

## Mental health, wellness and addictions resources available in the community

If you are experiencing a severe mental health crisis, please contact the Crisis Intervention Centre immediately. Call 613-969-7400 and say “crisis intervention” (or dial ext. 2753). Toll free: 1-888-757-7766. Telephone response by a crisis worker is available 24 hours a day, 7 days a week.

For information about Centre for Addictions and Mental Health programs, you can call Access CAMH at 416-535-8501, then press 2. Phone lines are typically answered live Monday through Friday, from 8:30 a.m. to 5:00 p.m. You can also call the ConnexOntario Mental Health Helpline at 1-866-531-2600.

This handout lists mental health, wellness and addictions resources that are available in the Hastings and Quinte areas. Please contact these organizations directly for more information or for service.

### Additional Crisis Resources

#### Canada Suicide Prevention Service

24/7 crisis line, SMS text available 4PM – 12AM, available in English and French

Phone: 1-833-456-4566

Text: 45645

#### Distress and Crisis Ontario

A list of local distress centres where you can find support for anyone who is feeling lonely, depressed, or suicidal. Most centres operate 24 hours a day, 7 days a week, and include Suicide Survivor programs, support services for youth, telephone call-out programs for seniors and other vulnerable populations, mental health crisis lines, and more.

<http://www.dcontario.org/>

#### ONTX – Ontario Online & Text Crisis Services

ONTX Ontario Online & Text Crisis Services are available from your computer, mobile device or telephone from 2pm to 2am daily, providing the caller with a safe, confidential, one-on-one conversation with a highly-trained empathic responder.

<http://dcontario.org/ontx.html>

Text: For text message support, please text the word “SUPPORT” to 258258

## Help with mental health and wellness

### **AbilitiCBT**

AbilitiCBT is a form of internet-based cognitive behavioral therapy (iCBT). Practical, short-term iCBT programs help clients develop skills and strategies to address symptoms of mild to moderate anxiety and/or depression. Some or all fees may be covered by OHIP. Please contact AbilitiCBT through their website for further information.

<https://ontario.abiliticbt.com/home>

<https://ontario.abiliticbt.com/signup> (to sign up)

### **Anxiety Canada Website**

Information, online resources and treatment programs for anxiety disorders including Generalized Anxiety Disorder, Social Anxiety Disorder, Obsessive Compulsive Disorder, Panic Disorder and Health Anxiety, etc.

<https://www.anxietycanada.com>

### **Bounce Back Ontario**

Bounce Back Ontario is a free online program for patients experiencing mild to moderate anxiety or depression. It is suitable for both youth (ages 15-18) and adults. Clients who sign up gain access to online materials and resources, in addition to a trained coach who can provide up to 6 telephone sessions to assist participants in keeping on track as they work through the program. The program's online resources are accessible to anyone, but to be eligible for the coaching a client must have a family physician or an NP.

<https://bouncebackontario.ca/> (general website)

<https://ocean.cognisantmd.com/intake/IntakePortal.html?eReqRef=86b6adda-6749-4cd3-941b-fc10b4abffcf> (to self-refer)

### **Canadian Mental Health Association**

The Canadian Mental Health Association (CMHA) acts as a champion for equitable access to mental health services. During the pandemic, they have provided online resources and a discussion board to help individuals find support during these exceptional times. Please see the websites below for more information.

<https://www.camh.ca/en/health-info/mental-health-and-covid-19> (general support and information)

<https://covid19.camhx.ca/mod/forum/view.php?id=1> (online discussion forum)

**ConnexOntario**

ConnexOntario provides service navigation and contact to individuals experiencing problems with their mental health. ConnexOntario maintains a comprehensive database of addictions and mental health services, with referrals to these resources offered free of charge. ConnexOntario navigation specialists are available 24/7 from anywhere in Ontario:

Phone: 1-866-531-2600 (toll free)

<https://www.connexontario.ca/en-ca/send-email> (email form)

**Depression and Bipolar Support Alliance**

An online support group that provides individuals living with depression and bipolar disorder a place to share experiences, discuss coping strategies, and offer hope to one another. The Depression and Bipolar Support Alliance (DBSA) support groups are peer-led, meaning they are facilitated by someone living with a mood disorder. Currently there are groups for peers, young adults, friends, and family members.

<https://www.dbsalliance.org/> (general website)

<https://www.dbsalliance.org/support/chapters-and-support-groups/online-support-groups/> (for the online support group)

**Enrichment Centre for Mental Health**

The Enrichment Centre for Mental Health (ECMH) is a non-profit agency that strives to enhance the mental wellness and quality of life of people in Hastings and Prince Edward Counties through advocacy, support, education and transitional housing. ECMH offers free short-term counselling (8 to 12 sessions) to individuals over the age of 24 in Hastings and Prince Edward Counties. (Note: they do not provide counselling for couples or families).

<https://enrichmentcentre.ca/> (general website)

<https://enrichmentcentre.ca/programs/community-counselling/> (for counselling information)

**Gateway Community Health Centre**

The Gateway Community Health Centre in Tweed, Ontario, offers free counselling with a social worker to residents and families of Hastings County. You do not need to be a patient there to access this service. Typical areas of focus range from mental health to relationship issues.

<https://www.gatewaychc.org/counselling/>

Phone: 613-478-1211

**Happy Habits for Hard Times**

The Happy Habits for Hard Times series is a suggestion bank of ideas for coping with challenging times. Ideas are presented thematically (for example “music” and “nature”), with each theme/topic offering a variety of exercises for participants to practice to help them manage difficult situations that they might encounter.

[https://staging.coehs.umd.edu/happy\\_habits\\_series\\_2020/default.php](https://staging.coehs.umd.edu/happy_habits_series_2020/default.php) (main page)

### **Mind Beacon**

Mind Beacon, or Beacon digital therapy, is a virtual experience where a participant works one-on-one with a registered therapist who provides selected readings and activities to the client to develop skills to cope with mild to moderate symptoms of depression, anxiety, panic disorder, post-traumatic stress disorder (PTSD) and Insomnia. Mind Beacon is being offered free of charge to residents of Ontario during the CoVID-19 pandemic. (Use the link below).

<https://info.mindbeacon.com/btn542?hsCtaTracking=e00dbcef-e033-42fd-b5b3-b46291f2962d%7C93e4ec19-cd71-49a3-96bc-4c33baf7afed> (for Ontario residents)

### **Togetherall**

Also known as Big White Wall, Togetherall is an anonymous online peer support and self-management tool that is coordinated by the Ontario Telemedicine Network (OTN). In addition to Togetherall's online community, you will have access to a wealth of useful resources and can work through tailored self-help courses covering topics such as anxiety, sleep, weight management, depression and many more.

<https://togetherall.com>

### **Wellness Together Canada**

Wellness Together Canada is a mental health and substance use website which helps connect Canadians with resources, support and counselling during the CoViD-19 pandemic. Participants can access immediate text support, information on common mental health issues, mental wellness programs and individual phone, video, and text counselling. All of these resources are offered free of charge.

<https://ca.portal.gs/> (general website)

[https://ca.portal.gs/self\\_guided/signup/](https://ca.portal.gs/self_guided/signup/) (to sign up)

## **Help with bereavement**

### **Hospices (Madoc & Belleville) for bereavement support groups**

Hospices are facilities that provide care for the sick or terminally ill, with many also providing bereavement support groups to individuals and families grieving the loss of their deceased loved ones. Depending on their residential address, patients are encouraged to call either the Madoc or Belleville locations for more information.

Phone: 613-966-6610 (Belleville - Hospice Quinte)

Phone: 613-473-1880 (Madoc - Heart of Hastings Hospice)

## **Help with domestic violence and sexual assault**

### **Assaulted Women's Helpline**

The Assaulted Women's Helpline is a 24/7 telephone and TTY crisis telephone line to all women in the province of Ontario who have experienced any form of abuse. Services offered include safety planning and connecting with local supports (including shelters).

Phone: 1-866-863-0511

**Senior Safety Line**

A 24/7 crisis and support line for seniors who have experienced abuse and/or neglect. Services offered include crisis counselling, emotional support and referrals to local resources

Phone: 1-866-299-1011

**Sexual Assault Centre of Quinte & District**

The Sexual Assault Centre of Quinte & District (SACQD) provides counselling services to male and female victims/survivors of sexual assault/abuse who are 16 years of age and older. SACQD offers one-on-one counselling, group counselling, and a 24-hour Crisis Line, among other services. All services are free of charge.

Phone: 613-967-6300 (Belleville, Picton, Trenton)

**Shelter Safe**

An online resource for women and their children seeking safety from violence and abuse

<https://www.sheltersafe.ca/ontario/>

**Support Services for Male Survivors of Sexual Abuse Program**

A 24/7 multilingual crisis support line for men who experienced past and recent sexual abuse

Phone: 1-866—887-0015

**Talk4Healing**

A 24/7 multilingual and culturally grounded confidential helpline and support for Indigenous women. Services include crisis support, safety planning, and referrals to local resources

Phone: 1-855-554-4325

**Three Oaks Foundation (abused women and their children)**

The Three Oaks Foundation is an organization that offers service and support to women and children experiencing domestic violence. Services offered are broad, ranging from protective safe havens, outreach, training, counselling, a crisis line, and transitional support.

Phone: 613-966-3074 (Belleville) [24-hour crisis line]

Phone: 1-800-267-0533 (Toll free)

<https://threeoaks.ca/>

## Support for LGBTQ2S+

### Trans Lifeline

A 24/7 North American crisis support line for transgender people. Services offered include supportive conversation, consensual crisis support and referrals to local resources.

Phone: 1-877-330-6366

## Mental health resources for children, youth and patients with developmental disabilities

### Black Youth Helpline

The Black Youth Helpline offers culturally appropriate assessments and crisis support for anyone in Canada, with a primary focus on youth, parents and schools, although all calls and ages are welcome.

Phone: 1-833-294-8650

Phone: 416-285-9944 (GTA)

### Centre for Attention Deficit Hyperactivity Disorder (ADHD) Awareness Canada

Information, resources, and resource navigation support for individuals and family members of individuals with ADHD

<https://caddac.ca/>

### Children Mental Health Services

Children's Mental Health Services Hastings and Prince Edward (CMHS) is an agency dedicated to serving children, youth and their families in Hastings and Prince Edward Counties. All services are free, with options including an extended day treatment program (educational support for qualifying children), community services, intensive in-home assistance for children and youth with behavioural problems, clinical consultation, and youth justice services. Requests for assistance can be made any time, either by calling CMHS directly or by filling out an online referral form:

Phone: 613-966-3100 or 1-844-462-2647 (toll free)

<https://www.cmhsonline.ca>

### Counselling Services of Belleville & District

Counselling Services of Belleville and District is a non-profit charitable organization that offers support and services to children and individuals with developmental disabilities through a variety of community programs. Many of their programs are free of charge, but some (such as individual, marital, and family counselling) may require a fee for service.

Phone: 613-966-7413 or 1-855-966-7413 (toll free)

### Good2Talk Helpline

A 24/7 helpline for postsecondary students in Ontario.

Phone: 1-866-925-5454

Text: For text message support, please text the word "GOOD2TALKON" to 686868

### **Kids Help Phone**

Kids Help Phone is a 24/7, national support service for children and youth. They offer professional counselling, information, referrals and volunteer-led, text-based support to young people. Children and youth can connect by phone, text, mobile app or through the Kids Help Phone's website. All services are provided confidentially and free of charge.

<https://kidshelpphone.ca/> (general website)

Phone: 1-800-668-6868 (toll free)

Text: 686868

### **LGBTQ2 + Youth Line**

Confidential peer support/crisis line for youth aged 29 and under who identify as lesbian, gay, bisexual, transsexual, transgender, 2-spirited, queer, and questioning. Service is available every day (except Saturdays) from 4pm to 9:30pm.

Phone: 1-800-268-9688 (toll free)

Text: 647-694-4275

### **Youthab Belleville**

Youth Habilitation Quinte Inc. (Youthab) is a community based non-profit organization with the goal of helping young people in the Quinte area to obtain and maintain safe and affordable housing, good mental health and employment. Youthab also offers free counselling to individuals aged 16 to 24.

Phone: 613-969-0830 (use extension 333 if calling from Madoc or Quinte West).

## **Help with addictions and recovery**

### **Addictions and Mental Health Services**

Addictions and Mental Health Services Hastings Prince Edward (AMHS-HPE) is a community-based agency providing a range of patient-centred services and supports to individuals 16 and older throughout Hastings and Prince Edward Counties. Services include Mental Health Case Management, Addictions and Treatment Services, Housing, Court Diversion, and Clinical Counselling to name a few. All services are provided at no cost to the client. Services can be provided in the individual's home environment, in an office setting, or in the community.

Phone: 613-310-OPEN (6736) (for central intake)

<https://hopedreamrecover.ca/about/> (to self-refer)

### **Alcoholics Anonymous**

Alcoholics Anonymous (AA) is an international fellowship with the purpose of empowering members to achieve sobriety and to help other members do so as well. Traditionally structured around in-person meetings, support can also be found online, with all services free of charge. Please contact AA through their website:

<https://al-anon.org/> (general website)

<https://aa-intergroup.org/> (for virtual/online meetings)

### **Breaking Free**

Breaking Free from Substance Use is an evidence-based digital behaviour change program that allows people to recognize and actively address the psychological and lifestyle issues that are driving their use of alcohol and/or drugs to support their recovery. Based on Cognitive-Behavioural Therapy, mindfulness and other proven therapeutic approaches, the program gives people a comprehensive toolkit of resources, positive coping strategies and proven behaviour change techniques to support their long-term recovery.

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

### **Cocaine Anonymous**

A similar organization to Alcoholics Anonymous, Cocaine Anonymous (CA) is a fellowship of individuals who meet with the purpose of supporting one another to recover from addiction. Despite the organization's title, CA's requirement for membership is a desire to stop using cocaine and all other mind-altering substances (including alcohol). Services offered are free of charge. Please see the website for more information.

<https://ca.org/> (general website)

<https://www.ca-online.org/> (for virtual/online meetings)

### **ConnexOntario**

ConnexOntario provides service navigation and contact to individuals experiencing problems with gambling, drugs, alcohol or their mental health. ConnexOntario maintains a comprehensive database of addictions and mental health services, with referrals to these resources offered free of charge. ConnexOntario navigation specialists are available 24/7 from anywhere in Ontario:

Phone: 1-866-531-2600 (toll free)

<https://www.connexontario.ca/en-ca/send-email> (email form)

### **In the Rooms – A Global Recovery Community**

In the Rooms is a free online recovery tool that offers 130 weekly online meetings for those recovering from alcoholism or drug addiction. The meetings require only an internet connection and a device. They provide participants with support from those in recovery from around the world.

<https://www.intherooms.com/home/> (general website)



<https://www.intherooms.com/home/category/community-and-meetings/> (for online meetings)

Phone: 1-888-401-1241 (toll free)

### **myRECOVERY.com**

Myrecovery.com is a free social-networking community and resource centre for those recovering from drug and alcohol addiction. In addition, the website offers multiple online (Zoom) meetings on a daily basis for anyone looking for support.

<https://www.myrecovery.com/>

### **Narcotics Anonymous**

Similar to Alcoholics Anonymous, Narcotics Anonymous (NA) is an international, community-based association of individuals recovering from drug addiction. Again, similar to Alcoholics Anonymous and Cocaine Anonymous, the primary service provided by NA is the group meeting, which provides members an opportunity to share their experiences and to hear those of others. Due to the pandemic, meetings are widely available in a virtual format (such as Zoom). Those interested should visit their local NA website for specific dates and times.

<https://www.orscna.org> (Ontario and Manitoba Region)

<https://www.na.org/> (International/general website)

### **Smart Recovery**

Smart Recovery is a free self-help program for recovery from addiction. Online meetings allow members to work through the program in the presence of peers for additional support. Unlike Alcoholics Anonymous, the Smart Recovery program is not a twelve-step program. Instead, it is based on cognitive/behavioural methods aimed at helping participants build self-management and recovery skills.

<https://www.smartrecovery.org>

### **SoberRecovery**

SoberRecovery is mainly a directory of addiction treatment centres across the United States, but the website also features a library of resources that may be beneficial to individuals seeking further information on alcoholism, drug addiction, mental health etc.

<https://www.soberrecovery.com/> (general website)

<https://www.soberrecovery.com/addiction/> (addiction resources)

## **Peer support**

### **Peer Support Network**

Peer Support is based on the concept of the therapeutic exchange of shared experiences. In the area of addiction and mental illness, it commonly describes an initiative consisting of trained 'peers' and prospective clients meeting, as equals, in person or online, with the overall goal of helping the prospective client recover and/or maintain a good quality of life. The Peer Support Network is a non-profit entity, so services are free.

<http://psseo.ca/>

Phone: 613-969-1772 (Belleville)

## **More sources of help and/or finding a therapist in private practice**

### **Employee Assistance Programs**

An employee assistance program (EAP) is an employee benefit program that assists employees with personal problems and/or work-related problems that may impact their job performance, health, mental and emotional well-being. EAPs generally offer free and confidential assessments, short term counselling, referrals, and follow-up services for employees. Patients are encouraged to talk to their employer to verify whether they have any EAP benefits. Many major employers provide EAP benefits.

<https://www.canada.ca/en/health-canada/services/environmental-workplace-health/occupational-health-safety/employee-assistance-services.html> (general website)

Phone: 1-800-268-7708 (toll free)

### **Good Therapy**

A directory of online and in-person therapists that provide affordable therapy across Canada.

<https://www.goodtherapy.org/>

### **Healing in Colour**

A directory of BIPOC (Black, Indigenous and people of colour) therapists who support BIPOC clients in person and online across Canada.

<https://www.healingincolour.com/directory>

### **Psychology Today**

A directory of therapy providers across Canada providing online and in person services

<https://www.psychologytoday.com/ca>

### **Rainbow Health Ontario**

A directory of service providers who have expressed a commitment to providing competent and welcoming care to LGBT2SQ people in Ontario.

<https://www.rainbowhealthontario.ca/lgbt2sq-health/service-provider-directory/>

### **Take Care 19**

Take Care 19 is a website that was created to help people find resources that may help them cope with the difficulties of CoVID-19. It provides easy access to a comprehensive database of mental health, mindfulness, wellness and many other resources that are either free or greatly subsidized.

<https://takecare19.com/> (general website)

**The Affordable Therapy Network**

A directory of online and in person therapists that provide affordable therapy across Canada

<https://affordabletherapynetwork.com/online-therapists/>