

**Etobicoke Medical Centre**

**Family Health Team**

**COVID-19 Patient Community Resources**



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Telephone Crisis Lines	Update
<ul style="list-style-type: none"> <li>• <b>Assaulted Women’s Helpline (AWHL) (24/7): 416-863-0511</b> #SAFE (#7233) on your Bell, Rogers, Fido or TELUS Mobile <a href="http://www.awhl.org/">http://www.awhl.org/</a></li> <li>• <b>Central Intake for Shelter Placement (24/7) :416- 338-4766</b> TOLL-FREE: 1-877-338-3398 <a href="https://www.211toronto.ca/detail/en/80182">https://www.211toronto.ca/detail/en/80182</a></li> <li>• <b>Distress Center /Suicide line (24/7) :416- 408-4357 or text 45645</b> <a href="https://www.torontodistresscentre.com/">https://www.torontodistresscentre.com/</a></li> <li>• <b>Toronto Rape Crisis Centres ( 24/7) :416-597-8808</b> <a href="https://trccmwar.ca/our-services/24-hour-crisis-line/">https://trccmwar.ca/our-services/24-hour-crisis-line/</a></li> <li>• <b>Kids Help Phone ( 24/7) 1-800-668-6868 or Text CONNECT 686868</b> <a href="https://kidshelpphone.ca/">https://kidshelpphone.ca/</a></li> <li>• <b>211 Toronto</b> <a href="https://www.211toronto.ca/detail/en/80182">https://www.211toronto.ca/detail/en/80182</a></li> <li>• <b>Telehealth Ontario ( 24/7): 1-866-797-0000</b> <a href="https://www.ontario.ca/page/get-medical-advice-telehealth-ontario">https://www.ontario.ca/page/get-medical-advice-telehealth-ontario</a></li> <li>• <b>ConnexOntario : 1-866-531-2600</b></li> <li>• <b>Seniors Safety Line (SSL) :1-866-299-1011</b> <a href="http://www.eapon.ca/what-is-elder-abuse/help-for-seniors/">http://www.eapon.ca/what-is-elder-abuse/help-for-seniors/</a></li> <li>• <b>Friendly Neighborhood Hotline :1-855-581-9580</b> <a href="http://uhnopenlab.ca/project/hotline/">http://uhnopenlab.ca/project/hotline/</a> <a href="http://uhnopenlab.ca/wp-content/uploads/2020/03/FNH-Poster_General-2.pdf">http://uhnopenlab.ca/wp-content/uploads/2020/03/FNH-Poster_General-2.pdf</a></li> </ul>	<p><b>For violence against women (VAW) shelter referral, contact Assaulted Women's Helpline (AWHL)</b> -The VAW shelters will admit women who pass screening; however presently none in Toronto have space. If a client requires a VAW shelter, ask them to call the AWHL who can explore options including shelters outside of Toronto. The city has closed its central intake center to walk-in referrals to homeless shelters</p> <p>For questions re COVID-19, <a href="#">take this self-assessment</a> to determine if you need to seek further care before calling Telehealth On.</p> <p><b>The Friendly Neighbour Hotline</b> assists seniors to have food &amp; other essential items delivered for free. Currently, it is only serving Toronto seniors who live in low-income housing.</p>

Child Protection Agencies	Update
<ul style="list-style-type: none"> <li>• <b>Children’s Aid Society of Toronto (CAST)</b> 416-924-4646</li> <li>• <b>Catholic Children’s Aid</b> 416-395-1500</li> <li>• <b>Jewish Family and Child Services</b> 416-638-7800</li> <li>• <b>Native Child and Family Services</b> 416-969-8510</li> </ul>	<p>All Child Protection agencies across the province are providing core protection services, and have modified their practices to respond to health and safety concerns</p>
Medical Clinics	Update
<ul style="list-style-type: none"> <li>• <b><u><a href="#">Just For Kids Clinic - St. Joseph's Health Centre Toronto</a></u></b>  <b>416-530-6611</b>  St. Joseph's Health Centre, Toronto Our Lady of Mercy (OLM) Wing, 3rd Floor 30 The Queensway Toronto, Ontario M6R 1B5</li> <li>❖ <b>A COVID-19 information line has been set up to help parents triage their children’s symptoms and where they should be managed. Call <u>416-530-6000 ext. 4095</u> during the hours of 10 a.m. to 7:30 p.m.</b></li> </ul>	<p>Clinic is staffed by paediatricians &amp; services patients whose doctors may be unavailable. It has diagnostic imaging services &amp; blood work facilities. <b>Clinic open 10 a.m. to 2 p.m. daily</b> <b>Newborns under 10 days old should arrive between 10 a.m. &amp; 12 p.m. Older children will be seen from 12 - 2 p.m. Last registration is one hour prior to closing.</b></p>
Mental Health and other Supports	Update
<ul style="list-style-type: none"> <li>• <b>Skylark Children Youth and Families Counselling</b> <a href="https://www.skylarkyouth.org/what-we-do/programs-counselling-services/walk-in-clinics/">https://www.skylarkyouth.org/what-we-do/programs-counselling-services/walk-in-clinics/</a> <ul style="list-style-type: none"> <li>❖ <b>Call 416-482-0081 and press 5</b> to book a phone counselling session on Mondays, Tuesdays, and Thursdays from 1:30-6pm</li> <li>❖ <b>Call 416-482-0081 and press 6</b> to book a phone counselling session on Mondays, Tuesdays and Fridays from 9-1:30pm &amp; Wednesday 11-7pm</li> </ul> </li> </ul>	<p><b>Skylark</b> is providing phone counselling sessions in replacement of walk in, in person counselling</p> <p><b>Yorktown</b> in person</p>

<ul style="list-style-type: none"> <li>• <b>Yorktown Family Services :416-669-3521</b>  <a href="https://www.yorktownfamilyservices.com/wp-content/uploads/PHONE-IN-Counselling-Service-March-2020.pdf">https://www.yorktownfamilyservices.com/wp-content/uploads/PHONE-IN-Counselling-Service-March-2020.pdf</a>   <a href="https://www.yorktownfamilyservices.com/covid-19/">https://www.yorktownfamilyservices.com/covid-19/</a></li> <li>• <b>Big White Wall (BWW)</b>  <a href="https://www.bigwhitewall.com">https://www.bigwhitewall.com</a>   <a href="https://www.toronto.com/news-story/9908780-ontario-promotes-free-mental-health-portal-during-coronavirus-pandemic/">https://www.toronto.com/news-story/9908780-ontario-promotes-free-mental-health-portal-during-coronavirus-pandemic/</a></li> <li>• <b>VHA Home HealthCare :416- 489-2500 ext. 4349</b>  <a href="https://www.vha.ca/covid-19-coronavirus/">https://www.vha.ca/covid-19-coronavirus/</a></li> </ul>	<p>counselling sessions are now offered by scheduled PHONE sessions only. Session will be same day or within 24 hours (Mon-Fri).</p> <p><b>BWW</b> is a provincially funded online community offering free, peer-to-peer support for anyone dealing with mental health issues during the pandemic, in partnership with Ontario Telemedicine Network.</p> <p><b>VHA</b> is currently providing service.</p>
Legal Services and Information	Update
<ul style="list-style-type: none"> <li>• <b>Questions about the law relating to the COVID-19 situation</b>, e.g. employment ,work, family ,housing , immigration &amp; refugee, tribunal courts</li> <li>• <b>Barbra Schlifer Clinic: 416-323-9149</b>  <a href="https://schliferclinic.com/">https://schliferclinic.com/</a></li> <li>• <b>Legal Aid Ontario: 416-979-1446</b>  <a href="https://www.legalaid.on.ca/more/corporate/contact-legal-aid-ontario/">https://www.legalaid.on.ca/more/corporate/contact-legal-aid-ontario/</a></li> <li>• <b>Parkdale Legal Clinic: 416-531-2411</b>  <a href="https://www.parkdalelegal.org/">https://www.parkdalelegal.org/</a></li> <li>• <b>West Neighbourhood House: 416-532-4828 ext. 408</b>  <a href="http://www.westnh.org/">www.westnh.org/</a></li> </ul>	<p>Most in person activities are cancelled but legal clinics are still serving clients remotely and returning phone calls</p>
Financial Support	Update
<ul style="list-style-type: none"> <li>• <b>Ontario Protecting the Most Vulnerable During COVID-19 Crisis</b>  <a href="https://news.ontario.ca/opo/en/2020/03/ontario-protecting-the-most-vulnerable-during-covid-19-crisis.html">https://news.ontario.ca/opo/en/2020/03/ontario-protecting-the-most-vulnerable-during-covid-19-crisis.html</a></li> </ul>	<p>New funding to help individuals/families in financial crisis who are not able to access federal assistance to cover needs such as food, rent, medicine, transportation...</p>

- **Ministry of Children, Community and Social Services:  
Apply for COVID 19 Emergency Assistance**  
[Ontario.ca/community](https://ontario.ca/community)
- **COVID-19: Economic Support & Recovery**  
<https://www.toronto.ca/home/covid-19/economic-support-recovery/>
- **Economic Support & Recovery for Individuals & Families**  
<https://www.toronto.ca/home/covid-19/economic-support-recovery/economic-support-recovery-for-individuals-families/>
- **Economic Support & Recovery for Businesses**  
<https://www.toronto.ca/home/covid-19/economic-support-recovery/>
- **Benefits from the CRA- tips on setting up account so you're ready when the application comes out:**  
<https://www.c103.com/2020/03/18/24913/>
- **Food Banks: Call 211**  
<https://www.211toronto.ca/topic/Central%20Region/ORGANIZATION/fht142/Central%20Region>
- **Toronto Employment and Social Services (TESS): 416-338-8888**  
<https://www.toronto.ca/home/covid-19/covid-19-social-support/>

**Food bank** services may be impacted. Please call 211

**TESS** continues to service residents. In-person services are restricted at this time and provided by exception only.

## **TPH Breastfeeding Your Baby Resources**

To help slow the rate of COVID-19 infection, Toronto Public Health (TPH) has scaled back the delivery of many services. The following information can be found on our website to support families to learn more about breastfeeding and feeding your baby.

### **Breastfeeding Your Baby booklet (also available in different languages)**

<https://www.toronto.ca/community-people/children-parenting/pregnancy-and-parenting/breastfeeding/>

<https://www.toronto.ca/community-people/children-parenting/pregnancy-and-parenting/breastfeeding/breastfeeding-your-baby/>

### **Learning to Breastfeed**

<https://www.toronto.ca/community-people/children-parenting/pregnancy-and-parenting/breastfeeding/breastfeeding-your-baby/learning-to-breastfeed/>

- Holding your baby skin to skin  
(**video:** Admission to Postpartum Keeping your baby skin to skin)
- Baby-Led Latching
- Your baby's latch  
(**video:** Latching your baby)
- Breastfeeding Positions  
(**video:** Breastfeeding Positions)
- Breastfeeding Positions for Multiples

### **Signs of Breastfeeding Well**

<https://www.toronto.ca/community-people/children-parenting/pregnancy-and-parenting/breastfeeding/breastfeeding-your-baby/signs-of-breastfeeding-well/>

- A Good Latch  
(**video:** Baby's Feeding Cues and Behaviours)
- Wet diapers and stools
- Weight Gain
- Other Signs

### **As Your Child Grows**

<https://www.toronto.ca/community-people/children-parenting/pregnancy-and-parenting/breastfeeding/breastfeeding-your-baby/as-your-child-grows/>

- Birth to Six Weeks  
(**video:** Baby's Feeding Cues and Behaviours)
- Six weeks to six months
- Six months and beyond

## **Family and Friends can Make Breastfeeding a Success**

<https://www.toronto.ca/community-people/children-parenting/pregnancy-and-parenting/breastfeeding/breastfeeding-your-baby/as-your-child-grows/family-and-friends-can-make-breastfeeding-a-success/>

## **Caring for Your Breasts**

<https://www.toronto.ca/community-people/children-parenting/pregnancy-and-parenting/breastfeeding/breastfeeding-your-baby/caring-for-your-breasts/>

- General Breast Care
- Caring for Sore/Painful Nipples
- Caring for Hard Breasts

## **Caring for Yourself while Breastfeeding**

<https://www.toronto.ca/community-people/children-parenting/pregnancy-and-parenting/breastfeeding/breastfeeding-your-baby/caring-for-yourself/>

- Healthy Eating
- Contraception (birth control)  
Sexual Health Infoline Ontario 416-392-2437
- Medication

## **Feeding Your Baby in an Emergency**

<https://www.toronto.ca/community-people/children-parenting/pregnancy-and-parenting/breastfeeding/breastfeeding-your-baby/feeding-your-baby-in-an-emergency/>

## **Expressing Breast Milk**

<https://www.toronto.ca/community-people/children-parenting/pregnancy-and-parenting/breastfeeding/expressing-breast-milk/>

- How to express breast milk
- Express breast milk by hand  
(**video**: Hand expressing milk)
- Express Breast Milk by Pump
- Donating your extra breast milk

## **Storing Expressed Breast Milk**

<https://www.toronto.ca/community-people/children-parenting/pregnancy-and-parenting/breastfeeding/expressing-breast-milk/storing-expressed-breast-milk/>



## **Thawing Frozen Breast Milk**

<https://www.toronto.ca/community-people/children-parenting/pregnancy-and-parenting/breastfeeding/expressing-breast-milk/thawing-frozen-breast-milk/>

## **Sterilizing Equipment**

<https://www.toronto.ca/community-people/children-parenting/pregnancy-and-parenting/breastfeeding/expressing-breast-milk/sterilizing-equipment/>

## **Other resources\*:**

**\*These support services are subject to change; please encourage clients to call ahead before attending.**

**1) North York General Hospital - video consults available; open to all clients (OHIP required).**

**Call for appointment** - Telephone: 416-756-6410 or [book online](#)  
7 days/week: 8 a.m. – 4 p.m.

**2) Black Creek Community Health Centre - telephone support through Lactation Consultant. Open to all.**

Call for appointment: 416-249-8000

**3) TPH breastfeeding service website:**

<https://www.toronto.ca/community-people/children-parenting/pregnancy-and-parenting/breastfeeding/services/breastfeeding-clinics/>

## Toronto Resource Guide during COVID-19 by Scope

### Up-to-date and reliable information about COVID-19:

**City of Toronto:** [www.toronto.ca/community-people/health-wellness-care/diseases-medications-vaccines/coronavirus/](http://www.toronto.ca/community-people/health-wellness-care/diseases-medications-vaccines/coronavirus/)

**Government of Ontario:** <https://www.ontario.ca/page/2019-novel-coronavirus>

**Government of Canada:** [www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html](http://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html)

**World Health Organization:** [www.who.int/health-topics/coronavirus](http://www.who.int/health-topics/coronavirus)

### Financial Support:

**Government of Canada:** [www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html](http://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html)  
Includes information re: **El Sickness Benefits**

**Emergency Care Benefit:** <https://www.canada.ca/en/departement-finance/news/2020/03/canadas-covid-19-economic-response-plan-support-for-canadians-and-businesses.html>

**City of Toronto – Economic Support & Recovery:** [www.toronto.ca/home/covid-19/economic-support-recovery/](http://www.toronto.ca/home/covid-19/economic-support-recovery/)

### Food:

**Daily Bread Food Bank:** 416-203-0050; [www.dailybread.ca](http://www.dailybread.ca)

#### **Grocery Delivery:**

Many grocery stores offer home delivery, you can use services like:

📞 **Grocery Gateway** (1-877-447-8778; [www.grocerygateway.com](http://www.grocerygateway.com))

📞 **Instacart** ([www.instacart.ca](http://www.instacart.ca))

**Meals on Wheels:** [www.mealsonwheels.ca](http://www.mealsonwheels.ca)

**Mobile Food Bank (Red Cross):** 416-236-3180; [www.redcross.ca/in-your-community/ontario/nutrition-and-transportation/mobile-food-bank/toronto-region-branch-mobile-food-bank](http://www.redcross.ca/in-your-community/ontario/nutrition-and-transportation/mobile-food-bank/toronto-region-branch-mobile-food-bank)

**Scarborough Southwest Food Security Initiative** (Offering support to residents of the Scarborough Southwest area):  
[www.scarboroughfoodsecurityinitiative.com](http://www.scarboroughfoodsecurityinitiative.com)

To request assistance, email [ScarbCares@gmail.com](mailto:ScarbCares@gmail.com) or call 647-846-0300

\*\* Many supermarkets are offering **specific shopping hours for vulnerable populations**. Call your local store to find out more.

### Crisis Services:

**Toronto Distress Centres:** Phone 416-408-4357, text 45645 or chat online

**Gerstein Center Crisis Line:** 416-929-5200

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**Seniors:**

*Crisis Outreach Services for Seniors: 416-217-2077*

**Youth:**

*Kids Help Phone: 1-800-668-6868*

*Youthdale Crisis Service: 416-363-9990*

**Emergency or immediate danger”** Phone 911 or go to your nearest hospital emergency department

**Shelter:**

**Shelter Central Intake:** 416-338-4766 or 1-877-338-3398 (No in-person intake, please call)

**Safety:**

**Assaulted Women’s Helpline:** 416-863-0511 or 1-866-863-0511; [www.awhl.org](http://www.awhl.org)

Provides support, safety planning, information and referral to services throughout Ontario

**Seniors:**

**Toronto Seniors Helpline - 416-217-2077 or 1-877-621-2077;** [www.torontoseniorshelpline.ca](http://www.torontoseniorshelpline.ca)

Seniors are encouraged to call the helpline for information about community resources (including transportation, crisis services, care at home, supportive counselling, caregiver resources), as well as any changes in service delivery during this time.

**Friendly Neighbour Hotline** - [uhnopenlab.ca/project/hotline](http://uhnopenlab.ca/project/hotline) (opening soon, visit website for update) Volunteers coordinate grocery shopping and delivery. For seniors in low-income housing only.

**Other Community Supports:**

**"CareMongering-TO: TO Community Response to COVID19" Facebook Group:**

Individuals in Toronto offering assistance through the community (e.g., picking up food/medications, running errands).

**COVID-19 Care Packages:** <https://covid19relief.ca/>

The Canadian Muslim Response Network (a collaboration among various organizations) is creating care packages (e.g. food, sanitation products, personal hygiene) & providing support to those who are in isolation and for vulnerable populations.

**Other Helpful Websites:**

**For up-to-date information on Affected City Services & Facilities in City of Toronto:**

[www.toronto.ca/home/covid-19/affected-city-services/](http://www.toronto.ca/home/covid-19/affected-city-services/)

**Connex Ontario:** [www.ConnexOntario.ca](http://www.ConnexOntario.ca) – 1-866-531-2600

24/7 telephone or online chat support for up-to-date information about mental health and addiction resources.

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**YMCA** ([www.ymca360.org](http://www.ymca360.org)) - 60 free online workout classes & free online curriculums for kids.

## **Accessible Mental Health Services**

### **Websites for Mental Health advice during the COVID-19 Pandemic**

**CAMH** - <http://www.camh.ca/en/health-info/mental-health-and-covid-19>

**Challenging Worries & Anxious Thoughts:** [http://www.camh.ca/-/media/files/camh\\_covid19\\_infosheet-challenge\\_worries-pdf.pdf](http://www.camh.ca/-/media/files/camh_covid19_infosheet-challenge_worries-pdf.pdf)

**Dealing with Problems in a Structured Way:** [http://www.camh.ca/-/media/files/camh\\_covid19\\_infosheet-dealing\\_with\\_problems-pdf.pdf](http://www.camh.ca/-/media/files/camh_covid19_infosheet-dealing_with_problems-pdf.pdf)

**Talking to Children about COVID-19:** [http://www.camh.ca/-/media/files/camh\\_covid19\\_infosheet-talking\\_to\\_kids-pdf.pdf](http://www.camh.ca/-/media/files/camh_covid19_infosheet-talking_to_kids-pdf.pdf)

**Anxiety Canada** - [www.anxietycanada.com/articles/what-to-do-if-you-are-anxious-or-worried-about-coronavirus-covid-19](http://www.anxietycanada.com/articles/what-to-do-if-you-are-anxious-or-worried-about-coronavirus-covid-19)

**Wellness Together Canada**- This is a free, online platform that offers access to mental health tools and resources, self-assessment, and an opportunity to connect directly with mental health professionals by video, phone, or text. For youth & adults <https://ca.portal.gs/>.

**Greenspace Mental Health**- Greenspace's Matching Program connects individuals to direct one-on-one counselling/therapy with a therapist in private practice (by phone and video during COVID). These services are generally covered by third-party insurance companies <https://www.greenspacehealth.ca/>. For all ages.

### **Phone Supports**

☒ **The Warm Line** – Mental health helpline for adults (18+). The service is open 7 days/week, from 8pm-12pm. The Warm Line provides emotional support and is not a crisis line.

☒ **Call:** 416-960-9276 **Text:** 647-557-5882 **Online Chat:** [www.warmline.ca](http://www.warmline.ca)

**Disorders Association of Ontario (MDAO)** – Peer mental health support offered Monday to Friday, 9:30am-5pm by calling 416-486-8046.

MDAO is also offering **online peer support groups** (limited availability). **To sign up, visit:** [docs.google.com/forms/d/e/1FAIpQLSfINmZ30cSAcpOWCyIvXiKA96GGVrHoWWEklo1Fozawp0pbJQ/viewform](https://docs.google.com/forms/d/e/1FAIpQLSfINmZ30cSAcpOWCyIvXiKA96GGVrHoWWEklo1Fozawp0pbJQ/viewform)

☒ **Good2Talk** (1-866-925-5454) – Free, confidential, 24/7 helpline for post-secondary students, providing professional counselling as well as information and referrals for mental health support.

☒ Many **Employee Assistance Programs (EAP)** offer counselling support by phone or online messaging. Check with your employer or HR department for more information.

☒ **WoodGreen's Walk-In Counselling program** is temporarily being offered over the phone.

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Tuesdays and Wednesdays beginning at 4:15 p.m., clients can call 416-645-6000 ext. 1990 to speak with a counsellor for a one-hour session. Program offered on a first come, first serve basis.

## **Individual Therapy**

Many private therapists as well as agencies that offer low-cost/OHIP-covered counselling services have switched over to phone or online video counselling for the time being. Check agency websites directly and call to confirm available services as well as whether new referrals are still being accepted.

## **Online Programs**

**CMHA – BounceBack** - [www.bouncebackontario.ca](http://www.bouncebackontario.ca); 1-866-345-0224

BounceBack is a free CBT-based skill-building program where a coach helps support you **over the phone** in working through a series of workbooks based on your concerns.

**Referral process:** GP referral is preferred, but you can also self-refer online. No catchment.

**iCBT - Scarborough Health Network** - [www.shn.ca/mental-health/adult-outpatient-mental-health](http://www.shn.ca/mental-health/adult-outpatient-mental-health)

Online CBT with email-based clinician support. Work through 6 modules of CBT at your own pace, with email communication with a mental health clinician at Scarborough Hospital.

**Referral process:** Email [icbt@shn.ca](mailto:icbt@shn.ca) and state that you're interested in participating in iCBT program, and a therapist will follow up. No catchment.

**BEACON** - [www.mindbeacon.com](http://www.mindbeacon.com)

This is a therapist-assisted, digital CBT (TAiCBT) service. There is a cost for the program, which includes 12 weeks of access to dedicated therapist and 1 year access to CBT course materials. Employee insurance benefits are accepted.

**There are several text/ online chat/ video-based counselling services, with varying costs and service components, such as:**

**7 Cups** – [www.7cups.com](http://www.7cups.com) TalkSpace – [www.talkspace.com](http://www.talkspace.com) Better Help – [www.betterhelp.com](http://www.betterhelp.com)

**Turn2Me** - <https://turn2me.org/group-supports>

Hosts free online support groups for anxiety, depression, stress management, suicidal thoughts and feelings, and more.

**Anxiety and Depression Association of America (ADAA)** - <https://adaa.org/adaa-online-support-group>

ADAA provides a broad range of free resources to the public including webinars, podcasts, blog posts, two online peer-to-peer support communities, a “find a therapist” directory and a monthly e-newsletter.

## **Self-Directed Online Supports**

**Anxiety Canada** - [www.anxietycanada.com](http://www.anxietycanada.com)

Online library of free, downloadable CBT worksheets to help you understand anxiety and learn strategies to tolerate and manage anxiety.

They also offer a self-guided course, **My Anxiety Plan** ([maps.anxietycanada.com](http://maps.anxietycanada.com)), with a version for Adults and Children/Teens.

Anxiety Canada also developed a free CBT app called **MindShift**.

**Big White Wall** - [www.bigwhitewall.ca](http://www.bigwhitewall.ca)

This free online mental health service offers self-help programs and courses on topics including: anxiety, depression, stress management, healthy eating, and substance use.

Also offer **online peer support forum**, which is anonymous and moderated by mental health professionals

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## CCI Self-Help Resources for Mental Health

<https://www.cci.health.wa.gov.au/Resources/Looking-After-Yourself>

Free workbooks for a range of concerns, including: Anxiety, Panic, Self-Compassion, & Worry and Rumination

## CIMHS (Centre for Interactive Mental Health Solutions) - [www.cimhs.com](http://www.cimhs.com)

Free online therapy program for depression, using CBT skills.

## Mood Gym - [www.moodgym.com.au](http://www.moodgym.com.au)

Interactive online self-help program that teaches CBT skills to manage symptoms of depression and anxiety. Subscription is \$40/year.

## Books

(can be purchased online)

### Mind Over Mood (Greenberger & Padesky)

This best-selling workbook teaches skills and principles used in CBT.

### The Mindfulness and Acceptance Workbook for Anxiety (Forsyth & Eifert)






Based on Acceptance and Commitment Therapy (ACT)

### Full Catastrophe Living (Kabat-Sinn & Nhat Hanh)

Mindfulness Meditation

### The Anxiety and Phobia Workbook (Bourne)

## Apps

CBT skills-based support:		Mindfulness Meditation:	
	<b>Mindshift</b> – CBT tools & strategies for anxiety; (Developed by Anxiety Canada) Free		<b>Calm</b>
	<b>What's Up</b> – CBT & ACT (Acceptance & Commitment Therapy) tools to manage anxiety, depression, anger, & stress; Free		<b>Headspace</b>
	<b>Sanvello</b> (formerly Pacifica) – CBT tools for anxiety, depression, & stress (Premium membership currently free)		<b>Insight Timer</b>

**\*\* Many phone apps are offering free membership or access to additional services over the course of COVID-19.**

## Online Addictions Support

Alcoholics Anonymous (AA) - <http://aa-intergroup.org/directory.php>

Narcotics Anonymous (NA) - <http://www.carna.ca/meeting.php>

*Disclaimer: This list is not exhaustive and inclusion does not imply specific endorsement. Resource list compiled by SCOPE, March 2020*

**Cocaine Anonymous** - <https://www.ca-online.org/>

**AA Sober Living** - [www.aasoberliving.com](http://www.aasoberliving.com)

Online recovery help for those in all stages of recovery, family, friends and loved ones including message boards, chats, blogs, and daily and weekly readings.

**SMART Recovery Online** - [www.smartrecovery.org/smart-.../smart-recovery-online/](http://www.smartrecovery.org/smart-.../smart-recovery-online/)

Abstinence-based peer support group that utilizes motivational interviewing, mindfulness, and cognitive behavioural therapy tools and techniques.

Daily online meetings, message board, 24/7 live chat, and online recovery toolbox

**SMART Recovery Toronto** ([www.smartrecoverytoronto.com](http://www.smartrecoverytoronto.com)) is also working to offer online meetings, check website for updates.

**Life Ring** - [www.lifering.org/online-meetings](http://www.lifering.org/online-meetings)

Abstinence based, secular, and self-empowered addiction recovery

**In the Rooms** - <https://www.intherooms.com/home/>

A free online recovery tool that offers 130 weekly online meetings for those recovering from addiction and related issues. They embrace multiple pathways to recovery, including all 12 Step, Non-12 Step, Wellness and Mental Health modalities.

**Cannabis Rehab** - [www.cannabisrehab.org](http://www.cannabisrehab.org)

This free online drug rehab group was originally set up just to help those trying to quit marijuana but they now welcome anyone struggling with drug addiction.

**HAMS Harm Reduction Network** – [www.hamsnetwork.org](http://www.hamsnetwork.org)

HAMS is a free of charge peer led support group for people who want to reduce the harm in their lives caused by alcohol or other substances. HAMS offers support via a chat room, an email group, and live meetings. HAMS supports every goal from safer use to reduced use to abstinence from alcohol. Their daily chat is schedule for 9 P.M. EST , 6 P.M. PST.

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## COVID -19 COUNSELLING/THERAPY BEST PRACTICE TIPS

### For Supporting Patients:

#### Covid-19 and the Media:

- If you notice that the media is triggering your anxiety practice 'media distancing'. You can still learn about what is most important without engaging in the media often.
- Be mindful of developing a 'checking compulsion'– where you are spending significant amount of time watching the news; or an 'avoidance habit' – where you are avoiding the news altogether.
- If you have developed an avoidance habit -do mini exposures – to get your mind habituated to certain words like “corona”, “dry cough”, or “fever”.
- Advised not to do any mini-exposures near bed time.
- During the pandemic it is recommended to put technology away 60 mins (1 hr) before bed. Call someone during that time if needing connection.
- WHO recommends checking in on the news 1 or 2 times a day – at a specific time, and checking reliable sources.

#### Talking to Children About Covid-19

- Have age appropriate conversation with children that *are asking*.
- Provide information that is factual – not emotion filled or worse-case scenarios.
- For older children and teens – point them towards the scientific facts. Help them to learn how to distinguish between reliable and non-reliable sources.
- For younger children – basic reassurance from parents that they and their loved ones are safe – keep any information that you give simple, short, and concrete (can use story telling or role playing to help).
- Model calmness, maintain normalcy – as much as possible (follow school breaks, lunch, recess times etc.).
- Listen actively to children's fears, concerns, or worries, and validate– acknowledge children's feelings – be careful not to be dismissive, invalidating, or rejecting of their feelings.
- Encourage children to practice sitting with anxiety – rather than doing something to relieve it or distract from it.
- Help children to normalize and name anxiety – the word optimizes processing of the emotion. Normalize anxiety as something people all over the world feel.

#### Parents Managing Multiple Roles

- Remember it is temporary. It is a wave – 'just trying to ride it out' or weathering the storm analogy.
- A time to practice 'good enough living'. May not be thriving but surviving.
- Set your expectations at 'good enough' – the goal is to get through a tough time.
- Good enough is the new perfect.

#### Social Isolation due to Social Distancing

- Try to do 1 productive thing per day – e.g. working on a long avoided task, trying a new recipe, cleaning the garage, or finding something new to learn online.
- Modify what you would normally do – e.g. try working out at home - instead of going to the gym.
- While there is increased uncertainty outside, try keeping inside the home organized, predictable, and clean – it can help reduce anxiety.



- There are more opportunity for social engagements now as most people are home and also looking for social connections. Find creative ways to take advantage of the technology and virtual social activities.
- Engage in stress reducing activities – guided meditation, yoga, exercise, gratitude journal – select 1 or 2 to work on each day.

### Managing Being With Others At Home

- Accept limits of control – no one is perfect, and we are not able to change others. Let go of need to control. Respect individual choices within households to reduce the amount of stress and compromise to the immune system.
- If needed express as “I” – statements versus “you should” – e.g. *I feel uncomfortable and nervous when you don't washing your hands when you get home - NOT- you should be washing your hands when you get home.*

### OCD and COVID-19

- Spending more time at home can create obsessive checking for symptoms -try not to scan your body for symptoms – this behaviour reinforces worry and increases anxiety.
- Adopt an expansive mindset – ‘when I take *reasonable* precautions, and accept the uncertainty that remains, I can rest and relax’
- Resist the urge to give into certainty seeking behaviours -e.g. constantly checking temperature, as it reinforces the reactive part of our brain and decreases our ability to tolerate uncertainty.
- Welcome our anxiety – remember it is okay to feel anxiety right now – opening our mind to tolerating negative emotions gives room to eventually transform them.

### For Healthcare Professionals:

#### Tips for ALL Healthcare Professionals

- Trying to slow down the limbic system (fight or flight) response to chronic stress will allow healthcare providers to be in the best position to respond to patients.
- Take a brief moment to identify how you are feeling and what you are doing – give yourself a moment to pause and slow down before the next patient enters the room or before entering the house after a long work day.
- Establish healthy habits – plan meals, turn off news, put phone down 30-60 min before bed, finding time each day to move your body.
- Stay connected- find creative virtual ways to stay connected via social media platforms. Purposely and regularly schedule activities that include others virtually.
- Remember you are not alone – all over the world frontline staff are working through the pandemic while managing the emotional impact of it.
- Set boundaries – there needs to be a way to turn work off while working from home. E.g. leaving technology outside of room – as a burnout prevention strategy.

#### Tele-Counselling:

- Ask patient do they have a landline – if cellphone, do they have unlimited minutes?
- Ask patients if they are comfortable using technology at home for sessions? Check-in with patients to make sure they feel their needs are being met.

- Suggest to patients to find a space in their house that is private, quiet, and free from distractions if possible.
- Teens/emerging adults – ask if they can close out of other programs for the session.
- Encourage patients to use headphones for privacy.
- Ask patients if there is anyone else in the room at the beginning of the session. Have a safe word to use if someone enters the room and how to terminate the session if needed – safely and quickly.
- For patients with addiction – encourage them to find support groups online.
- Review safety plans for clients that you are concerned about their safety.

Social Work Specific from the College:

- Suspension of all non-essential social work and social service work – up to individual members and their employers to determine what is essential.
- Explain to patients why they are receiving therapy over the phone. What the technology will be used for administrative or clinical or both.
- When working with patients inform them about limitations to confidentiality due to use of technology - e.g. phoneline can be intercepted, others around can hear, etc..
- Should be discussing with patients what would happen if there is any technology malfunction (e.g. if the call drops).
- Consideration for how to verify identity of patients over the phone.
- Communicate to patients how often messages will be checked and the timeframe to expect a response (e.g. “I check my voicemail twice a day”).