

CARE+

Resources

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About this Workbook

Purpose of the CARE+ Workbook

CARE+ is an accessible resource support package to support personal support workers and other long-term care home (LTCH) and retirement home (RH) staff during and following the COVID-19 pandemic. This workbook contains mental health and wellness resources for staff to navigate LTCH/RH challenges.

About the CARE+ Resources:

We identified resources from various Canadian mental health organizations, government sources, and experts, and through searching the research literature.

We aimed to include resources available in Canada, available for free, and accessible in different languages. We have included QR codes and links to the resources so that they may be accessed online.

Please note that although we aimed to curate evidence-based resources, we have not verified this for every resource outlined in this guide.

QR Codes:

To use the QR Codes

1. Ensure your phone is connected to wi-fi or data
2. Open the camera app
3. Focus the camera on the QR code by gently tapping the code
4. Follow the instructions on the screen to complete the action (opening the link/document)

If you don't have a smartphone, we have also shared the website link that you can access by computer. Wherever possible, we have also provided telephone numbers for organizations.

Disclaimer:

This brief guide is intended to provide health information and resources. It does not imply recommendation of any treatment and should not be substituted for the advice of a healthcare provider.



Overview of Mental Wellness

Mental Health and COVID-19

COVID-19 and its Impact on Healthcare Workers

The COVID-19 pandemic has imposed major changes to the work and personal lives of healthcare workers. Some of these changes have been extremely stressful, with the ability to cause increased feelings of anxiety, burnout, depression, and even symptoms of post-traumatic stress disorder and grief. It is important to understand your own mental health to stay your best self and try not to succumb to the unique effect that the pandemic has had on healthcare workers. This package can be used as a tool for understanding mental health and for seeking out resources efficiently.

What is Mental Wellness?

Mental wellness refers to the state of one's mental (or psychological) health at any given time, subject to fluctuations throughout the life cycle. Various components make up one's mental wellness and have an ability to affect it. Some examples include work, romantic relationships, friendships, family dynamics, eating habits, self-esteem, self-efficacy, major life events/changes.

Source: https://www.fraserhealth.ca/health-topics-a-to-z/mental-health-and-substance-use/mental-wellness#.YPVwdi2ZP_Q



Understanding Your Own Mental Health

- How is my sleep schedule?
- How are my anxiety levels?
- Does my life feel balanced?
- How are my eating habits?

Below is a “Mental Health Meter” developed by the Canadian Mental Health Association to help you reflect on your unique strengths and identify areas where your level of mental fitness could be improved to help you cope with life's ups and downs.

Source: <https://cmha.ca/find-info/mental-health/check-in-on-your-mental-health/mental-health-meter/>

Scan to find more questions:



About the Canadian Mental Health Association:

The Canadian Mental Health Association (CMHA) is a collective of organizations that together, identify and respond to Canada's most pressing mental health priorities at both the national and community level.

Funding for services is provided through a combination of funds from the Ontario Ministry of Health and Long-Term Care, United Way, grants, donations, memberships, and fundraising projects.

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Resilience



Evidence Overview

Research suggests that resilience is linked to positive indicators of mental health.¹ (Hu et al, 2015)

<https://www.sciencedirect.com/science/article/abs/pii/S0191886914006710>

What is Resilience?

Resilience is a highly individual quality that one builds over time. It involves coping and adaptation strategies that are important for responding to stressful life events. Building resilience allows one to efficiently overcome hardships and maintain strong mental health.



Strategies to Build Resilience

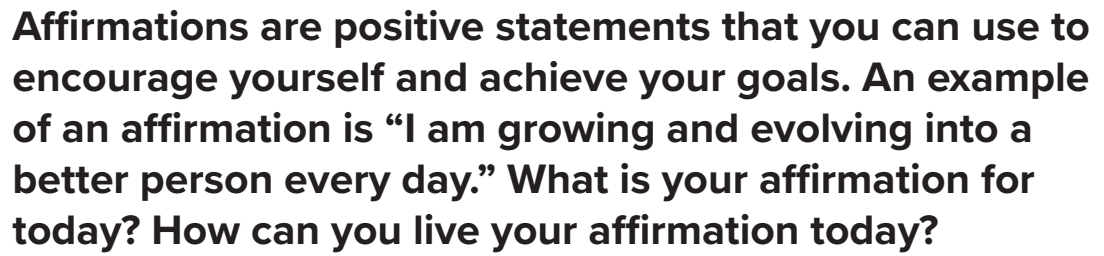
- Creating a strong support system
- Having manageable goals
- Knowing your own strengths
- Keeping a positive attitude
- Engaging in opportunities to know yourself and grow
- Knowing what can be changed and what cannot

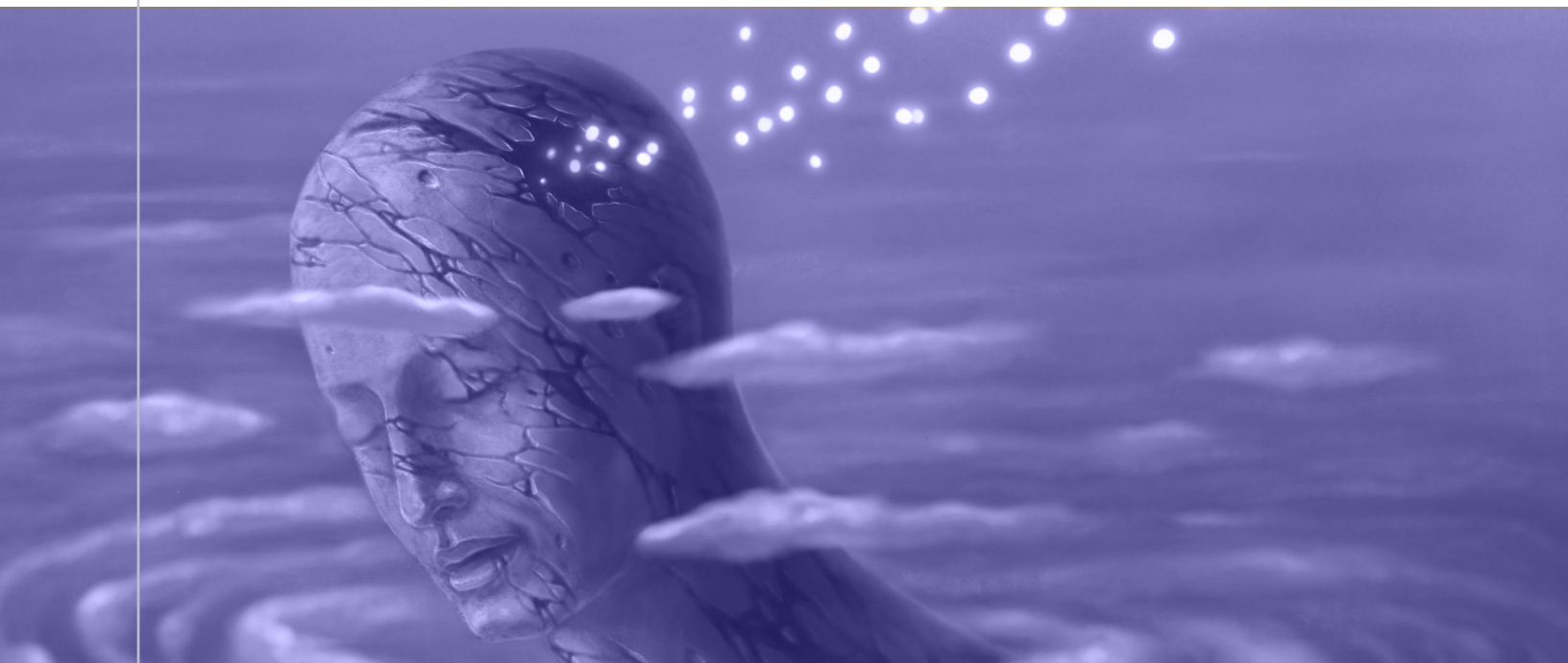
Source: <https://www.camh.ca/en/camh-news-and-stories/building-resilience>



About the Centre for Addiction & Mental Health (CAMH)

CAMH is Canada's largest mental health teaching hospital and a leading research centre. In addition, CAMH develops innovative health promotion and prevention strategies. They are government, donor, and grant funded.

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Mindfulness

The image features a solid dark blue background. A large, light blue triangle is positioned in the lower right quadrant, pointing towards the bottom right corner. A thin white horizontal line runs across the bottom of the image, and a thin white vertical line runs along the right side, intersecting at the bottom right corner.

Mindfulness to Reduce Stress



Evidence Overview

Research shows that online mindfulness-based interventions could have a mild beneficial impact on stress, depression, anxiety, and well-being.² (Spijkerman et al, 2016)

<https://www.sciencedirect.com/science/article/pii/S0272735815300623>

What is Mindfulness?

Practicing mindfulness means focusing on yourself. This includes focusing on your body and its sensations, your emotions, and your thoughts. Mindfulness practices also have you focus on the present, and accept what's happening right now. Mindfulness can help reduce anxiety, depression, and general stress, plus increase positive mood, productivity, and resilience.



Source: <https://www.ementalhealth.ca/Ontario/Mindfulness-101-The-Basics/index.php?m=article&ID=55385>



About eMentalHealth.ca

[eMentalHealth.ca](https://www.ementalhealth.ca) is a non-profit initiative of the Children's Hospital of Eastern Ontario (CHEO) focused on improving the mental health of children, youth, and families.

Mindfulness Techniques

Mindfulness can be practiced with a trained teacher or therapist, or completely on your own. Some examples include meditation, body scans, deep breathing, grounding, yoga, and tai chi.

Deep Breathing

Deep breathing can help calm you in a stressful situation. There are many different ways to do deep breathing, but a very simple method is using **the “box” or “square” breathing technique**. You inhale for 4 seconds, hold your breath for 4 seconds, exhale for 4 seconds, then hold the breath for 4 seconds. There are many videos to help guide this and other breathing techniques.



Box breathing: <https://www.ementalhealth.ca/Canada/Deep-Breathing/index.php?m=article&ID=62559>

Meditation



Evidence Overview

Studies suggest that mindful meditation can help reduce anxiety, depression and psychological pain.³ (Goyal et al, 2014)

<https://jamanetwork.com/journals/jamainternalmedicine/article-abstract/1809754>

Sit comfortably. Close your eyes, and start with deep breathing. **Focus on the sensations of your breathing** – feeling the breath at your stomach, your chest, your shoulders, your nostrils, or anywhere else you can feel it moving in your body. If your mind wanders, go back to focusing on your breathing.

Meditating alone: <https://www.mcgill.ca/wellness-hub/health-promotion/self-directed-care-resources/meditation-audio>



Guided meditations

You can meditate to an **audio or video recording** of someone explaining what to do. These meditations can focus on different aspects of awareness, or even guide you through a scene or story. You can find many guided meditations online for free.

Some free guided meditations: <http://www.freemindfulness.org/>



Body Scans

A body scan is a type of meditation that allows you to feel different sensations in your whole body. This can help to ease tension and discomfort, and reduce stress. You can follow the same steps as general meditation, and once you're comfortable, **focus on different parts of the body** and how they feel, starting from the top of your head, working all the way down to your feet.

Try a body scan: <https://www.anxietycanada.com/articles/mindful-body-scan/>



About Anxiety Canada:

A registered charity and non-profit organization, Anxiety Canada was established more than twenty years ago to raise awareness about anxiety, and to support access to proven resources and treatment.

5 Senses Grounding

Grounding helps to calm you during a high-stress situation, like presenting, or having a performance review by bringing your mind away from stressful thoughts and tuning in to present sensations. The technique has you **focus on your five senses**, and acknowledge things in your environment using those senses. You will identify: 5 things you can see, 4 things you can touch, 3 things you can hear, 2 things you can smell, and 1 thing you can taste.

Grounding information: <https://www.ementalhealth.ca/Canada/Grounding-Strategies/index.php?m=article&ID=62619>



Yoga



Evidence Overview:

Yoga was found to contribute to a significant increase in psychological well-being when compared to no intervention.⁴ (Hendriks et al, 2017)

<https://www.liebertpub.com/doi/abs/10.1089/acm.2016.0334>

Many yoga practices can incorporate mindfulness, focusing on **the awareness of the body** as you move in and out of poses. As yoga is a form of exercise, it is especially beneficial for reducing stress and improving your health.

More on mindfulness yoga - <https://www.self.com/story/best-youtube-yoga-channels>



Tai Chi



Evidence Overview:

Research suggests that there is a beneficial association between Tai Chi practice and psychological health, including stress reduction.⁵ (Wang et al, 2010)

<https://bmccomplementmedtherapies.biomedcentral.com/articles/10.1186/1472-6882-10-23>

Tai Chi provides a similar structure to yoga, but the practice itself is lower impact, making it a great resource for older adults and those who struggle with higher-impact exercises. It **uses slow, deliberate, and mindful movements**. In addition, it requires no additional equipment to practice.

More on Tai Chi mindfulness - <https://taichibasics.com/connecting-mindfulness-tai-chi/>



Other Mindfulness Resources

pause4providers Drop-in Mindfulness sessions for healthcare providers

Mindfulness Practices led by healthcare professionals, for healthcare professionals. They offer 30 minute guided mindfulness practices live or pre-recorded. You need to have Zoom installed to access the videos.

<https://www.pause4providers.com>



About pause4providers

Pause4Providers is an initiative run by a group of Canadian physicians who are mindfulness teachers.

To view pre-recorded mindfulness videos, visit:

<https://www.pause4providers.com/videos>





Burnout

Burnout in Healthcare Workers

Understanding Burnout

Burnout describes the physical, mental, and emotional suffering caused by long-term stress. This stress is often from someone's work environment. Symptoms include (but are not limited to):

- Exhaustion
- Change in appetite
- Change in sleep habits
- Frequent illness
- Feelings of helplessness
- Feeling alone
- Loss of motivation
- Little enjoyment from life
- Feeling trapped
- Self-isolation
- Procrastination
- Taking longer to complete tasks
- Needing to drink alcohol or use drugs to cope

Source:

<https://cpa.ca/psychology-works-fact-sheet-workplace-burnout/>



Illnesses Related to Stress and Burnout During the Pandemic

In addition to burnout, people facing long-term stress may also suffer from other mental health issues. Some common illnesses include anxiety and depression. Frontline workers, like those in healthcare, may suffer from PTSD and secondary traumatic stress. This is due to their work in caring for people with COVID-19.

Healthcare workers may also face “moral injury”, a form of mental distress. Moral injury happens when someone must do something that goes against their personal or professional beliefs. Moral injury can be caused by the shock of seeing many COVID-19 deaths, and feeling guilty you couldn't do more.

Sources:

<https://www.camh.ca/en/camh-news-and-stories/moral-injury>

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



Tools for Healthcare Providers to Help Recover from Burnout

Therapy and Counselling Services

For the Frontlines

For the Frontlines has free text-based crisis counselling for healthcare professionals and essential workers. To use their services, text **FRONTLINE** to **741741**. They give crisis support for dealing with anxiety, stress, fear, isolation, or other hard emotions you may have during the pandemic.

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



About For the Frontlines:

For the Frontlines is made possible by the non-profit organizations Crisis Text Line and Kids Help Phone, along with donations and corporate sponsorship.

Affordable Therapy Network

The Affordable Therapy Network is a directory of therapists offering low cost and sliding scale rates across Canada.

<https://affordabletherapynetwork.com>



Canadian Psychological Association

The Canadian Psychological Association has a list of psychologists who are giving free services for frontline health service providers. Psychologists on this list will return calls within 24 hours of receiving them, and provide services **at no cost**. Note that you **must** contact a psychologist in your province.

<https://cpa.ca/corona-virus/psychservices/>



About the Canadian Psychological Association

The Canadian Psychological Association is a non-profit focused on “advancing research, knowledge and the application of psychology in the service of society through advocacy, support and collaboration”.

Hard Feelings

Low-cost counselling up to a maximum of 12 sessions for individuals who are facing financial barriers to accessing mental health supports.

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



Ontario Shores Healthcare Worker Assist

Self-referrals or referrals from health professionals can be made by contacting 1-877-767-9642, or by completing the referral form and sending it by fax, in person, by telephone, or by mail.

<https://www.ontarioshores.ca/accessing-care/make-referral-ontario-shores>



About Ontario Shores

Ontario Shores Centre for Mental Health Sciences (Ontario Shores) is a public hospital providing assessment and treatment services to those living with mental illness.

To access the referral form, visit: <https://redcap.ontarioshores.ca/redcap/surveys/?s=A4WRDPFRREFACLRL>



Self-directed Support Services

ECHO Coping with COVID: Resilience Training

CAMH's program is designed for Healthcare Providers and Health Professions Students responding to the COVID-19 pandemic. ECHO has virtual sessions **weekly on Friday from 2pm-3pm**. Slides and videos of previous sessions are available to view.

<https://camh.echoontario.ca/echo-coping-with-covid/>



BounceBack

BounceBack by CAMH is a free, guided self-help program that is effective in helping people aged 15 and up who are struggling with their mental health. This includes: mild-to-moderate anxiety or depression, feeling low, stressed, worried, irritable, or angry. Participants receive phone coaching, skill-building workbooks, and online videos to help them regain positive mental health. To enroll, clients may **self-refer if they have a primary care provider or psychiatrist**, or be **referred** by one of these people. Recommended dedication to the program is 20-30 min, 2-3 times a week.

<https://bouncebackontario.ca/>

To complete the referral form, visit: <https://bouncebackontario.ca/get-started-bounceback-coaching/>



The Working Mind

The Mental Health Commission of Canada offers this program to **promote mental health and reduce mental health stigma at work**. There are courses available for employees and managers.

<https://theworkingmind.ca/working-mind>



About the Mental Health Commission of Canada

The Mental Health Commission of Canada (MHCC) funded by Health Canada leads the development and dissemination of innovative programs and tools to support the mental health and wellness of Canadians.

Mental Health Supports for Long-Term Care Team Members

The Ontario Centres for Learning, Research and Innovation in Long-Term Care has a list of supports to provide mental health support for long-term care workers. Supports are separated into three categories: learning new coping skills, talking to a counsellor, and getting self-help or peer support.

<https://clri-ltc.ca/resource/mentalhealth/>



About the Ontario Centres for Learning, Research and Innovation

The Ontario CLRI helps LTC homes in Ontario to enhance the quality of life and care for residents. They are funded by the Ministry of Health and the Ministry of Long-Term Care.



PTSD, Anxiety, Depression as Secondary Illnesses of Burnout

PTSD, Anxiety, and Depression

What is PTSD?

Post-Traumatic Stress Disorder (PTSD) occurs following a traumatic experience and is characterized by feelings of extreme stress and anxiety-provoked “reliving” of the experience for prolonged periods of time, after the danger has been resolved. PTSD can affect those who directly experienced an event, witnesses of the event, or those who dealt with repercussions after the event (for example, emergency workers).

Some symptoms of PTSD include:

- Flashbacks and nightmares
- Avoiding reminders of the trauma
- Feeling emotionally numb
- Loss of interest in activities
- Sleep problems
- Irritability
- Feeling always on high alert
- Being jumpy
- Sudden angry outbursts
- Feeling alone
- Trouble remembering
- Guilt
- Recklessness



Sources: <https://toronto.cmha.ca/documents/post-traumatic-stress-disorder-ptsd/>

<https://www.helpguide.org/articles/ptsd-trauma/ptsd-symptoms-self-help-treatment.htm>

PTSD and COVID-19

COVID-19 has brought a new kind of stress to people, putting them at risk of PTSD. Getting sick, working with someone who is sick, watching someone die from the virus, or working in an at-risk location can all cause PTSD.

Source: <https://www.anxietycanada.com/articles/helping-health-care-workers-cope-with-COVID-19-related-trauma/>



Coping with and treating PTSD

PTSD is treated with medication and therapy. You can also help improve your symptoms using different coping strategies, like talking to your loved ones, exercising, avoiding alcohol and drugs, sleeping enough, eating healthy, and practicing self-care.

Sources: <https://toronto.cmha.ca/documents/post-traumatic-stress-disorder-ptsd/>

<https://www.helpguide.org/articles/ptsd-trauma/ptsd-symptoms-self-help-treatment.htm>



The PTSD Association of Canada

This association is a national non-profit that provides resources about PTSD, including research, coping strategies, and health supports.

<http://www.ptsdassociation.com>



PTSD Resources

Mobile App

PTSD Coach Canada

PTSD Coach Canada is a free mobile app to help manage the symptoms associated with PTSD. It is not intended as a replacement for professional care. The app provides information and self-help tools based on current research. (iOS or Android)

Resources on Posttraumatic Stress Disorder

Posttraumatic Stress Disorder (PTSD)

Find information on signs and symptoms of PTSD, causes and risk factors, and diagnosis and treatment.

<https://www.camh.ca/en/health-info/mental-illness-and-addiction-index/posttraumatic-stress-disorder>



Post-Traumatic Stress Disorder Prevention Plans

Learn about plans submitted to the Ministry of Labour, Immigration, Training and Skills Development

<https://www.ontario.ca/page/post-traumatic-stress-disorder-prevention-plans>



Posttraumatic Stress Disorder (PTSD)

Learn what Canada is doing to address PTSD.

<https://www.canada.ca/en/public-health/topics/mental-health-wellness/post-traumatic-stress-disorder.html>



Managing Your Stress and Anxiety

CAMH has released a mobile version of resources on camh.ca to help patients and families who are looking for support. The app also includes tips and evidence-based coping strategies to help users manage their mental health during the COVID-19 pandemic. (iOS and Android)

<https://www.camh.ca/en/health-info/mental-health-and-covid-19/mh-covid-19-app>



What is Depression?

Depression is a mood disorder most predominantly characterized by low mood on most days and for the majority of the day for more than two weeks. There are different types of depression including, but not limited to, Seasonal Affective Disorder, postpartum depression, depression with psychosis, and dysthymia, all of which have the ability to significantly affect one's daily life.

Some symptoms of depression include:

- Appetite/weight changes
- Difficulty with sleep, fatigue
- Lost interest
- Withdrawal from peers
- Feelings of guilt
- Feelings of uselessness, hopelessness
- Irritability
- Difficulty with concentration and memory
- Suicidal thoughts



Source: <https://www.camh.ca/en/health-info/mental-illness-and-addiction-index/depression>

What is Anxiety?

Anxiety and feelings of stress are experienced by everyone; however, anxiety disorders involve persistent cognitive, physical, and behavioural symptoms of anxiety that lasts for extended periods of time. These more severe symptoms of anxiety have the potential to interfere with one's work, home, and social life.

Some symptoms of anxiety include:

- Excessive fear
- Apprehensiveness
- Time management problems
- Anxious thoughts, predictions, beliefs
- Avoidance behaviour
- Extreme reactions



Source: <https://www.camh.ca/en/health-info/mental-illness-and-addiction-index/anxiety-disorders>

Strategies to Manage Anxiety

Many mindfulness strategies can also help one manage anxiety. For example, the “box breathing” technique:

- Inhale for 4 seconds
 - Hold your breath for 4 seconds
 - Exhale for 4 seconds
 - Hold the breath for 4 seconds.
-

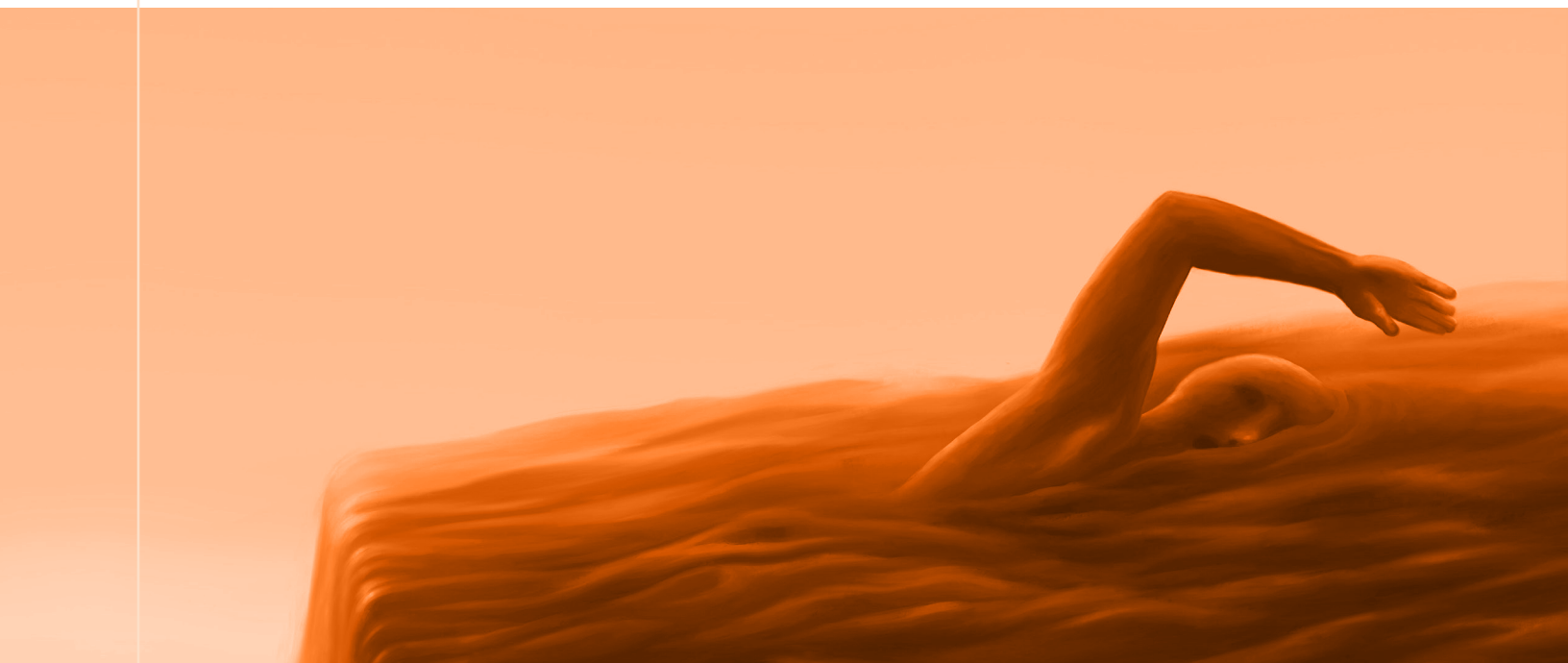
Anxiety and Depression Among Healthcare Workers and COVID-19

The COVID-19 pandemic has imposed unpredictable changes to the lives of everyone – but most significantly for healthcare workers who could not have foreseen such an event for their careers. Coming in contact with the virus and being responsible for patients who are infected with the novel virus can both promote anxiety among workers. As well, healthcare workers remain susceptible to depression related to burnout and exhaustion. It is important for both the physical and mental health of workers that they seek the appropriate help to stay healthy during the pandemic.

Mental Health Resources for Anxiety or Depression

See “[Mental Health Supports](#)”





Grief and Bereavement

What is Grief?

Grief is your natural response to some sort of loss in your life. It often refers to death, but can also refer to losing abilities, losing your job, and other similar events. Some symptoms of grief include sadness, anger, and feeling numb. There are many different types of grief:

- **“Normal” Grief**
 - Grief that leads to accepting loss, able to function in day-to-day life
- **Anticipatory Grief**
 - Grief from expecting to lose something
- **Delayed Grief**
 - Grief from an event much later than when it happened
- **Complicated Grief**
 - Grief that lasts a long time
- **Disenfranchised Grief**
 - Grief from a loss others don’t treat as important
- **Chronic Grief**
 - Ongoing grief that can develop into depression and other disorders
- **Cumulative Grief**
 - Grief from many losses in a short period of time
- **Masked Grief**
 - Grief that you may not recognize as grief (changes in behaviour or health)
- **Distorted Grief**
 - Extreme changes in behaviour, often anger
- **Exaggerated Grief**
 - More intense feelings of grief over time
- **Inhibited Grief**
 - Having grief but not expressing it (keeping it private)
- **Secondary loss in Grief**
 - Grief related to the changes due to the loss experienced
- **Collective Grief**
 - Grief experienced by a group of people
- **Abbreviated Grief**
 - Very short-lived grief
- **Absent Grief**
 - Not acknowledging loss (often due to shock or denial)

Sources:

<https://www.mayoclinic.org/patient-visitor-guide/support-groups/what-is-grief>

<https://elizz.com/caregiver-resources/types-of-grief-and-loss/>

Grief in healthcare workers during COVID-19

Healthcare workers during the pandemic often experience disenfranchised grief. This means that they are grieving from the loss of people around them, but the people in their lives (friends, family, the public) do not recognize their grief. This is very difficult for them.

<https://www.frontiersin.org/articles/10.3389/fpsy.2021.638874/full>

<https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-COVID-19-phys-infographic-grief-loss.pdf>



Resources for Healthcare Workers During COVID-19

The Ontario Palliative Care Network

The Ontario Palliative Care Network has an extensive list of resources for healthcare workers to deal with their own grief and help others.

<http://serpcn.ca/Uploads/ContentDocuments/Grief%20and%20Bereavement%20Resources%20for%20Professionals%20During%20COVID19%20June%202020.pdf>



Hospice Palliative Care Ontario

Hospice Palliative Care Ontario has a “Staying Well Series” which offers 38 different tools to help deal with grief and bereavement. The tools were created by a therapist who has decades of bereavement experience.

<https://www.hpcoc.ca/grief-and-bereavement-supports-for-health-care-workers/>



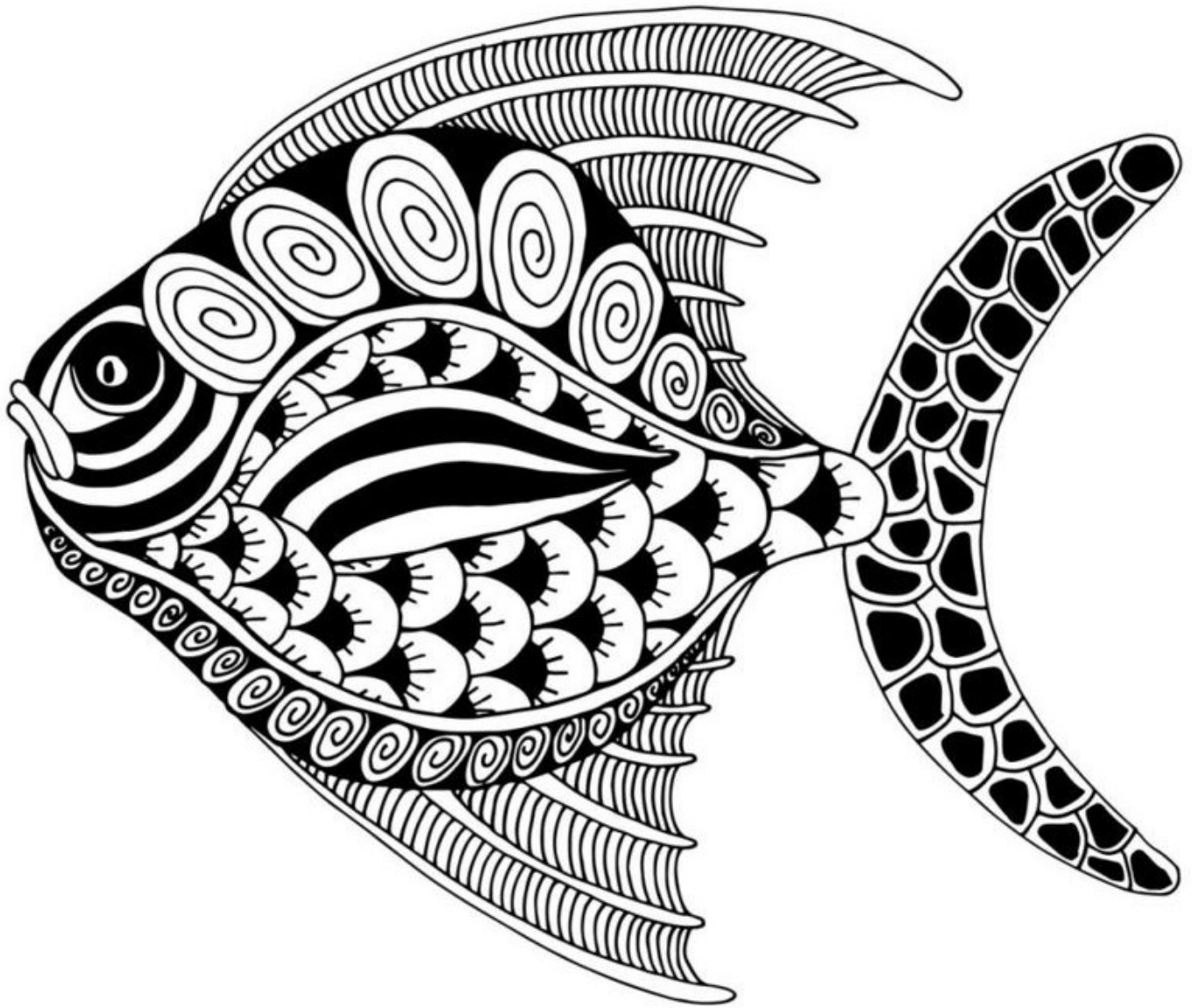
ECHO

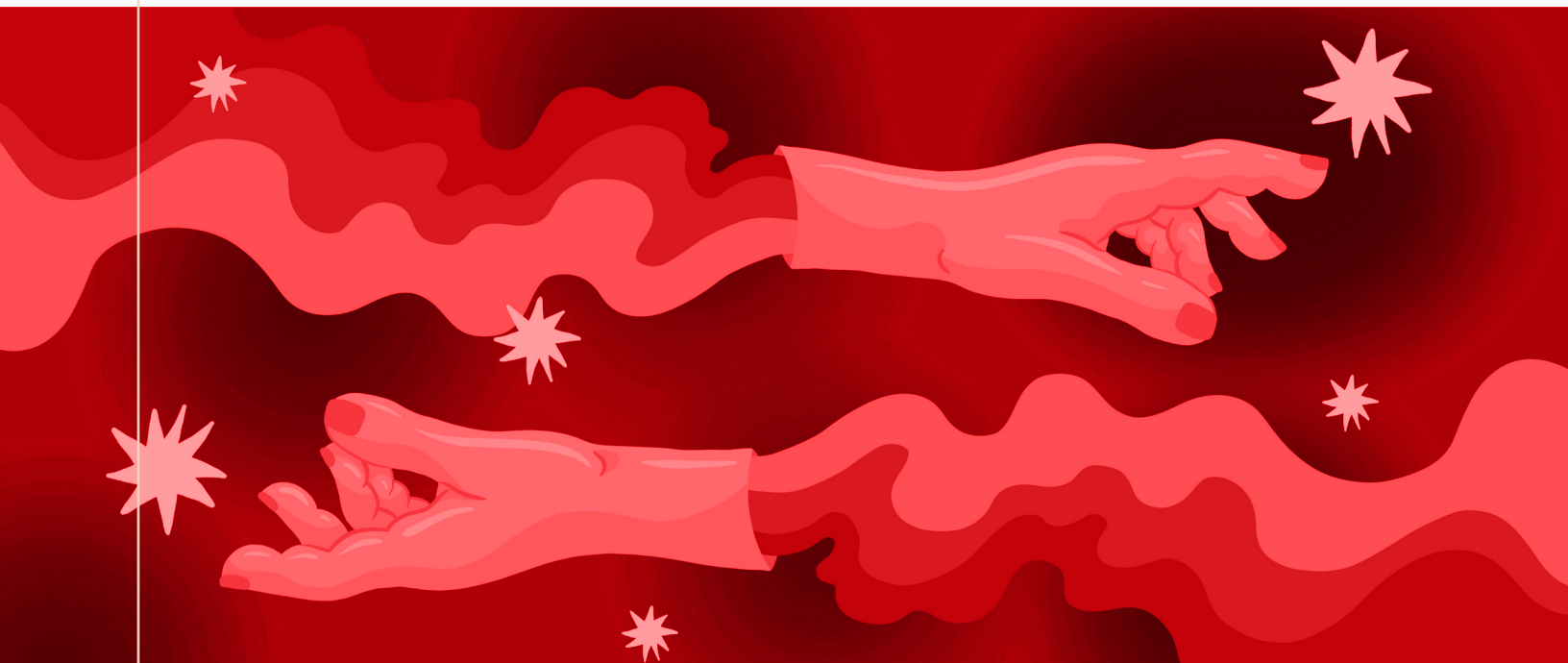
The ECHO program from CAMH lists different supports for healthcare workers in managing grief due to COVID-19 deaths.

<https://camh.echoontario.ca/COVID-Resources/healthcare-workers-grief/>









Professional Support

Mental Health Supports*

When Should I Seek Help?

Mental health is disregarded much too often; however, taking care of your mental health is equally important as keeping your physical health in check. For this reason, it is crucial to seek help when you need it. If you are experiencing symptoms related to any mental health issues, your family physician is a good place to start in terms of seeking help. From there, they can provide you with specialized mental health services. Below are examples of mental health services that you can investigate and bring to the attention of your family physician for referrals and more information.

Accessible Mental Health Supports

Healing in Colour (BIPOC)

Healing in Colour is an organization that provides therapy services for BIPOC through a directory of BIPOC therapists. In this way, the organization aims to connect patients and therapists on a deeper level by understanding their unique experiences.

<https://www.healingincolour.com>



For the Frontlines

For the Frontlines is a text-based crisis counselling service for healthcare professionals and essential workers. They offer free crisis support for dealing with anxiety, stress, fear, isolation, or other difficult emotions related to the pandemic. Text FRONTLINE to **741741** to use.

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



Canadian Psychological Association

The Canadian Psychological Association has provided a list of psychologists offering free services for frontline health service workers. You must contact a psychologist that is working out of your province and calls will be returned within 24 hours of receipt. See [page 44](#) for the full list of psychologists in Ontario offering their services.

<https://cpa.ca/corona-virus/psychservices/#Ontario>



*There may be counselling available within religious or spiritual communities - we encourage people to seek these supports as well.

The Royal - COVID Frontline Wellness

Use the online form and book yourself into a confidential telephone appointment with a clinician. During the appointment, the clinician will assess your needs, work with you to determine appropriate supports, and link you to appropriate services. Visit <https://www.theroyal.ca/covid-frontline-wellness> or call 1 (877) 527-8207 for more information.



BounceBack Ontario

BounceBack is a free, guided self-help program for people ages 15+ who are struggling with their mental health. The services are offered through phone coaching, skill-building workbooks, and online videos, with the recommended dedication to the program being 20-30 minutes, 2-3 times per week.

<https://bouncebackontario.ca/>



The Working Mind

The Mental Health Commission of Canada offers The Working Mind, which includes courses for employees and managers, and train the trainer, in order to promote a healthy work environment. Goals of this program include: promoting mental health at work, reducing mental health stigma at work, coping with stress and building resilience, and aiding managers in supporting their team.

<https://theworkingmind.ca/working-mind>



Ontario Shores Healthcare Worker Assist

Ontario Shores offers services for healthcare workers experiencing increased anxiety and depression through a tailored program to accommodate highly individualized needs. Services include system navigation, crisis planning, psychoeducation, brief individual therapy, primary care phone consultation guidance, referral to Prompt Care Clinic for the most high risk.

You can self-refer, or have a health professional complete intake by:

- Calling central intake at **1-877-767-9642** (Monday – Friday, 8:30am – 4:30pm)
- Completing the referral form: <https://www.ontarioshores.ca/accessing-care/make-referral-ontario-shores>



Ontario Mental Health at CAMH & The University of Toronto - *ECHO Coping with COVID*

Designed for healthcare providers and health professions students 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. Slides and videos of previous sessions are available to view.

<https://camh.echoontario.ca/echo-coping-with-covid/>



Search Engines/Mental Health Resource Databases

Kids Help Phone

Mental health resource search engine. It is geared towards youth, but includes services for adults as well; searchable by location.

<https://apps.kidshelpphone.ca/resourcesaroundme/welcome.html>



Wellness Together Canada

Search engine for mental health supports, searchable by location and the type of resource:

<https://wellnesstogether.ca/en-CA>



Wellness Together Canada is a Health Canada funded project that is a partnership among Stepped Care Solutions, Kids Help Phone, and Homewood Health – three of Canada’s leading and most innovative mental health and substance use organizations.

ConnexOntario

ConnexOntario is an information and referral service, focusing on mental health, addiction, and problem gambling services in the province. They support Ontarians via phone, web-chat, and email 24/7. Their staff offer supportive listening to help you discover the resources you need from a comprehensive database. Database can be searched by keyword, category, and location. Visit <https://www.connexontario.ca/en-ca/about-us> or call **1-866-531-2600**.



Anxiety Canada

This online directory provides listings for anxiety services and programs across Canada that are free or offer sliding scale pricing. Click the link or use the search box to find services near you and refine your search accordingly.

<https://www.anxietycanada.com/resources/find-help/>



Ontario Psychologists Offering Free Services to Frontline Health Service Providers

From: <https://cpa.ca/corona-virus/psychservices/#Ontario>



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Shulamit Mor

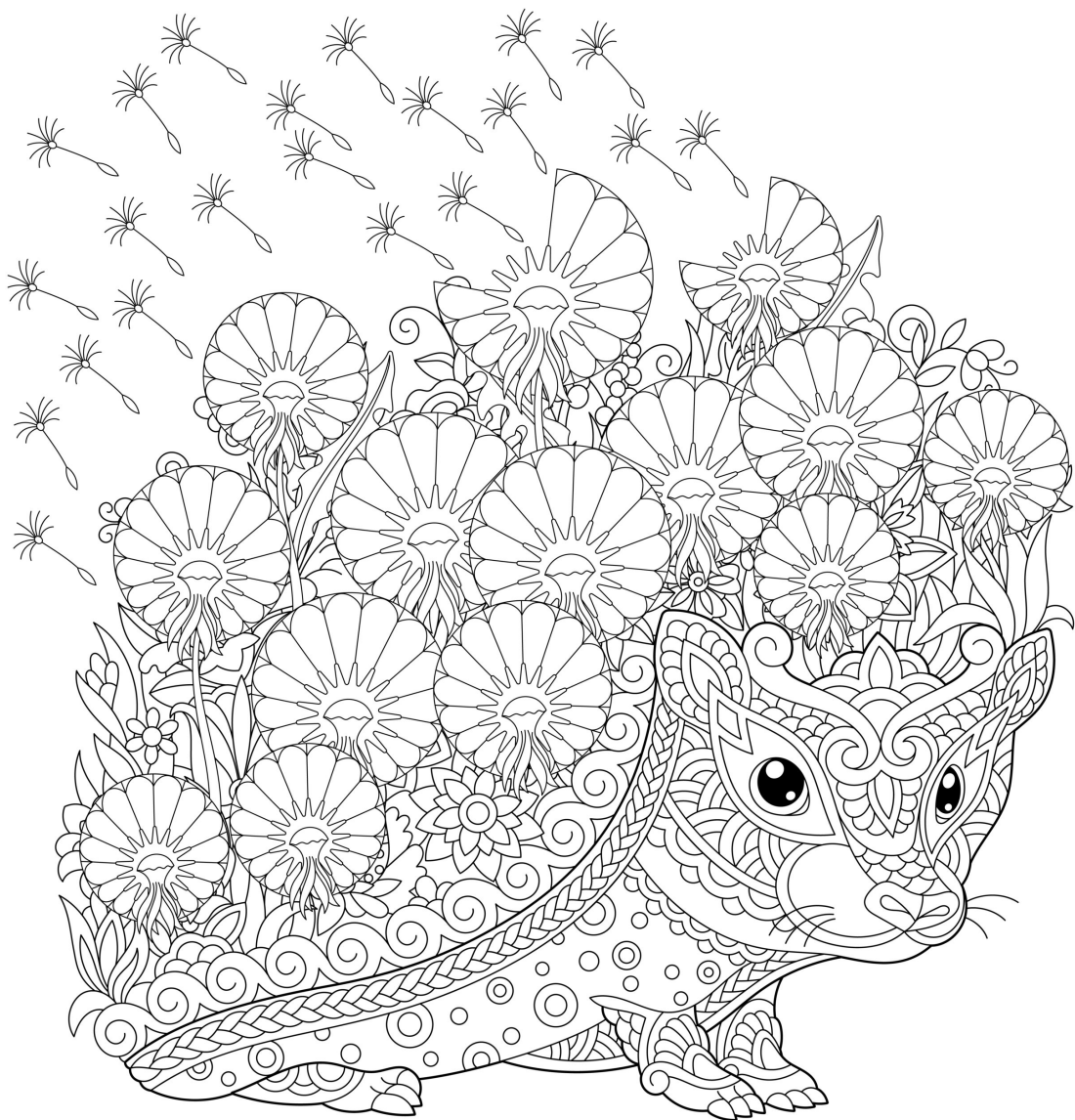
Language(s): English,
Hebrew

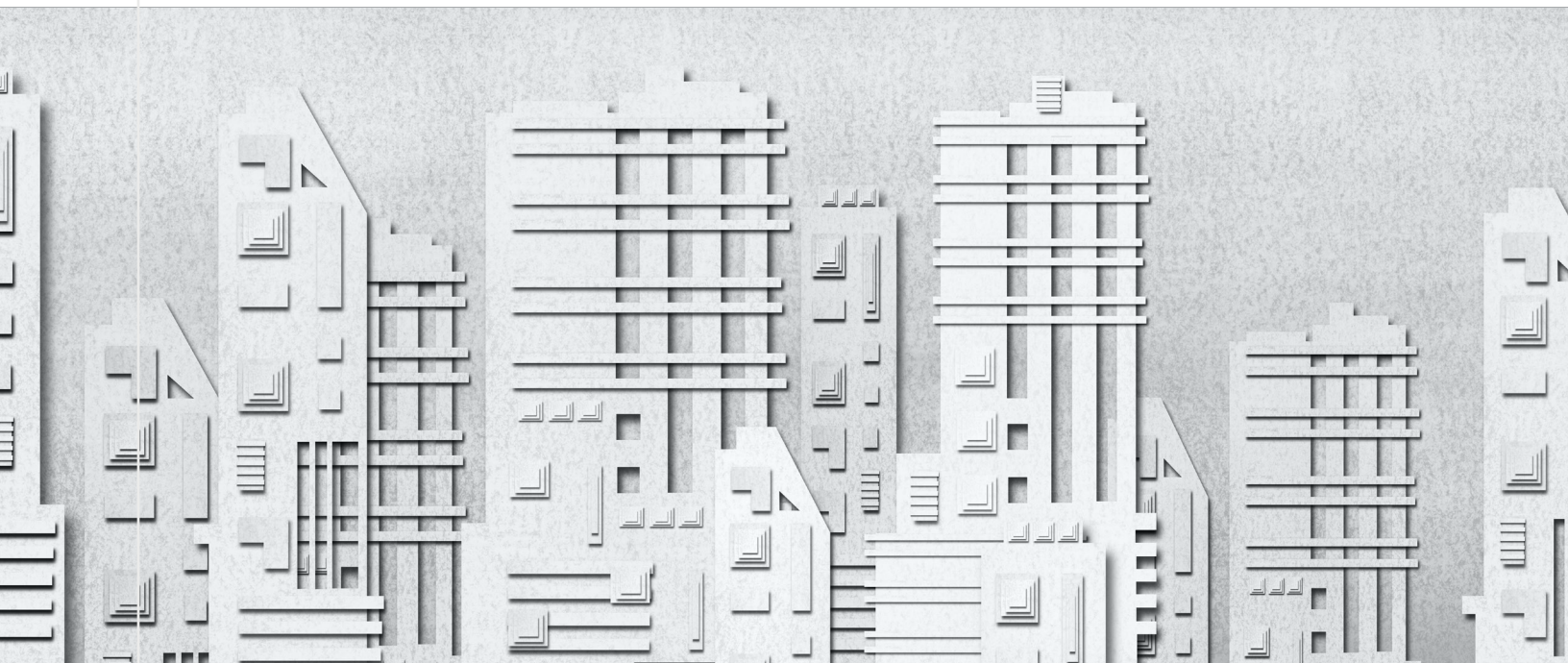
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Akbarian, and associates**Language(s):** English, Farsi,
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or 905-497-9400

Book online

www.trilokahealth.ca





Finding Help in Your Region

Finding Help in Your Region

Toronto Mental Health Supports

Many mental health services may require a **referral form** completed by you or your primary care provider in order to register. Below are links to referral forms for different mental health supports in Toronto.

CAMH

You can **self-refer**. Referral forms can be **faxed to (416) 979-6815** or completed electronically. You can get support with completing a referral by calling **(416) 535-8501, option 2**.

<https://www.camh.ca/en/your-care/access-camh>



Mount Sinai Hospital

Mount Sinai offers a number of patient and community health programs for different age groups and communities. Some community programs allow **self-referral**. Each program has different referral instructions.

<https://www.mountsinai.on.ca/care/psych/patient-programs>



St. Michael's Hospital

Offers many different mental health, addictions, and psychiatry services. For community services, you can call Central Intake at **(416) 864-5120** from 8am-5pm Monday to Friday. Your family doctor may also complete a patient referral form which **must be faxed to (416) 864-3091**.

<https://unityhealth.to/areas-of-care/programs-and-clinics/mental-health-and-addictions/#location-tab-st-michaels-hospital-1>



Michael Garron Hospital

Offers many different mental health, addictions, and psychiatry services. For community services, you can call Central Intake at **(416) 864-5120** from 8am-5pm Monday to Friday. Your **family doctor** may also complete a patient referral form which **must be faxed to (416) 864-3091**.

<https://www.tehn.ca/referral-forms>



North York General Hospital

Referral forms for eating disorders, Assertive Community Treatment Team (ACTT), Mental Health and Justice Treatment, and Mindfulness-Based Stress Reduction programs. **Only online Central Intake referrals are accepted.** Each program has different referral instructions.

<https://www.nygh.on.ca/areas-care/mental-health/mental-health-referral-forms>



Sunnybrook Hospital

Referral forms for general assessments and other specific programs. Referral forms must be printed and **faxed to (416) 480-7842**. Some services require you to be in a **specific area**.

<https://sunnybrook.ca/content/?page=psychiatry-mental-health-referral>



Toronto Rehab (University Health Network)

Offers programs for geriatric mental health and psychiatry, brain injury, and neurology. **Some appointments may be virtual visits.** Each program has different referral instructions.

<https://www.uhn.ca/TorontoRehab/Referrals>



Baycrest

Baycrest offers several different mental health, psychiatry, and neurology programs. Each program has different referral instructions.

<https://www.baycrest.org/Baycrest/Healthcare-Programs-Services/Clinical-Services/Centre-for-Mental-Health>



University Health Network

The Centre for Mental Health provides services to many different populations through UHN organizations – Toronto General Hospital, Toronto Western Hospital, the Princess Margaret Cancer Centre, and Toronto Rehabilitation Centre – and in the community. Each program has different referral instructions.

<https://www.uhn.ca/MentalHealth>



Scarborough Health Network

Programs addressing addiction and mental health offered at Birchmount Hospital, Centenary Hospital, and Scarborough General Hospital. Each program has different referral instructions.

<https://www.shn.ca/mental-health/>



Crisis Intervention & Helplines

Crisis supports are for emergencies or when you are in need of mental health help **urgently/immediately**.

Toronto Distress Centres

<https://www.dcoqt.com/408-help-line>

The 408-HELP (4357) line provides telephone support to individuals in the community who are at risk and their most vulnerable. Highly-trained volunteer responders (with the support of professional staff) connect with callers 24 hours a day, 7 days a week, 365 days a year. Call **(416) 408-4357** or **408-HELP**.



Gerstein Centre

<https://gersteincentre.org>

Crisis Workers are available 24 hours a day, 7 days a week at **(416) 929-5200**. Mobile Team Visits can also be organized with crisis staff following a call.



Hamilton Mental Health Supports

Access to many mental health services may require your family physician or other primary care worker to complete a referral form before you can be registered. Below are referral forms for a variety of mental health supports in Hamilton.

St. Joseph's Healthcare Hamilton

St. Joseph's Healthcare Hamilton provides many mental health and addictions services, **including for healthcare workers**. You can get a referral by asking your **doctor** to complete the form and **email or fax to (905) 389-3815**. For more info, email connectmhap@stjoes.ca or call **(905) 522-1155 ext. 36499**. The referral process takes 4-6 weeks.



<https://www.stjoes.ca/hospital-services/mental-health-addiction-services/connect-mental-health-and-addiction-outpatient-programs>

McMaster Children's Hospital (Hamilton Health Sciences)

Services for children and youth ages **18 and younger**. They provide mental health and eating disorder programs. Each program has different referral instructions.



https://www.hamiltonhealthsciences.ca/healthcare-providers/referral-forms/page/1/?rl-keywords=mental+health&resource_library_aoc=&resource_library_types=1694&rl-submit=Search+Resources

Hamilton Mental Health Outreach

You can **self-refer**, or have someone contact for you. Services are accessed through IntAc (Intensive Case Management Access Coordination). Services are for **residents of Hamilton ages 16 or older** diagnosed with a serious and persistent mental illness (Axis 1), under the care of a physician, and willing to participate in intensive case management and recovery. You can complete the referral form or **call (905) 528-0683 Monday to Friday 9am-5pm**. You will receive a response to your referral within 48 hours.



<https://www.hamiltonmentalhealthoutreach.ca/how-to-apply>

Crisis supports are for emergencies or when you are in need of mental health help **urgently/immediately**.

COAST Hamilton

COAST (Crisis Outreach and Support Team) is a partnership between St. Joseph's Healthcare Hamilton, Hamilton Police Services, and Halton Regional Police Services that provides a 24 hour crisis hotline in Hamilton and surrounding area. Phone: **(905) 972-8338**.

Niagara Region Mental Health Supports

Access to many mental health services may require your family physician or other primary care worker to complete a referral form before you can be registered. Below are referral forms for a variety of mental health supports in the Niagara Region.

Niagara Region

For **healthcare workers** to refer their patient to **free** counselling, treatment or case management services. For more information, **call the intake line at (905) 688-2854 ext. 7262**, Monday to Friday, 8:30am-4:30pm.

<https://www.niagararegion.ca/health/professionals/mental/mental-health-referral-form-health-care-professionals.aspx>



Niagara Health

The referral form can be printed and **faxed to: (905) 704-4420**. For any **questions, please call: (905) 378-4647, ext. 49613**. All adult outpatient services are available for individuals 18 years of age and older and are available at the St. Catharines Site, Greater Niagara General Site, and Welland Site, unless otherwise specified.

<https://www.niagarahealth.on.ca/site/adultoutpatient>



West Lincoln Memorial Hospital

Your family physician can obtain one of our referral forms by calling **(905) 309-3336**. The referral form can then be **faxed to (905) 309-4446**.

<https://www.westniagaramentalhealth.com/referral>



Family Mental Health Support Network of Niagara

A directory of Niagara region mental health programs and services, under the following categories: community based services, child and youth services, eating disorder services, addiction services, self-help services, abuse services, info and phone lines, and emergency and crisis services.

<https://www.familysupportniagara.com/resources/niagara-mental-health-programs-services-directory/>



Canadian Mental Health Association

A list of mental health supports for those with concerns ranging from mild mental unwellness to severe difficulties. Services available include: safe beds, employment support for people with mental health concerns, youth navigation and coordinated care planning, community support, court support, group counselling, residential service, BounceBack Ontario, and mental health and addictions access line.

<https://niagara.cmha.ca/programs-services/mental-health-support/>



Niagara North Family Health Team

Registration information for their programs, which include individual counselling, group counselling, and mental health assessments.

<https://niagaranorthfht.ca/programs/mental-health>



Quest Community Health Centre

Can be referred by someone else or can **self-refer**. Referrals can be made by **phone at (905) 688-2558 ext: 0** or by **fax at (905) 688-4678**.

<https://questchc.ca/referrals/>



Gateway Residential and Community Support Services

Can be referred by someone else or can **self-refer**. To access services call the access line at **1-866-550-5205**.

<https://www.gatewayofniagara.ca/site/referrals>



District School Board of Niagara

For **parents/guardians and students**, there is a list of mental health resources with phone numbers.

<https://www.dsbni.org/programs-services/well-being/get-help-now>



Crisis Intervention & Helplines

Crisis supports are for emergencies or when you are in need of mental health help **urgently/immediately**.

COAST Niagara Crisis Outreach And Support Team

24 hour crisis hotline in the Niagara region. Phone: 1-866-550-5205

Distress Centre Niagara

Distress Centre Niagara is here to listen, providing support to those in crisis or distress.

St. Catharines, Niagara Falls and area - 905-688-3711

Port Colborne, Wainfleet and area - 905-734-1212

Fort Erie and area - 905-382-0689

Grimsby and West Lincoln - 905-563-6674

Ottawa/Champlain Region Mental Health Supports

Access to many mental health services may require your family physician or other primary care worker to complete a referral form before you can be registered. Below are referral forms for a variety of mental health supports in the Ottawa/Champlain Region.

The Royal

Most programs require a **physician referral**, with a few programs being exceptions. Visit: <https://www.theroyal.ca/refer-patient> and book yourself into a confidential telephone appointment with a clinician. During the appointment, the clinician will assess your needs, work with you to determine appropriate supports, and link you to appropriate services. Call **(613) 722-6521** for more information.

<https://www.theroyal.ca/covid-frontline-wellness>



The Ottawa Hospital

Offers a variety of programs, both organized and emergency support through the hospital as well as inpatient/outpatient services. Mostly requires a referral from family physician.

For the Community Based Mobile Crisis Team (MCT) – **referral from a health professional or service worker is required to be faxed to The Ottawa Hospital at (613) 241-7710.**

MCT Referral form: <https://www.ottawahospital.on.ca/en/documents/2017/01/mobile-crisis-team-referral-ef.pdf/>

Everyone is able to call the crisis line at (613) 722-6914 or toll free at 1-866-996-0991.

<https://www.ottawahospital.on.ca/en/clinical-services/deptpgrmcs/departments/mental-health/our-services/>



Queensway Carlton Hospital

Some programs require referrals from a family physician or psychiatrist. Community supports include the 24-Hour Mental Health Crisis Line at **(613) 722-6914** (Ottawa) and **1-866-966-0991** (Champlain LHIN/outside Ottawa).

<https://www.qch.on.ca/MentalHealth>



Champlainhealthline.ca Community Mental Health Programs - Ottawa

Offers a variety of community mental health services including: referral, information, housing and employment services, support groups, peer support, casework, and social opportunities.

<https://www.champlainhealthline.ca/listServicesDetailed.aspx?id=10237®ion=Ottawa>



The Link Ottawa

Information on addiction and mental health services in Ottawa. No referral needed for crisis lines. Distress Centre Ottawa and Region: **(613) 238-3311**

<https://www.thelinkottawa.ca/en/mental-health/how-to-ask-for-help.aspx>



Ottawa Public Health Mental Health Services Referral Tool

Comprehensive list of Ottawa Mental Health resources including information on type of service, age ranges, and fees, as well as referral requirements.

https://www.ocdsb.ca/UserFiles/Servers/Server_229636/File/School%20Links/Mental%20Health%20Promotion/City_of_Ottawa_-_MH_Services_Referral_Tool.pdf



Canadian Mental Health Association – Ottawa

Mental Health Community Support Services

If you are seeking services from CMHA Ottawa or one of their partner agencies call **(613) 737-7791** for questions. You can download the Mental Health Community Support Services (MHCSS) referral form for intensive case management by clicking this link:

<https://ottawa.cmha.ca/wp-content/uploads/2020/10/Eligibility-Referral-Form-MHCSS-Final20192.docx>



Crisis Intervention & Helplines

Crisis supports are for emergencies or when you are in need of mental health help **urgently/immediately**.

Counselling Connect

Counselling Connect provides free access to a same-day or next-day phone or video counselling session. This service is for children, youth, adults, and families in Ottawa and the surrounding area. There is no waiting list.

www.counsellingconnect.org



The Distress Centre

The Distress Centre answers calls 24/7, with crisis line specialists providing confidential, bilingual support. Callers can reach the Centre at **(613) 238-3311**. You can now text and chat with the Distress Centre between 10:00am. and 11:00pm, 7 days a week — text **(343) 306-5550** or chat at www.dcottawa.on.ca.





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Reference List for Evidence Overview:

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2. Spijkerman, M. P. J., Pots, W. T. M., & Bohlmeijer, E. T. (2016). Effectiveness of online mindfulness-based interventions in improving mental health: A review and meta-analysis of randomised controlled trials. *Clinical Psychology Review*, 45, 102–114. <https://doi.org/10.1016/j.cpr.2016.03.009>
3. Goyal M, Singh S, Sibinga EM, et al. (2014). Meditation Programs for Psychological Stress and Well-being: A Systematic Review and Meta-analysis. *JAMA Intern Med.* 174(3), 357-368 <https://doi.org/10.1001/jamainternmed.2013.13018>
4. Hendriks, T., de Jong, J., & Cramer, H. (2017). The effects of yoga on positive mental health among healthy adults: a systematic review and meta-analysis. *Journal of Alternative and Complementary Medicine*, 23(7), 505-517.
5. Wang, C., Bannuru, R., Ramel, J., Kupelnick, B., Scott, T., & Schmid, C. H. (2010). Tai Chi on psychological well-being: Systematic review and meta-analysis. *BMC Complementary and Alternative Medicine*, 10. <https://doi.org/10.1186/1472-6882-10-23>

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