



# ***Resource Toolkit for Supporting Psychological Health and Well-being in the Workplace (2021)***

*“Listen, Connect, Support”*

**Psychological Support and Debriefing Working Group**

**Date : February 2021**

Welcome to the **Resource Toolkit for Supporting Psychological Health and Wellbeing in the Workplace.**

The toolkit is printable and in electronic format with live links.

*“Listen, Connect, Support”*

The toolkit is intended to guide your conversation with staff as you **listen** to their concerns so that you can **connect** them to resources in a timely way and **support** them through the real challenges we are experiencing during COVID.

**If printing this toolkit:** there are full page handouts inserted for easy access in each section to share with staff as needed. It is recommended that you *click the handouts (this is linked to the original PDFs where available) to print* in higher quality.

**If using the electronic version:** there are *live links* embedded throughout the Resource Toolkit to *print off the most current and up-to-date version of the key resources and handouts* highlighted.

During COVID 19 in particular, information changes quickly and new resources are frequently being developed. The hope is this Resource Toolkit will streamline these materials for you. **See these links:**

**RESOURCE FINDER** ( Shared Health directory of mental health and addictions resources)

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## 1.0- Before you engage staff: your well-being as a manager

**Taking care of yourself first so that you can support others.** It can be common for managers and leadership to overlook their own well-being and focus on the well-being of their staff. Taking a few minutes to check-in with yourself and using simple wellness techniques will increase your ability to address your staff's concerns.

### Try this self check-in: (ask yourself)

- 1) How am I doing right now? Am I at my limit today? Do I need a quick break?
- 2) Am I feeling stress, and where in my body is this stress being noticed?
- 3) What do I need right now so I can continue to offer support to staff?

### NEXT,

### Use these simple strategies: (or others that work for you)

- 1) **Take 5 breaths to reset** in through your nose for the count of 7, pause for 1, and out for the count of 7. Repeat this for at least 5 breaths.
- 2) **Take a brisk walk** outside or go up and down some stairs to re-energize.
- 3) **Have a healthy snack** so you have energy throughout the day.
- 4) **Simple mindfulness moment:** With your office door closed, Close you eyes for a few minutes and focus on your breathing (breathe in 1, 2, 3, 4 ) and (breathe out 1, 2, 3, 4 ) breathe in....and out ...if thoughts enter your mind, recognize the thought and then let it go, bringing your attention back to your breathing (breathe in 1, 2, 3, 4) and (breathe out 1, 2 ,3, 4) then gently open your eyes.
- 5) **Connect with your trusted colleagues for support**, you are not in this alone!

*Reference: Adapted from-Manager Health and Wellbeing: Taking Care of Yourself When Managing Others: CQ Net - Management skills for everyone. (n.d.). Retrieved January 29, 2021,*

## 1.0- Before you engage staff: your well-being as a manager

### STRATEGIES FOR MANAGERS TO REJUVENATE

As managers you are so good at taking care of your staff; yet paying attention to your well-being is just as important. **Try these strategies to rejuvenate, refresh and reset:**

- **COVID fatigue is a common experience right now,** normalize it for yourself and your staff.
- **Make room for and acknowledge your emotions.** Before you reach out to support staff; take a few moments to reflect on your own physical, emotional, social, and spiritual needs and include time to debrief with your trusted colleagues for support.
- **With fatigue can come lower motivation and drive.** Try “chunking” your tasks. Block off uninterrupted time to focus on one task and check it off. This focused strategy helps you complete mundane tasks when energy is low.
- **Use your tried and true techniques.** Remember the strategies you have used in the past to recover after a demanding workday. Taking care of yourself also role models for your staff how to manage pressures at work.
- **Have rest periods.** Take a few minutes throughout your day to reset and rejuvenate - close your eyes, practice mindfulness, or read something inspiring.
- **Remember, this is TEMPORARY.** The way we are working and living during COVID will improve in time. Just like previous crises, we will get through this.
- **Reflect on the bigger purpose.** We are doing our best right now to provide health care services while also supporting our staff, patients, clients, and residents. **Your leadership is making a difference.**

## 2.0- Supporting your Employees: (common reactions)

### Range of Stress Reactions during COVID-19

#### What kind of stress is the COVID-19 pandemic causing?

Health care providers are experiencing prolonged stress exposure which leads to a prolonged incident stress response. It is similar to other crisis situations, but lasts much longer.

#### Why is it different than other stressful events?

This is an unknown, persistent threat and we do not know how long it will last, the severity it will reach, or the outcomes for us as individuals, for our families, for our friends, for our colleagues, or for our communities. These unknowns allow our minds to think about what will happen. Sometimes we imagine peaceful outcomes and sometimes we imagine really bad outcomes. How we feel is directly related to what we think. What we think is made up of what we know (factual information) and what we believe (conclusions we draw about information based on experience, observation, individual qualities).

**There is no right or wrong way to react and stress reactions do vary from individual to individual. Changes may also be noticed in many different life domain areas.**

Below are some common stress reaction symptoms:

PHYSICAL	COGNITIVE	EMOTIONAL	BEHAVIORAL
<ul style="list-style-type: none"> <li>• fatigue</li> <li>• nausea</li> <li>• muscle tremors</li> <li>• twitches</li> <li>• elevated BP</li> <li>• rapid heart rate</li> <li>• thirst</li> <li>• sleep disturbances</li> <li>headaches</li> <li>• visual difficulties</li> <li>• vomiting</li> <li>• grinding of teeth</li> <li>• weakness</li> <li>• dizziness</li> <li>• profuse sweating</li> <li>• chills</li> <li>• chest pain*</li> <li>• difficulty breathing*</li> <li>• shock symptoms*</li> <li>• fainting</li> </ul>	<ul style="list-style-type: none"> <li>• blaming</li> <li>• confusion</li> <li>• poor attention</li> <li>• poor decision making</li> <li>• heightened or lowered alertness (rare)</li> <li>• poor concentration</li> <li>• memory problems</li> <li>• hypervigilance</li> <li>• difficulty identifying familiar objects</li> <li>• increased or decreased awareness</li> <li>• apprehension of surroundings</li> <li>• poor problem solving</li> <li>• poor abstract thinking</li> <li>• loss of time, place, or person orientation</li> <li>• disturbed thinking</li> <li>• nightmares</li> <li>• intrusive images and thoughts</li> </ul>	<ul style="list-style-type: none"> <li>• anxiety</li> <li>• guilt</li> <li>• grief</li> <li>• denial</li> <li>• severe panic</li> <li>• emotional shock</li> <li>• fear</li> <li>• uncertainty</li> <li>• loss of control</li> <li>• depression</li> <li>• inappropriate emotional responses</li> <li>• startle reflex intensified</li> <li>• feeling overwhelmed</li> <li>• intense anger</li> <li>• irritability</li> <li>• agitation</li> <li>• feeling numb</li> <li>• crying</li> </ul>	<ul style="list-style-type: none"> <li>• change in activity</li> <li>• change in speech patterns</li> <li>• withdrawal</li> <li>• emotional outbursts</li> <li>• suspiciousness</li> <li>• change in usual communications</li> <li>• loss or increase of appetite</li> <li>• alcohol consumption inability to rest</li> <li>• antisocial acts</li> <li>• hyperalert to environment</li> <li>• nonspecific bodily complaints</li> <li>• pacing</li> <li>• erratic movements</li> <li>• change in sexual functioning</li> </ul>
			SPIRITUAL
			<ul style="list-style-type: none"> <li>• loss of meaning or purpose of life</li> <li>• anger at God/clergy/universe</li> <li>• change in religious activities or faith practices</li> <li>questioning one's beliefs or</li> <li>Increase in beliefs and spirituality</li> </ul>

Reference: Adapted from -CISM for Pandemic Response, Shared Health Manitoba, Burgess et al, 2021

## 2.0- Supporting your Employees: (responding to concerns and facilitating a warm handoff)

Staff need to feel heard and understood even if we can't easily solve the issue presented to us. Here are a few ideas of how to respond to staff concerns during COVID using this *Listen, Connect, Support* strategy:

***Listen:*** Allowing a safe place without distractions for the staff to express how they are feeling, what they are concerned about and then gently shifting the conversation to “what do you need right now?” “What do you think would be helpful”

***Connect:*** Sharing resources and handouts. These are provided for you in the Resource Toolkit under each section.

***Support:*** We can expect strong or high emotions and stress reactions right now even as the crisis of COVID begins to pass and some regular work duties are resumed. The role of managers is to provide helpful information to alleviate the staff's concerns; knowing that some things may not be easily resolved.

**NOTE:** In a **CRISIS SITUATION** the manager role is **NOT** to provide intervention but instead to facilitate a warm hand-off to immediate help resources to keep the individual safe and for further assessment and follow-up as needed.

**Example:** “From what you shared with me it sounds like a very difficult time. You said you are feeling overwhelmed (or having thoughts of suicide) I think it is important to get other folks involved to support you. Would you like to make the call together right now to the crisis line (they support people all day long feeling like you do right now). Once we make the call I will leave the room briefly for your privacy and then will check-in with you afterwards.. sound okay? Who would you like to call from the crisis resource list we have here?” (see Section 5.0 in this Toolkit for Crisis Resources)

Reference: VA.gov: Veterans Affairs. (2020, April 08). Retrieved January 29, 2021, from [https://www.ptsd.va.gov/covid/COVID\\_leaders\\_support\\_staff.asp](https://www.ptsd.va.gov/covid/COVID_leaders_support_staff.asp)





### 3.0- Well-being: (prevention and health promotion)

We all need to do things to support our mental health and well-being to stay healthy and well despite COVID. This section offers information and resources that promote evidence-informed strategies to enhance well-being.

#### This section's content:

##### 3.1- 'Wellness Support Response Line'

CMHA Manitoba and Winnipeg at 930 Portage Ave, Winnipeg, MB R3G 0P8  
Offering phone peer support, Bounceback® free telephone based cognitive behavioral therapy coaching support for depression and anxiety and other wellness support during COVID 19.

**Winnipeg phone line: 204-775-6442 Email: [hub@cmhawpg.mb.ca](mailto:hub@cmhawpg.mb.ca)**

##### 3.2– Well-being Handouts: (click handout to print)

- 1) Self-care during COVID [pocket card](#)
- 2) Tips for mental health [Infographic](#)
- 3) [Staying Grounded](#) during COVID

##### 3.3 - APPS and Websites: (with live links)

**Printable pages** with **suggested APPS** to manage anxiety, practice mindfulness and to support well-being as well as **recommended links and websites**.

## 3.2– Self-Care During COVID 19 Pocket Card:

Click to print



cut along grey line

fold here

### Prolonged Stress Exposure- COVID 19

Due to COVID-19, people working in health care and essential services are experiencing prolonged stress exposure. Being aware of how we are caring for our Mind, Body, and Spirit can help minimize the impact on our well-being.

- Spiritual**
  - Connect with others
  - Find meaning in experiences
  - Savour positive moments
  - Engage in gratitude
- Mental**
  - Take slow deep breaths as needed
  - Remain curious vs. judgmental
  - Find creative outlets
  - Use humour
- Emotional**
  - Practice compassion
  - Practice self-care: You are important
  - Stay connected with supports
  - Do things you enjoy
- Physical**
  - Wash hands frequently
  - Ensure physical distancing
  - Stay home when sick

Shared health Soins communs Manitoba

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fold here

### Practicing Self-Care:

- Validate your reactions: Stressful thoughts and feelings are a normal reaction to an abnormal event. Be curious, rather than judgmental.
- Draw on positive coping skills; add new ones when possible.
- Build support networks: Share experiences, stay connected.
- Take care of your basic needs.
- Practice compassion for yourself and others: Each of us reacts differently to stressful events. Be sensitive to how team members are reacting.
- Monitor your perceptions & influences
- Monitor how you behave or interact.
- Be creative: write, draw, sing, play.
- Use humour; savor joyful moments.
- Breathe mindfully.
- Engage in comfort activities you enjoy.
- Connect with supports:
  - EAP: 204-786-8880 / 1-800-590-5553
  - Site CISM Team & Peer Support
  - See your Primary Care provider
  - Use your Extended Health Benefits
  - Visit [tinyurl.com/virtualtherapymb](http://tinyurl.com/virtualtherapymb)

### The A-B-C's for Self-Care

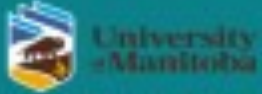
### Mindful Breathing Cycle

### The A-B-C's In Practice:

- Pause – focus on the task at hand, be aware before you act
- Use credible information sources
- Practice meditation and mindfulness
- Ensure you take breaks
- Go for a walk
- Appreciate your colleagues' unique knowledge, skills and abilities – work together
- Make your relationships count
- Have each other's back
- Share positive stories
- Express gratitude
- Assume others have positive intention
- Encourage kindness
- Appreciate we are all under stress
- Remember we are in this together

*"Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom."*

Viktor Frankel



# MENTAL HEALTH

## DURING COVID-19







**1** How YOU doin'?


FEELING STRESSED?  
OVERWHELMED?  
NEED A MINUTE?

SEE BELOW FOR A QUICK MENTAL HEALTH BREAK!

*"How does my body feel?"*

Here are some physical symptoms that may be indicators that you are feeling stressed, anxious, and/or overwhelmed:

-  Increased heart rate
-  Muscle tension
-  Fatigue
-  Tightness in chest
-  Upset stomach
-  Difficulty catching breath





## 2 Where's Your Head at?

Now that you have an understanding of how your body is feeling, let's focus on *the mind*.

Take a moment to reflect on how you are feeling currently.

Use the wheel to guide you:



# 3 Experiencing negative feelings?



## A) Identify

Stop where you are, look around, and ask yourself to name:

**5 FIVE**

Things you can see



**4 FOUR**

Things you can feel



**3 THREE**

Things you can hear



**2 TWO**

Things you can smell



**1 ONE**

Things you can taste



## B) Breathe

Breathing exercises are an effective way of decreasing negative mood. Take a minute &:

**1**

**BREATHE IN**

*slowly through your nose  
as you focus on filling  
your lungs with air*

**2**

**HOLD**

*for 4 seconds*

**3**

**BREATHE OUT**

*slowly through your  
mouth, focusing on the  
air leaving your body*

**4**

**REPEAT**

*for 1 minute*

## C) Move

Be mindful of tension you carry in your body, and take a quick moment to release it:



**RELAX YOUR SHOULDERS BY ROLLING DOWN & BACK**



**UNCLENCH YOUR FISTS BY FIRST TIGHTENING AND THEN RELEASING**



**RELAX YOUR JAW & REMOVE TONGUE FROM ROOF OF MOUTH**



**TAKE A 1 MINUTE WALK & TAKE A BREATH OF FRESH OUTDOOR AIR**



# MENTAL HEALTH RESOURCES

DID YOU KNOW?

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Many resources are available for healthcare professionals and frontline workers.

1. Check out Shared Health's online resources available to help individuals cope with the ongoing pandemic:

<https://sharedhealthmb.ca/covid19/providers/mental-health-resources/>

2. Check out the Canadian Psychological Association's Fact Sheet on Emotional and Psychological Challenges Faced by Frontline Healthcare Providers During the COVID-19 Pandemic:

[https://cpa.ca/docs/File/Publications/FactSheets/PW\\_COVID-19\\_FrontLineHealthCareProviders.pdf](https://cpa.ca/docs/File/Publications/FactSheets/PW_COVID-19_FrontLineHealthCareProviders.pdf)

3. Access AbilitiCBT for FREE. It's a new digital therapy program available to all residents of Manitoba age 16 or older experiencing mild to moderate symptoms of anxiety due to the pandemic.

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

4. Access FREE therapy from a Psychologist in Manitoba:

At the below link, you will find psychologists in Manitoba who are offering FREE services to Frontline Healthcare Providers. They will return your call within 24-hours.

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



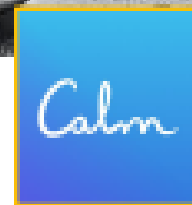
Staff Health and Wellness Booster Session (November 2020)



Winnipeg Regional Health Authority  
Office régional de la santé de Winnipeg

## Staying Grounded During COVID

**Grounding** is simply using strategies to centre our minds and bodies; in essence giving us a break from strong emotions we may be experiencing such as fear, anxiety, sadness and anger. When we take time to use Grounding throughout our day, we then have these anchoring techniques in our wellness toolkit to use anytime, anywhere.



Here is a recap of the Grounding Strategies covered in today's webinar:

### 1) Nasal Breathing (quick reset to refresh)

Through your nose if you can, or else gently through your mouth; Take 5 deep breaths:

- ⇒ Breathe in for the count of 5... Hold slightly... breathe out for the count of 7
- ⇒ Focus on your breathing, clear your mind in this moment, and breathe.



### 2 ) Figure Eight Breathing: (mental and physical grounding)

#### Figure Eight:

Draw a figure 8 on your forearm as you do your nasal breathing:

- ⇒ Breathe in as you draw the top of the figure eight... hold slightly at the middle...and Breathe out as you curve around the bottom of the figure 8.
- ⇒ Repeat this slow, continuous movement as you are grounded by the touch sensation and as you pay attention to your breath.



# Staying Grounded During COVID

**INTENTIONAL use of Grounding** in high pressure situations allows us to be alert and focused using the logical part of the brain (pre-frontal cortex) supporting our decision-making and actions based on observations not reactions.

We can also use Grounding preventively, as an anticipatory strategy, prior to going into difficult work situations or to restore and refresh our minds throughout the day to replenish our energy stores.

### 3) STOP Technique (slowing down-observation before action)

#### STOP Practice

**S-** Stop and pay attention to this moment and your reactions (mind and body)

**T-** Take a few deep breaths. Draw your attention to your breathing, see your breathing as an anchor to ground you during this moment

**O-** Observe beyond your breathing to things around you: (sights, sounds) observing without judgment the moment as it truly is.

**P-** Proceed with intent and purpose, deciding the best way to respond, best action to take in this moment as you continue with your day.

### 4) 5, 4, 3, 2, 1 (sensory anchors, restoring calm and presence)

Start by finding a comfortable seated position, close your eyes and take a few deep breaths, now open your eyes and name:

5- things you can see

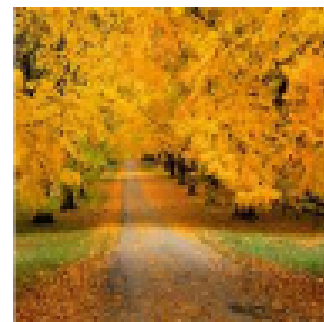
4- things you can touch

3- things you hear

2- things you can smell

1- thing you can taste

⇒ Ending with a few slow, deep breaths







## Staying Grounded During COVID

Practicing Grounding supports our mental health and well-being. Practice gives us the experience of paying attention to **HOW** and **WHEN** we may choose to use Grounding strategies to **Mindfully Re-set** despite COVID stressors or any other life challenges we are facing.

### 5 ) Self Compassion (creating space to be well in times of hardship)



#### Self-Compassion

As Health Care Providers we are great at taking care of others; remember your well-being matters too.

Try this 6 minute self-compassion exercise with Dr. Germer to treat yourself with kindness in stressful or difficult situations:

Link: <https://www.youtube.com/watch?v=3Ax8Y74LrxA>

### 6) 3 GOOD things (building optimism and a healthy perspective)

Try this exercise at the end of your workday or before you go to sleep. This strategy helps to shift our perspective towards optimism and gratitude:

- ⇒ Write down three good things in your day
- ⇒ Now reflect on your role in making these three good things happen
- ⇒ Do daily and share with others!

**R<sub>0</sub> for positive mental health**

*Take two minutes about mid-eve and write down 3 good things about your day*

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

**Personalized message:**  
*The way you do things makes a difference and health is your way - keep up the good work!*

*Enjoy life more!*

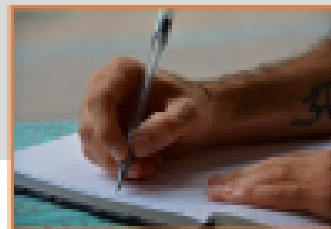
A message from the WJRC's Mental Health Promotion Team



## Staying Grounded During COVID

### Planning AHEAD:

Grounding may not remove the prolonged stress that COVID has exposed us all to; but it will give us some TOOLS to control HOW we respond in pressure moments. The goal of Grounding is to restore our sense of CALM and maintain a healthy PERSPECTIVE supporting our ability to cope and be resilient...Planning is KEY!



**What?** Grounding technique(s) I would like to try over the next 3 weeks (choose 1-2)

**When?** Some situations or moments in my day that I will use Grounding (describe)

**How?** What needs to be in place so I can use Grounding throughout my day? (list)

Interested in the opportunity to develop additional Coping Strategies to support your well-being?

CLICK on links below to access professional support:

• **AbilitiCBT** [CLICK HERE](#)

Or visit: <https://www.gov.mb.ca/covid19/bewell/virtualtherapy.html>

• **EAP Connect** [CLICK HERE](#)

Or visit: <https://www.mb.bluecross.ca/member/eap/connect>

### 3.3- Suggested APPs:

Whether you are looking to reduce anxiety or practice mindfulness, apps are a great way to enjoy moments of calm throughout your day and when you are on the go.

Find an app that works for you and keep it saved on your device for easy access for the days you need it most.

#### **Calm in the storm**

<http://calminthestormapp.com/>

#### **Mindshift™**

<https://www.anxietycanada.com/articles/new-mindshift-cbt-app-gives-canadians-free-anxiety-relief/>

#### **Headspace**

<https://www.headspace.com/headspace-meditation-app>

#### **Stop, Breathe & Think**

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

#### **COVID 19 and your well-being**

<https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing#collapseca1d7>

### **3.3- Recommended Links and Websites:**

#### **1) Staff Health and Wellness Booster Sessions:**

Shared Health has been offering monthly Booster Sessions as part of a Staff Health and Wellness series

See this link for direct access to these recorded webinars on a variety of topics:

<https://sharedhealthmb.ca/covid19/providers/mental-health-resources/>

#### **2) Recommended Websites:**

Province of Manitoba (Managing stress during COVID)

<https://www.manitoba.ca/covid19/bewell/managestress.html>

Winnipeg and Manitoba (Well-being Learning Centre)

<https://mbwpg.cmha.ca/programs-services/learning-centre/>

Anxiety Canada ( Digital resources based on Cognitive Behavioural Therapy)

<https://www.anxietycanada.com/covid-19/>

WRHA Ways to Well-being (Various resources to support well-being)

<https://wellbeingguide.ca/wp-content/site/>

Wellness Together Canada (online self-screening, resources & support)

<https://ca.portal.gs/>



### 4.0- Key Counselling Resources (psychological support)

In this section we are highlighting counselling support for all staff. Relaying the message that we all need support from time to time and reaching out to talk to someone (professional help) is a very responsible thing to do. Counselling allows us to reflect on and process difficult emotions, while giving us the opportunity to learn strategies to build our resiliency to manage challenging experiences such as COVID.

**This Section's content: (click handout to print)**

#### 4.1-Employee Assistance Program (EAP Handouts)

- [EAP Connect NOW](#) (For immediate counselling support over the phone)
- [Support for workers and leaders](#) (EAP information sheet)
- [Mental Health Support](#) (23 pages –Click image to open and print)

#### 4.2-[AbilitiCBT](#) (self directed CBT modules with therapist support)

\* [AbilitiCBT](#) is temporary during COVID 19 and expected it to be phased out.

#### 4.3– Addictions Support

- [Addictions Foundation of Manitoba](#) ( Adult services and Helplines)
- [Rapid Access to Addictions Medicine](#) (RAAM)



# CONNECT NOW

## Talk to a professional during COVID-19

Sometimes when you need to talk, you need to talk now.

Along with many other stresses, COVID-19 has left many of us feeling disconnected. That is why we launched **Connect Now**, our clinical, personal and immediate support line where members can call to connect instantly with a professional counsellor from our Employee Assistance Program (EAP).

With everything that is going on, we want to ensure you and your loved ones can access support when you most need it.

Through Connect Now, you can access immediate support from a mental health professional, without needing to commit to on-going counselling sessions.



### Who can use Connect Now?

Connect Now is available to individuals and eligible family members who have EAP coverage with Manitoba Blue Cross. Calls to **Connect Now** do not count as EAP sessions under your benefit plan – you can still utilize the remaining sessions available in your plan.



### Can I call more than once? What is the nature of these phone calls?

Yes. You can certainly call more than once, however, **Connect Now** is meant to provide immediate support that is brief in nature and intended for those who may not be able to participate in on-going counselling at this time. If there is a need for regular contact, you can discuss options with your **Connect Now** counsellor and we can help you find a plan that fits your needs. If you know you'd like to start ongoing counselling, you can also call us directly to initiate the intake process.



### Do I have to talk about COVID-19?

No. While we launched this temporary service to help alleviate some of the pressures that have risen during the current pandemic, in no way do we want to limit conversations to COVID-19 concerns specifically.

Access immediate support from a counsellor in our EAP network through Connect Now.

**To access Connect Now, call us directly:**

- 204.786.8880
- 1.800.590.5553 (toll free)

# Support for workers and leaders during COVID-19

COVID-19 has caused major shifts in our workplaces, our homes and lives. And while we have laid a foundation for how we as communities, workplaces and individuals can cope with our current reality – there are still so many unknowns.

Clinical Focus		
Counselling Services	Addictions Management Program	Psychiatric Consultation
Work-Life Focus		
Work-Life Services	Caregiver Support	Digital Health Resources
Wellness focus		
Personal Wellness Services	Digital Health Resources	Workshops
Organizational Health		
Organizational Assistance	Trauma & Critical Incident Response	Mental Health Resources
Management Consultation	Workshops	EAP Information Sessions

To access support through your Employee Assistance Program, book an appointment or find out more about our services, please call:

204.786.8880 • 1.800.590.5553 (toll free) • 204.775.0586 (TTY)



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## What we are doing during the pandemic?

### Connect Now

Connect Now is our clinical, personal and immediate support line where members can call to connect instantly with a professional counsellor from our Employee Assistance Program (EAP). Calls to Connect Now are over and above sessions covered under your benefits plan.



### Organizational Assistance

We provide support for critical workplace events, transitional debriefings and consultation for leaders. We have also created a range of free digital resources on focused topics surrounding COVID-19 to assist leaders and workers during this difficult time.

### Sharing Circles

A Sharing Circle is a tool that provides a safe environment for participants to speak about what they are thinking, experiencing and feeling.

### Grief Counselling

We are providing up to three counselling sessions at no cost to Manitobans who have experienced a loss during COVID-19, regardless of if the loss is related to COVID-19. Sessions are provided through qualified clinicians from our Employee Assistance Program.



### Comprehensiveness

- Extensive scope of services and delivery methods
- Counsellor and client matching process
- Multidisciplinary team and diverse designations
- Holistic treatment philosophy



### Professionalism

- High level of expertise and service
- Clinically managed intake
- Extensive provider network and infrastructure
- Superior counsellor credentials



### Diversity

- Multicultural and culturally diverse counselling
- Services provided in 150 languages
- Aboriginal Awareness Program and Indigenous community connections
- LGBTQ supports



### Accessibility

- Access to support 24/7, 365 days per year
- Centralized services at EAC and offsite options
- Appointments available within 72 hours
- Providers in 23 rural and northern communities
- Variety of alternate channels for counselling, including video, text-based and telephonic options.

To access support through your Employee Assistance Program, book an appointment or find out more about our services, please call:

204.786.8880 • 1.800.590.5553 (toll free) • 204.775.0586 (TTY)



# MENTAL HEALTH SUPPORT

through the coronavirus (COVID-19) pandemic



from your **Employee Assistance Program** provider



be resilient.



## 4.2- AbilitiCBT Handout:

Click to print 

# Welcome to AbilitiCBT:

Help when you need it.  
Where you need it.



In these unprecedented times, you may be experiencing anxiety related to the impact of COVID-19 in your lives and communities. AbilitiCBT is a digital mental health therapy program that addresses anxiety symptoms brought on by the challenging aspects of the pandemic: uncertainty, isolation, caring for family and community members, information overload and stress management.

This document provides an overview of AbilitiCBT and what you can expect when you sign up for the program.

### What is AbilitiCBT?

AbilitiCBT is cognitive behavioral therapy (CBT) guided by a therapist through a digital platform accessible from home. CBT is proven to be one of the most effective and efficient therapy methods. AbilitiCBT is uniquely effective because it virtually pairs you with a professional therapist who supports you through your program.

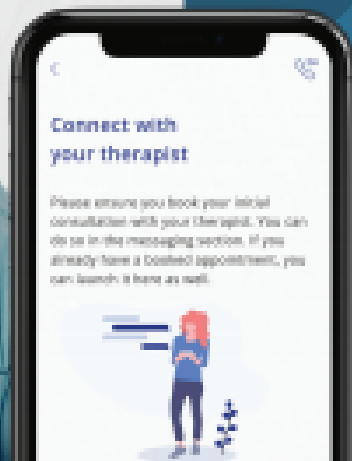
### Your AbilitiCBT journey

1. Go to [manitoba.ca/covid19](https://manitoba.ca/covid19) to sign up.
2. Complete a health screening questionnaire online.
3. Reply to your welcome email with availability for an initial appointment with your assigned therapist.
4. Download the AbilitiCBT mobile app on your smartphone or tablet.
5. Complete module 1: each module contains activities, videos and assignments to help you learn, develop and practice new skills.
6. Complete the remaining nine structured modules, at your own pace, while your therapist monitors your progress and checks in with you along the way by phone, video or chat.
7. Continue to access AbilitiCBT for content refreshers: you will have access for one year after signing up!

### Why use AbilitiCBT?

- **It's confidential.** Momeau Shepell handles your request and tracks your progress—your personal information will never be shared.
- **It works and is clinically effective.** Studies have shown that internet-based CBT like AbilitiCBT is as effective as face-to-face therapy.
- **It's supported by experts.** AbilitiCBT therapists are seasoned professionals who are part the largest network of therapists across the country experienced in dealing with the psychological impact of various traumatic events.
- **It's accessible from home.** With the current realities of self-isolation and physical distancing, AbilitiCBT is a convenient way to get support while you must remain at home.
- **It's free and convenient.** Once you sign up online, you access AbilitiCBT, at no cost to you, through the AbilitiCBT app, using a smartphone or tablet.

# Help for anxiety.



## NEW Digital Therapy Program Now Available

If you are 16 or older, you can access a **free and confidential** digital mental health therapy program to help address anxiety symptoms brought on by the challenging aspects of the pandemic:

- uncertainty
- social isolation
- caring for family and community members
- information overload and stress management

The Manitoba government is offering this program as part of a response to the COVID-19 pandemic.

Go to [manitoba.ca/covid19](https://manitoba.ca/covid19) to get started today

### Need help now?

- **Klinik Crisis Line**  
204-786-8686 or 1-888-322-3019  
TTY 204-784-4097
- **Manitoba Suicide Prevention & Support Line**  
1-877-435-7170 (1-877-HELP170)
- **Kids Help Phone**  
1-800-668-6868
- **Manitoba Addictions Hotline**  
1-855-662-6605
- **Klinik Sexual Assault Crisis Line**  
204-786-8631 or 1-888-292-7565  
TTY 204-784-4097
- **Manitoba Farm, Rural & Northern Support Services**  
supportline.ca - online counselling  
1-866-367-3276 (hours Mon-Fri 10 am to 9 pm)
- **First Nations and Inuit Hope for Wellness Help Line**  
1 855 242-331

## 4.3- Addictions Foundation Of Manitoba Phone lines:

### 1) Manitoba Addictions Helpline

(toll-free): 1-855-662-6605

email: [MBAddictionHelp@afm.mb.ca](mailto:MBAddictionHelp@afm.mb.ca)

### 2) Online “getting help” questionnaire:

<http://mbaddictionhelp.ca/>

### 3) 24-Hour Problem Gambling Helpline

(toll-free): 1-800-463-1554



## 4.3- Rapid Access to Addictions Medicine:

**RAAM clinics are walk-in clinics** for adults (ages 18+) looking to get help with high-risk substance use and addiction. This includes people who want to try medical assistance to reduce or stop their substance use. They may experience frequent intoxication or overdose symptoms, as well as unpleasant withdrawal symptoms when attempting to reduce or stop their substance use. RAAM clinics are also for people who may have substance-related health issues, for instance: hepatitis, pancreatitis and infections. **No referral is needed.**

RAAM clinics are **not** for people needing urgent medical attention for serious physical problems or mental health symptoms such as psychosis (paranoia, delusions, hallucinations), agitation; who are at active risk of harm to self or others, or who require police/security involvement.

It can be very difficult to accept that your substance use is problematic, and it's normal to feel ashamed, frightened, or angry. But the good news is that medical treatment for problematic substance use and addiction is **safe** and **effective**.

**People can and do recover from addiction.**

### *RAAM CLINICS during COVID*

**It is important to note that RAAM clinics are not a substitute for an emergency department (ED) when there is need for acute medical or psychiatric intervention.**

#### **Winnipeg locations and hours:**

**Crisis Response Centre**- Fax Number: (204) 940-6683 817 Bannatyne Avenue, Winnipeg  
**Clinic Hours:** Tuesdays, Wednesdays, and Fridays from 1:00 to 3:00 p.m.

**Virtual clinic** Thursdays from 1:00 to 4:00 p.m. – contact clinic to arrange appointment  
**General Phone:** (204) 940-2177 - **Alternate Phone:** (204) 940-8923

**River Point Centre** - Fax Number: (204) 582-2063 146 Magnus Avenue, Winnipeg  
**Clinic Hours:** Mondays from 1:00 to 3:00p.m. and Thursdays from 9:30 to 11:30 a.m.  
**General Phone:** (204) 944-6209 or 1-(855) 662-6605 (Call Monday – Friday 8:30-4:30)



## Rapid Access to Addictions Medicine (RAAM) Clinics Client Information

The RAAM clinic is an easy to access, walk-in clinic that people can visit to get help for substance use without an appointment or formal referral. RAAM clinics provide time-limited addiction services such as assessment, treatment options including counselling and medication, and referrals to community services.

RAAM clinic services are available during the posted clinic hours. Individuals are seen on a first-come first-serve basis. Outside of posted hours, individuals who seek RAAM services will be asked to return at the next scheduled clinic time.

### Locations:

#### Crisis Response Centre

817 Bannatyne Avenue, Winnipeg  
Hours: Tuesdays, Wednesdays and Fridays  
1 p.m. to 3 p.m.

#### River Point Centre

146 Magnus Avenue, Winnipeg  
Hours: Mondays from 1 p.m. to 3 p.m. and  
Thursdays from 9:30 a.m. to 11:30 a.m.

**For more information, call the Manitoba Addictions Helpline at  
1-855-662-6605 or go online to [mbaddictionhelp.ca](http://mbaddictionhelp.ca)**

Indigenous people who are needing support to connect with RAAM are welcome to request language interpretation or advocacy support by contacting WRHA Indigenous Health at 204-940-8880.





### 5.0- Crisis Support: (for staff who are distressed and in need of immediate crisis support)

There may be instances where staff are overwhelmed and experiencing a mental health crisis. This may be psycho-social in nature, or extreme distress and may include staff experiencing thoughts of suicide. **In these situations a warm handoff to one of the crisis services in this section would be needed.**

Your role as a manager is not to provide crisis or suicide intervention but instead to facilitate timely access to this help.

#### **This Section's content:**

**5.1- Klinic Crisis lines- (various)** (24/7 phone)

**5.2- Manitoba Suicide Prevention and Support line** (24/7 phone)

**5.3- Shared Health Crisis Response Centre** (24/7 in person)

**5.4- Mobile Crisis Service (Winnipeg)** (24/7 in person, virtual)

**5.5- Crisis Services Canada** (24/7 phone, SMS text 4pm– midnight )

**5.6- Hope for Wellness line** (24/7, available in many Indigenous languages)

**5.6- Crisis Services for Children and Youth** (24/7 phone, text, in person)

## 5.1- Klinik Crisis Lines:



 **In Crisis?** *Get Help Now* ▼

[About Klinik](#)

[Health Care Services](#)

 [Crisis Support](#)

[In-Person Counselling](#)

[Wellness & Support Groups](#)

### Crisis Support

**CRISIS SERVICES CONTINUE TO BE AVAILABLE, while Manitoba remains at the critical (red) level in the pandemic response system.**

We have transferred to a new phone system for our crisis services. You may notice some changes to messaging and options when you call.

The Klinik Crisis Program operates a variety of crisis phone lines and online support services, providing free and confidential counselling, support and referrals for people who are suicidal, in crisis or struggling to cope. We have heard that some folks may be hesitant to use the Crisis Lines. [We thought that clarifying some of our policies might be helpful.](#)

#### Crisis Lines:

**Manitoba Suicide Prevention & Support Line (24/7)**

Toll free: 1-877-435-7170

[reasontolive.ca](http://reasontolive.ca)

**Klinik Crisis Line (24/7)**

Phone: (204) 786-8686

Toll free: 1-888-322-3019

**Sexual Assault Crisis Line (24/7)**

Phone: (204) 786-8631

Toll free: 1-888-292-7565

#### Support & Distress Lines:

**Critical Incident Reporting and Support Line (24/7)**

Phone: (204) 788-8222

**Gambling Helpline (24/7)**

Toll free: 1-800-463-1554

**Worker's Compensation Board Distress Line (24/7)**

Toll free: 1-800-719-3809

Phone: (204) 786-8175

**Seniors Abuse Support Line (9am – 5pm)**

Toll free: 1-888-896-7183

## 5.2- Manitoba Suicide Prevention and Support Line: (Provincial)

### Who can call the Manitoba Suicide Prevention and Support Line?

Anyone who is at risk of suicide, concerned about someone who may be at risk, or who has experienced a suicide loss can call us. Service providers and other front line workers can also call for information and support. We are open 24/7 and are available to people of all ages, genders and backgrounds. Translation is available in more than 175 languages upon request (through the WRHAs Language Access Service).

### What can I expect when I call?

Suicide can be hard to talk about and we want you to know that this is a safe place to call. You can say as much or as little as you wish. Our counsellors will listen to you with care and compassion and will not judge you. We'll do our best to understand how you are feeling and what has happened to you. We'll support you to move through the crisis and explore ways you (or your loved one) can get help and stay safe. In certain circumstances we can offer you a follow up call or a call-out to a loved one, if that would be helpful.

**WE CAN HELP**

Confidential, 24/7, Toll-Free

**1-877-435-7170**

MANITOBA SUICIDE PREVENTION & SUPPORT LINE

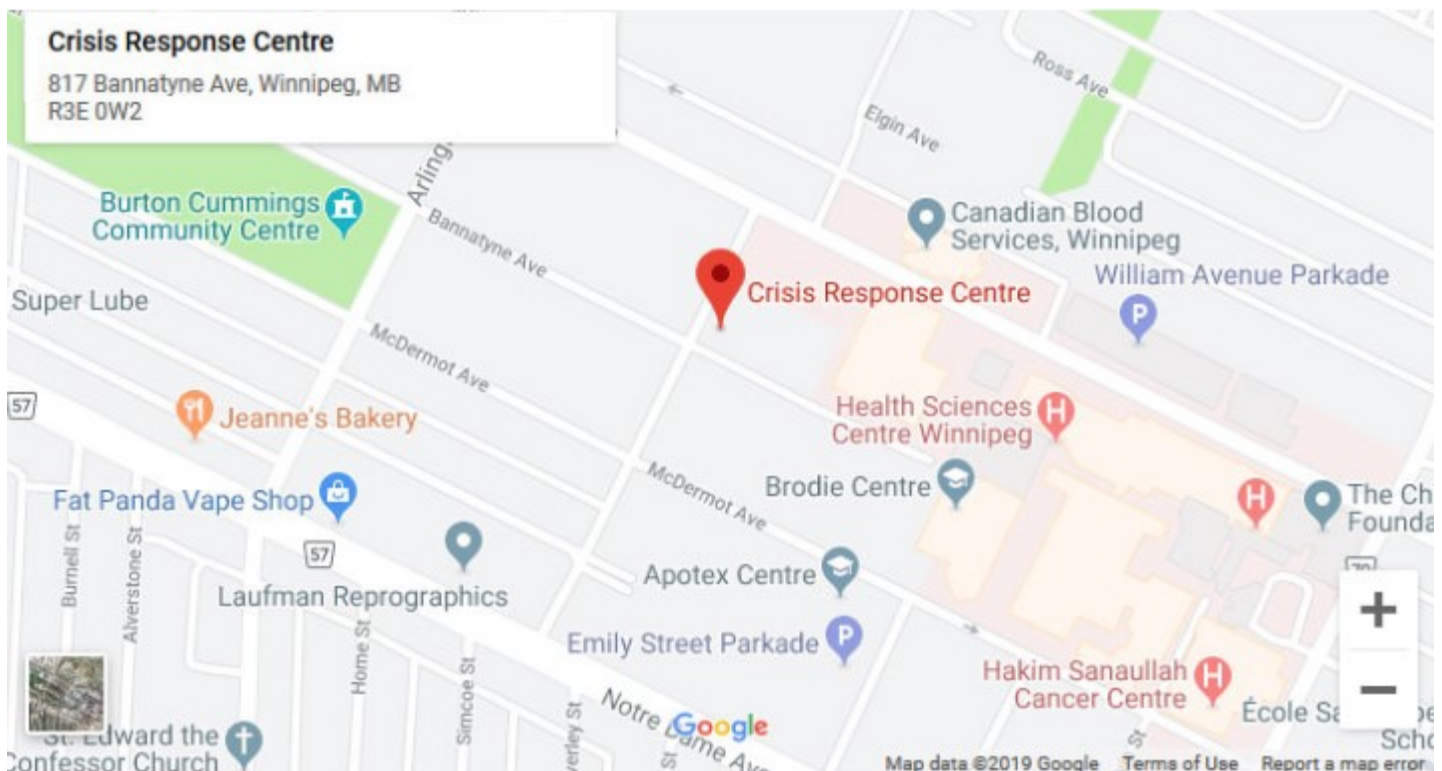


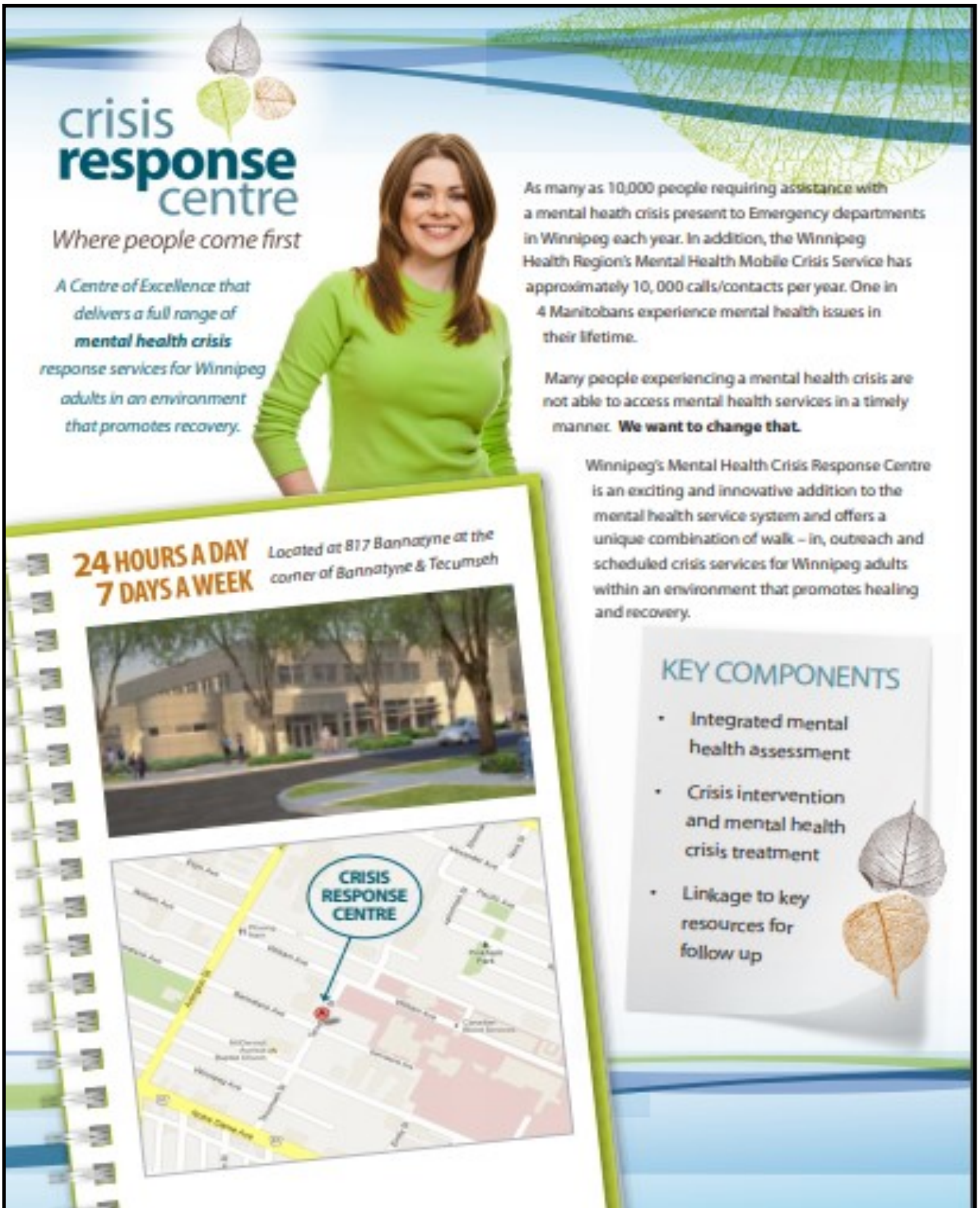
## 5.3- Crisis Response Centre 24/7

The Crisis Response Centre (CRC) 817 Bannatyne Ave. is open 24/7 for adults experiencing a mental health crisis. Individuals may also have an overlapping substance use, addiction or gambling issue. Upon arrival our staff of mental health experts will help those in distress to resolve the crisis.

**The CRC is specifically designed to help individuals experiencing:**

- Personal distress and the risk of potential harm associated with an immediate crisis, including suicidal behaviour
- Signs and symptoms of a condition requiring urgent mental health assessment and treatment
- Intense emotional trauma where assessment, crisis intervention and linkage to other services can occur
- An immediate risk after hours when ongoing mental health service provider is not available





**crisis response centre**  
*Where people come first*

*A Centre of Excellence that delivers a full range of mental health crisis response services for Winnipeg adults in an environment that promotes recovery.*

As many as 10,000 people requiring assistance with a mental health crisis present to Emergency departments in Winnipeg each year. In addition, the Winnipeg Health Region's Mental Health Mobile Crisis Service has approximately 10,000 calls/contacts per year. One in 4 Manitobans experience mental health issues in their lifetime.



Many people experiencing a mental health crisis are not able to access mental health services in a timely manner. **We want to change that.**

Winnipeg's Mental Health Crisis Response Centre is an exciting and innovative addition to the mental health service system and offers a unique combination of walk-in, outreach and scheduled crisis services for Winnipeg adults within an environment that promotes healing and recovery.

**24 HOURS A DAY  
7 DAYS A WEEK** Located at 817 Bannatyne at the corner of Bannatyne & Tecumseh

**KEY COMPONENTS**

- Integrated mental health assessment
- Crisis intervention and mental health crisis treatment
- Linkage to key resources for follow up



# Crisis Response Centre 24/7 (page 2 of 2)



Where people come first

## Our Purpose

The Mental Health Crisis Response Centre in Winnipeg is creating a central point of access for adults experiencing a mental health crisis, accessible 24 hours a day, seven days a week within an atmosphere that promotes healing and recovery. This Centre of Excellence in crisis resolution ensures expert short term clinical treatment and support services are available through walk-in services, mobile services and scheduled appointment services, combined with planned linkage and referral to appropriate services and supports.

Collaborative teams of professionals are committed to work in partnership with individuals, families and other support systems as they work through their mental health crisis. Our purpose is to deal with acute distress and instability that individuals experience in a crisis and assist with strategies that focus on purposeful crisis resolution, promotion of resiliency, and restoration of coping.

- *Client focused*
- *Recovery oriented*
- *Respect for diversity and cultural differences*

## Or We Can Come to You

Our Mobile Crisis Service is available 24/7 to provide on-site assistance with a mental health crisis. Our team can respond to individuals and/or families and service providers to assist with individuals experiencing a mental health crisis. Over-the-phone assistance with our mental health experts can also help put people back on track. The team can also meet with individuals in crisis at a location within Winnipeg that is comfortable for them, either in their home or a safe location.

For Mobile Crisis Service  
**CALL 204-940-1781**

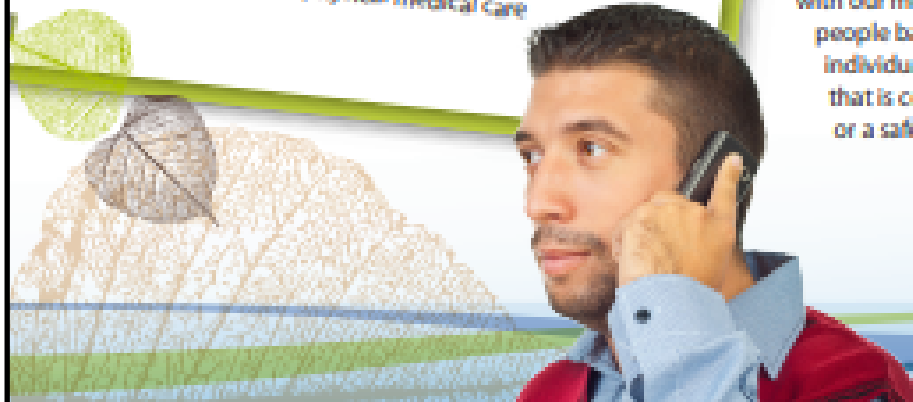
## You Can Come To Us

The CRC is open 24/7 for adults experiencing a mental health crisis. Upon arrival our staff of mental health experts will help those in distress to resolve their crisis. The CRC is specifically designed to help individuals experiencing:

- Personal distress and the risk of potential harm associated with an immediate crisis, including suicidal behaviour
- Signs and symptoms of a condition requiring urgent mental health assessment and treatment
- Intense emotional trauma where assessment, crisis intervention and linkage to other services can occur
- An immediate risk after hours when the ongoing mental health service provider is not available

Some individuals, however will continue to require an emergency room to manage their mental health crisis when they are:

- Issued a warrant under the Mental Health Act
- Transported by ambulance
- In need of urgent physical medical care



## 5.4- Mobile Crisis Service –Winnipeg 24/7: (information)

Winnipeg’s **Mobile Crisis Service** is available to **provide on-site and in person assistance** with a mental health crisis. Our team can respond 24/7 to individuals and/or families and service providers to assist with individuals experiencing a mental health crisis.

**Over-the-phone assistance** with our mental health experts can also help put people back on track.


The team can also meet with individuals in crisis at a location within Winnipeg that is comfortable for them, either in their home or a safe location.

**To Contact the Mobile Crisis Service  
phone : 204-940-1781**

**Crisis Services in Winnipeg List:**

**Click to print**



 <p><b>ADDICTIONS FOUNDATION OF MANITOBA</b></p> <p><b>Manitoba Addictions Helpline</b> 1-855-662-6605</p> <p><b>24-Hour Problem Gambling Helpline Toll-Free</b> 1-800-463-1554</p> <p><b>We're here when you're ready.</b></p> <p><b>Call 1-855-662-6605</b></p> <p><small>Manitoba Addictions Helpline</small></p>	<p><b>CONTACT</b> <b>24 HOUR HELP LINES</b></p> <p><b>Problem Gambling Helpline (Toll-Free): 1.800.463.1554</b></p> <p>The following 24-hour help lines are offered by other agencies and may be able to assist you if you or someone you love is in crisis:</p> <p>Manitoba Suicide Line (toll free): 1-877-435-7170</p> <p>Klinik Crisis Line: 204-786-8686 and (toll free) 1-888-322-3019 and (TTY) 204-784-4097</p> <p>Manitoba Farm &amp; Rural Support Services Stress Line (toll free): 1-866-367-3276</p> <p>Manitoba Farm &amp; Rural Support Services Online counselling: <a href="http://www.ruralsupport.ca">www.ruralsupport.ca</a></p> <p>Kids Help Phone (toll free): 1-800-668-6868</p> <p>Winnipeg Mobile Crisis Service: 204-940-1781</p> <p>Winnipeg Crisis Stabilization Unit: 204-940-3633</p> <p>Winnipeg Youth Mobile Crisis Team: 204-949-4777 and (toll free) 1-888-383-2776</p>
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### **COMMUNITY MENTAL HEALTH PROGRAM MOBILE CRISIS SERVICE: FACT SHEET**

The WRHA Community Mental Health Program includes a range of services in the community that support adults experiencing mental health problems. Services are designed to support people in their recovery to live successfully within their communities. One service offered is the "Mobile Crisis Service".

#### **What is the Mobile Crisis Service?**

The Mobile Crisis Service assists individuals experiencing a mental health or psychosocial crisis, including persons with a co-occurring mental health/substance use disorder.

Calls or referrals are welcome from anyone who is concerned about a person experiencing a mental health or psychosocial crisis, including self-referrals and referrals from family members.

#### **What can I expect when I call the Mobile Crisis Service?**

A mental health professional will take your call and work with you to decide on an appropriate course of action, based on the best interests of the individual who is in crisis.

#### **Who is eligible for the Mobile Crisis Service?**

Adults residing in Winnipeg, who are experiencing a mental health or psychosocial crisis.

#### **What services does the Mobile Crisis Service offer?**

The Mobile Crisis Service offers the following services:

- Crisis Intervention
- Mental health assessment and psychosocial assessment
- Telephone consultation and support
- Health education on mental illness, medication, coping strategies and preventative techniques
- Liaison and referral to community resources
- Support to family members and other concerned individuals
- Psychiatric consultation and assessment
- Short term follow-up

#### **How do I contact the Mobile Crisis Service?**

**Call 204-940-1781**

Mobile Crisis Staff are available to assist you 24 hours, 7 days per week.

## 5.5- Crisis Services Canada:

Call 1.833.456.4566 | Text 45645



[Home](#)

[Get Help](#)

[Resources](#)

[Donate](#)

# Prevention Service

**Need help? Connect with our responders now**

Call  
1.833.456.4566  
Available 24/7/365

Send a text to 45645  
Available 4pm - Midnight ET  
Standard text messaging rates  
apply

## Here are some reasons to reach out:



Sharing your thoughts and feelings can reduce stress and bring relief



Working through a problem with us can help you see the options



It can also reduce isolation and help you feel empowered

Connecting with us can help you find strategies to cope and link you to local resources

Call us toll-free anytime at 1.833.456.4566 or text us at 45645 between 4 pm - 12 am ET.

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# NEED TO TALK?


Support is at  
your fingertips



Call the  
Hope for Wellness Help Line

**1-855-242-3310**

Online chat at  
**hopeforwellness.ca**

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Support is available in English, French, Cree, Ojibway, and Inuktitut

## 5.7- Crisis Services for Children and Youth



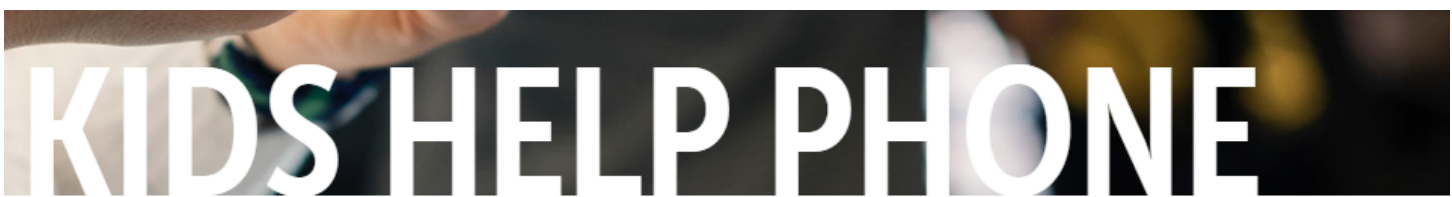
24-hour Youth Crisis Services: **204-949-4777** or **1-888-383-2776** outside Winnipeg

24-hour Youth Emergency Shelter/Resource Centre: **204-477-1804** or **1-888-477-1804** outside Winnipeg

Connect with youth mental health & addiction supports. Call a Family Navigator: **204-452-0551** or **1-844-**



**To Access Crisis Services for Youth phone: 204- 949-4777**



[Home](#)

[Services](#)

[Kids Help Phone](#)

[Careers](#)

[Get Involved](#)

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[News](#)

[Blog](#)

[Contact Us](#)

Crisis Text Line powered by Kids Help Phone

**Text MYS to 686868**

MYS is committed to connecting more youth in our province with the mental health support you need, where & when you need it most, in ways that suit you best.

That's why we've partnered with Kids Help Phone to offer Crisis Text Line powered by Kids Help Phone, FREE 24/7 texting support along with an online directory of youth mental health supports & community resources.

Just text **MYS** to **686868** using a text or SMS-enabled device to connect to a trained Crisis Responder for immediate & confidential texting support with any issue – big or small.

No data plan, internet connection or app necessary!





### 6.0- Specialized Resources

In this section specialized resources are being highlighted to acknowledge that many staff have taken on new roles during COVID and that additional support may be required during redeployment.

#### **This section's content:**

#### 6.1- Redeployment handouts:

##### Handouts:

- 1) [Employee handout](#)
- 2) [Manager handout](#) (full version, excerpt in section 1.0)

#### 6.2- Norwest Co-op Community Health

- Compassionate Care Coping Groups (upon request)



## REDEPLOYMENT DURING COVID-19 – WELLNESS TIPS FOR EMPLOYEES

In a Public Health emergency redeployment of staff is necessary to address the increasing demands on the health care system. Many staff have been re-deployed during the COVID-19 pandemic and are working in areas that are new and very different from our usual work environment. It is important to know that there are resources available to support you in this temporary assignment.

You can help yourself and others by...

### Validate

This is hard right now, for all of us. We are doing what we can to provide services in the critical areas of need until the pandemic is behind us.

### Acknowledge

A range of emotions and reactions are okay. It is understandable if you are feeling overwhelmed. Reaching out to talk to someone is a responsible choice for enhancing your ability to cope.

### Encourage

Open communication is important. It is good to ask questions about the role and the new setting. Consider shadowing other colleagues as needed. If you aren't sure about what PPE to use or why you are being assigned certain tasks, ask!

### Mentor

Share your knowledge to support each other. More experienced staff have a key role with redeployed staff. Mentoring and guiding coworkers with respect and compassion builds relationships, increases group problem-solving and increases job satisfaction for all.

### Refuel

Use wellness strategies throughout the day. Try grounding techniques in high pressure moments. During your breaks incorporate healthy distractions such as listening to music or taking a brisk walk.

## 6.1- Redeployment -Employee handout: (page 2 of 2)

### COMMON REACTIONS

Role confusion

Feeling displaced

Missing your social network

Experiencing COVID "fatigue"

Feeling that your skills are under or over-utilized

Questioning why

Feeling stuck

### STRATEGIES TO REJUVENATE

Feeling COVID fatigue is understandable. Try these strategies to rejuvenate, refresh and manage this fatigue:

**Name it as COVID fatigue and recognize it is a common experience right now**, normalize it for yourself and others

**Make room for and acknowledge your emotions.** Create a plan to get your physical, emotional, social, and spiritual needs met during the redeployment phase.

**With fatigue can come lower motivation and drive.** Try "chunking" your tasks. Spend 30 minutes uninterrupted on one task and check it off. This focussed strategy helps you complete mundane tasks when energy is low.

**Use your tried and true techniques.** Remember the strategies you have used in the past to refuel your energy.

**Have rest periods.** Take moments to reset and rejuvenate - close your eyes, practice mindfulness, or read something inspiring.

**Remember, this is TEMPORARY.** The way we are working and living during COVID will improve in time. Just like previous crises, we will get through this.

**Reflect on the bigger purpose.** We are doing what is needed to provide health care services and make a difference for our patients, clients, and residents.

**YOU ARE NOT ALONE.**

### RESOURCES

[PDF handout CMHA Waterloo](#)

[Self-Care During COVID Pocket Card](#)

[Shared Health Mental Health Resources for Providers](#)

[EAP Connect](#)



## REDEPLOYMENT DURING COVID-19 – WELLNESS TIPS FOR MANAGERS

### VALIDATE, NORMALIZE & INQUIRE – THIS IS KEY

#### VALIDATE:

“I agree with you. This is very different than the work we normally do.”

#### NORMALIZE:

“It is understandable to feel frustrated / discouraged / tired / etc. right now.”

#### INQUIRE:

“What do you need right now? How can we support you better in this temporary role?”

### STAFF NEEDS

Staff who are redeployed need managers to:

1. Respond effectively to fear and anxiety
2. Clarify roles, expectations, tasks and resources available
3. Build relationships intentionally

### STRATEGIES FOR ENHANCING TEAM ENVIRONMENT

A supportive team environment helps ease redeployed staff into a work assignment while encouraging existing staff to be welcoming ambassadors.

- Arrange for new staff to be “welcomed” into new settings and assign a buddy to answer questions.
- Encourage peer-to-peer connections to build relationships and foster a sense of belonging.
- Engage staff in pre-shift check-ins to confirm roles and tasks for the day. Involve the team in the conversation about who is able to take on more tasks or who may need some additional support.
- Arrange for a quiet break area for restorative moments such as healthy snacks, breathing exercises, stretching, and rest.
- Communicate reasons for change; keep info timely, open and transparent.
- Identify CISM peer helpers and encourage team members to speak with them as needed.
- Invite questions and feedback through email or a suggestion box to quickly inform managers of concerns. Address issues at the next team huddle to help staff feel heard and understood even if issues can't be quickly resolved.
- Be a positive wellness role model by taking care of yourself.

## 6.1- Redeployment -Manager handout: (page 2 of 2)

### COMMON REACTIONS

Feeling Role overload

Feeling increased pressure

Missing your social network

Experiencing COVID "fatigue"

Questioning why

Feeling overwhelmed

### STRATEGIES FOR MANAGERS TO REJUVENATE

As managers you are so good at taking care of your staff; yet paying attention to your well-being is just as important. Try these strategies to rejuvenate, refresh and reset:

**COVID fatigue is a common experience right now, normalize it for yourself and your staff.**

**Make room for and acknowledge your emotions.** Before you reach out to support staff; take a few moments to reflect on your own physical, emotional, social, and spiritual needs and include time to debrief with your trusted colleagues for support.

**With fatigue can come lower motivation and drive.** Try "chunking" your tasks. Block off uninterrupted time to focus on one task and check it off. This focussed strategy helps you complete mundane tasks when energy is low.

**Use your tried and true techniques.** Remember the strategies you have used in the past to recover after a demanding workday. Taking care of yourself also role models for your staff how to manage pressures at work.

**Have rest periods.** Take a few minutes throughout your day to reset and rejuvenate - close your eyes, practice mindfulness, or read something inspiring.

**Remember, this is TEMPORARY.** The way we are working and living during COVID will improve in time. Just like previous crises, we will get through this.

**Reflect on the bigger purpose.** We are doing our best right now to provide health care services while also supporting our staff, patients, clients, and residents. Your leadership is making a difference.

YOU ARE NOT ALONE.

### RESOURCES

[Supporting Your Well-being as Managers](#)

[Self-Care During COVID Pocket Card](#)

[Shared Health Mental Health Resources for Providers](#)

[EAP Connect NOW](#)

## 6.2- Compassionate Care Coping Groups (information)



Resource Centres | Staff Login Contact

About Us

Hans Kai

Locations

Programs & Services

Get Involved



Community Food Centre



Get Involved



Find Services and Programs



Our Locations

### Programs & Services

Primary Health Care

Counselling

Trauma Response Team



### Compassionate Care Coping Groups (description):

Norwest's Trauma Team is offering COVID specific Coping Groups, called the **"Compassionate Care Coping Groups"** where facilitators assist staff to explore their challenges, strengths and rewards in their workplace during COVID.

These Coping Groups use the zoom virtual platform with two facilitators from the Norwest Trauma team guiding the group in a series of questions designed so people share their narratives in a safe and comfortable environment. The groups are best with a **minimum of three people** and can last from **an hour up to two hours depending on the number of participants**. The coping groups are organized in a way that facilitators use questions to guide staff through their vulnerability while they tell their stories, to provide normalizing and feedback so staff leave acknowledging their strengths and resources.

### To inquire or arrange a coping group session, contact:

Caprice Kehler

Community Facilitator

NorWest Co-op Community Health

P 204.479.2426 | f 204.938.5909 email: [ckehler2@norwestcoop.ca](mailto:ckehler2@norwestcoop.ca)

### 7.0- CMHA Mental Health Resources Guide (Edition 23)

In this section The Canadian Mental Health Association Winnipeg and Manitoba (CMHA) Mental Health Resources Guide is inserted. Managers can request hardcopies of this guide to share with staff.

**This guide may be helpful in that it provides:**

- 1) An opportunity for staff to explore the range of resources and supports in a more self-directed way, on their own.
- 2) The **Crisis Services listing (adult and for youth)** with contact information in the event this is needed at a later time. **(page 2 of the guide)**
- 3) A comprehensive overview of available mental health resources for staff or their family members if needed even after COVID has passed.

The CMHA Mental Health Resource Guide provides a general overview of resource in the Winnipeg community (with contact information) in an easy to read newspaper format. **Note: Some of the resources in this guide may have modified services or hours of operation during COVID.**

**To order hardcopies of this Guide call 204-982-6100**

**This section's content:**

### 7.0- CMHA Mental Health Resources Guide

- Handout **(click image next page to print )**



# Mental Health Resources for Winnipeg

The Canadian Mental Health Association Manitoba and Winnipeg is dedicated to helping you navigate the mental health system. If you need help, call or visit our website:

**FREE** - 23rd Edition - 2020



Canadian Mental Health Association  
Manitoba and Winnipeg  
Mental health for all

#### Mental Health Definition

"The capacity of each and all of us to feel, think, and act in ways that enhance our ability to enjoy life and deal with the challenges we face..."

(Public Health Agency of Canada)

204-982-6100  
mbwpg.cmha.ca



- Looking for Frequently Called Numbers? See back page.
- New to Canada? Check out our "Newcomer and Refugee" section, centre spread.

## RECOVERY IS POSSIBLE

"*Recovery* is a deeply personal, unique process of changing one's attitudes, values, feelings, goals, skills, and/or roles. It is a way of living a satisfying, hopeful, and contributing life even with the limitations caused by illness. Recovery involves the development of new meaning and purpose in one's life as one grows beyond the catastrophic effects of mental illness." - Anthony 1980

Mental health is not defined by an absence of mental illness but rather by the discovery of hope, purpose, and meaning in daily living. It is possible to enjoy positive mental health and live the life you want while dealing with mental illness and addictions. In fact, you can take steps toward a life of meaning and purpose today. The experience of recovery is rarely an event that happens in a single moment. Most often, it is a journey that takes place over a period of time. Sometimes this journey is brief, other times it may be lifelong. However, it all starts with a single, hopeful step towards better health.

Whether you are just beginning this journey or well on your way to better health, managing

change, reaching goals, and maintaining hope requires personal effort as well as support from knowledgeable and trustworthy connections. The resource and service providers listed in this directory are committed to building healthy communities by partnering with you and your family to:

- Manage symptoms on your terms,
- Find places to live, learn, and work that fit your life,
- Develop supportive relationships and connections in your community,
- Discover, develop, and apply personal strengths,
- Support yourself, a loved one, or others on the same journey.

As you search through the content on the following pages, our hope is that you find the opportunities, resources, and support you and your loved ones need to live well. If you need help with navigating the mental health system, please do not hesitate to contact the **Canadian Mental Health Association** via phone: 204-982-6100 or online: [www.winnipeg.cmha.ca/about-online/contact-us/](http://www.winnipeg.cmha.ca/about-online/contact-us/)

In any given year, one in five people in Canada experiences a mental health problem or illness... Mental Health Commission of Canada

## CONTENTS

- 1 Recovery is Possible
- 2 Crisis Response Centre
- 2 Crisis Services
- 3 Help for Families
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- 4 Employment
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- 5 Addictions
- 5 Child, Adolescent, and Youth Mental Health
- 6 Stress Tips
- 7 Mental Health Act
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- 8 Counselling or Therapy
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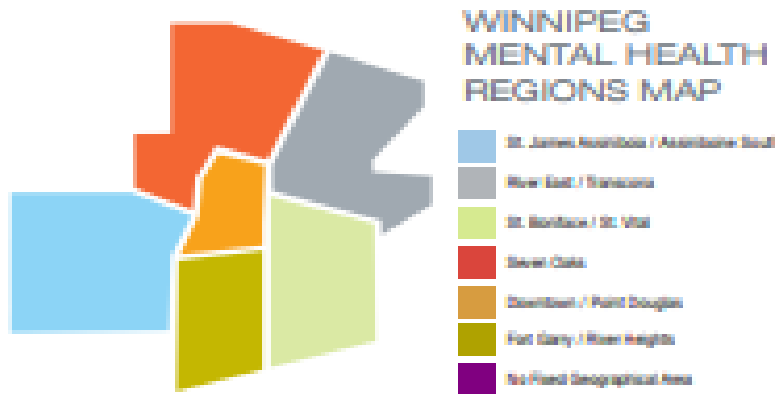


# 7.0- CMHA Mental Health Resources Guide: page 2 of 12

## KEY TO GUIDE

Throughout the guide, you will find graphics to assist you to better understand the services listed in the guide. The map below is color-coded based on the different areas of Winnipeg. Where applicable, service listings will include a corresponding color-coded graphic to show the area of the city where the service is located.

An additional set of graphics will highlight, where applicable, if a service is free, low cost or fee-based, and if an organization provides services on a drop-in basis.



## CRISIS RESPONSE CENTRE (CRC)

The Crisis Response Centre (CRC) offers crisis intervention options designed to meet the needs of individuals 18 years and older who are experiencing a crisis. Walk-in and telephone services are offered at the CRC, 24 hours per day, 7 days per week along with mobile services provided in the community. To enhance post-crisis recovery, short-term scheduled crisis services are also available at the CRC, with treatment provided by individuals with expertise in mental health.

Visit **817 Barnabyrne Avenue**.

The Mobile Crisis Service is also available 24 hours a day, 7 days per week to provide on-site assistance with a mental health crisis. **204-940-3781**

## EMERGENCY SHELTER

**MAIN STREET PROJECT** - Open 24-hour Emergency shelter offers emergency, overnight shelter and short-term hostel accommodations for men and women. **204-940-8248** - 75 Marjua Street

**ELCOM MISSION - HANNAH'S PLACE EMERGENCY SHELTER** - **204-943-1348**  
300 Perseus Street

Hours of operation: 8:00 pm - 8:00 am - Intake daily at 9:00 pm.

**WILLOW PLACE** - Willow Place is a Crisis Shelter for women and children who have experienced intimate partner violence. They offer a 24-hour crisis line, outreach and group counselling. **204-938-3211**

**HOME-INDUSTRIAL** - Offers shelter, support and counselling to women who are suffering from emotional, physical or sexual abuse from their intimate partner. **204-947-2790** or **1-800-342-3348**

**THE SQUADRON ARMY - South Centre** - Provides short-term accommodations for men and women. **204-948-9603** - 180 Henry Avenue

**THE SQUADRON ARMY - SanPier Village** - A family shelter. **204-948-9671**

**1,800CITY** - Just a Room Sleep Emergency warming center open from January 1 to March 31 every night. **204-948-2348** - 128 Palford Street

**EMERGENCY SHELTER FOR MEN** - During business hours call **204-938-8777** ext. 200. After business hours call The Provincial Domestic Abuse Line at **1-877-877-8777**. Emergency Shelter for Men and their children is accessible through the Men's Resource Center for men who are facing intimate partner domestic violence and/or abuse.

## FINDING A DOCTOR

If you or someone you know is experiencing a mental health problem, it is important to seek help early. It is a good idea to see a doctor to assess your overall health and to rule out any underlying physical illness. Be very specific and thorough about what you have been experiencing in order for the doctor to provide the best possible course of treatment.

If you do not have a Family Doctor, you can contact the **Family Doctor Finder** to help you and your family find a family doctor or nurse practitioner. To register by phone, call **204-786-7333** or toll-free **1-888-680-6260** between 9:00 am and 6:00 pm Monday to Friday. [www.gov.mb.ca/health/familydoctorfinder/](http://www.gov.mb.ca/health/familydoctorfinder/)

Your doctor may prescribe treatment or you may be referred to a psychiatrist or a general practitioner who has specialized training in psychiatry, or other mental health professional.

Other professionals who may be part of your treatment team include psychiatric nurses, social workers, community mental health workers, occupational therapists or psychologists.

## HELPFUL KEY GRAPHICS



**FREE:** Some, but not necessarily all, services are provided at no cost. Contact organization directly for details.  
**SLIDING SCALE:** Some services are offered on a sliding scale for schedule based on a person's income and ability to pay. Contact organization directly for details.  
**COST:** A fee will be charged for some services offered. Contact organization directly for details.  
**DROP-IN:** Some services offered can be accessed on a drop-in basis. Contact organization directly for details.  
 \* There is an icon on page 12 of this guide with common mental health system words and subjects. The delay you see throughout the guidelines is the notes item.

## CRISIS SERVICES

### What is a Crisis?

- A time of difficulty or change.
- A disruption or limitation in your daily living pattern.
- A temporary inability to cope by your usual ways of problem solving.
- A feeling of being out of control.

What can you do if this is happening to you or to someone you know?

### Contact any of the Following

These services require the consent of the person experiencing the crisis.

**WINNIPEG REGIONAL HEALTH AUTHORITY (WRHA), MOBILE CRISIS SERVICE**

Is a multi-disciplinary team specializing in crisis intervention, mental health assessment, and short-term follow-up for adults experiencing a mental health crisis. Offers 24-hour crisis intervention and home visits. Individuals, family members, and service providers can call for assistance. **204-940-1781**

**CRISIS STABILIZATION UNIT (WRHA)**

Provides short-term intervention for adults experiencing mental health and/or psychological crisis. **204-940-2420** - 138 Portage Avenue

**YOUTH CRISIS STABILIZATION SYSTEM**

**204-949-4777** or **1-888-383-3776**

**WILLOW PLACE**

24-hour crisis line. Provides crisis and supportive environment for women and their children who are being abused by an intimate partner. **204-938-3211**

**MAIN STREET PROJECT**

Provides 24-hour crisis services including shelter, crisis and housing. **204-940-8248** - 75 Marjua Street

**WINNIPEG EMERGENCY SERVICES OPERATOR**

811

811 connects your call to the appropriate Emergency Department who will then take details of your crisis situation.

**KUMC**

24-hour crisis line offers counselling, service and crisis/stable intervention.

**204-786-6666** or **1-888-320-3018**

**MANITOBA SLICIDE PREVENTION AND SUPPORT LINE**

**1-877-826-7176** - manitoba.ca

**KUMC SEXUAL ABUSE/STROKE LINE**

Service can include up to 12 short-term counselling sessions.

**204-786-6621**

Hospitals / Emergency

**HEALTH SCIENCES CENTRE**

Adults: **204-787-2987**

Children: **204-787-8244**

**GRACE GENERAL HOSPITAL** - **204-827-0187**

**ST. BONIFACE GENERAL HOSPITAL** - **204-337-3360**

**SEVEN OAKS GENERAL HOSPITAL** - **204-820-3203**

**CONCORDIA HOSPITAL** - **204-981-7194**

Hospitals / Urgent Care

**VICTORIA GENERAL HOSPITAL** - **204-877-3168**

Several hospitals have psychiatric nurses on duty in emergency for part of the day/evening. Inquire about specific schedules.

# 7.0- MHA Mental Health Resources Guide: page 3 of 12



*Family members and friends who have a good understanding of the illness, treatment, and resource options will be better equipped to be supportive.*

## HOUSING

**H**aving a safe, comfortable and affordable place to live is a very important factor in our emotional well-being. Finding the right type of quality housing that fits your budget can be difficult. Here are some housing resources that may help.

**Mentelink Housing** rents and manages rental housing accommodations in many locations across Manitoba. Accommodations are available under the Social Housing Rental Program or the Affordable Housing Rental Program. Applicants must meet eligibility requirements and have incomes below the Program Income Limits for each program. Contact Mentelink Housing at 204-948-2662 or toll free at 1-800-621-2882. For more information and application forms, please visit our website at [www.gov.mb.ca/housing.html](http://www.gov.mb.ca/housing.html)

**Co-op Housing** - Every member has a vote in how the co-op is run. There may be subsidies available for people who cannot afford the housing charges. For a listing of co-ops, see the phone book yellow pages under Housing Cooperatives and Rental.

**Private Market** - This type of housing is not government operated. Rental units are owned and managed for profit by individuals and corporations. They must follow the regulations of the Residential Tenancies Act of Manitoba.

For information about your rights and responsibilities as a tenant or assistance in dealing with your landlord, call the **Residential Tenancies Branch** (a provincial government agency that assists tenants and landlords). Call 204-948-2476 or 1-800-783-6622. 1700 - 188 Carlton Street, Winnipeg, R2C 3P8 - [www.manitoba.ca/rtb](http://www.manitoba.ca/rtb)

**Non-Profit Housing** - Many non-profit housing organizations have developed affordable housing for people with low or moderate incomes.

- WINNIPEG HOUSING REHABILITATION CORP. (WHRC)** 204-948-2662  
132 - 82 Fairview Street, R2N 1S8 - [www.whrc.ca](http://www.whrc.ca)
- CAROLAN CLERVEN FIRST NATIONS HOUSING AUTHORITY INC.** 204-948-8276  
124 132 - 11 Arden Avenue Winnipeg - [www.carolan.ca](http://www.carolan.ca)
- KINER HOUSING CORPORATION** 204-948-6695  
384 McClellan Avenue, R2M 3G3 - [www.kinerohousing.ca](http://www.kinerohousing.ca)
- 5AM MANAGEMENT** 204-942-0295  
120 Elgin Avenue, R2A 1P3 - [www.5am.ca](http://www.5am.ca)
- MURDOCH MANAGEMENT** 204-962-3000  
787 Henderson Highway - [www.5efive.com](http://www.5efive.com)
- NORTH END COMMUNITY RENOVATION CORP.** Affordable housing initiatives.  
Main office 328 Selkirk Avenue - 204-927-2238 - [www.necrc.org](http://www.necrc.org)
- SPENCE NEIGHBORHOOD ASSOCIATION** A Spence neighborhood initiative which includes home ownership, safety, image enhancement and employment.  
204-763-8600 - [www.spenceneighbourhood.org](http://www.spenceneighbourhood.org)  
stb@spenceneighbourhood.org
- NEW LIFE MINISTRIES** Affordable rental housing.  
204-776-6528
- NEW JOURNEY HOUSING** A resource centre for homeless housing.  
New Journey Housing is a non-profit organization established to assist and train newcomers as they search for decent, affordable housing.  
204-942-2228 - [www.newjourneyhousing.com](http://www.newjourneyhousing.com)
- NORTH END HOUSING PROJECT INC.** Builds and renovates housing for people with low and moderate income in Wilton Heights, North Point, Douglas, and Lord Selkirk Park neighborhoods. 204-418-8876 - [Nehp.org/www.nehp.ca/](http://Nehp.org/www.nehp.ca/)

## Mental Health Housing Programs and Services in Winnipeg

- CANADIAN MENTAL HEALTH ASSOCIATION MANITOBA AND WINNIPEG - REHABILITATION AND RECOVERY SERVICE** 204-942-6100  
800 Portage Avenue, Winnipeg MB R2C 0P6  
See Recovery and Engagement section (page 4) for detailed description.
- EDIN HEALTH CARE SERVICES** Housing and Support program provides, rent subsidized housing, residential care, psychosocial rehabilitation, and integrated community supports, with a Christian emphasis in all its endeavours.  
204-338-0948 - <https://edinhealthservices.ca/services/housing/>
- FRIENDS HOUSING INC.** Provides affordable supportive housing for people with a history of psychiatric illness as well as housing for young, low-income families.  
204-942-1140 - 100 - 880 Sturgeon Road, Winnipeg MB
- WRHA - RESIDENTIAL CARE FACILITIES** Care provided, on a voluntary basis, in licensed and approved group homes for adults with a psychiatric diagnosis who have not been able to manage independently. Access to these facilities is through Community Mental Health Services. Offers 24-hour supervision. For inquiries, please call 204-289-3868.
- SARA REL INC.** Safe, stable and affordable housing with the goal of living independently and autonomously. 204-227-6242 - 85 Mason Avenue, Winnipeg MB [www.sararel.com](http://www.sararel.com)
- SARGENT ARMY - THE HAVEN** A residential licensed facility that provides supervised residential living for men ages 18-60 experiencing mental illness.  
204-948-9404 - 12 Marlin Street, Winnipeg MB
- SENeca SERVICES THROUGH SARA REL INC.** 24 hours, 7 days a week, safe house for adults with mental health problems. Provides respite care and peer support. Please attend to ensure space and appropriateness of services. References required for first time guests. 204-227-0217. Services accessed through application - call Judy Klein Taylor at 204-227-7168.
- WINNIPEG MENTAL NETWORK** [www.winnipegmental.ca](http://www.winnipegmental.ca)

## HELP FOR FAMILIES

Families can play a valuable role in supporting a family member with a mental health problem. Having a family member with a mental illness is stressful. In addition to coping with the practical issues of day-to-day living, families can experience tremendous guilt, loss, grief, anxiety, self-doubt and uncertainty. The person with the mental illness benefits most from support and encouragement. Family members and friends who have a good understanding of the illness and treatment options will be better equipped to be supportive. Each family member may react differently to the situation. The person dealing with a mental illness must always be treated with dignity and respect.

Many self-help organizations offer information and support to families.

Here are a few tips for families:

- **TI** Find out about mental health resources in the community.
- **TI** Keep a journal of notes about what has been happening, which can help you to see patterns, etc.
- **TI** Make a list of questions you may want to ask the doctor.
- **TI** Ask for information about the illness and the treatment.
- **TI** Offer choices to the person such as "Will you go to the hospital with me or would you prefer (name a friend) go with you?"
- **TI** Have a plan for dealing with crisis situations such as who to call, what services are available, and who can support the person and family through crises.
- **TI** Make sure you are looking after yourself: maintain outside interests, get support from others, seek counseling if necessary.

The following offer specialized services for families dealing with mental illness. Family Therapy is also provided by:

- ALPHEA FAMILY THERAPY CENTRE** 204-788-5261
- FAMILY DYNAMICS** 204-647-1401
- THE COUPLE'S COUNSELLING PROJECT** 204-876-8771 - Hours Monday and Tuesday 8 pm - 9 pm - 328 Selkirk Avenue - [couples@winnet.mb.ca](http://couples@winnet.mb.ca)
- CENTRE FOR ANIME/CARTOON CENTRE** 204-256-8766
- ALUMANA PERSONAL CENTRE** 204-962-7095
- NEW DIRECTIONS PARENTING CENTRE** A specialist support families with small children, birth to 12 years of age. 204-788-7261 - 717 Portage Avenue

Also see **Counselling or Therapy** list on page 8.

**MAXWELL YOUTH SERVICES, FAMILY NAVIGATOR PROGRAM:** This program is designed to support families and young people age 13-21 in navigating Mental Health and Addictions services and supports in Manitoba. 204-942-5891 (after hours Winnipeg) 1-888-632-2881 (outside Winnipeg) email: [familynavigator@mysw.ca](mailto:familynavigator@mysw.ca)

## Education and Support Groups

- MENTAL HEALTH EDUCATION FOR FAMILIES** Are you coping with a mental illness of a family member? Do you struggle with how to support your loved one? Do you want to know how to support yourself, as a family member? CHHS Manitoba and Winnipeg offers a 6 week course for families and friends. Call 204-942-8733 or visit [www.winnipeg.cchhs.ca](http://www.winnipeg.cchhs.ca)
- "NAME THAT FEELING SUPPORT GROUP"** Children are taught an understanding of mental illness, which provides an opportunity for them to share emotionally and relationally with the group and facilitators. Contact the Manitoba Schizophrenia Society at 204-788-1676
- MANITOBA SCHIZOPHRENIA SOCIETY FAMILY SUPPORT GROUP** Free first, fourth Tuesday of every month from 7 pm - 9 pm. Contact the Manitoba Schizophrenia Society at 204-788-1676
- STRENGTHENING FAMILIES TOGETHER** A 4-session education program for family members and friends of individuals living with psychosis. Contact the Manitoba Schizophrenia Society at 204-788-1676
- EIGHT STAGES OF HEALING** A 10 week program for families and friends of someone with a mental illness, and/or a co-occurring disorder. Contact the Manitoba Schizophrenia Society at 204-788-1676
- FAMILY AND FRIENDS** is a support group sponsored by the Mood Disorders Association of Manitoba. 8 weekly meetings on Wednesday evenings 7 pm - 9 pm at 100 - 4 Fort Street. 204-788-0667
- MANITOBA FIRST EPISODE PSYCHOSE FAMILY SUPPORT GROUP** Families with young people who have experienced their episode psychiatric issues meet monthly to share, learn, support each other and lobby. Contact Outreach at 204-476-8281 or e-mail Maryann Carter at [mccarter@pda.com](mailto:mccarter@pda.com)
- SPEAK A MIND: SUICIDE PREVENTION EDUCATION AND PERSONAL KNOWLEDGE** is a monthly peer support group for adults concerned by suicide. Please call 204-788-0664 to attend or visit website [www.Mind.ca](http://www.Mind.ca) for more information.
- AL-ISON ALKSEN** The Al-Isen Family Groups are a fellowship of relatives and friends of alcoholics who share their experiences, strengths, and hope in order to solve their common problems. Call 204-942-8285 or visit [www.alisonalksen.org](http://www.alisonalksen.org)



**Income Assistance**

**Employment and Income Assistance in Winnipeg**

Based on the needs assessment, this service provides financial assistance to that single parent families, persons with disabilities, individuals and families who are unemployed, are able to provide for their basic needs. Training and employment supports are provided to assist participants in achieving financial independence through employment.

Family Services and Consumer Affairs has decentralized services for income assistance clients with the exception of adult clients without children.

Services for persons with disabilities, and adult clients with children are provided in Community Locations throughout Winnipeg. Each of the Community Area offices provides a full range of income assistance services at their location, ranging from intake to case management.

The offices are located as follows:

**ST. PETER BAPTIST / TRANSCADIA**  
Access (New East) 204-930-8100

875 Henderson Highway  
Access (Toronto) 204-930-8000

503 Piquet Avenue West  
**ST. JAMES ASSINBOIA / ASSINBOIA SOUTH**  
204-940-2060 - 280 South Avenue

**ROVER HEIGHTS / PORT GIFFORD**  
204-930-8000  
120 Piquet Drive

**ST. BONIFACE / ST. VITAL**  
Access (St. Boniface) 204-948-8290  
2-170 Dauid Street  
(English and French Services)

**DOWNTOWN EAST / WEST / SAUNDERS STREET**  
Access Downtown 204-940-8880  
2nd floor, 640 Main Street  
Downtown West 204-940-8800  
758 Portage Avenue

**PORT DOUGLAS**  
204-948-8091 - 3A - 111 Plain Street

**SEVEN OAKS / MOCTEN**  
204-938-9800 - Unit 3 - 1030 Lalla Avenue  
Access NorthEnd 204-938-9800  
780 Kenosia Street

Services for non-disabled clients without children are provided at:

**ESA CENTRALIZED SERVICES**  
204-948-8200 - 1-111 Plain Street  
After Hours/Emergency 204-948-0180  
www.gov.mb.ca/socialassistance.html

**COMMUNITY FINANCIAL COUNSELLING SERVICE**  
204-989-1900 - 510 - 260 Portage Avenue  
www.cbfra.gov.mb.ca

Provides assistance in budgeting, credit counselling and income tax services based on ability to pay. Provides information to people on their individual rights in dealing with income assistance and information on income assistance policies and procedures.

Community Financial Counselling Service  
**DISABILITY COLLECTION PROGRAM**  
204-989-1900

**COMMUNITY UNEMPLOYED HELP CENTRE**  
204-943-8888 - 301 - 270 Broadway  
Provides information, assistance, advice, and representation to individuals dealing with the federal government's Employment Insurance program and Manitoba's Employment and Income Assistance program. Services are provided free of charge. www.uehc.mb.ca

**ISED WINNIPEG INC.**  
204-927-9833 www.iseidwinipeg.ca  
Offers Money Management Training and a Savings Clubs program to assist low income individuals and families reach financial goals.

**EMPLOYMENT**



**ARTBEAT STUDIO**  
This community based, peer directed program provides social supports, working art studio/gallery space, and mentorship for individuals living with mental illness for the purpose of recovery and empowerment. This is a 8 month program focusing on the healing capacity of the creative process.  
204-943-9194 - 251 B - 80 Albert Street, Room 118  
www.artbeatstudio.ca

**LIFEPAK ARTWORKS** - This gallery/boutique sells paintings, handcrafted jewelry and other unique gifts. It is a social enterprise of Artbeat Studio and supports a mission to promote mental health awareness. Every item sold at the store represents an Artbeat alumni artist's personal journey recovery and empowerment.  
204-947-9377 - L27MA - Portage Place Shopping Centre  
www.artbeatstudio.ca

**CANADIAN MENTAL HEALTH ASSOCIATION MANITOBA AND WINNIPEG REHABILITATION AND RECOVERY SERVICE**  
See the Recovery and Empowerment section below for detailed description.  
204-983-8700 - 800 Portage Avenue, P.O. Box 1849  
http://www.cmha.ca/types-programs-services/rehabilitation-and-recovery/

**CLUBHOUSE OF WINNIPEG INC.**  
Members work side-by-side with the staff during the 'work ordered day' to accomplish all of the jobs necessary for the operation of the Clubhouse. This includes everything from cooking and maintenance to clerical and administrative duties and working in the Thrift Shop. Clubhouse now offers a fitness program 5 days a week.  
204-783-9800 - 172 Sherbrooke Street, R0C 2B8

**EMPLOYMENT AND INCOME ASSISTANCE/MARKETABLES PROGRAM**  
A specialized group of staff focused on working with EA participants with disabilities who are interested in exploring employment. See an EA Case Coordinator for more information. - www.gov.mb.ca

**EMPLOYMENT AND INCOME ASSISTANCE/REWARDING VOLUNTEER BENEFIT**  
EA participants in the Persons With Disabilities category with approved volunteer plans will be provided a monthly financial benefit to assist with the costs of volunteering. See an EA Case Coordinator for more information.  
www.gov.mb.ca

**MENTAL HEALTH WORKS PROGRAM**  
www.mentalhealthworks.ca

**OPPORTUNITIES FOR EMPLOYMENT/EMPLOYMENT SERVICES** - Offers a range of services for job seekers to prepare individuals for the labour market and connect them with employers who are actively recruiting.  
204-925-3880 - 3rd Floor - 281 Portage Avenue, R0C 2B8  
www.ofe.ca

**STEP TRAINING AND EMPLOYMENT PLACEMENT SERVICES (STEP)**  
Stepcheck assists people with disabilities, primarily those living with a psychiatric disability as well as those with other disabilities who have a mental health issue, to secure and maintain employment by providing a range of employment related services.  
204-474-2303 - 1 - 301 Scott Street - www.stepcheck.ca

**S.I.C.O.P.E. INC.**  
Our membership focuses on individuals with mental health issues who feel able to or ready to return to work. Individuals may have been marginalized and unable to obtain or manage employment through regular channels. It is with this awareness that S.I.C.O.P.E. engages with our members. Our social enterprise business streams allow a member to 'try out' casual employment and choose focus that fit their comfort level. We operate: Two retail thrift stores, residential attitude recycling, moving and delivers, yard care, snow removal, garbage clean ups, vending, to name a few...  
204-987-8300 - 1088 Arlington Street, P.O. Box 178  
www.sicope.org

**SARA REL INC. EMPLOYMENT SERVICES/WORK PLACEMENT FORCE**  
The Employment Program delivers service through: skill development, workshops, supported education, supported job search, mentoring, work site support and counselling and referral services.  
204-237-8282 - 88 Moore Avenue, R0M 2C0  
www.sararelinc.com

**RECOVERY AND EMPOWERMENT**

**Canadian Mental Health Association Manitoba and Winnipeg (CMHA)**

Everything we do at CMHA is based on the belief that individuals with mental health and addictions issues can recover and create a quality life for themselves.

Our comprehensive range of services includes:

**Mental Health and Addictions Service Navigation**  
CMHA Recovery Navigation Specialists work to connect individuals, caregivers, families and natural supports to recovery oriented supports and services within the entire mental health and addictions systems.

**Rehabilitation and Recovery**  
We provide recovery supports to people 18 and over living with mental illness and addictions in a variety of ways. Through a step-by-step process, our Recovery Workers help people to recover or discover meaningful roles in life. Whether it is a social goal, a housing goal, an educational goal, or an employment goal, participants are supported to develop wellness plans, gain self-awareness and insight about recovery, problem solve an issue before a crisis develops, and respond to and manage stress.

**Community Housing with Supports**  
A Housing First Service that works with people who have experienced chronic or episodic homelessness to find and keep housing of their choosing in the community.

**Employment with Supports**  
A goal based program that provides the tools and information for the achievement of satisfying and successful employment.

Participants looking to join or return to the workforce are supported through a rapid employment approach.

**Recovery College Courses**  
Throughout the year, CMHA Manitoba and Winnipeg offers a variety of health and wellness related courses to all those with a desire to learn about and improve their mental health. Visit our website [winneg.cmha.ca](http://winneg.cmha.ca) for course descriptions and to register.

**Recovery Support Group**  
This recovery focused group meets every Thursday from 7 PM - 8 PM to discuss challenges to manage depression and anxiety. Drop in anytime, no registration required.

If you would like more information about our services please call 204-778-6840 or visit us online at [winneg.cmha.ca](http://winneg.cmha.ca)

**Artbeat Studio - Studio Central**  
The Urban Arts Centre is a project of Artbeat Studio. It offers daily Creative Technique art workshops and Cafe Central performances facilitated by Artbeat alumni and community volunteers. All programming is on a drop in basis and free of charge. 204-943-8290 - 2nd fl - 312 Kennedy Street, R0B 2T1  
www.artbeatstudio.ca

**Turning Leaf (Inc.)**  
Turning Leaf is a non-profit charitable organization that provides crisis and treatment services to those experiencing intellectual challenge and mental illness. Staffed community members work with participants to overcome common obstacles of discrimination, poverty, stigma, isolation, and loneliness.  
204-231-8886 - www.turningleafcharities.com



## Community Mental Health Services at the Winnipeg Regional Health Authority

To access any of the following WRHA Community Mental Health Services for adults experiencing mental health problems, call 204-788-6333 CENTRAL INTAKE.

### Adult Community Mental Health Services

#### Community Mental Health Program

Provides Clinical Case Management services and supports in the 12 community areas throughout Winnipeg.

#### WRHA Mental Health Housing Services

Managed by a Community Mental Health Worker.

Program of Assertive Community Treatment (ACT): Provides Specialized Treatment, Rehabilitation, and Support services using a multidisciplinary team approach.

#### Co-occurring Disorders Initiative (CODI)

Provides Clinical Consultation, Case Management, Dialectical Behavior Therapy and Specialized Treatment Services.

## Community Health Clinics

Community clinics offer a range of health services.

- ACCESS DOWNTOWN**
  - 204-940-2218 - 613 Main Street
- ACCESS NorthEnd**
  - 204-938-8900 - 755 Kenosia Street
- ACCESS RIVER EAST**
  - 204-938-8000 - 875 Henderson Highway
- ACCESS THUNDERBOLT**
  - 204-938-8838 - 813 Portage Avenue West
- ACCESS Winnipeg West**
  - 204-940-2040 - 280 South Drive
- WRHA POINT DOUGLAS COMMUNITY HEALTH CENTRE**
  - 204-940-2028 - 601 Adams Street
- HEALTH ACTION CENTRE**
  - 204-940-8236 - 642 Main Street
- HOPE CENTRE HEALTH CARE INC.**
  - 204-989-8334 - 242 Phoenix Street
- ELNIC COMMUNITY HEALTH CENTRE**
  - 204-794-8990 - 872 Portage Avenue
- MOUNT CARMEL CLINIC**
  - 204-982-2211 - 898 Main Street
- FRESHWAY CARE CLINIC - WRHA**
  - 204-940-2000 - 1027 Corydon Avenue
- SAIL SAIL HEALTH CENTRE - SLOAN MISSION**
  - 204-943-0638 - 200 Phoenix Street
- WOMEN'S HEALTH CLINIC**
  - 204-947-9117 - 2nd Floor, 478 Galtman Avenue
- YOUNG CENTRE**
  - 204-288-8840 - 6 - 805 Dakota Street
- REGIONAL HEALTH AND WELLNESS CENTRE**
  - 204-938-3700 - 218 - 181 Higgins Avenue
- CENTRE DE SANTÉ SAINT BONIFACE**
  - 204-940-1155 - 172 Gould Street

## CHILD, ADOLESCENT, AND YOUTH MENTAL HEALTH

- Addictions Foundation of Manitoba - 204-940-4267
- Central Intake for Child and Adolescent Mental Health Program - 204-688-9680
- Kids Help Phone National Line available across Canada for youth, 24 hours, confidential and anonymous - 1-800-668-6868
- Kids Crisis Line - 204-788-8888 or 1-888-332-3018
- Ma Moui Wo Chi Kato Centre Winnipeg - 204-938-6300
- Manitoba Adolescent Treatment Centre - 204-938-9680
- Mood Disorders Association of Manitoba - 204-788-0987 or 1-800-363-1480
- New Directions for Children, Youth, Adults, and Families - 204-788-7001
- Miracore Youth Resource Centre - 204-688-8646
- NAY - Resource Assistance for Youth - 204-782-6617 or info@nay.ca
- Youth Resource Centre / Shelter - 204-477-9804 or toll free 1-888-477-9804
- Youth Crisis Stabilization System - 204-940-4777 or 1-888-382-2776
- The Youth Stabilization Unit is a 24-hour community-based crisis intervention service for youth and their families. Someone on the unit responds to incidents, parent/child conflict, difficulty with coping, thoughts of suicide, mental health concerns, behavioral problems, late/therapy, and home-based crisis intervention/youth education services.
- Anxiety Disorders Association of Manitoba - Youth Referral Services, 100 - 4 Post Street - 204-688-0600 - www.adam.mb.ca
- CMH Futures Forward, Winnipeg program for youth ages 16 - 29 currently or formerly involved with the child welfare system - 204-982-8700
- Post-Care Services Resource Centre - Children's counselling ages 2 - 12 - 1190 - A Stacey Street - 204-477-1122
- Inspire Community Outreach Inc. - Exceptional Programs for Exceptional Youth, Free Position Mental Health 2nd Building and Programming - 204-996-9547 - www.inspirecommunityoutreach.ca
- Kids Community Health Centre, Teen Clinic - Mondays from 4 pm to 8 pm for youth 12 - 20, 870 Portage Avenue
- Manitoba Deaf/Hearing Society - H.C.P.E.S. - Hope and Opportunity through Peer, Empowerment and Support, for youth between 16 - 30 years of age living with psychosis, schizophrenia, or schizoaffective disorder. 1st Thursday of every month from 4 pm - 8 pm, 4 Post Street - 204-786-7476
- Spence Neighborhood Association (SNA) 2nd Floor Suite 204 for youth ages 13 - 26, 11:00 pm to 7:00 am - 204-782-8000, ext. 112
- The Laurel Centre - Youth Counselling Program, provides individual and group counselling for young women aged 16 - 24 years - 204-782-9480 - www.thelaurelcentre.com
- Young Community Health Centre - Teen Clinic, Saturdays from 4 pm to 7 pm @ - 825 Dakota Street - 204-288-8840

The **EARLY PSYCHOSIS PREVENTION AND INTERVENTION SERVICE (EPPIS)**, a program that serves residents of Winnipeg, is designed to support young people between 13 - 35 years of age who are displaying symptoms of psychosis for the first time. Individuals can collaborate on a treatment plan with Psychiatrists and Mental Health Clinicians, which may include medication, group/family education sessions, and various support groups as well as individual and family counselling. EPPIS can be contacted at **204-940-8771** for further information.

## What is Psychosis?

### Psychosis...

- is a common mental condition affecting 2% of the population
- results from a disruption in brain functioning
- can seriously alter a person's thoughts, beliefs, perceptions and behaviour
- affects males and females equally
- tends to emerge during adolescence and young adulthood
- is more likely to occur in females with a history of serious mental illness
- can be effectively treated

Treatment is most effective when it is started early. With proper treatment, most people recover fully from the first episode of psychosis. For many, the first episode is also the last. **If you suspect psychosis, don't ignore it!**

## Addictions

- **MANITOBA ADDICTIONS HELPLINE**  
Call 1-888-963-6868 (toll-free), or visit [www.MBAddictionsHelp.ca](http://www.MBAddictionsHelp.ca) in person (Monday to Friday 8:00 am - 4:00 pm) at River Park Centre - 144 Magnus Avenue
- **ADDICTIONS FOUNDATION OF MANITOBA**  
Residential and Community Treatment - Adults and Youth Prevention and Education programs, Gender Programs - province wide  
204-940-4262 - 1021 Portage Avenue  
[www.afm.mb.ca](http://www.afm.mb.ca)
- **ADDICTIONS RECOVERY INC.**  
Supportive housing for men recovering from addiction - 204-688-2880
- **AL-ANON/ALKEEN CENTRAL SERVICES MANITOBA**  
Self-help group for individuals who are concerned about a family member or a friend's drinking  
204-943-6091 - 107 - 201 Portage Avenue
- **ALCOHOLICS ANONYMOUS MANITOBA**  
Members share their experience, strength and hope in recovering from alcoholism - 204-940-8126 - 1800 Portage Avenue  
Toll free 1-877-842-0126
- **BEHAVIOURAL HEALTH FOUNDATION**  
Residential Treatment - 204-288-3400  
28 Avenue de la Chapelle St. North
- **COCAINE ANONYMOUS** - 204-288-2626
- **ESTHER HOUSE**  
Second stage housing for women recovering from addiction - 204-682-8642
- **FAMILY ANONYMOUS**  
A support group for adults who are concerned about someone close to them who is using or abusing alcohol or drugs - 204-237-5236
- **GAMBLERS ANONYMOUS** - 204-680-4833
- **THE LAUREL CENTRE**  
Counselling for women who have been sexually abused as children and have an addiction - 204-782-8480 - 101 Pender Road
- **MAIN STREET PROJECT INC.**  
Detoxification centre (non-medical) Emergency shelter - 204-982-8245 - 75 Martha Street
- **NARCOTICS ANONYMOUS** - 204-681-1720
- **NATIVE ADDICTIONS COUNCIL OF MANITOBA - PITCHCOCK HOUSE**  
Residential Treatment - culturally based programming  
204-688-8295 - 180 Galtman Street
- **NORTH END WOMEN'S CENTRE - ADDICTIONS RECOVERY PROGRAM**  
Operates residential housing through the Addictions Continuing Recovery program at Chris Telback Place and Betty Berg House. The housing is for women learning to live in recovery for up to one year. Intake by program and both houses is through Addictions manager at 204-927-2626 - 261 Dakota Avenue
- **OVEREATERS ANONYMOUS** [www.oua.org](http://www.oua.org)
- **SIXTH AVENUE ANCHORAGE PROGRAM**  
Residential Treatment - adults  
204-948-9601 - 190 Henry Avenue
- **ST. RAPHAEL WELLNESS CENTRE (SRWC)**  
SRWC is a not-for-profit community-based organization which offers pre and post-treatment non-residential education and counselling programs for individuals and families affected by addiction.  
2nd Floor - 204-688-8630 - 221 Vaughan Street - [www.straphaelcentre.ca](http://www.straphaelcentre.ca)
- **TAMARACK RECOVERY CENTRE**  
Second stage addictions residential treatment - adults  
204-778-9636 - 60 Belmont Street - Intake 204-778-0946
- **YOUTH ADDICTIONS CENTRALIZED INTAKE SERVICE**  
1-877-718-2888 - province wide

**Goldberg Depression Scale**

The Goldberg Depression Scale is an internationally known scale for screening for depression. This is just a screening tool and is not intended to diagnose depression. For persons who score high on this scale, a professional assessment can accurately diagnose whether or not the person has a clinical depressive disorder.

**Depression Scale**

- (Score one point for each "yes" if the symptom occurs most of the time over the past 2 - 4 weeks)
1. Have you had low energy?
  2. Have you had loss of interests?
  3. Have you lost confidence in yourself?
  4. Have you felt hopeless?
- (If you suffer any question, go on to 5 - 9)
5. Have you had difficulty concentrating?
  6. Have you had weight loss (not to your appetite)?
  7. Have you been waking early?
  8. Have you felt slowed up?
  9. Have you tended to feel worse in the mornings?

People with a score of two(2) have a 50 percent chance of having a mental health problem. With higher scores, the probability rises sharply.

**Goldberg Anxiety Scale**

The Goldberg Anxiety Scale is an internationally known scale for screening for anxiety. This is just a screening tool and is not intended to diagnose anxiety if a person scores high on this scale, a professional assessment can accurately diagnose whether or not the person has a clinical anxiety disorder.

**Anxiety Scale**

- (Score one point for each "yes" if the symptom occurs most of the time over the past 2 - 4 weeks)
1. Have you felt keyed up, on edge?
  2. Have you been worrying a lot?
  3. Have you been irritable?
  4. Have you had difficulty relaxing?
- (If yes, to two of the above, go on to 5 - 9)
5. Have you been sleeping poorly?
  6. Have you had headaches or neck aches?
  7. Have you had any of the following: trembling, tingling, dizziness, sweating, urinary frequency, diarrhoea?
  8. Have you been worried about your health?
  9. Have you had difficulty getting asleep?

People with anxiety scores of five (5) have a 50 percent chance of having a mental health problem. With higher scores the probability rises sharply.

**THE MYTHS OF MENTAL ILLNESS**

**How much do you know about mental illness?**

Here are some common myths and truths.

**MYTH:** People with mental illness are violent and dangerous. **TRUTH:** As a group, mentally ill people are no more violent than any other groups. In fact, they are more likely to be the victims of violence than to be violent themselves.

**MYTH:** People with mental illness are poor and/or less intelligent. **TRUTH:** Many studies show that most mental ill people have average or above-average intelligence. Mental illness, like physical illness, can affect anyone regardless of intelligence, social class or income level.

**MYTH:** Mental illness is caused by a personal weakness. **TRUTH:** A mental illness is not a character flaw. It is an illness, and it has nothing to do with being weak or lacking willpower. Although people with mental illness can play a big part in their own recovery, they did not choose to become ill.

**MYTH:** Mental illness is a single rare disease. **TRUTH:** Mental illness is not a single disease but a broad classification for many disorders. Anxiety, depression, schizophrenia, personality disorders, eating disorders, and organic brain disorders affect millions of Canadians every year.



**MENTAL HEALTH**

Our mental health is an ever-changing aspect of ourselves. Positive mental health is described as:

- emotional and psychological wellness
- positive self-concept, self-acceptance
- satisfying interpersonal relationships
- satisfaction in living
- feeling in control, taking personal responsibility for your actions and feelings
- ability to handle daily activities

By being self-aware you can take positive steps towards mental health when the balance is disrupted. Here are some simple ways to reach balance regarding a balance:

- get adequate sleep
- eat a balanced diet
- get regular exercise
- practice relaxation techniques
- make time for pleasurable activities, hobbies, and work
- practice limits, delegate, don't take on too much
- develop supportive relationships
- don't be overly critical of yourself
- focus on your strengths and abilities
- LAUGH

**Stress | 18 Tips for Dealing with Stress and Tension**

Stress and tension are normal reactions to events that threaten us. Such threats can come from accidents, financial troubles and problems on the job or with family.

The way we deal with these pressures has a lot to do with our mental, emotional and physical health.

The following are suggestions to get you started on managing the stress in your life:

1. Recognize your symptoms of stress.
2. Look at your lifestyle and see what can be changed - in your work situation, your family situation, or your schedule.
3. Use relaxation techniques - Yoga, meditation, deep breathing, or massage.
4. Exercise - Physical activity is one of the most effective stress remedies around.
5. Time management - Do essential tasks and prioritize the others. Consider those who may be affected by your decisions, such as family and friends. Use a check list, you will receive satisfaction as you check off completed jobs!
6. Watch your diet - Alcohol, caffeine, sugar fats and balance of fat is vital in your body's ability to cope with stress. A diet with a balance of fruits, vegetables, whole grains and foods high in protein but low in fat will help create optimum health. Contact your local Heart and Stroke Foundation for information about healthy eating.
7. Get enough rest and sleep.
8. Talk with others - Talk with friends, professional counsellors, support groups or relatives about what's bothering you.
9. Help others - Volunteer work can be an effective and satisfying stress reducer.
10. Get away for awhile - Head to beach, watch a movie, play a game, listen to music or go on vacation. Give yourself some time that's just for you.
11. Work off your anger - Get physically active, dig in the garden, start a project, or get your spring cleaning done.
12. Clean in occasionally - Avoid clutter whenever possible.
13. Tackle one thing at a time. Don't do too much at once.
14. Don't try to be perfect.
15. Don't be an critic of others.
16. Don't be too competitive.

17. Make the best move to be friendly.
18. HAVE SOME FUN! Laugh with people you enjoy!

**Stress Stretch**

When you are under stress, tension accumulates in your neck and jaw. Take a minute to gently and slowly move your head from back to back, side to side, and in a full circle. For your jaw, stretch your mouth open and slowly move your lower jaw from side-to-side and back to back. (NOTE: If you notice pain or if you have had any injuries to your back, neck or jaw, consult with your doctor first.)

**Set a SMART Goal (and achieve it!)**

Use realistic goals that make sense to be achieved add to your stress level. Try setting one goal for yourself this week using the SMART approach:

- Specific** - Pick one small goal and write it down.
- Measurable** - Can you count it or check it off a list?
- Achievable** - Is it realistic? If not, make it realistic.
- Planned** - Reward yourself when you reach your goal.
- Time-limited** - Set a specific, realistic date to finish or achieve your goal.

**Comedy Break - Laugh at Stress**

Get aside some time for laughter, your body's natural stress-release mechanism. Park your favourite comedy movie, record a TV show that you know makes you laugh and keep it on hand for stress emergencies, go to the library and borrow a book that can make you laugh, read the daily comics in the newspaper, or phone the funniest person you know!

**Mindfulness Based Stress Reduction**

Courses are offered through CMHA MINDOBA AND WINNIPEG office. Call 306-962-4100 or visit [mhwg.cmha.ca](http://mhwg.cmha.ca) for more information.

**Walking Breaks**

Walk away from stress instead of adding stress by another cup of stress-inducing coffee or your coffee break. Break free or when you're home by going for a stress-reducing and energizing walk. If you don't like walking by yourself, try joining a walking club with two or three of your co-workers or friends.

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## THE MANITOBA MENTAL HEALTH ACT

**T**he Mental Health Act is a provincial law that provides the legal framework by which individuals may be assessed and treated in a general hospital psychiatric unit, a psychiatric hospital or a mental health clinic. The intent of the Act is to balance an individual's need and right to treatment, the individual's civil rights, and the safety of society to protect people from harming themselves or others when they are mentally ill.

Here are the key points for consumers to know:

### 1. How are people admitted to a psychiatric facility?

#### VOLUNTARY PATIENT

A person may request admission as a voluntary patient. In which case, a doctor must agree that admission is indicated. The vast majority of patients who are admitted to a psychiatric unit in a hospital are admitted voluntarily.

#### INVOLUNTARY PATIENT

Any doctor can make application for a psychiatric assessment based on his or her personal assessment that the individual is suffering from a mental disorder that likely will result in serious harm to themselves or another person, or will seriously deteriorate if not kept in a psychiatric facility.

- A police officer may be requested through a warrant or their emergency powers to bring a person to a psychiatric facility for assessment.
- A judge of the peace can issue a warrant to have a person taken to a psychiatric facility for assessment after receiving signed evidence from a clinician that this person may be a danger to themselves or others.

However, a person can only be admitted to a psychiatric facility as an involuntary patient if a psychiatrist believes that:

- the person may suffer from a mental disorder
- because of the mental disorder there is a likelihood that
- the person may cause serious harm to themselves or others.

#### OR

- the person's condition may deteriorate mentally or physically AND
- the person needs treatment that can reasonably be provided only in a psychiatric facility.

The person refuses or lacks the capacity to agree to a voluntary admission.

A police officer who takes a person into custody for an involuntary medical examination must inform the person in writing:

- where the person is being taken
- the reason why they are being taken for an involuntary medical examination
- that they have a right to call a lawyer.

#### DISCHARGE

A person can be kept involuntarily in a psychiatric facility for up to 21 days. If not ready for discharge, the certificate can be renewed for up to 3 months. However, the psychiatrist can also change the person's status from involuntary to voluntary at any time if they no longer meet the conditions to be an involuntary patient. The patient must be informed of any change in status.

### 2. Can a person be forced to accept medication against their will?

If a person is considered to be mentally competent to decide on psychiatric treatment, they have the right to refuse or accept medication or treatment. An individual is considered competent to decide on psychiatric treatment if he or she has the ability to understand the nature of the illness for which treatment is proposed, the treatment recommended, and is able to appreciate the consequences of going or withholding consent.

If a person is not mentally competent, the psychiatrist must get consent from a family member, committee proxy or the public trustee before giving medication.

### 3. How can a person appeal decisions about their involuntary status or treatment in a psychiatric facility?

Review Board applications are available at the nursing station in each psychiatric facility. A review board is an independent committee of 3 people who:

- May review involuntary status, mental competency, failure to comply with a health directive, competency to manage property, extension or cancellation of a leave certificate.
- May authorize treatment for a patient who is not mentally competent.
- May authorize the withdrawing of access of a patient to his or her clinical file.
- A Review Board hearing will take place within 21 days of the latest receiving the application. A person is entitled to be represented at the hearing by a lawyer, advocate or person of their choice. A decision will be made within 21 - 30 days following the hearing.

### 4. Can an involuntary patient be discharged from a psychiatric facility?

A Certificate of Leave is a written agreement between a patient and a doctor that may be issued for a period of six months allowing an involuntary patient (who meets certain criteria) to be outside the psychiatric facility.

The certificate contains conditions specifying that the patient must report to specific times and places for treatment. Once the certificate is issued, that patient becomes voluntary. If the patient does not report for treatment as agreed, the doctor can request the police to return the patient to the psychiatric facility.

### 5. Does a person have a right to see their clinical file?

**YES** - A person can apply in writing to the medical officer in charge of the psychiatric facility to see and/or copy the clinical record. The person needs to give their name, address, date of birth and date of hospitalization. The hospital can charge a fee for administration and copying. It is important to inform Medical Records if a person cannot afford the fee. Most facilities will adjust or waive the fee.

Within 7 days of receiving a written request, the medical officer may either grant the request to see the file (which is usual), or may apply to the Review Board for permission to withhold all or part of the clinical file. If there is increased information in the file, a committee can be requested, or a statement of disagreement can be added to the record.

The Review Board can order the medical officer to give access to the clinical file unless the board believes that this would likely cause:

- a) serious harm to a person's treatment or recovery OR
- b) serious physical or emotional harm to someone else.

### 6. If you need specific information regarding the Mental Health Act and your rights call:

- CANADIAN MENTAL HEALTH ASSOCIATION MANITOBA AND WINNIPEG**
    - 204-942-8100 - 100 Portage Avenue
  - MENTAL HEALTH REVIEW BOARD**
    - 204-942-8000 - 100 - 100 Portage Avenue
  - LEGAL AID MANITOBA**
    - 204-942-8000 or 1-800-381-3800 - 1st Floor - 267 Broadway Avenue
  - OMBUDESMAN MANITOBA**
    - 204-942-8100 - 100 - 100 Portage Avenue
- COPIES OF THE MENTAL HEALTH ACT CAN BE OBTAINED FROM EMULATORY PUBLICATIONS - 204-942-2801 OR [www.gov.mb.ca/health/leginfo/act.html](http://www.gov.mb.ca/health/leginfo/act.html)

## Rights | People need to know their rights as patients and consumers of services and how to exercise these rights when there are problems. Knowing where to take concerns and complaints is important.

**CANADIAN MENTAL HEALTH ASSOCIATION MANITOBA AND WINNIPEG**

- Plights Consultation. This service helps people with a mental illness to be heard in the way they wish to be heard when there are problems with the services they are using. 204-778-8662 - [info@cmha.ca/types-programs-services/rights-consultation/](mailto:info@cmha.ca/types-programs-services/rights-consultation/)

**COMMUNITY UNEMPLOYED HELP CENTRE**

- CUHC is primarily dedicated to providing information, advice and representation for unemployed workers in Manitoba representing Employment Insurance and Employment and Income Assistance programs. 204-942-8888 - 501 - 278 Broadway - [www.cuhc.mb.ca](http://www.cuhc.mb.ca)

**INDEPENDENT LIVING RESOURCE CENTRE**

- Provides advisory information and resources for all people with disabilities. 204-942-8584 - 211A - 280 Portage Avenue - [www.ils.mb.ca](http://www.ils.mb.ca)

**INDEPENDENT TENANT ADVISOR - RESIDENTIAL TENANCIES**

- Provides information to all tenants representing themselves in residential tenancy matters and provides representation for qualified renters. 204-942-8714 - 202 - 284 Edmonton Street - [www.gov.mb.ca/housing/tenantadviceservices.html](http://www.gov.mb.ca/housing/tenantadviceservices.html)

**LAW PHONE-IN AND LAWYER REFERRAL PROGRAM**

- This program provides legal information, not advice, on specific cases to callers at no charge. The program also offers individuals to lawyers with preferred areas of practice and to other legal agencies. 204-942-2000 or 1-800-242-8880 - 501 - 284 Portage Avenue

**LEGAL HELP CENTRE**

- Answers questions about legal processes in Manitoba, provides workshops on legal topics, provides help assessing community services, and provides legal help from law students for those who qualify. 204-258-2096 - 202 - 280 Portage Avenue (Second floor of Portage Place at the west end of the mall) - [www.legalhelpcentre.ca](http://www.legalhelpcentre.ca)

**MANITOBA HUMAN RIGHTS COMMISSION**

- Reviews, investigates and attempts to resolve complaints of unlawful discrimination and harassment. 204-942-2807 - [www.manitobahumanrights.ca](http://www.manitobahumanrights.ca)

**MENTAL HEALTH REVIEW BOARD**

- Under the Mental Health Act, patients have the right to appeal certain aspects of their admission or treatment in a psychiatric facility. 204-942-8000

**OMBUDESMAN MANITOBA**

- An officer independent of government that receives inquiries and complaints from people who believe they have been treated unfairly by departments and agencies of the provincial government or by a municipal government, and those who have concerns about their requests for access to information, or about the privacy of their personal health information. - 204-942-8100 or <http://1-800-381-3801> - [1-800-381-3800](http://1-800-381-3800) - [www.ombudsman.mb.ca](http://www.ombudsman.mb.ca)

**PERSONAL HEALTH INFORMATION ACT (PHIA)**

- To protect your right to privacy, PHIA sets rules for business when they collect, use or share your personal health information. For more information on PHIA, contact Manitoba Health. - 204-778-8833 - [www.gov.mb.ca/health/phia](http://www.gov.mb.ca/health/phia)

**THE PROTECTION FOR PERSONS IN CARE OFFICE**

- This office reviews and investigates reports of suspected abuse and neglect against adults receiving care in personal care homes, hospitals or any other designated health facilities. 204-778-8288 or toll free 1-800-342-8288 - [www.gov.mb.ca/health/protection/](http://www.gov.mb.ca/health/protection/) 200 Carlton Street - E-mail: [protection@gov.mb.ca](mailto:protection@gov.mb.ca)

**SOCIAL SERVICES APPEAL BOARD**

- The Social Services Appeal Board is an independent appeal board for decisions about certain Manitoba Government programs. Please check the website for more details. 204-942-2000 or 204-942-2000 - 7th Floor, 178 Hargrave Street - [www.gov.mb.ca/ss/ssa/ssa.html](http://www.gov.mb.ca/ss/ssa/ssa.html)

**WINNIPEG HOSPITALS HAVE PATIENT ADVOCATES OR PATIENT REPRESENTATIVES**

- who can follow up on concerns around patient care. Call the hospital website for the contact number.

**FAIR PRACTICES OFFICE**

- If you feel you have not received fair treatment when dealing with Employment and Income Assistance and you have been unable to resolve the issue through the normal process, you can contact the Fair Practices Office. 204-942-9247 or toll free 1-800-282-8008 ext. 1047

**A WOMAN'S PLACE - DOMESTIC VIOLENCE SUPPORT AND LEGAL SERVICES**

- Provides support, advocacy, and free legal consults as well as representation to women ending abusive relationships. - 204-942-8888 - 202 - 200 Portage Avenue

## Finding A Clinical Psychologist

### Clinical Psychology

Clinical psychologists are able to diagnose mental health disorders/conditions, conduct comprehensive mental health assessments, and provide a variety of empirically supported treatments.

The Manitoba Psychological Society's website ([www.mps.ca](http://www.mps.ca)) provides information on assessing both private practice and publicly funded psychologists.

- The Psychological Services Center, a service offered through the University of Manitoba, has a mandate to train graduate students in the discipline of clinical psychology and serve as a community resource to those in need. Patients are accepted for therapy and assessment from the general public during regular academic sessions (September to April annually). Services are provided at no charge, however space is limited, therefore, services cannot be guaranteed to all those on the waiting list. It is also important to note that most services are available during the summer months, 381 Collier Building, University of Manitoba, 204-476-6222, Fax: 204-476-6287, [http://umanitoba.ca/faculties/arts/departments/psych\\_services/](http://umanitoba.ca/faculties/arts/departments/psych_services/)

## School Based Mental Health Services

Unless you have had direct contact with school based clinical services, you may not be aware that services are available in most Winnipeg schools and in many schools throughout the province. School Psychologists are mental health specialists who partner with parents, schools, and others in the community. School Psychologists provide a continuum of services that include education, advocacy, assessment and various treatment approaches. Focusing on such areas as resilience, competence, and self-esteem, School Psychologists can help students develop positive mental health practices that can last a life time. Accessible through the school system, this confidential free service is often the entry point for mental health services for children and youth. If you have any questions or concerns regarding your child's functioning and/or mental health, help may be found in your local school through your School Psychologist.

# Counselling or Therapy



In addition to medical treatment, professional counselling or therapy is often beneficial in the treatment of mental health problems or mental distress. Counselling may address one or more of the following issues:

- effective coping strategies for daily living
- relationships and family communication
- changing negative thought patterns
- dealing with loss and grief
- childhood issues of abuse, neglect or trauma
- crisis planning
- managing emotions in a healthy way
- problem solving
- building self-esteem and self-worth
- developing new skills

Counselling can come from a number of perspectives and may be focused on particular issues. Examples of different perspectives may include feminist or faith-based approaches. Sometimes counselling is focused on a particular issue such as domestic abuse, past childhood abuse, or specifically for men. When choosing a counsellor or counselling organization, ask questions about the perspective and focus to make sure it fits with your values, beliefs, and needs.

### Finding a Counsellor

- Ask your doctor for a referral to a qualified counsellor (a referral may be required by the counsellor or by your insurance plan to receive coverage).
- See the Yellow Pages under Counsellors.
- Your employer may have an Employee Assistance Program (EAP) that provides free confidential counselling or referral to counselling.
- Check if your private medical insurance plan covers professional counselling.

Contact any one of the agencies listed below.

### CLINIC COMMUNITY DROP-IN COUNSELLING SERVICE ●●

204-794-6287

Freeform counselling available at 870 Portage Ave. Call for more information or visit [www.clinic.mb.ca](http://www.clinic.mb.ca) and go to "Counselling services."

- **ALLIANCE RENEWAL CENTRE ●●**  
208 Hazel Avenue - 204-967-7980
- **ALPINE FAMILY THERAPY CENTRE ●●**  
University of Winnipeg - 204-798-6222
- **CENTRE FOR DANCE CENTRE ●●**  
544 Suburban Circle - 204-266-6750
- **CONVERSION COUNSELLING SERVICE ●●**  
302 - 1200 Portage Avenue - 204-663-0050
- **EVOQUE (CLINIC COMMUNITY HEALTH CENTRE) ●●**  
870 Portage Avenue - 204-794-6288  
Specializes in domestic abuse issues.
- **EVA-KEEN HERING CENTRE ●●**  
547 Main Drive Avenue - 204-782-2676 or 1-877-623-6888  
Bilingual Traditional Jewish Therapists, Trauma treatment and psychological rehabilitation - [www.eva-keen.org](http://www.eva-keen.org)
- **FAMILY DYNAMICS ●●**  
88 Pines, Portage Place - 204-947-1401
- **FORD GARRY WOMEN'S RESOURCE CENTRE ●●**  
1780 - A Waverly Street - 204-477-1123  
Duluth location 104 - 2700 Pembina Highway
- **HOPE CENTRE HEALTH CARE ●●**  
242 Powers Street - 204-989-6384
- **MIGRANT WOMEN'S COUNSELLING SERVICES, NOV WEST CO-OP ●●**  
790 Kenosha Street - 204-938-9800
- **JEWISH CHILD & FAMILY SERVICE ●●**  
C300 - 123 Connaught Street - 204-677-7100
- **CLINIC COMMUNITY HEALTH CENTRE ●●**  
204-764-6290 - 870 Portage Avenue
- **TRUMA COUNSELLING (NVA) - 204-794-6288**  
24 HOUR CRISIS LINE - 204-798-9686

- **MARSHALL WILCHESKI CENTRE ●●**  
204-928-0285 - 81 McGregor Street
- **MEN'S RESOURCE CENTRE ●●**  
204-618-6797 or 1-888-672-6227 - 118 Palford Street
- **MOUNT CARMEL CLINIC - Multicultural/Women Program ●●**  
204-989-9476 - 891 Main Street
- **NEW DIRECTIONS FAMILY THERAPY, PARENTING CENTRE AND FAMILIES AFFECTED BY SEXUAL ABUSE Programs ●●**  
204-798-7981 - 717 Portage Avenue
- **NOV WEST CO-OP COMMUNITY HEALTH CENTRE ●●**  
204-928-9800 - 790 Kenosha Street
- **NORTH END WOMEN'S CENTRE ●●**  
204-989-7367 - 384 Zerkow Avenue
- **PLURI-ELLES ●●**  
Services: Transphobic families.  
204-223-1728 - 420 rue des Séviers
- **PROVINCE WIDE TELEPHONE REPAIRMENT SUPPORT, Hospice & Palliative Care Manitoba, Bereavement, telephone support by trained volunteers.**  
- for more information, call 204-989-8328 or 1-800-638-3296
- **RAINBOW RESOURCE CENTRE ●●**  
Issues related to sexual orientation and gender identity.  
204-662-7308 - 170 South Street
- **RECOVERY OF HOPE COUNSELLING ●●**  
Centralized Intake Line 204-477-6673 or 1-866-663-4200  
102 - 800 Harcus Street East - 1028 Midway Street
- **THE REACT CENTRE ●●**  
Preventive education for adolescents and complex trauma includes optional trauma-informed counselling. 204-669-6190  
257 Waterloo Avenue - Contact: [info@reactcentre.ca](mailto:info@reactcentre.ca)
- **THE LAUREL CENTRE ●●**
- **THIVE COMMUNITY SUPPORT CIRCLE ●●**  
Therapy and parenting resources - 204-773-9091  
4 - 301 Sargent Avenue  
Thrive Resource Center - drop-in, workshops, and men's therapy  
204-775-9524 - 301 Sargent Street  
[www.thrivecommunitysupportcircle.com](http://www.thrivecommunitysupportcircle.com)  
204-783-6860 - 104 Pines Road
- **WOMEN'S HEALTH CLINIC ●●●●**  
204-967-1807 - 2nd Floor, 678 Graham Avenue
- **YOUSVILLE COMMUNITY HEALTH CENTRE ●●**  
204-268-4860 - 8 - 840 Dakota Street

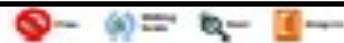
**Peer Support Phone Line**  
• SERVICE WARM LINE 204-942-6276  
available 7:00pm - 11:00pm daily

## Alternative or Complementary Therapies

If you consider alternative or complementary therapies, it is important to discuss these with your doctor so they can assess if the therapy will interfere with your medical treatment. It may be helpful to ask the following questions when exploring alternative treatments:

- How does the treatment work?
- What is the cost of treatment?
- How frequent are treatments required?
- What training do practitioners receive and are they regulated or licensed?
- What results may be expected?

- SOME ORGANIZATIONS YOU CAN CONTACT FOR MORE INFORMATION OR REFERRAL:**
- Manitoba Naturopathic Association ●●  
204-947-0281
  - Massage Therapy Association of Manitoba ●●  
204-627-7979 - [www.manitoba.ca](http://www.manitoba.ca)
  - Herbalology Association of Canada ●●  
[www.herbalogycanada.org](http://www.herbalogycanada.org)



## SOCIAL ACTIVITIES

Being part of interesting activities and having friends are important. They give us something to care about and add meaning to our lives. The following are some helpful hints in locating activities and finding out the information you need to decide if an activity or club is for you.

### Gathering Information

Local community newspapers (eg. The Mirror, The Times) as well as the "Winipeg Neighbour" (published by the Winipeg Free Press every Wednesday), are good sources of information about activities and interest groups or hobby clubs throughout Winipeg. Interest or hobby clubs are very open to new members and all that is required is an interest in the club and its activities. Other good sources of information about types of clubs or other activities include:

- Winipeg Public Library -- visit [winipeg.ca/library](http://winipeg.ca/library) for online and in-person ways to connect, socialize, and learn
- The internet -- search keywords pertaining to your topic of interest, "clubs" or "associations"
- Public bulletin boards at libraries or in the community
- Shopping malls or grocery stores and community organizations

Friends, relatives and acquaintances are usually more than willing to tell us about their experience and knowledge of social activities.

### Getting Involved

After locating an activity or club you find interesting, there may still be certain information you need or need before making a decision. Often a phone number and/or contact person is listed. Possible questions you may want to ask are:

- Are there any costs involved in participating in the activity or group? Is membership required?
- When and where is the activity/event? Is it accessible to you? What happens at the activity?
- Who attends the activity or club? (eg. men and women or a mix of both, age range of people who attend, how many people attend or are members)
- Are there any specific skills needed to attend or become a member?
- How are new people welcomed?

### Sharing the Fun

Going to new places or meeting new people is not always easy and can be stressful. It may help to go with a friend or let the contact person know you are coming. They will often make a point of looking for you and perhaps introduce you to others. It takes time to meet others and feel comfortable in a new setting. Give yourself and the activity a chance. You may be pleasantly surprised!



*Being part of interesting activities and having friends are important, they add meaning to our lives!*

### Recreation

The City of Winipeg Community Services Department provides a variety of recreation, leisure and sports programming throughout Winipeg. People with a disability or special needs are encouraged to participate in regular programs. For these programs the Department may be able to offer support, such as a leisure attendant or consider a fee waiver if financial limitations prevent participation. For information, call 211.

Information on programs can be found at [www.winipeg.ca/leisure/index](http://www.winipeg.ca/leisure/index) or a Leisure Guide can be picked up at various locations throughout the city.

#### CITY OF WINNIPEG ADAPTED SERVICE

Individuals of all ages with a special need recruited and encouraged to participate in all community programs offered within the Leisure Guide. Every effort will be made to modify programs to suit individual needs and ensure a positive recreation experience. For more program information call 211.

#### YMCA-YWCA OF WINNIPEG

**DOWNTOWN BRANCH**  
301 Vaughan Street • 204-967-2044

A reduced membership may be available by going in person to the downtown branch and asking for a membership assistance appointment.

#### WELLNESS INSTITUTE AT THE SEVEN OAKS GENERAL HOSPITAL

1075 Lella Avenue • 204-633-2800  
[www.wellnessinstitute.ca](http://www.wellnessinstitute.ca)

Offers a variety of health and wellness programs.

### Skill Building

#### YMCA-YWCA Learning and Leisure Centre

This community based program is for adults who have experienced mental illness and require support to attain/maintain recovery and for satisfying lives. Services include a variety of skill building courses and workshops, social/activity groups, a family education group and the opportunity to use the YMCA/YWCA of Winipeg health and fitness facilities. Skills are done continuously throughout the year. Self referrals are accepted as well as referrals from professionals. Individuals with co-occurring substance use or gambling disorders are welcome. Call 204-969-9877 for more information.

#### Community Therapy Services Inc. is

**SUPPORT AND CONSULTATION FOR INDEPENDENT LIVING Occupational Therapists** in this program work with adults recovering from serious mental illness who lack experience or have difficulty with independent living skills such as money management, meal preparation, household and community management, etc. Therapists complete functional assessments and assist individuals to gain independence through developing skills and/or accessing supports for improved success in community living. CTS Therapists can also assist individuals with physical limitations to become more independent through identifying appropriate equipment, home adaptations, and other interventions. Call 204-669-0833 for more information or to access.

#### Get Better Together

A program for living better with chronic illness. Get Better Together is a free 8 week program to take control of your health and be better able to manage pain, start an exercise program, eat well for the well, use medications effectively, deal with fatigue and frustration, increase your energy level, solve problems and meet personal goals, and talk to your doctor and make choices. Call 204-633-2827 to register. Visit [www.wellnessinstitute.ca](http://www.wellnessinstitute.ca) for more information.

be active



# Self-Help Organizations

The Winnipeg community offers a variety of self-help groups which provide the opportunity for consumers, family members and the general public to gather information, receive peer support, obtain counselling and find out about available resources. Other services offered may include advocacy support groups, workshops, social opportunities and public education.

- **ANXIETY DISORDERS ASSOCIATION OF MANITOBA** ■  
204-928-8800 - 100 - 1/2 Post Street
- **WHOLE-ACTION RECOVERY PEER SUPPORT (WAWRS)** ■ ■  
For individuals affected by both chemical dependency and an emotional or psychiatric illness - 204-772-1527
- **ADDICTION DISORDERS ANONYMOUS**  
For information, visit [addictionsandersonymous.org](http://addictionsandersonymous.org)
- **SUPPORT FOR FAMILIES/FRIENDS**  
Offers Friends & Family workshops 2x a year as well as individual consultation sessions that include info on eating disorders, recommended strategies, and resources. 204-947-2400 ext. 137
- **EATING DISORDERS ANONYMOUS** ■  
Please visit website for meeting times and locations: [www.eatingdisordersanonymous.org](http://www.eatingdisordersanonymous.org) - 204-486-7267
- **INDEPENDENT LIVING RESOURCE CENTRE** ■  
Information and referral, peer support, individual/counselling, development of independent living skills, resource/service development and resource library for people with all types of disabilities - 204-947-2384 - 271A - 383 Portage Avenue
- **MANITOBA SCHIZOPHRENIA SOCIETY** ■ ■  
Manitoba Schizophrenia Society offers peer support groups, a women's support group, a voice hearing support group, peer support for career professionals, and services consultation and education - 204-786-1616 or 1-800-362-8348  
100 - 1/2 Post Street - [www.mscs.mb.ca](http://www.mscs.mb.ca) - [www.schizophrenia.ca](http://www.schizophrenia.ca)
- **MOOD DISORDERS ASSOCIATION OF MANITOBA** ■ ■  
204-786-0887 or toll free 1-800-363-5860 - 100 - 1/2 Post Street  
Portageau Western - 204-291-8880
- **OBSESSIVE COMPULSIVE DISORDER CENTRE MANITOBA INC. & HOARDING BEHAVIOUR** ■ ■  
204-942-3321  
100 - 1/2 Post Street - E-mail: [education@ocdmanitoba.ca](mailto:education@ocdmanitoba.ca)  
[www.ocdmanitoba.ca](http://www.ocdmanitoba.ca)
- **OPERATIONAL STRESS INJURY SOCIAL SUPPORT** ■  
(OSISS) Offers community resource information and referral, education, and peer support for military members, veterans and their families who have been impacted by an operational stress injury (OSI) as a result of operational duties.  
Contact 204-821-2484 - [www.defedge.mb.ca/osiss/](http://www.defedge.mb.ca/osiss/)
- **OVEREATERS ANONYMOUS** ■ 204-224-8088 - [www.oa.org](http://www.oa.org)
- **POSTPARTUM DEPRESSION ASSOCIATION OF MANITOBA**  
is a local/online resource with information on postpartum depression, resources, and getting help - [www.ppdmanitoba.ca](http://www.ppdmanitoba.ca)
- **PROVINCIAL EATING DISORDER PREVENTION AND RECOVERY PROGRAM**  
Offers community based services to all genders ages 18 years or older who experience disordered eating or eating disorders, including compulsive or binge eating. Also provides educational workshops open to all genders ages 18 and up about body image, emotional eating, health, and self-esteem for clients, community members, families and service providers.  
204-947-2422 ext. 137  
[www.eatingdisorders.org](http://www.eatingdisorders.org)
- **PUBLICATIONS**  
[www.mentalhealthrecovery.com](http://www.mentalhealthrecovery.com) - [www.mentalhealthrecovery.com](http://www.mentalhealthrecovery.com)
- **RAINBOW RESOURCE CENTRE** ■  
This centre is a not-for-profit community organization that provides support, education, programming and resources to the gay, lesbian, bisexual, transgender, two-spirit, and queer communities of Manitoba and North Western Ontario.  
204-676-0232 - [www.rainbowresourcescentre.org](http://www.rainbowresourcescentre.org)
- **SENIOR WARM LINE** ■  
Offers peer support, help with problem solving and information about community resources for those who are struggling with mental health and life issues.  
Available 7:00 pm - 11:00 pm daily - 204-942-1676
- **SPELAK: SUICIDE PREVENTION EDUCATION AWARENESS KNOWLEDGE** ■ ■ 204-821-2678 - 242 - 870 Portage Avenue  
[www.spelak.ca](http://www.spelak.ca)
- **THE COMPASSIONATE FRIEND** ■  
Resource library, support meetings, drop-in, meetings, workshops, and telephone helpline for bereaved parents.  
204-767-8886 - 630 Wilson Avenue - [www.lifewinipeg.org](http://www.lifewinipeg.org)

## Mental Health Education Resource Centre (MHERC)

Operated by the Manitoba Schizophrenia Society

### What is MHERC?

MHERC provides educational resources on mental health and mental illness to consumers and their families, caregivers, service providers, educators, and the general public. The MHERC resources are available to loan, free of charge, to all Manitobans. MHERC services include:

**LENDING LIBRARY** - MHERC has a comprehensive collection of resources, including books, videos, CDs, journals, magazines, newsletters and pamphlets.

**INFORMATION AND REFERRAL** - MHERC staff are able to provide information on provincial mental health services, community presentations and workshops, and self-help organizations. ■

**PUBLIC-USE COMPUTERS** - 2 on-site public-use computers are available for Internet research and word processing. Printing service is also available.

**WEBSITE** - [www.mherc.mb.ca](http://www.mherc.mb.ca)

MHERC ■  
204-942-8348  
1-800-362-8348  
100 - 1/2 Post Street

## 211 Manitoba

211 Manitoba is a searchable online database designed to help people in need with organizations, programs or services available throughout the province.

Visit [www.mb.211.ca](http://www.mb.211.ca)

## Mental Health First Aid



Mental Health First Aid is a 12-hour course now being offered in Winnipeg. Mental Health First Aid is the help provided to a person displaying a mental health problem or experiencing a mental health crisis. For more information on the program, visit the Mental Health First Aid Canada website at [www.mhfa.ca](http://www.mhfa.ca). For information on local courses, visit [winnipeg.mbca.ca](http://winnipeg.mbca.ca)

**Mental Health First Aid (MHFA)**  
First Aid Canada website at [www.mhfa.ca](http://www.mhfa.ca)

## Additional Information

### MANITOBA GOVERNMENT INQUIRY

This service provides information and referral to provincial government services.  
1-888-624-6842 or 204-948-2744 - [www.gov.mb.ca](http://www.gov.mb.ca)

### HEALTH LINKS - (800) 367-1111

This 24-hour health information and referral assistance line is staffed by registered nurses.  
204-786-8200 - toll free 1-888-378-8207

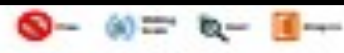
### MANITOBA HEALTH - MENTAL HEALTH AND SPIRITUAL CARE

[www.gov.mb.ca/health/living/ind/index.html](http://www.gov.mb.ca/health/living/ind/index.html)

**CMHA National has produced a series of information brochures** on a variety of mental health topics. These brochures are available to individuals at CMHA Winnipeg Region at 800 Portage Avenue. (Organizations may purchase quantities of the brochures.) These brochures are available through [www.cmha.ca](http://www.cmha.ca) ■

## For Seniors ■ ■

- **A&C: Support Services for Older Adults** - 204-958-8440
- **Geriatric Mental Health Teams**  
Intake: 204-982-0140 - Fax: 204-982-0144
- **Province Wide Seniors Abuse Line** - 1-800-695-7183
- **Manitoba Government - Seniors and Health Aging Secretariat, Seniors Information Line** - 204-945-6585  
or toll free 1-800-665-6585 - [seniors@gov.mb.ca](mailto:seniors@gov.mb.ca)



Talk to your pharmacist for more information about your medications. They are there to help you!

## Medication

**M**edication can be an effective part of a treatment plan for people with mental illnesses. It can control the acute (immediate) symptoms and prevent relapse of both schizophrenia and mood disorders. However, medication does not cure mental illness – only controls it. Medication has factors to consider such as side effects, time necessary to be effective and cost. For these reasons it may be necessary to try several different medications to find the drug or combination of drugs that is right for you. The dose may also need to be adjusted to make sure the drug is working most effectively.

The following information is meant as a general guide only. There are a wide variety of medications available for the treatment of mental health disorders. It is important to talk to your doctor, pharmacist, and other health care providers about all your medications – including the ones that you may be taking for other conditions. Try to go to the same pharmacist for all your prescriptions. If you experience side effects from any medication, or if you have a medication allergy, talk to both your doctor and pharmacist about it. Talk to your doctor before changing your dose or stopping your medication. Stopping medication suddenly may cause withdrawal effects which often resemble the original symptoms.

In Manitoba, your pharmacist is required to discuss with you, in an atmosphere of confidentiality and privacy, the following information about your prescription medication:

- The drug name
- What the drug does
- How and at what time the drug should be taken
- Importance of taking the drug as directed, regularly or when needed
- What to do if the dose is missed
- Common side effects
- Food, drink, other drugs or activities to avoid
- Special storage requirements

Remember that the use of alcohol with any medication is potentially dangerous. Smoking can also affect how the body metabolizes medications. If you smoke, let your doctor know if you plan on quitting.

The following are descriptions of general sub-categories of medications commonly used – many of these medications are used across a range of mental health disorders.

### Antipsychosis Medications

Also known as neuroleptics, major tranquilizers, 1<sup>st</sup> generation antipsychotics (e.g. Haldol), 2<sup>nd</sup> generation antipsychotics (e.g. olanzapine). These medications are used to treat acute psychotic episodes as well as reduce relapse of conditions such as schizophrenia and bipolar disorder.

These medications are either taken by mouth or given as an intramuscular injection. These medications work best if taken around the same time every day.

**SIDE EFFECTS** include drowsiness, dizziness, dry mouth, movement problems and stiffness. Tardive Dyskinesia (TD) or involuntary movements may occur when they are used for longer periods of time. Managing side effects may be achieved by changing doses, changing medications, or taking medications for movement side effects, for example benztropine, procyclidine, and trihexyphenidyl.

### Antidepressants

Antidepressants are used to treat and combat depression. There are many different types of medications that are used as antidepressants. Each group has an effect on different chemicals (neurotransmitters) in the brain that affect mood. Some examples are:

- MAOIs (Monoamine Oxidase Inhibitors)
- SSRIs (Selective Serotonin Reuptake Inhibitors)
- SNRIs (Serotonin-Norepinephrine Reuptake Inhibitors)
- Dual Action Antidepressants (affect 2 different neurotransmitters)
- Tricyclic Antidepressants

**SIDE EFFECTS** include dry mouth, blurred vision, difficulty urinating, constipation, sedation, and dizziness. These medications take several weeks to reach their full effect. Antidepressants work in the nervous system, some antidepressants are also used in other conditions such as pain.

### Mood Stabilizers

These are used to treat people in the state of great excitement and emotional stress, for example acute mania. Lithium is the most common. Carbamazepine, valproic acid, lamotrigine, are also used as mood stabilizers because their action is in the nervous system. In some people, these drugs can have fewer side effects. These can take several weeks to work. Regular blood tests are needed for therapeutic effect. It is also important to drink adequate water, especially when taking Lithium.

**SIDE EFFECTS** include lethargy, hiccups, nausea, diarrhea, frequent urination, and mental functioning problems.

### Anti-anxiety Medications

Also known as tranquilizers or sedatives, anti-anxiety medications are used to relieve the distress of anxiety. Benzodiazepines are most commonly prescribed.

**SIDE EFFECTS** include sedation, lethargy, depression, difficulty concentrating, and memory problems. Dependency can occur if they are used for long periods of time.

### Herbal or Natural Remedies

There are many herbal products that are promoted as natural alternatives to medication. These include vitamins and supplements that may be taken as supportive nutrients and may help improve symptoms of mental illness.

If you are considering an herbal or natural remedy, tell your doctor and pharmacist that you are considering using the remedy. They will provide information, advise you whether it will be suitable for you or if it will interfere with other medication you are using.

Some commonly used herbal products are:

- SAMe (S-adenosyl L-methionine)
- St. John's wort (Hypericum perforatum)

Some commonly used vitamins and supplements are:

- Vitamin D (1000 – 2000 IU per day)
- Omega 3 (EPA)
- Vitamin B complex

## 7.0- CMHA Mental Health Resources Guide: page 12 of 12



Family members and friends who have a good understanding of the illness, treatment, and resource options will be better equipped to be supportive.

### HOUSING

**H**aving a safe, comfortable and affordable place to live is a very important factor in our emotional well-being. Finding the right type of quality housing that fits your budget can be difficult. Here are some housing resources that may help.

**Mentelike Housing** owns and manages rental housing accommodations in many locations across Manitoba. Accommodations are available under the Social Housing Rental Program or the Affordable Housing Rental Program. Applicants must meet eligibility requirements and have income below the Program Income Limits for each program. Contact Mentelike Housing at **204-942-6662** or toll free at **1-800-687-6662**. For more information and application forms, please visit our website at [www.gov.mb.ca/housing.html](http://www.gov.mb.ca/housing.html)

**Co-op Housing** - Every member has a vote in how the co-op is run. There may be subsidies available for people who cannot afford the housing charges. For a listing of co-ops see the phone book yellow pages under Housing Cooperatives and Rental.

**Private Market** - This type of housing is not government operated. Rental units are owned and managed for profit by individuals and corporations. They must follow the regulations of the Residential Tenancies Act of Manitoba.

For information about your rights and responsibilities as a tenant or assistance in dealing with your landlord, call the **Residential Tenancies Branch** (a provincial government agency that assists tenants and landlords). Call **204-942-2476** or **1-800-753-6662** 1700 - 155 Carlton Street, Winnipeg, R2C 3P8 - [www.manitoba.ca/rtb](http://www.manitoba.ca/rtb)

**Non-Profit Housing** - Non-profit housing organizations have developed affordable housing for people with low or moderate incomes.

- **WINNIPEG HOUSING REHABILITATION CORP (WHRC)** ■ **204-942-2660**  
102 - 62 Frances Street, POB 188 - [www.whrc.ca](http://www.whrc.ca)
- **DARWIN CURRIEY FIRST NATIONS HOUSING AUTHORITY INC.** ■ **204-968-6276**  
124 102 - 11 Austin Avenue Winnipeg - [www.darwinhousing.ca](http://www.darwinhousing.ca)
- **KINER HOUSING CORPORATION** ■ **204-968-6666**  
261 McDougall Avenue POB 503 - [www.kinerhousing.ca](http://www.kinerhousing.ca)
- **ISAM MANAGEMENT** ■ **204-942-0991**  
428 Elgin Avenue, POA TPO - [www.isam.ca](http://www.isam.ca)
- **BLUROCK MANAGEMENT** ■ **204-962-2000**  
767 Henderson Highway - [www.blurock.ca](http://www.blurock.ca)
- **NORTH END COMMUNITY RENOVAL CORP.** ■ Affordable housing initiatives.  
Main office 108 Selkirk Avenue - **204-927-2220** - [www.necw.org](http://www.necw.org)
- **SPENCE NEIGHBORHOOD ASSOCIATION** ■ A Spence neighborhood initiative which includes home ownership, safety, image enhancement and employment.  
**204-762-8000** - [www.spenceneighborhood.org](http://www.spenceneighborhood.org)  
[info@spenceneighborhood.org](mailto:info@spenceneighborhood.org)
- **NEW LIFE MINISTRIES** ■ Affordable mental housing.  
**204-778-8626**
- **NEW JOURNEY HOUSING** ■ A resource center for homeless housing.  
New Journey Housing is a non-profit organization established to assist and help homeless as they search for decent, affordable housing.  
**204-942-2228** - [www.newjourneyhousing.com](http://www.newjourneyhousing.com)
- **NORTH END HOUSING PROJECT INC.** ■ Builds and renovates housing for people with low and modest income in Wilton Wright, North Point Douglas, and Lord Selkirk Park neighborhoods. **204-418-6936** - <http://www.nehp.ca/>

### Mental Health Housing Programs and Services in Winnipeg

- **CANADIAN MENTAL HEALTH ASSOCIATION MANITOBA AND WINNIPEG - REHABILITATION AND RECOVERY SERVICE** ■ ■ ■ **204-942-6162**  
100 Portage Avenue, Winnipeg MB R2C 3P8  
(See Recovery and Engagement section (page 6) for detailed description.)
- **EDEN HEALTH CARE SERVICES** ■ Housing and Support program provides rent subsidized housing, residential care, psychosocial rehabilitation, and integrated community supports with a Christian emphasis in all its initiatives.  
**204-328-0566** - <https://edenhealthcare.ca/en/edenhousing/>
- **FRIENDS HOUSING INC.** ■ Provides affordable supportive housing for people with a history of psychiatric illness as well as housing for young, low-income families.  
**204-942-1180** - 100 - 860 Sturgeon Road, Winnipeg MB
- **WRHS - RESIDENTIAL CARE FACILITIES** ■ Care provided on a voluntary basis, in licensed and approved group homes for adults with a psychiatric diagnosis who have not been able to manage independently. Access to these facilities is through Community Mental Health Services. Offers 24-hour supervision. For inquiries, please call **204-258-5800**.
- **SARA RES. INC.** ■ Safe, stable and affordable housing with the goal of being independently and autonomously. **204-227-6042** - 66 Mason Avenue, Winnipeg MB [www.sarares.com](http://www.sarares.com)
- **SAVACON ARMY - THE HAVEN** ■ A residential/licensed facility that provides supervised residential living for men ages 18-60 experiencing mental illness.  
**204-946-8404** - 72 Marlin Street, Winnipeg MB
- **SENEXA SERVICES THROUGH SARA RES. INC.** ■ ■ ■ 24 hours, 7 days a week, safe house for adults with mental health problems. Provides night care and peer support. Please arrive to ensure space and appropriateness of service. References required for bed time guide. **204-223-0237**. Services accessed through application - call Judy Stein-Taylor at **204-227-7188**.
- **WINNIPEG MENTAL NETWORK** - [www.winnipegmental.ca](http://www.winnipegmental.ca)

### HELP FOR FAMILIES

Families can play a valuable role in supporting a family member with a mental health problem. Having a family member with a mental illness is stressful. In addition to coping with the practical issues of day-to-day living, families can experience tremendous grief, loss, guilt, anxiety, self-doubt and uncertainty. The person with the mental illness benefits most from support and encouragement. Family members and friends who have a good understanding of the illness and treatment options will be better equipped to be supportive. Each family member may react differently to the situation. The person dealing with a mental illness must always be treated with dignity and respect.

Many self-help organizations offer information and support to families.

Here are a few tips for Families:

- **TIP** Find out about mental health resources in the community
- **TIP** Keep a journal of notes about what has been happening, which can help you to communicate, etc.
- **TIP** Make a list of questions you may want to ask the doctor.
- **TIP** Ask for information about the illness and the treatment.
- **TIP** Offer choices to the person such as "Will you go to the hospital with me or would you prefer (name a friend) go with you?"
- **TIP** Have a plan for dealing with crisis situations such as who to call, what services are available, and who can support the person and family through a crisis.
- **TIP** Make sure you are looking after yourself, maintain outside interests, gain support from others, seek counselling if necessary.

The following offer specialized services for families dealing with mental illness:

Family Therapy is also provided by:

- **ALBION FAMILY THERAPY CENTRE** ■ ■ **204-786-6081**
- **FAMILY DYNAMICS** ■ ■ **204-947-1401**
- **THE COUPLES COUNSELLING PROJECT** ■ **204-276-6751** - Hours Monday and Tuesday 8 pm - 9 pm - 685 Selkirk Avenue - [couples@manitobahouse.ca](http://couples@manitobahouse.ca)
- **CENTRE FOR RESOURCE CENTRE** ■ ■ **204-266-6760**
- **ALBION RESERVALE CENTRE** ■ ■ **204-967-7060**
- **NEW DIRECTIONS PARENTING CENTRE** ■ ■ A service to support families with small children, birth to 12 years of age. **204-766-7081** - 717 Portage Avenue

Also see **Counselling or Therapy** list on page 8.

- **MANITOBA YOUTH SERVICES, FAMILY SUPPORT PROGRAM**: This program is designed to support families and young people age 12-24 to manage Mental Health and Addiction services and supports in Manitoba. **204-650-0881** (within Winnipeg) **1-844-652-0881** (outside Winnipeg) email [family.support@mysm.mb.ca](mailto:family.support@mysm.mb.ca)

### Education and Support Groups

- **MENTAL HEALTH EDUCATION FOR FAMILIES** ■ ■ ■ Are you coping with a mental illness of a family member? Do you struggle with how to support your loved one? Do you want to know how to support yourself, as a family member? CMHA Manitoba and Winnipeg offers a 6 week course for families and friends. Call **204-942-6162** or visit [www.winnipeg.cmha.ca](http://www.winnipeg.cmha.ca)
- **TALK THAT FEELS LIKE SUPPORT GROUP** ■ ■ Children are taught an understanding of mental illness, which provides an opportunity for them to share emotionally and relationally with the group and facilitators. Contact the Manitoba Schizophrenia Society at **204-786-1616**
- **MANITOBA SCHIZOPHRENIA SOCIETY FAMILY SUPPORT GROUP** ■ ■ ■  
- Free fee. Fourth Tuesday of every month from 7 pm - 9 pm. Contact the Manitoba Schizophrenia Society at **204-786-1616**
- **STRENGTH-BASED FAMILIES TOGETHER** ■ ■ ■ - A 4-session education program for family members and friends of individuals living with psychosis. Contact the Manitoba Schizophrenia Society at **204-786-1616**
- **EIGHT STAGES OF HEALING** ■ ■ ■ - A 10 week program for families and friends of someone with a mental illness and/or a co-occurring disorder. Contact the Manitoba Schizophrenia Society at **204-786-1616**
- **FAMILY AND FRIENDS** is a support group sponsored by the Mood Disorders Association of Manitoba. It meets weekly on Wednesday evenings 7 pm - 9 pm at 100 - 1, Post Street. **204-786-0867** ■ ■ ■
- **MANITOBA FIRST EPISODE PSYCHOSES FAMILY SUPPORT GROUP** ■ ■ ■  
Families with young people who have experienced first episode psychosis need monthly to others, learn, support each other and lobby. Contact Christine at **204-478-6281** or e-mail [Manitoba.Center@msdsf@gmail.com](mailto:Manitoba.Center@msdsf@gmail.com)
- **EPILAAC SUICIDE PREVENTION EDUCATION AWARENESS KNOWLEDGE** ■ ■ ■  
Offers a monthly peer support group for adults bereaved by suicide. Please call **204-786-0864** to attend or visit website [www.Msdsf.mb.ca](http://www.Msdsf.mb.ca) for more information.
- **AL-NOON ALZHEIMER**  
The Noonan Family Groups are a fellowship of relatives and friends of individuals who share their experiences, strength, and hope in order to solve their common problems. Call **204-942-6088** or visit [www.alzheimers.mb.ca](http://www.alzheimers.mb.ca)





Thank you for using the  
***Resource Toolkit for Supporting Psychological Health and Wellbeing in the Workplace.***

**To provide feedback on this toolkit or to access the Electronic Version please contact:**

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***204-330-1555***