

## Mental Health Supports - Adapted for COVID-19 Response (Updated June 10, 2020)

Specific Demographic supports available?	Service Name	Service Description	Contact information	Website	Counselling/ spiritual/Social Connection	Hours of Service
Supports for Hearing impaired.  TTY service line available.	Here 24/7	Here 24/7 is your front door to the addictions, mental health, and crisis services provided by 11 agencies across Waterloo Wellington.  All you need to do is reach out to us. We do the intake, assessment, referral, crisis, waitlist and appointment booking work for these important programs.	<a href="https://here247.ca/">https://here247.ca/</a> 1-844 437 3247  Local: 519-821-3582   TTY: 1-877-688-5501	<a href="https://here247.ca/">https://here247.ca/</a>	Intake Counselling, referrals	24/7
Supports for Immigrants/ refugees  We also provide an interpreter in over 150 languages	211Ontario	211 is a telephone helpline (call 2-1-1) and website that provides information on and referrals to Ontario's community, social, health-related and government services. We can help you understand what services and government benefits exist and explain how to apply. 211 is answered 24 hours a day, every day of the year across Ontario. We list over 60,000 community and government programs and services. We also provide an interpreter in over 150 languages. When 211 answers the phone, ask for the language you want and hold the line.	Dial 2-1-1 or 211's toll-free line: 1-877-330-3213 Chat online at <a href="https://211ontario.ca/">https://211ontario.ca/</a>	<a href="https://211ontario.ca/">https://211ontario.ca/</a>		24/7
Supports for Immigrants/ refugees  Women Support Services  200 languages through an interpreter service.	24-hour Support Line for Sexual Violence Survivors	Our support line is a resource for anyone who has experienced sexual violence as a child or adult, and their friends and families. We provide emotional support and intervention, options, information, referrals, as well as advocacy and accompaniments. Phone support is available in more than 200 languages through an interpreter service. The Sexual Assault Support Centre of Waterloo Region also operates two shelters for women and kids fleeing abusive homes in Kitchener, Waterloo and surrounding townships.	(519)-741-8633  Anselma House (Kitchener): 24/hr support line: 519-742-5894 Haven House (Cambridge): 24/hr support line 519-653-2422	<a href="http://www.sascwr.org/">http://www.sascwr.org/</a>	Counselling, intake and referrals	24/7
	4 Mental Health Online resources	Help find ways to feel a bit calmer and for ideas to help you cop.  Online resources, phone resources, suicide information		<a href="http://learn.4mentalhealth.com/">http://learn.4mentalhealth.com/</a>  Samaritans.org	Social connection	24/7 online resource

## Mental Health Supports - Adapted for COVID-19 Response (Updated June 10, 2020)

Specific Demographic supports available?	Service Name	Service Description	Contact information	Website	Counselling/ spiritual/Social Connection	Hours of Service
	Alcoholics Anonymous	The <a href="#">OIAA Directory</a> features 1,000+ online AA meetings worldwide, ranging from video or telephone conferences to email or chat groups in many languages, available 24/7. Browse the next available or search for the right one for you.		<a href="https://aa-intergroup.org/">https://aa-intergroup.org/</a>		24/7
	Bell Let's Talk	Bell Let's Talk Get Help COVID-19 resources page <a href="https://letstalk.bell.ca/en/covid-19">https://letstalk.bell.ca/en/covid-19</a> includes mental health resources.		<a href="https://letstalk.bell.ca/en/covid-19">https://letstalk.bell.ca/en/covid-19</a>		
First Responders Services	Boots on the Ground	Confidential and anonymous Peer Support 24/7 to First Responders across the Province. The Boots on the Ground team is also in a unique position to be able to provide in person peer support 24/7 Police Officers, Firefighters, EMS and Corrections Officers across the Province including Civilian members in the GTA	1-833-677-2668 info@bootsontheground.ca	<a href="https://www.bootsontheground.ca/">https://www.bootsontheground.ca/</a>	Counselling and social connection	24/7
	Calm	Online App to help with stress and anxiety, reduce stress, develop gratitude, build self esteem	<a href="https://www.calm.com/">https://www.calm.com/</a> - sign up with email or Facebook	<a href="https://www.calm.com/">https://www.calm.com/</a> Needs updated browser	Counselling	24/7
	The Centre for Addiction and Mental Health (CAMH)	These CAMH websites provide information and suggestions about how best to cope with stress and anxiety. <ul style="list-style-type: none"><li>• <a href="#">CAMH COVID-19 main page</a></li></ul>				

## Mental Health Supports - Adapted for COVID-19 Response (Updated June 10, 2020)

Specific Demographic supports available?	Service Name	Service Description	Contact information	Website	Counselling/ spiritual/Social Connection	Hours of Service
Services available to everyone.  Supports for Immigrants/ refugees	Carizon Family and Community Services	<p>A full suite of virtual mental health and well-being services is available to everyone. Carizon provides early intervention and prevention supports to those living in vulnerable neighbourhoods and to newcomers, and to younger children who are struggling in the education system. We also provide children's mental health services and counselling services for all ages. Carizon is the central point of intake for the Counselling Collaborative of Waterloo Region</p> <p>Carizon specializes in children's mental health, youth engagement and development, family violence, individual and family counselling, credit counselling, settlement supports and collective wellness.</p>	<p><a href="http://www.carizon.ca">www.carizon.ca</a></p> <p>519-743-6333 or <a href="mailto:INFO@CARIZON.CA">INFO@CARIZON.CA</a></p> <p>Crisis 1-844-437-3247</p> <p>Front door (519) 749-2932 intake line</p>	<a href="http://www.carizon.ca">www.carizon.ca</a>	Counselling Referral services	
	CFFM - Centre for Family Medicine	All patients who receive short-term counselling (8-10 sessions) through the FHT and Partnership for Mental Health Services have been switched to phone counselling for the next several months. We have communicated this change to patients with scheduled visits, CFFM physicians and the physicians of the family health organizations we support (Andrew Street FHO, Waterloo Region FHO, Twin City FHO).	<p>Team is currently still operating</p> <p>Minimizing in-home visits to only the most medically complex patients</p> <p>Other patients are receiving phone check-ups</p> <p>Phone: 519-578-4562</p> <p>Fax: 519-578-2109</p> <p>Email: <a href="mailto:community.ward@family-medicine.ca">community.ward@family-medicine.ca</a></p>			
	CMHA Services	CMHA services, not in crisis, schedule appointments and injections, document requests	<p>CMHA reception at 1-844-CMHA-WW3 (264-2993).</p> <p>(519) 743-6333 to book a counselling appointment</p> <p>Front Door intake department, please call (519) 749-2932 and press 1 when prompted.</p>			

## Mental Health Supports - Adapted for COVID-19 Response (Updated June 10, 2020)

Specific Demographic supports available?	Service Name	Service Description	Contact information	Website	Counselling/ spiritual/Social Connection	Hours of Service
	Canadian Mental Health Association (CMHA)	<p>Support for mental health and well being and links to resources to manage anxiety and stress.</p> <ul style="list-style-type: none"> <li>• <a href="#">Mental Health and Well Being during COVID-19</a></li> <li>• <a href="#">Tips to Respond to Employee Anxiety</a></li> </ul> <p><b>Bounce Back Ontario</b> - a 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.</p>	BounceBack program: Toll-Free: 1-866-345-0224	Bounce Back Program <a href="https://bouncebackontario.ca/">https:// bouncebackontario.ca/</a>		
	ConnexOntario	ConnexOntario provides free and confidential health services information for people experiencing problems with alcohol and drugs, mental illness and/or gambling. They are funded by the Government of Ontario.	<a href="https://www.connexontario.ca/">https://www.connexontario.ca/</a> - online chat, email 1-866-531-2600	<a href="https://www.connexontario.ca/">https://www.connexontario.ca/</a>	Counselling	
	Counselling Collaborative	<p>The Counselling Collaborative of Waterloo Region is a community-based partnership between six community counselling service providers within Waterloo-Wellington Region to ensure that you have access to the counselling services you need.</p> <ul style="list-style-type: none"> <li>• Carizon Family and Community Services</li> <li>• Family Counselling Centre of Cambridge and North Dumfries</li> <li>• Interfaith Counselling Centre</li> <li>• KW Counselling</li> <li>• Shalom Counselling Services</li> <li>• Woolwich Counselling Centre</li> </ul>	Central Intake at 519-804-1097	<p>Counselling Collaborative Website: <a href="https://counsellingwr.ca/">https://counsellingwr.ca/</a></p> <p>Counselling Collaborative Agency websites:</p> <p><a href="http://www.kwcounselling.com/">http://www.kwcounselling.com/</a></p> <p><a href="http://www.shalomcounselling.org/">http://www.shalomcounselling.org/</a></p> <p><a href="http://www.woolwichcounselling.org">www.woolwichcounselling.org</a></p> <p><a href="http://www.fcccnd.com">www.fcccnd.com</a></p> <p><a href="http://www.interfaithcounselling.ca">www.interfaithcounselling.ca</a></p> <p><a href="http://www.carizon.ca">www.carizon.ca</a></p>	Counselling	

## Mental Health Supports - Adapted for COVID-19 Response (Updated June 10, 2020)

Specific Demographic supports available?	Service Name	Service Description	Contact information	Website	Counselling/ spiritual/Social Connection	Hours of Service
French Language Supports	Crisis Services Canada	Suicide prevention and support	1833 456 4566 or by text 45645 French 1-866-277-3553	<a href="https://www.crisisservicescanada.ca/en/">https://www.crisisservicescanada.ca/en/</a> <a href="https://suicideactionmontreal.org/">https://suicideactionmontreal.org/</a>	4 pm- midnight texting charges apply <a href="https://suicideactionmontreal.org/">https://suicideactionmontreal.org/</a> for French Support	4 pm-midnight
Services available to everyone.  Hospital Employee COVID-19 Support available.	The Delton Glebe Counselling Centre	At the Delton Glebe Counselling Centre (the Glebe) we provide affordable, high quality, and compassionate care, welcoming people of diverse backgrounds, cultures, life experiences, faith and spirituality. We provide professional therapists who are either members of the College of Registered Psychotherapists of Ontario, or the Ontario College of Social Workers and Social Service Workers, or are supervised graduate students working towards becoming a member of either of those professional colleges.  Delton Glebe Counselling Centre offers counselling in talk and expressive arts modalities and we offer individual, couple and group therapy as well.	Phone: 519-884-3305 Email: <a href="mailto:glebecentre@wlu.ca">glebecentre@wlu.ca</a> Location: 177 Albert Street, Waterloo, Ontario, N2L 3T4 (free parking on site)	<a href="https://www.glebecounselling.ca/contact/">https://www.glebecounselling.ca/contact/</a>	Counselling	Monday to Thursday 9am - 8pm Friday 9am - 4pm
	Distress Crisis Ontario	Ontario Online & Text Crisis Services (ONTX) helps if someone is in distress, crisis or having suicidal thoughts. Text and online chat service is available 7 days a week from 2pm to 2am and interaction are private and confidential. Visit <a href="http://dcontario.org">dcontario.org</a> for webchat or additional resources and services available across the province for 24 hour voice call support.	Helpline Text 258259  Dcontario.org	<a href="http://dcontario.org">http://dcontario.org</a>	Social connection and referral services	24/7 voice call support Text and online chat service is available 7 days a week from 2pm to
Healthcare providers and Residents responding to the COVID-19 pandemic	ECHO Coping with COVID	ECHO Coping with COVID is designed for Healthcare Providers and Residents responding to the COVID-19 pandemic. Participants are invited to join ECHO sessions virtually through multi-point videoconference technology to share and learn about ways to build resilience and overall wellness through didactic lectures and case-based discussions.	ECHO.Ontario@camh.ca	<a href="https://camh.echoontario.ca/echo-coping-with-covid/">https://camh.echoontario.ca/echo-coping-with-covid/</a>		

## Mental Health Supports - Adapted for COVID-19 Response (Updated June 10, 2020)

Specific Demographic supports available?	Service Name	Service Description	Contact information	Website	Counselling/ spiritual/Social Connection	Hours of Service
Parents, youth and children	Family Compass Waterloo Region	Services and supports available to children, youth and families amidst the COVID-19, Search for services, tool/agency search/resources for parents.	Telephone: 519-741-1121 Online email program	<a href="https://www.familycompasswr.ca/en/index.aspx">https://www.familycompasswr.ca/en/index.aspx</a>	Counselling/social connection	
Subsidized supports available.	Family Counselling Centre of Cambridge and North Dumfries	Making mental health a priority - Counselling Collaborative of Waterloo Region is here for you. Phone counselling and video counselling. We offer professional and confidential structured psychotherapy services for individuals, couples and families that are based on the goals that you seek to achieve.	Individuals or families who need counselling can call our agency and leave a name and phone number for a return call by an Intake Worker  Phone 519-621-5090	<a href="http://www.fcccnd.com">www.fcccnd.com</a>	Counselling	
Youth Specific Services Family support services	Front Door - Access to child and youth mental health services and supports in Waterloo Region	We can help. We work with parents/caregivers, children and youth (up to their 18th birthday) who are struggling with life's challenges such as emotions, behaviours, relationships and mental health. We listen, offer support and can help you identify next steps including access to other services.	Dial 519-749-2932, and press "1" to speak to our staff.	<a href="https://www.frontdoormentalhealth.com/">https://www.frontdoormentalhealth.com/</a>	Counselling and referrals	
First Nations, Metis and Inuit	Ganohkwasra	Family Assault Support Services Wholistic programs based on Ojwehō:weh teachings that integrate the mind, body and spirit. The teachings combined with mainstream counselling techniques provide a basis for helping one to accept responsibility for their total being.	519-445-4324 24hr crisis <a href="http://ganohkwasra.com/contact/">http://ganohkwasra.com/contact/</a>	<a href="http://ganohkwasra.com/">http://ganohkwasra.com/</a>		24 hour crisis
Student Support Service	Good2Talk - Ontario Post-Secondary Student Support	Good2Talk provides confidential support services for post-secondary students	<a href="https://good2talk.ca/">https://good2talk.ca/</a> 1-866-925-5454 Text GOOD2TALKON to 686868	<a href="https://good2talk.ca/">https://good2talk.ca/</a>	Counselling and referrals	available 24/7/365
	Hope for Families Counselling Centre	Offering psychotherapy sessions by phone or video. We are fee for service but also have sliding scale and some no fee availability. We team up with the Psychotherapy Matters Virtual Clinic. They are offering psychiatric consults through 3-way video conference so people can access their services from their homes and still connect with a psychiatrist and their therapist together.	holly@hopeforfamilies.net	hopeforfamilies.net		

## Mental Health Supports - Adapted for COVID-19 Response (Updated June 10, 2020)

Specific Demographic supports available?	Service Name	Service Description	Contact information	Website	Counselling/ spiritual/Social Connection	Hours of Service
First Nations, Metis and Inuit	Hope for Wellness - Mental health and wellness in First Nations and Inuit communities	The Hope for Wellness Help Line offers immediate mental health counselling and crisis intervention to all Indigenous peoples across Canada. Phone and chat counselling is available in English and French. On request, phone counselling is also available in Cree, Ojibway and Inuktitut.	1-855-242-3310	<a href="http://www.hopeforwellness.ca">www.hopeforwellness.ca</a>		
First Nations, Metis and Inuit	Indigenous Bereavement Group	The Hospice of Waterloo Region - Indigenous Bereavement Grief and Loss Group. For those who have experienced any kind of grief and loss. Loss can be described as the loss of loved one, loss of relationship, loss of culture or language, spirituality, pet, friend or self. Support group for Indigenous peoples and allies. Current Covid 19 response is getting set up virtually.	Facebook - IBG	Facebook - IBG group	Spiritual/ Indigenous/ Counselling.	Tuesday Evenings Facebook support
First Nations, Metis and Inuit	Indigenous Healing and Wellness Program Wellington-Waterloo	Guelph and Wellington-Waterloo First Nations, Metis, and Inuit Health centre.  Elder consultation, traditional healing and Therapies, traditional medicines  The program is grounded in the holistic Physical, Mental, Emotional and Spiritual (PMES) model of wellbeing and seeks to provide culturally safe access to health and wellness services.	519-821-6638 ext 301 <a href="mailto:ihwp@guelphchc.ca">ihwp@guelphchc.ca</a> <a href="mailto:ihwphelp@guelphchc.ca">ihwphelp@guelphchc.ca</a> Facebook @indigenoushealingandwellness Instagram @indigenous_Healing WW Twitter @redbundle	<a href="http://guelphchc.ca/indigenous-healing-wellness/">http://guelphchc.ca/indigenous-healing-wellness/</a>	Counseling/ Spiritual and social connection	Available virtually
	Interfaith Counselling Centre	We continue to offer services via phone or video counselling.  In addition to individual counselling, Interfaith also offers evening workshops and support groups. Please note that all active workshops and groups will be posted on our News & Events page, but you are still welcome to talk to our Admin team about specific groups you would like to be notified of when they become available again.	If interested in any of these programs, please call Interfaith at 519 662-3092 for details.  Crisis Services-Here 24/7: 1-844-437-3247	<a href="http://www.interfaithcounselling.ca/">http://www.interfaithcounselling.ca/</a>		Office hours: Monday, Thursday, Friday 9am-5pm Tuesday, Wednesday 9am-7pm

## Mental Health Supports - Adapted for COVID-19 Response (Updated June 10, 2020)

Specific Demographic supports available?	Service Name	Service Description	Contact information	Website	Counselling/ spiritual/Social Connection	Hours of Service
Youth Service	Kids Help Phone	Kids Help Phone is a national, bilingual and anonymous phone counselling and referral service for children and youth.	1-800-668-6868 Text CONNECT to 686868		Counselling/ connection	
LGBTQ Support Services	KW Counselling Services	With our partners in the Counselling Collaborative of Waterloo Region, we are offering counselling services by phone and video.  For those seeking support for mild to moderate symptoms of anxiety, depression and stress, video counselling	<a href="https://www.kwcounselling.com/">https://www.kwcounselling.com/</a> crisis please contact Here 24/7 at 1.884.437.3247.  WWLHIN 519-743-6333 Book session 519.884.0000	<a href="https://www.kwcounselling.com/">https://www.kwcounselling.com/</a>	Counselling Social Connection	
	Langs	Essential primary care services, continued support for the homeless and calls for individuals with mental health challenges - all ages	(519) 653-1470, press 2 for medical reception.  info@langs.org	www.langs.org		
LGBTQ Support Services	Lesbian, Gay, Bi, Trans Youth Line	Youth Line offers confidential and non-judgemental peer support through our telephone, text and chat services	1-800-268-9688 or text 647-694-4275 Email: askus@youthline.ca	<a href="https://www.youthline.ca/">https://www.youthline.ca/</a>  <a href="#">Facebook</a>  <a href="#">Twitter</a>  <a href="#">Instagram</a>	Social-peer support volunteer	Peer support volunteer from Sunday to Friday, 4:00PM to 9:30 PM.
LGBTQ Support Services	Marigold Whole Life	offering counselling through telephone and Zoom video sessions.	519-267-7900  To book your appointment online go to: <a href="https://directory.bookedin.com/marigold-whole-life">https://directory.bookedin.com/marigold-whole-life</a>	<a href="http://www.marigoldwholelife.ca/">http://www.marigoldwholelife.ca/</a>	Spiritual/ Theological Training and Counselling	
	Mental Health Commission of Canada	Resources: <ul style="list-style-type: none"> <li>• <a href="#">Mental Health First Aid COVID-19 Self-Care and Resilience Guide</a></li> <li>• <a href="#">The Working Mind COVID-19 Self-care &amp; Resilience Guide as a good Mental Health Continuum Self-Assessment.</a></li> <li>• <a href="#">Talking to children about COVID-19 Tip sheet</a></li> <li>• <a href="#">Tips on talking to someone in crisis during COVID-19: Excellent two page tip sheet</a></li> </ul>				



## Mental Health Supports - Adapted for COVID-19 Response (Updated June 10, 2020)

Specific Demographic supports available?	Service Name	Service Description	Contact information	Website	Counselling/ spiritual/Social Connection	Hours of Service
For nurses registered with the CNO who have substance use and/or mental health disorders.	Nurses Health Program	<ul style="list-style-type: none"> <li>• A voluntary, bilingual and confidential program</li> <li>• Includes specialized programs for health-care professionals</li> <li>• Includes customized treatment plans support you to practice or return to practice nursing safely</li> </ul>	TOLL - FREE IN CANADA 1-833-888-7135	<a href="https://www.nurseshealth.ca/">https://www.nurseshealth.ca/</a>		7am-7pm EST
Online resources for Ontario long-term care (LTC) home leaders and team members during the COVID-19 pandemic.	Ontario Centres for Learning, Research and Innovation in Long-Term Care/ Homewood Health	<p>Homewood Health has partnered with the Ontario CLRI at RIA to provide <b>free</b> access to their online resources to Ontario long-term care home leaders and team members during the COVID-19 pandemic.</p> <p>These online tools include a self-directed cognitive behavioural therapy program for anxiety and depression, a health and wellness library, helpful articles, 20+ e-courses for stress and anxiety, and other resources to support the health and well-being of those who work in long-term care.</p>	1-877-789-0614 (toll-free) info@clri-ltc.ca	<a href="https://clri-ltc.ca/resource/homeweb/">https://clri-ltc.ca/resource/homeweb/</a>		
Clinical services to support health care providers experiencing distress.	Ontario COVID-19 Mental Health Network	<p>A <b>volunteer network</b> of Ontario-based mental health professionals dedicated to supporting frontline COVID-19 workers during the evolving crisis. As the COVID-19 pandemic spreads so does the toll on Ontarians providing frontline healthcare: doctors, nurses, nursing aides, paramedics, PSWs, and so on.</p> <p>The network's goal is to help these workers feel connected, supported, and to provide <b>short-term pro bono one-to-one teletherapy for those who need it.</b></p> <p>This is a <b>temporary measure</b> during the crisis to help reduce friction, offer fast mental health support, and address a gap in our system around mental health.</p> <p>Please note that this initiative does NOT provide healthcare services directly. It exists solely to facilitate connections between support seekers and licensed therapists.</p>	Healthcare workers who has been impacted by COVID-19 in their workplace, can complete a form at <a href="https://covid19therapists.com/request-support/">https://covid19therapists.com/request-support/</a>	<a href="https://covid19therapists.com/">https://covid19therapists.com/</a>	one-to-one teletherapy	

## Mental Health Supports - Adapted for COVID-19 Response (Updated June 10, 2020)

Specific Demographic supports available?	Service Name	Service Description	Contact information	Website	Counselling/ spiritual/Social Connection	Hours of Service
physicians, residents, medical students and veterinarians in Ontario.	Ontario Medical Association, Physician Health Program (PHP)	Provides a range of services to physicians, residents, medical students and veterinarians across the province and supportive services to family members. Services to members include timely connection to treatment and resources (for example treatment of substance use or psychiatric conditions, counselling, coaching and more).	PHP Confidential toll free line: 1-800-851-6606 or email php@oma.org	<a href="http://php.oma.org/">http://php.oma.org/</a>		
24/7 nurse-staffed telephone navigation line to assist service providers and victims/survivors of sexual assault and intimate partner violence during COVID-19.	Ontario Network of Sexual Assault/ Domestic Violence Treatment Centres (ONSA/ DVTC)	<p>ONSA/DVTC has established a 24/7 nurse-staffed telephone navigation line to assist service providers and victims/survivors of sexual assault and intimate partner violence during COVID-19.</p> <p>COVID-19 may have impacted your local Sexual Assault/Domestic Violence Treatment Centre's (SA/DVTC) ability to ensure 24/7 service. This line has been established to increase access to services across the province, through the provision of information, resources, care, support, and navigation to SA/DVTCs across Ontario.</p> <p><i>For regular service, please contact your local program per your usual protocol. If you have any challenges accessing service through the normal processes, call the navigation line below:</i></p> <p style="text-align: center;"><b>1-855-NAV-SADV (1-855-628-7238)</b></p> <p>Please note that this navigation line does not replace our in-person services, where available, in our 36 centres and is not a crisis line.</p>	<p><i>For regular service, please contact your local program per your usual protocol. If you have any challenges accessing service through the normal processes, call the navigation line below:</i></p> <p style="text-align: center;"><b>1-855-NAV-SADV (1-855-628-7238)</b></p>	<a href="https://www.sadvtreatmentcentres.ca/">https://www.sadvtreatmentcentres.ca/</a>		24/7 nurse-staffed telephone navigation line
	Rapid Access Addiction clinic	At the RAAC, Physicians and/or Nurse Practitioners, Addictions Counsellors, and Peer Support Workers are all available to provide assistance to everyone - regardless of substance used	1-844-722-2977 (1-844-RAACWSS)	<a href="http://raacww.ca/">http://raacww.ca/</a>	Counselling and Referral	

## Mental Health Supports - Adapted for COVID-19 Response (Updated June 10, 2020)

Specific Demographic supports available?	Service Name	Service Description	Contact information	Website	Counselling/ spiritual/Social Connection	Hours of Service
	Shalom Counselling Services	During this time, we are offering ongoing counselling support by telephone, by appointment. We will contact individuals who have scheduled appointments to confirm telephone arrangements. Please contact our office to inquire about our services or to arrange for a counselling appointment by telephone.	Phone: 519-886-9690	<a href="https://shalomcounselling.org/">https://shalomcounselling.org/</a>	Counselling	Counselling times are by appointment and evening hours are available.
	SMART Recovery Self-Management and Recovery Training	SMART Recovery mutual support meetings are free and open to anyone seeking science-based, self-empowered addiction recovery.  Self-Management and Recovery Training (SMART) is a global community of mutual-support groups. At meetings, participants help one another resolve problems with any addiction (to drugs or alcohol or to activities such as gambling or over-eating).	Tel: 440-951-5357	<a href="https://www.smartrecovery.org/#">https://www.smartrecovery.org/#</a>	Support Groups	
LGBTQ+	SPECTRUM WR	We are offering almost all our usual services online now. Helping organizations move online, providing education and support for tech issues	<a href="mailto:info@ourspectrum.com">info@ourspectrum.com</a> 226-779-9695	Our website has full information: <a href="http://www.ourspectrum.com">www.ourspectrum.com</a> <a href="https://www.facebook.com/SpectrumCommunitySpace/">https://www.facebook.com/SpectrumCommunitySpace/</a> <a href="https://twitter.com/our_SPECTRUM">https://twitter.com/our_SPECTRUM</a>	Social/counselling	
	Supportive Care Coalition	Caregiver Well-being improve professional flourishing, well-being, and overall resilience at both the personal and organizational level -- by sparking new thoughts, encouraging new practices, and deepening our self-awareness.		<a href="https://supportivecarecoalition.org/caregiver-wellbeing">https://supportivecarecoalition.org/caregiver-wellbeing</a>		

## Mental Health Supports - Adapted for COVID-19 Response (Updated June 10, 2020)

Specific Demographic supports available?	Service Name	Service Description	Contact information	Website	Counselling/ spiritual/Social Connection	Hours of Service
French Support Services	Tel-aide Outaouais	L'équipe de bénévoles est composée d'écouterants méticuleusement sélectionnés et formés pour l'emploi, l'organisation souhaite que le public compose leur numéro, 365 jours par années, quel que soit le motif, afin d'exprimer ses émotions avec les bénévoles à l'écoute. Nos lignes d'écoutes sont ouvertes 24 h sur 24, 365 jours par année.	1-800-567-9699	<a href="http://telaideoutaouais.ca/">http://telaideoutaouais.ca/</a>		
	The Emotion Wheel: What It Is and How to Use It	So while it's hard to understand all 34,000 distinct emotions, we can learn how to identify the primary emotions and act accordingly. It's especially useful for moments of intense feeling and when the mind cannot remain objective as it operates from an impulsive of a "fight or flight" response. (Watkins, 2014).	Positivepsychology.com	<a href="https://positivepsychology.com/emotion-wheel/">https://positivepsychology.com/emotion-wheel/</a>	Articles and understanding emotions	
	The Science of Well-being	Yale - The Science of Well-Being In this course you will engage in a series of challenges designed to increase your own happiness and build more productive habits. As preparation for these tasks, Professor Laurie Santos reveals misconceptions about happiness, annoying features of the mind that lead us to think the way we do, and the research that can help us change. You will ultimately be prepared to successfully incorporate a specific wellness activity into your life.		<a href="http://www.coursera.org/learn/the-science-of-well-being">www.coursera.org/learn/the-science-of-well-being</a>	Counselling/ spiritual/ community connection	Ability to take it for free or to get a certificate for nominal fee
Male Support Services	The Support Services for Male Survivors of Sexual Abuse	Approximately one in six men will experience sexual abuse in their lifetime. If you or someone you know has been a victim of sexual abuse, you are not alone and there is help available. Survivors have access to a 24-hour, multilingual, toll-free phone line for immediate crisis and referral services. Male survivors of sexual abuse also have access to a number of specialized services to help them deal with the impact of abuse, including individual and group counselling, peer support, telephone and online counselling, referrals to other appropriate community support services to meet other long-term needs that clients may have.	1-866-887-0015	<a href="http://www.attorneygeneral.jus.gov.on.ca/english/ovss/male_support_services/">http://www.attorneygeneral.jus.gov.on.ca/english/ovss/male_support_services/</a>		

## Mental Health Supports - Adapted for COVID-19 Response (Updated June 10, 2020)

Specific Demographic supports available?	Service Name	Service Description	Contact information	Website	Counselling/ spiritual/Social Connection	Hours of Service
Trans Support Services	Trans Lifeline	Trans Lifeline is a trans-led organization that connects trans people to the community, support, and resources they need to survive and thrive.	877-330-6366	<a href="https://www.translifeline.org">https://www.translifeline.org</a>	General support and referrals	24/7
	Waterloo Region Suicide Prevention Council	Call anytime to access Addictions, Mental Health, and Crisis Services	(844) 437-3247	<a href="http://wrspc.ca/maintaining-mental-wellness-during-covid-19/">http://wrspc.ca/maintaining-mental-wellness-during-covid-19/</a>	Counselling/ connection and referral	24/7
	Wellbeing Waterloo Region	Virtual coffee chats Educational Sessions (offered in partnership with Carizon) - focused on different topics each week (e.g. strategies to make working from home less stressful, strategies to help deal with stress, etc.)	<a href="mailto:wellbeingwr@regionofwaterloo.ca">wellbeingwr@regionofwaterloo.ca</a>	<a href="http://www.wellbeingwaterloo.ca/blog/">http://www.wellbeingwaterloo.ca/blog/</a>	Social connection	
	World Health Organization (WHO)	Resources Self-care strategies/resources: <ul style="list-style-type: none"> <li>• <a href="#">Mental Health and Psychosocial Considerations</a></li> <li>• <a href="#">Physical Activity in Quarantine -</a></li> <li>• <a href="#">Helping children cope with stress during the 2019-nCoV outbreak</a></li> <li>• <a href="#">Parenting in the time of COVID-19</a></li> </ul>				
	Woebot App	Woebot is an artificially intelligent app that uses cognitive behavioural therapy to help you think and feel better. For those seeking support for mild to moderate symptoms of anxiety, depression and stress, text Woebot any time and Woebot will respond with encouragement and helpful coping strategies.	Down load App on App Store or Google Play or website <a href="https://woebot.io/referral/?ref=ontario">https://woebot.io/referral/?ref=ontario</a>	<a href="https://woebot.page.link/ontario">https://woebot.page.link/ontario</a> FREE - Use referral code "Ontario"	Social connection (AI) CBT type counselling	24/7 - it is AI so it is always available.
Women's Support Services	Women's Crisis Services of Waterloo Region	Women's Crisis Services of Waterloo Region operates two emergency shelters for abused women and their children: Anselma House in Kitchener and Haven House in Cambridge. We also operate a regional Outreach Program. Help us empower women to move beyond abusive and violent relationships	Kitchener-Waterloo 519-742-5894 Cambridge 519-653-2422 In danger? Call 911	<a href="https://wcsvr.org/">https://wcsvr.org/</a>	Social Connection	

## Mental Health Supports - Adapted for COVID-19 Response (Updated June 10, 2020)

Specific Demographic supports available?	Service Name	Service Description	Contact information	Website	Counselling/ spiritual/Social Connection	Hours of Service
Crisis Support for Women and Seniors	Women and Seniors Helplines	During this time of crisis and uncertainty, the <b>Assaulted Women's Helpline (AWHL)</b> and the <b>Senior Safety Line (SSL)</b> remain committed to delivering our 24/7 crisis counselling for women and seniors in the province of Ontario. As more community services reduce their hours or close their doors over the next few weeks, these crisis lines remain open and dedicated counsellors are ready to help support women and seniors throughout this chaotic period.	<b>Crisis Line:</b> <ul style="list-style-type: none"> <li>○ GTA: 416-863-0511</li> <li>○ GTA TTY: 416-364-8762</li> <li>○ TOLL-FREE: 1-866-863-0511</li> <li>○ TOLL FREE TTY: 1-866-863-7868</li> <li>○ #SAFE (#7233) on your Bell, Rogers, Fido or Telus Mobile</li> </ul> <b>Senior Safety Line</b> TOLL-FREE: 1-866-299-1011	<a href="http://www.awhl.org/">http://www.awhl.org/</a>	Counselling	24/7
	Woolwich Counselling Centre	Telephone and/or video sessions. Staff are monitoring the phones and emails during working hours. Times like these can be stressful and anxiety provoking. However, it is important to continue to stay connected and take care of one another. We are here to help through this crisis - please reach out!	If you are interested in counselling, please call our office at 519-669-8651 or email <a href="mailto:info@woolwichcounselling.org">info@woolwichcounselling.org</a> .	<a href="http://www.woolwichcounselling.org">www.woolwichcounselling.org</a>	Counselling	
Youth support Services	Youth Space	Everyone across Canada under 30 years is welcome to chat with us. We are open 6pm-midnight PST, 365 days a year. We are a diverse community of trained volunteers who would love to listen to how things are going for you.	Text 7787830177 Chat online at <a href="http://www.youthspace.ca">www.youthspace.ca</a>		Counselling/ connection and referral	We are open 6pm-midnight PST, 365
	The Volunteer Action Centre Waterloo Region	Volunteer and community information we have paper flyers we can distribute to grocery stores and essential places....Canada Post				
Families and Children	Clarke Psychological & Behavioural Services	Psychological services and mental health support to children and families Many resources including coping strategies are available for free on our website	Dr. Maggie Clarke <a href="http://cpbs.ca">cpbs.ca</a>	<a href="http://cpbs.ca">cpbs.ca</a>	Counselling.	

## Mental Health Supports - Adapted for COVID-19 Response (Updated June 10, 2020)

Specific Demographic supports available?	Service Name	Service Description	Contact information	Website	Counselling/ spiritual/Social Connection	Hours of Service
Supports for Immigrants/ refugees	YMCA of Cambridge, Kitchener & Waterloo	YMCA Immigrant Services are continuing to provide online settlement services for newcomers to Canada and Waterloo Region. We use every online platform available to us and find ways to support our clients through Skype, Zoom, WhatsApp, Facebook, over the phone and email. Services include assistance with accessing information and referrals to: Community & Recreation (Virtual YMCA and other online community and recreation services) Education & Training (including English and French language online learning resources) Employment Support, Health, Housing, Legal & Social Services Immigration and Citizenship Personal Finance & Income Tax Consumer information Shelter, Food & Clothing	Please call 519-579-9622 x 242 or email <a href="mailto:ckw-newcomers@ckw.ymca.ca">ckw-newcomers@ckw.ymca.ca</a> for appointment. We provide services in the following languages: English, French, Albanian, Amharic, Arabic, Bosnian-Croatian-Serbian, Cantonese, Dari, Farsi, Hindi, Mandarin, Oromo, Pashto, Punjabi, Somali, Spanish, Swahili, Tigrinia, Turkish, and Urdu.	More information is available on our website: <a href="http://www.ymcaimmigrantservices.ca">www.ymcaimmigrantservices.ca</a> support our clients through Skype, Zoom, WhatsApp, Facebook, over the phone and email		
	<b>City of Kitchener</b>	“Supporting the most vulnerable shows the very best of who we are as a City and the caring nature that so often defines our people and our community,” said Mayor Berry Urbanovic. “By providing meaningful social interactions, we’re supporting seniors’ mental and emotional well-being, and connecting them to community resources to meet their current needs.” In collaboration with the participant, staff determine the structure of each call to meet the participants’ unique social needs. Calls can vary from a quick check-in to gauge physical and emotional well-being, to discussions related to available community supports, and, in some cases, even program delivery by phone. The frequency of calls is dependent on the preferences, needs and interests of each senior and can range from daily to bi-weekly.	If you know a senior who would benefit from this service, please have them contact 519-741-2916 to register. Referrals from friends, family and community agencies are also accepted, provided the senior has given permission to share their contact information and has agreed to receive reassurance calls from the City. Questions about this program can be directed to Bethany Pearce at 519-741-2200 ext. 5081	<a href="https://www.kitchener.ca/Modules/News/index.aspx?feedid=da9544ce-51f6-40d4-b88a-d8894af762bc&amp;newsId=e47f1b9c-10c1-4955-8fd6-d6bff94614d7#">https://www.kitchener.ca/Modules/News/index.aspx?feedid=da9544ce-51f6-40d4-b88a-d8894af762bc&amp;newsId=e47f1b9c-10c1-4955-8fd6-d6bff94614d7#</a>	Social Check in calls	

## Mental Health Supports - Adapted for COVID-19 Response (Updated June 10, 2020)

Specific Demographic supports available?	Service Name	Service Description	Contact information	Website	Counselling/ spiritual/Social Connection	Hours of Service
	City of Waterloo - Waterloo At Home	<p><b>Active at home</b></p> <ul style="list-style-type: none"> <li>-Links to online fitness and yoga classes</li> <li>-Tutorials for virtual board games and card games</li> <li>-An online Earth Day quiz</li> </ul> <p><b>Connected at home</b></p> <ul style="list-style-type: none"> <li>-A fun and engaging neighbourhoods activity book and weekly e-newsletter</li> <li>-Links to the Google Classroom created by Waterloo Fire Prevention</li> <li>-Helpful reminders from our bylaw team</li> </ul> <p><b>Creative at home</b></p> <ul style="list-style-type: none"> <li>-An opportunity to participate in “Through Our Waterloo Windows”, a community art project</li> <li>-Online offerings from the City of Waterloo Museum, including a request to help record the history of this unique time</li> <li>-Links to Waterloo Public Library virtual programs</li> </ul> <p><b>Links to other community initiatives hosted online</b></p>		<a href="https://www.engagewr.ca/waterloo">https://www.engagewr.ca/waterloo</a>		
Caregiver Support Services	Caregivers Connections Waterloo-Wellington	An online community for caregivers of older adults in Waterloo Wellington. It’s a common ground for learning and sharing with peers. Hosted on Facebook social learning platform.		Facebook group - Caregivers Connections Waterloo-Wellington		
	Grief, Dying, and Death During a Pandemic	This resource was written in April 2020 at the request of the region-wide COVID-19 pandemic response group coordinating psychosocial and spiritual supports in Waterloo Region. The authors include practitioners and scholars in the areas of social work, palliative care, counselling, bereavement, spiritual care, death education, and funeral service	<a href="mailto:wellbeingwr@regionofwaterloo.ca">wellbeingwr@regionofwaterloo.ca</a>	<a href="http://www.wellbeingwaterloo.ca/blog/grief-dying-and-death-during-a-pandemic">http://www.wellbeingwaterloo.ca/blog/grief-dying-and-death-during-a-pandemic</a>		
Senior Support Services	Understand Aging To Understand Yourself	Physical, emotional, and social changes affect all aspects of our relationships and our lives. The Wrinkle has valuable, practical information to empower you to move forward.	Dr. Nicole Didyk, a licensed Geriatrician <a href="https://www.thewrinkle.ca/site/contact">https://www.thewrinkle.ca/site/contact</a>	<a href="https://www.thewrinkle.ca/site/home">https://www.thewrinkle.ca/site/home</a>		