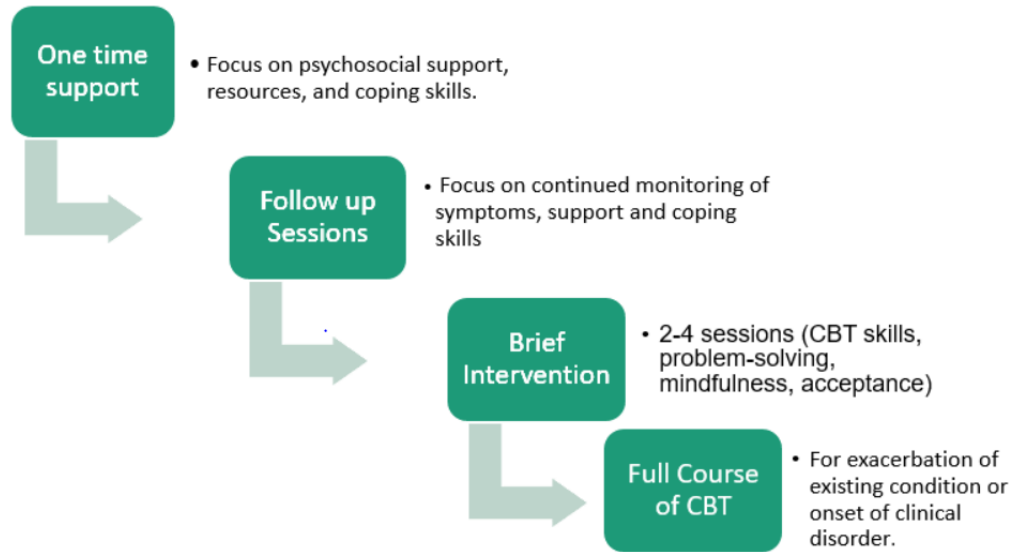


## Resources for Mental Health Supports for Healthcare Workers – Ontario West region

Recommended Resources		
Category	Description	Contact Information
<b>ANONYMOUS 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>COUNSELLING</b> <b>St. Joseph's Covid 19: Mental Health Services for Health Care Workers</b>	<p>The COVID-19 Mental Health and Psychosocial Support Service provides confidential support for Healthcare Workers.</p> <p>Health and community care workers have made a selfless commitment to care for our community during COVID-19. At work and at home, you have shown incredible strength. But even the strongest among us need help sometimes. Anxiety, exhaustion and compassion fatigue are all normal responses in this pandemic. It's ok to say it: this is really hard.</p>	<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>

**Stepped Care Pathways**



- Multiple care pathways available depending on the HCW needs/preference
- Strength/solution-focused principles are applied to all pathways
- A HCW can increase or decrease frequency, intensity and level of care
- Care is timely and responsive to the HCW's readiness and need
- Pathway options include:
  - Self-Directed (self-help/online resources)
  - Peer Support (group and individual format)
  - Brief Psychoeducational (structured skill building)
  - iCBT (virtual therapy)
  - Individual or Group Psychotherapy
  - Tertiary/Acute Referral

Immediate access to virtual care including professional counselling, a 24/7 Crisis Line, and other mental health updates.

<https://cmhaww.ca/here4healthcare/>

<p><b>COVID Specific Resources</b></p>	<p>The <b>Canadian Psychological Association</b> has comprised a list of psychologists who have volunteered their time to provide <b>FREE</b> remote psychological services to health care providers throughout the <b>COVID-19</b> 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><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><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>	<ul style="list-style-type: none"> <li>• <a href="https://cpa.ca/corona-virus/psychservices/#Ontario">https://cpa.ca/corona-virus/psychservices/#Ontario</a></li> <li>• Access by calling (905) 521-0090</li> <li>• <a href="https://ca.portal.gs/">https://ca.portal.gs/</a></li> </ul>
<p><b>Self-Directed Resources</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">HHS Resilience Support Toolkit</a></li> <li>• <a href="#">Stress Self-Assessment Tool</a></li> <li>• <a href="#">Mental Health Continuum Tool: How to know when to ask for help</a></li> </ul>	<ul style="list-style-type: none"> <li>○ Canadian Mental Health Association – lots of practical tips</li> </ul>

	<ul style="list-style-type: none"> <li>• <a href="#">St. Joseph's Healthcare Hamilton Tips and Tools for Mental Health for Health Care Workers</a></li> <li>• <a href="#">CAMH: Managing Mental Health and the covid 19 pandemic</a></li> <li>• Working Mind – Online Boosters –</li> <li>• Working Mind – Staying Resilient During the COVID Pandemic – 12 minute video</li> <li>• Working Mind – Self Care and Resilience Guide</li> <li>•</li> <li>• Canadian Mental Health Association – lots of practical tips</li> <li>• Centre for Addiction and Mental Health</li> </ul>	<p><a href="https://theworkingmind.ca/working-mind-boosters">https://theworkingmind.ca/working-mind-boosters</a></p> <p><a href="https://theworkingmind.ca/covid-19-twm">https://theworkingmind.ca/covid-19-twm</a></p> <p><a href="#">The Working Mind COVID-19 Self-care &amp; Resilience Guide [DOWNLOAD]</a></p> <p><a href="https://cmha.ca/news/covid-19-and-mental-health">https://cmha.ca/news/covid-19-and-mental-health</a></p> <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></p>
<p><b>Big White Wall</b></p>	<p><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.</p>	<p><a href="http://www.bigwhitewall.ca">www.bigwhitewall.ca</a></p> <p>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!</p>