMESTIC VIOLENCE AND SEXUAL ASSAULT SUPPORTS

Sexual Assault Crisis Line: 1-888-292-7565

24/7 crisis line.

SUPPORTS FOR SENIORS

Seniors Abuse Support Line: 1-888-896-7183

Available from 9 am – 5 pm.



Canadian Mental
Health Association
Ontario

BRITISH COLUMBIA: PROVINCIAL MENTAL HEALTH SUPPORTS

GENERAL SUPPORTS

310Mental Health Support: 310-6789 (no area code needed)

Call toll-free anywhere in B.C. to access emotional support, information and resources specific to mental health and substance use issues. Available 24 hours a day.

1-800-SUICIDE: 1-800-784-2433

Call if you are considering suicide or are concerned about someone who may be.

ADDICTIONS SUPPORTS

Alcohol & Drug Information and Referral Service: 1-800-663-1441

24 hour service.



ALBERTA: PROVINCIAL MENTAL HEALTH SUPPORTS

GENERAL SUPPORTS

Mental Health Helpline: 1-877-3032642

Provides toll-free, 24/7 telephone service, which offers help for mental health concerns for Albertans.

Distress Centre 24 Hour Crisis Line: 1-800-232-7288

24 hour support available. Online chat also available from 3-10pm MT daily.

Health Link Alberta: 8-1-1

Do you have a health concern for yourself or a child? Call Health Link by dialing 811 for quick and easy advice from a registered nurse 24/7.

Alberta 211

Comprehensive site for services

Or contact your local **CMHA Regional Office:**

- o Wood Buffalo Region – (780) 743-1053
- o Northwest Region – (780) 814-2349
- o Edmonton Region – (780) 414-6300
- o East Central Region – (780) 672-2570
- o Central Region – (403) 342-2266
- o Calgary Region – (403) 297-1700
- o Southeast Region – (403) 504-1811
- o South Region – (403) 329-4775

ADDICTION SUPPORTS

Addiction Helpline: 1-866-332-2322

The Addiction Helpline is a toll free confidential service which provides alcohol, tobacco, other drugs and problem gambling support, information and referral to services. The Addiction Helpline operates 24 hour a day, seven days a week and is available to all Albertans.



Canadian Mental
Health Association
Ontario

SASKATCHEWAN: PROVINCIAL MENTAL HEALTH SUPPORTS

GENERAL SUPPORTS

Saskatchewan HealthLine: 8-1-1

Call HealthLine at 811 for professional health or mental health and addictions advice, education and support. Open 24 hours a day, 7 days a week. Free service available in other languages.



Canadian Mental
Health Association
Ontario

NOVA SCOTIA: PROVINCIAL MENTAL HEALTH SUPPORTS

GENERAL SUPPORTS

Mental Health Crisis Line: 1-888-429-8167

Available 24 hours, 7 days a week for anyone experiencing a mental health crisis or someone concerned about them.

SUPPORTS FOR CHILDREN AND YOUTH

Good2Talk Helpline: 1-833-292-3698 or text GOOD2TALKNS to 686868

Nova Scotia's 24/7 helpline for postsecondary students.

Healthy Minds Nova Scotia

In Nova Scotia, we want our post-secondary students to thrive, and it's our job to create healthy environments to best set up students for success. HealthyMindsNS, made possible through the Government of Nova Scotia, offers a suite of online mental health programs to complement the in-person counselling services available on campuses.



Canadian Mental
Health Association
Ontario

PRINCE EDWARD ISLAND: PROVINCIAL MENTAL HEALTH SUPPORTS

GENERAL SUPPORTS

The Island Helpline: 1 800-218-2885

The Island Helpline provides free, confidential emotional support and crisis intervention to Islanders of all ages. Our trained and caring staff and volunteers are here to answer your call any time of the day or night – 7 days a week, 365 days a week.

ADDICTION SUPPORTS

Addiction Services: 1-888-299-8399

Gambling Support Line: 1-855-255-4255

Free confidential and dedicated telephone service. The phone line is available to all Islanders 24 hours a day, seven days a week. There is no time limit on calls.



Canadian Mental
Health Association
Ontario

NEWFOUNDLAND: PROVINCIAL MENTAL HEALTH SUPPORTS

GENERAL SUPPORTS

Mental Health Crisis Line: 1-888-737-4668

Available 24 hours a day.

HealthLine: 8-1-1

Call and speak to a Registered Nurse 24 hours a day, seven days a week. 811 is a confidential and free telephone line available to all residents of Newfoundland and Labrador. TTY 1-888-709-3555

ADDICITON SUPPORTS

Problem Gambling Helpline: 1-888-899-4357

24 hour hotline.

DOMESTIC VIOLENCE AND SEXUAL ASSAULT SUPPORTS

Sexual Assault Crisis Line: 1-800-726-2743

Help and resources for support in Newfoundland and Labrador including a 24 hour support and information line.



Canadian Mental
Health Association
Ontario

NEW BRUNSWICK: PROVINCIAL MENTAL HEALTH SUPPORTS

GENERAL SUPPORTS

Chimo Helpline: 1-800-667-5005

Toll-free, confidential, non-judgmental, supportive helpline available 24 hours a day, 365 days a year. Live chat is also available from 5 pm – 12 am daily at <http://www.chimohelpline.ca/>. Limited French services are available.

Tele-Care: 8-1-1

Tele-Care is a free, confidential, health advice and information line. Dial 811 for access to bilingual, registered nurses, 24 hours a day, seven days a week. In an emergency, call 911 or visit the local emergency department.

Mental Health Resources for COVID-19

Tools for Managing Stress and Anxiety

- [Anxiety is contagious: how to regain your calm](#) (Mindful.org)
- [Dealing with the Discomfort of Grief During COVID pandemic](#)
- [Managing Anxiety and Stress](#) (CDC)
- [COVID-19 and Anxiety](#) (Canadian Mental Health Association, BC Division)
- [Supporting team or employee anxiety about COVID-19](#) (Canadian Mental Health Association)
- [Resources for Coping during the time of COVID-19](#) (Southcentral Foundation Nuka System of Care)

Meditation and Mindfulness Resources

- [Coronavirus Sanity Guide: Practical, actionable ways of coping with stress, fear, & anxiety](#)
- [Mindfulness for your everyday Life](#) (Headspace.com)
 - This site guides you through exercises, videos and more to help you get healthier and happier. They also have [specific information and exercise to maintain calm through COVID-19](#).
- [Guided Meditation and Exercises](#) (Center for Mindful SelfCompassion)

Resources for Parents and Children

- [Children's workbook: Coronavirus](#)
- [Creative Calm throughout Coronavirus workbook](#)
- [Supporting Kids During the Coronavirus Crisis](#) (Child Mind Institute)
- [Parent Resource: Talking to Children about COVID19](#) (National Association of School Psychologists)
- [Talking to your Child about Anxiety](#) (Here to Help, BC)

Resources for Youth

- **MindyourMind**
 - Mental health and wellness tools created by and for youth
 - Interactive tools, video, stories, blogs, games, art and apps
 - For example: Mood tracking app mood. <https://mindyourmind.ca/tools/mood-mindyourmind>

Additional Supports and Crisis Lines

Kids Help Phone

- Available 24/7, for children/youth up to age 25 years (+ people >25 from child welfare):
 - Call 1800-668-6868
 - text TALK to 686868
 - Live chat online <https://kidshelpphone.ca/livechat/> (6 p.m. – midnight) or through the Always There app

NWT Helpline 1-800-661-0844

- Available 24/7.
- NWT residents can also visit the NWT Help Line Facebook page at <https://www.facebook.com/NWTHelpLine/> for wellness information, tips, and community events.

Community Counselling

If you or your family members are still feeling distress, connect with a The NWT Community Counselling Program provides on-the-ground access to mental health services in all of the regions. Trained counsellors are available for you to talk about any problems that you may be dealing with in your life as well as provide assistance or referrals to other services that could help you.

This free service is available for all residents. Click below for a complete list of phone numbers:

[Contact your Community Counsellor](#)

Arctic Indigenous Wellness Foundation Traditional Counselling

The Arctic Indigenous Wellness Foundation has set up phone sessions with their traditional counsellors and elders for those that would like support while the healing camp is shut down. They are operating during their regular business hours from 9am-12pm and 1pm-5pm, and are able to call you back during your session time so you don't have to pay long distance if you are calling from one of the communities in the NWT outside of Yellowknife. They ask that you only call during those time frames so that we can allow our support staff to also take rest. Contact information as follows:

- William Greenland- 867-446-1346
- Annie Mitsima- 867-688-3027
- Ruth Mercredi- 867-444-1949

For any questions or difficulties getting through, please contact our executive director Wilbert Cook at: 867-447-1095 or email: wcook@arcticindigenouwellness.org or info@arcticindigenouwellness.org. For more information, [click here](#) to check their Facebook page.

Strongest Families Institutes

<http://strongestfamilies.com/>

Strongest Families Institute (SFI) is a distance service delivery system designed to provide support and remove barriers to care for children, youth and families (targeting ages 3-17 and adults). SFI offers a variety of programs (in English and French), via telephone, and which are available to NWT residents. For more information and referral to SFI services, connect with your local Community Counselling Program . Programs include:

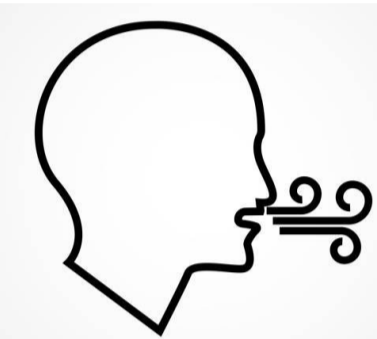
- ICAN (Conquer Anxiety and Nervousness) – Anxiety Program (18-30 years of age)
- Parents Empowering Kids – Behaviour Difficulties Program (3-12 years of age)

- Chase Worries Away – Anxiety Program (6-11 years of age)
- Defeat Anxiety – Anxiety Program (12-17 years of age)
- Dry Nights Ahead – Nighttime Bedwetting (5-12 years of age)
- Chase Pain Away – Recurrent Headache/Abdominal Pain (9-16 years of age)

MANAGING ANXIETY AND STRESS DURING COVID-19

Self-care is important. It's normal to experience anxiety or stress during the outbreak of COVID-19. Everyone responds differently during stressful situations. We can reduce stress and anxiety by sharing facts. This can help reduce worry and make the outbreak less overwhelming.

Sometimes it can be challenging to know what steps we should take to reduce our anxiety. Here are some techniques for you and your loved ones to help manage and cope with stress:



BREATHING TECHNIQUES

Deep breathing: Take a deep breath, letting your abdomen expand fully. Hold it for about 3 seconds. Let your breath out all at once. As you exhale, relax your jaw and shoulders.

Tension release: Tense your muscles, one area at a time. Take a deep breath and hold it as you curl your toes for about 5 seconds. Let your breath go all at once. Next clench your calves, thighs, buttocks, arms, shoulders, jaws and finally squeeze your eyelids.

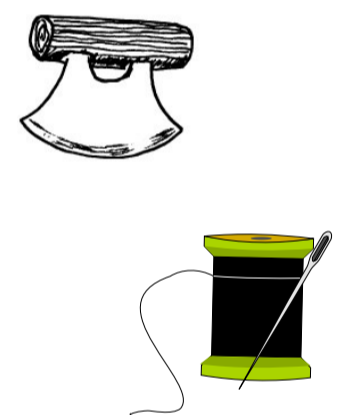


SPENDING TIME ON THE LAND

Going outside, going to nature and spending time at your cabin can help support your mental wellbeing.

MINDFUL ACTIVITIES

Activities focusing your attention on the present moment. Sewing, beading and cooking are all good ways to reduce anxiety.

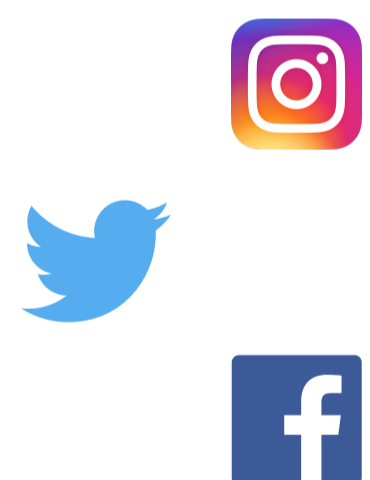


TALKING TO FRIENDS/RELATIVES (ON THE PHONE OR ONLINE)

Connecting with loved ones is key to maintaining healthy relationships and balance. Social distancing does not mean social isolation.

LIMITING TIME ON SOCIAL MEDIA

Although it is important to stay informed and aware of the latest recommendations, limiting time on Facebook, Instagram and Twitter can help to minimize feelings of anxiety and stress.



The Government of Nunavut provides free counselling in all languages for employees and their immediate family members in times of crisis, 24 hours a day, seven days a week.

If you are finding that the anxiety is overwhelming, and need to talk to a professional, please call the Employee and Family Assistance Program through Homewood Health at **1-800-663-1142**.

Many resources are available upon request, i.e. wellness articles and self-help tools. Please visit www.homewoodhealth.com for more information.

Helplines are available to provide crisis support to those who may be experiencing increased anxiety and stress.

Nunavut Kamatsiaqtut Help Line: 1-800-265-3333

Elders' Support Line: 1-866-684-5056

Employee and Family Assistance Program: 1-800-663-1142

Individuals who are at immediate risk of harming themselves or others should seek help immediately at their local health centre and/or contact the RCMP.



For more information, visit gov.nu.ca/health or follow our social media pages at facebook.com/GovofNunavut/ or twitter.com/GOVofNUNAVUT



COVID-19

Mental health, counselling and crisis support in Yukon

Last update: April 15, 2020

*This information can be found online, and will be updated as necessary on yukon.ca/en/health-and-wellness/covid-19/find-covid-19-counselling-and-crisis-support.

Mental Wellness and Substance Use Services

Rapid Access Counselling Services

Available by phone within 3 days of calling to book your appointment.

Whitehorse

Phone: 867-456-3838

Phone toll-free in the communities: 1-866-456-3838

Watson Lake

Phone: 867-536-3222

Teslin

Phone: 867-332-4088

Haines Junction, Burwash Landing, Destruction Bay, Beaver Creek

Phone: 867-334-5688

Carcross

Phone: 867-332-3157

Dawson City, Mayo and Old Crow

Phone: 867-993-4300

Carmacks, Pelly Crossing, Ross River and Faro

Phone: 867-332-5468

Canadian Mental Health Association (CMHA) Yukon Division

All programs and services are now being offered through telephone and/or videoconferencing.

Drop-in counselling has been extended from one day a week to 5 days a week. Appointments are available by phone within 48 hours of calling to book the appointment please call **867-668-6429** or email admin@yukon.cmha.ca.

Website: mhayukon.com

Second Opinion Society

Provides both members and the public information on mental health and wellness and supports people in navigating mental health, legal, and governmental systems in Whitehorse.

Phone support services available during COVID-19 please call **867-667-2017** open all week from 1:30 p.m. to 4:30 p.m.

Hospice Yukon

Provides both grief and end-of-life counselling to individuals, families and professionals. The services have been modified to respond to COVID-19 – all services are available by phone or by web-based platform.

Please call **867-667-7429** or email: info@hospiceyukon.net to book a counselling appointments or to organized pick-up for print resource materials. Online resources are available at www.hospiceyukon.net.

Child Development Centre

Provides counselling services related to children's development.

Services are currently being provided via telephone and online, as much as possible, please call **867-456-8182** or toll-free: **1-866-835-8386** or email at info@cdcyukon.ca to book an appointment.

Victim Services

During this time where physical isolation and staying home are being required, violence and threats of violence in homes may increase. Victim Services can help you plan for safety and can help you explore options if you aren't able to safely isolate during this time because there is violence or threats of violence in your home.

Victim Services also provides:

- information
- support
- navigation of the criminal justice system
- crisis support and counselling

Support is available to Yukoners living in any Yukon community. Phone the Victim Services office in Whitehorse or Watson Lake between 8 a.m. and 4:30 p.m. Monday through Friday.

Whitehorse: 867-667-8500 or toll-free: 1-800-661-0408, extension 8500

Watson Lake: 867-536-2541

Email victim.services@gov.yk.ca

If you are already working with Victim Services you can phone or text your support worker directly, or you can call or email the main number and email address.

For after hours support call VictimLink BC (24 hours a day, 7 days a week). Toll-free: 1-800-563-0808.

Website: Yukon.ca/victim-services

Residential Schools Resolution Health Support Program and Crisis Line

Provides mental health, emotional and cultural support to eligible former residential school students and their families.

During COVID-19, they continue to offer professional counselling, in addition to other services, including a 24-hour crisis line **1-866-925-4419**

For more information, please call the Northern Region program: **1-866-509-1769**

Blood Ties Four Directions Centre

During COVID-19, their drop-in space is open with social distancing measures in place. Many services are still available.

Case management supports will continue via phone for all clients. The Wellness Counsellor, Harm Reduction Counsellor and Housing Case Manager and Coordinator continue to work to support clients and can be reached at:

Housing: 867-334-4037 or housing@bloodties.ca

Harm Reduction: 867-332-8268 or harmreduction@bloodties.ca

Wellness: 867-332-8264 or wellness@bloodties.ca

Both of the Harm Reduction Distribution sites continue to operate at this time.

Needle Exchange is open and providing harm reduction supplies, snacks, warm beverages, hygiene supplies, socks, mitts and Naloxone.

Monday to Friday - 8:30-12 p.m. and 1-4:30 p.m.

The Outreach Van is running as scheduled. The van provides harm reduction services and supplies, snacks, warm beverages, hygiene supplies, socks, mitts, nursing services, and Naloxone.

Monday to Saturday – 5:30 – 9:30 p.m.

Contact: 867-334-1647 (phone/text)

Check Facebook for changes to schedule: <https://www.facebook.com/Blood-Ties-Four-Directions-Centre-128540223872322/>

Drop-off of supplies can be arranged. Please contact the Harm Reduction Counsellor at 867-332-8268 or the Outreach Van after 5 p.m. at 867-334-1647.

Website: bloodties.ca

Whitehorse Emergency Shelter

Provides emergency housing and support services to Yukoners.

All core essential services remain open with some adaptations to hours or on/off site support options:

- Drop-in hours are currently: 7 a.m. to 4:30 p.m.
- Services still available after 4:30 p.m. include access to harm reduction supplies; emergency shelter; Emergency Medical Services (EMS) and crisis support.
- To-go dinners are provided to other guests at the Whitehorse Food Bank from 5:30 to 6:30 p.m. daily; to-go lunches are also available at the Food Bank from 1 to 2 p.m. daily.

Seniors' Services/Adult Protection unit

Seniors' Services/Adult Protection unit provides confidential information, counselling, support and referral for issues faced by seniors and their families. During this time of uncertainty caused by the COVID-19 pandemic, issues such as loneliness, anxiety and financial stress can be amplified.

Call the unit for support related to: housing, pensions and benefits, ageing in place, decision-making, protection and safety planning.

The unit is mandated to respond to reports of possible abuse, neglect or self-neglect of vulnerable Yukon adults who may not be able to seek help on their own. The reporter's identification is kept confidential. We are still taking reports during COVID-19, please call us during business hours at **867-456-3946** or toll-free **1-800-661-0408**, extension **3946**.

All Genders Yukon Society

Provides funding for mental health services for transgender, two-spirit and non-binary individuals and their significant others, family members and immediate support network.

Also provides free mental health services for youth, adults and families. Outreach and transition related resources.

AGYSboard@gmail.com

Other resources

HeretoHelp– information on COVID-19 and anxiety from HeretoHelp, a project of the BC Partners for Mental Health and Substance Use Information.

Website: <https://www.heretohelp.bc.ca/infosheet/covid-19-and-anxiety>

Kids Help Phone - a national service offering counselling services, information and referrals to youth. Services are available 24 hours a day and 7 days a week in English and French by calling **1-800-668-6868**. Texting services also available at **686868**.

Website: <https://kidshelpphone.ca>

TAO Tel-Aide - a telephone help service for French-speaking people. It is free, anonymous and confidential for those who need emotional support. Phone lines are available around the clock at **1-800-567-9699**.

Website: <http://telaideoutaouais.ca>