

## Resources for Mental Health Supports for Healthcare Workers – Ontario West region

Recommended Resources		
Service	Description	Contact Information
<b>Call Lines</b>	<p>COAST Crisis Lines (Administration line if Peer Support staff have any non-urgent questions 905-972-8118)</p> <p>Barrett Centre</p> <p>Wellness Together Canada (<i>Canada Wide but operated by Homewood Health</i>)</p>	<p>COAST Hamilton <b>905-972-8338</b>            COAST Niagara <b>1-866-550-5205</b>            COAST Halton <b>1-877-825-9011</b>            COAST Brantford <b>1-866-811-7188</b></p> <p>24 HOUR CRISIS LINE: <b>905-529-7878</b>            TOLL FREE: <b>1-844-777-3571</b></p> <p><b>1-866-585-0445</b>            Callers only have to provide First Name,            City and Province</p>
<b>Support Groups for Healthcare Professionals and Health Professions Students</b>	<p>ECHO Coping with COVID Virtual Support group            Fridays 2-3 pm EST</p>	<p><a href="https://camh.echoontario.ca/echo-coping-with-covid/">https://camh.echoontario.ca/echo-coping-with-covid/</a></p>

<p><b>St. Joseph's Healthcare</b></p>	<p>The COVID-19 Mental Health and Psychosocial Support Service provides confidential support for Healthcare Workers</p> <ul style="list-style-type: none"> <li>• Multiple care pathways available depending on the HCW needs/preference</li> <li>• Strength/solution-focused principles are applied to all pathways</li> <li>• A HCW can increase or decrease frequency, intensity and level of care</li> <li>• Care is timely and responsive to the HCW's readiness and need</li> <li>• Pathway options include: <ul style="list-style-type: none"> <li>• Self-Directed (self-help/online resources)</li> <li>• Peer Support</li> <li>• Brief Psychoeducational (structured skill building)</li> <li>• iCBT (virtual therapy)</li> <li>• Tertiary/Acute Referral</li> </ul> </li> </ul>	<p>CONNECT Line (M-F 8-4 p.m.) 905-522-1155 x36499</p> <p>OR link below anytime (will be responded to within 24 hours) <a href="https://www.stjoes.ca/hospital-services/mental-health-addiction-services/connect-mental-health-and-addiction-outpatient-programs/covid-19-mental-health-services-for-hcw">https://www.stjoes.ca/hospital-services/mental-health-addiction-services/connect-mental-health-and-addiction-outpatient-programs/covid-19-mental-health-services-for-hcw</a></p>
<p><b>Here4Health Care Waterloo Wellington</b></p>	<p>Immediate access to virtual care including professional counselling, a 24/7 Crisis Line, and other mental health updates.</p>	<p><a href="https://cmhaww.ca/here4healthcare/">https://cmhaww.ca/here4healthcare/</a></p>
<p><b>Online Resources and Therapies</b></p>	<p><b>BEACON Digital Therapy</b></p> <ul style="list-style-type: none"> <li>* FREE for Ontario residents</li> <li>* Guided digital therapy with BEACON is personalized, and you receive support from a registered therapist that's always one-to-one</li> <li>* Includes customized support for frontline healthcare workers</li> <li>* A course of BEACON therapy includes: <ul style="list-style-type: none"> <li>- Personal assessment - Your results reviewed by a therapist</li> <li>- Personalized course of CBT - Includes readings and activities selected by your therapist (completed by most people in 6-10 weeks)</li> <li>- A dedicated therapist up to 12 weeks - Receive suggestions, clarification, or new skills for you to practice as you complete therapy</li> <li>- Continued access - Access your BEACON history and resources for 12 months</li> </ul> </li> </ul>	<p><a href="https://info.mindbeacon.com/btn542?utm_campaign=CVD&amp;utm_source=ongov&amp;utm_medium=web&amp;utm_content=en">https://info.mindbeacon.com/btn542?utm_campaign=CVD&amp;utm_source=ongov&amp;utm_medium=web&amp;utm_content=en</a></p>

	<p><b>Morneau Shepell's AbilitiCBT</b></p> <ul style="list-style-type: none"> <li>* FREE for Ontario residents</li> <li>* Internet-based cognitive behavioral therapy (iCBT) program that you can access from any device, any time</li> <li>* After you sign up, the first step is an assessment of your needs: you complete an online questionnaire and connect with a professional therapist by phone or video</li> <li>* You then move through 10 structured modules, at your own pace, while your therapist monitors your progress: each module contains activities, videos and assignments to help you learn, develop and practice new skills</li> <li>* There are scheduled check-ins along the way: you connect with your therapist by phone, video or chat</li> </ul>	<p><a href="https://myicbt.com/home">https://myicbt.com/home</a></p>
	<p><b>BounceBack</b></p> <p>FREE for Ontario residents</p> <ul style="list-style-type: none"> <li>* Guided self-help program for people who are experiencing mild-to-moderate anxiety or depression, or may be feeling low, stressed, worried, irritable or angry</li> <li>* Participants receive telephone coaching, skill-building workbooks and online videos to help them overcome these symptoms and gain new skills to regain positive mental health</li> <li>* To receive telephone coaching support, clients must either be referred by their primary care provider (family doctor, nurse practitioner) or psychiatrist, or they may self-refer as long as they're connected with a primary care provider</li> </ul>	<p><a href="https://bouncebackontario.ca/">https://bouncebackontario.ca/</a></p>
<p><b>Psychological Services</b></p>	<p>The <b>Canadian Psychological Association</b> has comprised a list of psychologists who have volunteered their time to provide FREE remote psychological services to health care providers throughout the COVID-19 crisis. Click on the link and choose a psychologist in your preferred language. They have all agreed to respond to your request within 24 hours and to provide services free of charge throughout the crisis.</p>	<p><a href="https://cpa.ca/coronavirus/psychservices/#Ontario">https://cpa.ca/coronavirus/psychservices/#Ontario</a></p>

<b>Virtual Mental Health Sessions</b>	<p><b>CMHA Hamilton</b> is offering 4, 1 hour sessions of virtual mental health support M-F for healthcare and social service staff.</p> <ul style="list-style-type: none"> <li>• The health care worker skill-building support program helps front-line workers with their increased stress and anxiety during COVID-19. It helps build a toolkit of skills on resilience as they manage the stresses of working through a pandemic.</li> <li>• In addition to health care workers, this service is also available to educators and staff in the school system who may be experiencing increased stress and anxiety.</li> <li>• The program is available virtually, one-on-one, for four sessions.</li> <li>• Individuals interested can be referred (or self-refer) through St. Joseph’s Healthcare Hamilton’s Connect Mental Health and Addiction Outpatient Program. Individuals needing more support are triaged back through Connect and can access additional supports if necessary based on the stepped care model.</li> <li>• The program is available in the Greater Hamilton Area. Canadian Mental Health Association branches in Niagara and Oxford County are also offering the program in their regions.</li> <li>• The program has a research component in collaboration with Dr. Diana Singh at McMaster University who designed a pre-survey and post-survey to help evaluate the effectiveness of the new program.</li> </ul>	<p>(905) 521-0090</p>
<b>Mental Health Resources</b>	<p><b>Wellness Together Canada</b> It has self-assessments for distress, peer support resources, and other free tools for Canadians to use to improve mental and physical health. You may want to share at your workplaces.</p>	<p><a href="https://ca.portal.gs/">https://ca.portal.gs/</a></p>
<b>Self-Directed Resources</b>	<p>Self care and resilience guides and workbooks</p>	<p><a href="https://cpa.ca/psychological-first-aid-for-frontline-health-care-providers-during-covid-19-a-quick-guide-to-wellness/">https://cpa.ca/psychological-first-aid-for-frontline-health-care-providers-during-covid-19-a-quick-guide-to-wellness/</a></p> <p><a href="https://theworkingmind.ca/covid19-twm">https://theworkingmind.ca/covid19-twm</a></p> <p><a href="#">The Working Mind COVID-19 Self-care &amp; Resilience Guide [DOWNLOAD]</a> <a href="https://cmha.ca/news/covid-19-and-mental-health">https://cmha.ca/news/covid-19-and-mental-health</a></p>

		<a href="https://www.camh.ca/en/health-info/mental-health-and-covid-19/information-for-professionals">https://www.camh.ca/en/health-info/mental-health-and-covid-19/information-for-professionals</a>
<b>Big White Wall</b>	<b>Big White Wall</b> is an online mental health and wellbeing service offering self-help programs, creative outlets and a community. The Big White Wall is a community of members, who support, help each other and share what’s troubling them in a safe and anonymous environment. The site is available 24 hours a day, 7 days a week, 365 days a year. To ensure safety and anonymity, the site is monitored by clinically trained 'Wall Guides', who are online 24/7.	<a href="http://www.bigwhitewall.ca">www.bigwhitewall.ca</a>  Big White Wall is free to access in a number of ways for residents of Ontario. You can access the service using your Ontario postal code when clicking on 'Join Us'. Check us out at our recently revamped and improved site!
<b>Physician Wellness Resources</b>	<b>One-on-one support through the Ontario Medical Association (24/7 confidential) Physician Health Program</b>	confidential line 1-800-851-6606 or email <a href="mailto:php@oma.org">php@oma.org</a>   <a href="http://cma.ca/supportline/Ontario">cma.ca/supportline/Ontario</a>
	<b>For medical residents and their family members – Professional Association of Residents of Ontario (PARO) 24 hour helpline</b>	1-866-HELP-DOC (1-866-435-7362) – <a href="http://myparo.ca/helpline">myparo.ca/helpline</a>
	<b>Wellness and coping resources</b>	<a href="https://www.cma.ca/physician-wellness-hub">https://www.cma.ca/physician-wellness-hub</a>  <a href="http://oma.org">Physician Health Program (oma.org)</a>
	<b>Provincial hubs providing confidential mental health support to frontline healthcare workers impacted by COVID</b>	<ul style="list-style-type: none"> <li>• <a href="#">Ontario Shores Centre for Mental Health Sciences, Whitby</a></li> <li>• <a href="#">St. Joseph’s Healthcare, Hamilton</a></li> <li>• <a href="#">The Royal Ottawa Mental Health Centre, Ottawa</a></li> <li>• <a href="#">Waypoint Centre for Mental Health Care, Penetanguishene</a></li> <li>• <a href="#">Centre for Addictions and Mental Health (CAMH), Toronto</a></li> </ul>

