

## **Mental Health Immediate Need Resources**

### **Provincial Mental Health and Addictions Systems Navigator**

To help people navigate the mental health and addictions system, problem solve, review options and connect to services. Video relay service (VRS) calls are welcome.

Telephone: 1-877-999-7589

Available 8:30 a.m. to 4:30 p.m., Monday to Friday

### **Canadian Suicide Line**

Telephone: (833) 456-4566 or TEXT 45645

**CHANNAL Warm Line:** Offers non-emergency, non-crisis telephone peer support daily for people with mental health issues and their loved ones. Also, if you are feeling isolated and alone during COVID-19, reach out and speak with a trained mental health peer supporter.

Call the Provincial Warm Line @ 1-855-753-2560 9 am to 12 am daily.

### **Crisis Text Line – Text ‘Talk’ to 686868**

Powered by Kids Help Phone, anyone in need, regardless of age can text ‘Talk’ to 686868, to speak to a trained crisis responder.

### **Doorways Walk-In Clinic – St. John’s**

Doorways provides rapid access to mental health and addictions counselling services ‘one session at a time’.

Hours of operation: Monday – Friday

Address: Building 532, Pleasantville (Back of building on Roosevelt Ave)

Telephone: (709) 752-4903

### **HealthLine 811 or TTY 1-888-709-3555**

Dial 811 24/7 to speak with experienced, local registered nurses about physical and mental health services and questions about health-related topics. 811 is a confidential and free telephone line available to all residents of Newfoundland and Labrador.

Telephone: 811 or TTY 1-888-709-3555

### **Hope For Wellness Help Line**

Offers 24/7 mental health counselling and crisis intervention to Indigenous people across Canada. Call or visit [hopeforwellness.ca](https://hopeforwellness.ca) to chat with a counsellor.

Telephone: 1-855-242-3310

### **Kids Help Phone**

Kids Help Phone is Canada’s only national service offering professional counselling, information and referrals 24/7 by phone, Live Chat and the Always There chat app, through its free, and anonymous service.

Telephone: 1 (800) 668-6868 Website: <https://kidshelpphone.ca/>

**Mental Health Crisis Line/Mobile Crisis Response Team**

The Mental Health Crisis Line is a free, confidential service for individuals, family and friends province-wide, 24 hours a day.

The Mobile Crisis Response (MCR) Team travels as a team to assist/intervene with a mental health-related crisis, in a person's home or community.

Telephone: (709) 737-4668 / (888) 737-4668

**Provincial Mental Health Crisis Line**

Offers free, confidential phone support, 24/7 for people experiencing a mental health crisis.

Telephone: 1-888-737-4668 or TTY: 1-888-709-3555

**Psychiatric Assessment Unit (PAU) – Waterford Hospital**

Provides psychiatric assessment 24 hours a day, 7 days a week and inpatient psychiatric care.

Address: 306 Waterford Bridge Road, St. John's

Telephone: (709) 777-3021/3022

## **Mental Health General Support Resources**

### **Provincial Mental Health and Addictions Systems Navigator**

To help people navigate the mental health and addictions system, problem solve, review options and connect to services. Video relay service (VRS) calls are welcome.

Telephone: 1-877-999-7589

Available 8:30 a.m. to 4:30 p.m., Monday to Friday

### **Addiction, Rehabilitation and Family Assistance Program:**

Support for issues including: Stress, Depression, Anxiety, Drug / Alcohol / Gambling Addiction, Couple / Relationship Counselling, Smoking Cessation, and more...

Accessible by Face-to-Face Telephone Video Counselling, E-Counselling (Email), First Chat (online chat), Online Programs (self-directed), Text based Resource Packages

Telephone: 1-866-448-9444

[workhealthlife.com](http://workhealthlife.com)

### **Adult Protection**

#### **Government of Newfoundland and Labrador, Children, Seniors and Social Development**

Report the intentional mistreatment of an adult, who is unable to protect him or herself, which may cause serious physical, psychological or emotional harm or substantial damage to his or her belongings. It includes physical, psychological, emotional and financial abuse, intimidation, humiliation and sexual assault. If you suspect somebody is being abused or neglected, you can report confidentially - call toll-free 1-855-376-4957

Telephone: (855) 376-4957

### **AIDS Committee of Newfoundland and Labrador**

Provides supportive programs and services aimed at preventing HIV/HCV and supporting persons living with and affected by HIV/HCV

Address: 47 Janeway Place, St. John's

Telephone: (800) 563-1575

### **Al-Anon Information & Services**

Fellowship of relatives and friends of alcoholics who share their experiences, strength and hope in order to solve their common problems.

Address: 3 Blackmarsh Rd., St. John's

Telephone: (709) 722-2666

### **Alcoholics Anonymous Information and Services**

Fellowship of relatives and friends of alcoholics who share their experiences, strength and hope in order to solve their common problems.

Telephone: (709) 579-5215

(855) 579-5215

**Assertive Community Treatment (ACT) Team**

Provides community-based treatment to clients with severe and persistent mental illness.

Address: 365 Major's Path, St. John's

Telephone: (709) 752-3511

**Autism Society NL**

Community agency offering programs, supports, services and outreach throughout the province for persons with Autism Spectrum Disorder (ASD).

Address: 70 Clinch Crescent, St. John's

Telephone: (709) 722-2803

**Blue Door Program**

This program is designed to support individuals, primarily between the ages of 14-29, to exit sex trade activities, and/or sexually exploitive situations including sex trafficking.

Telephone: (709) 754-0536

**Bridge the gApp:** If you are finding it difficult to cope or feel anxious, Bridge the gapp offers many services to support your wellbeing (<https://nl.bridgethegapp.ca/adult/>). Bridgethegapp.ca is the 'go-to' website for mental health information and connection to local supports and services. Sign up for online programming, tools, and services in each region and share personal stories of recovery with others.

**Bridges Program (Ages 13-18) - Eastern Health**

The Bridges Program works collaboratively with youth, and their families, to build awareness, skills and the understanding needed to address mental health challenges.

Address: Soutcott Hall, 5th Floor, St. John's

Telephone: (709) 777-7715/2200

**Canadian Mental Health Association**

Newfoundland and Labrador Division

Telephone: (709) 753-8550

Fax: 709-753-8537

Url: <https://cmhanl.ca/>

Email: [office@cmhanl.ca](mailto:office@cmhanl.ca)

**CAST (Concurrent, Addictions, Specialized Treatment)**

Programs and Services for Adults 18+ with concurrent disorders involving significant and severe mental health and substance use issues and/or gambling. These issues substantially interfere with or limit one or more major life activities (ex: school, employment, personal safety, and housing).

Telephone: (709) 777-5074

**CENTRAL INTAKE for Adult Community Mental Health & Addictions Services (St. John's Area)**

Provides clients, families and other referral sources with one central phone number to call directly for information and self-referral to various mental health and addictions services in the St. John's region.

Address: 532 Pleasantville, St. John's

Telephone: (709) 752-8888

**CENTRAL INTAKE services for Janeway Family Centre, Janeway Psychiatry, Bridges Program, and Adolescent Addictions Services**

Inpatient, day patient, and outpatient programs offer a team approach that includes the parent/guardians along with a team of health professionals.

Address: Southcott Hall, 5th Floor, 100 Forest Road, St. John's

Telephone: (709) 777-2200

**CHANNAL – Peer Support Centre**

Community agency led by people who live with mental illness/mental health issues. CHANNAL offers one on one peer support, group peer support and public education and training.

Mount Pearl

Address: 878 Topsail Road

Telephone: (709) 368-0279

St. John's

Address: 70 Boulevard Drive

Telephone: (709) 753-7710

**Child Protective Services**

Telephone: (709) 729-4612 – after hours call 729-4755

**Choices for Youth**

Choices for Youth is a professional services, youth-focused, non-profit, charitable organization that creates spaces and conversations, and operates programs and social enterprises to help vulnerable youth secure emergency and stable housing, employment, and education while improving health and family stability.

Address: 261 Duckworth Street, St. John's

Telephone: (709) 754-0446

**Community Care Supportive Housing – Eastern Health**

Provides 24 hour supportive lodging to individuals who are 19+ with a chronic and persistent mental illness.

Address: 56 Mineral's Road, Conception Bay South

Telephone: (709) 834-0801

**Connections for Seniors**

Provides emergency accommodations and services to adults 55 years of age and older.

Address: 58 Prince of Wales Street, St. John's

Telephone: (709) 699 8099/2858

**Day Treatment Program – St. Clare's Hospital**

An 8 week group treatment program for adults with a major psychiatric disorder who are in remission from the acute phase of their illness.

Address: St. Clare's Mercy Hospital, 154 Lemarchant Road, St. John's

Telephone: (709) 777-5252

**Emergency Shelter NL Housing**

Telephone: (833) 724-2444

**Wellness Together Canada**

Wellness Together Canada was created in response to an unprecedented rise in mental health and substance use concerns due to the COVID-19 pandemic, with funding from the Government of Canada. Wellness Together Canada is a collaborative project providing high-quality resources for all Canadians—and supported by a wide network of organizations, with decades of specialized experience in wellness. From substance use support for older adults, to grief and loss counselling for youth, their partners are prepared to help—whatever the need. Services range from basic wellness information, to one-on-one sessions with a counsellor, to participating in a community of support.

<https://wellnesstogether.ca/en-CA?lang=en-ca>

**Empower the Disability Resource Centre, Advocacy Services**

At Empower we help people build their own skills and determine their own approach to solve the problems they face.

Telephone: (709) 722-4031

**Family Doctors (accepting new patients)**

<https://findadoctor.nl.ca/>

**First Light St. John's Friendship Centre**

Non-profit organization that serves the urban Indigenous and non-Indigenous community.

Address: 716 Water St., St. John's

Telephone: (709) 726-5902

**First Nations and Inuit Hope for Wellness Help Line**

National toll-free number that provides immediate, culturally competent, telephone crisis intervention counselling support for First Nations and Inuit, 24 hours a day, seven days a week.

Telephone: 1-855-242-3310

**Gambling Help Line**

The Gambling Help Line is a free, confidential service available province-wide, 24 hours a day. If you or a family member has a gambling concern, please call us for information and support.

Telephone: 1-888-899-HELP (4357) or 1-800-363-5864

**Geriatric Psychiatry Referral Coordinator (65+)**

The Geriatric Intake Coordinator provides a single point of access to programs and services offered by the Geriatric Psychiatry Program.

Telephone: (709) 777-3486

**HOPE Program – Healthy Opportunities for People with Eating Disorders**

The Hope Program is for you and your family if you are 15+ and have been diagnosed with anorexia nervosa, bulimia nervosa or other specified feeding and eating disorder.

Address: 35 Major's Path, Suite 101, St. John's

Telephone: (709) 777-2041

**Hope Valley Centre (addictions treatment for individuals 12-18 yrs)**

Provides specialized inpatient addictions treatment services for youth.

Address: 15 Lincoln Road, Grand Falls-Windsor

Telephone: (709) 292-8360

**Humberwood Treatment Centre - Mental Health and Addictions (Adult Treatment Centre)**

Provides three-week inpatient treatment for men and women 19+ who are experiencing a substance use and/or gambling problem.

Address: 35 Boones Road, Corner Brook

Telephone: (709) 634-4506

**Iris Kirby House – St. John's**

Provides shelter and a safe haven for women and children who are experiencing domestic violence.

Telephone: (709) 753-1492

(877) 753-1492

**Jacob Puddister Memorial Foundation**

Their mandate is to provide mental health resources to youth in Newfoundland and Labrador and to help eliminate the stigma surrounding mental health through various fundraising efforts, community partnerships, and direct services such as individual counselling, group counselling, and peer support.

Telephone: (709) 689-3452 Email: [counselling@jpmemorialfoundation.com](mailto:counselling@jpmemorialfoundation.com)

**Jess's Place**

Jess's Place is a supportive, independent, transitional housing program for women in recovery from addiction.

Address: Supportive Housing Division, 84 Prescott Street, St. John's

Telephone: (709) 738-0457

**John Howard Society - Provincial Headquarters**

Provides opportunities for the rehabilitation of people involved in the criminal justice system through program interventions, public education, crime prevention strategies, and restorative justice principles.

Address: 342 Pennywell Road, St. John's

Telephone: (709) 726-5500

**Legal Aid**

Telephone: (709) 753-7860

**Marguerite's Place – St. John's Status of Women's Council – St. John's Women's Centre**

Provides women-centered services, including housing and supportive programs in a women-centered environment.

Address: 170 Cashin Ave E, St. John's

Telephone: (709) 753-0220

**Mental Health & Addictions Outreach**

Telephone: (709) 777-5074

**Mental Health Court**

The Court is designed to provide an increased level of support, both medical and community based, to accused persons appearing before it.

Telephone: (709) 726-8966

**Mental Health Commission of Canada**

The Mental Health Commission of Canada is a catalyst for change, an organization designed to recommend improvements to the mental health system on a national level. We are not directly involved in individual cases of advocacy, outreach, service delivery or local supports.

Telephone: 613.683.3755

Fax: 613.798.2989

Email: [mhccinfo@mentalhealthcommission.ca](mailto:mhccinfo@mentalhealthcommission.ca)

**Mental Health/Addictions Counselling/Case Management**

Provides assessment and therapeutic counselling to individuals of all ages in the areas of mental health and addiction

Mount Pearl

Address: 760 Topsail Road

Telephone: (709) 752-4121

St. John's

Address: 3 West, St. Clare's

Telephone: (709) 777-5390

Address: LeMarchant House

Telephone: (709) 777-5622

Address: Terrace Clinic  
Telephone: (709) 777-3453

Address: Shea Heights (57B Linegar Avenue)  
Telephone: (709) 752-4313

#### Torbay

Address: 1345 Torbay Road  
Telephone: (709) 437-2210

#### **MUN Student Wellness and Counselling Centre**

The SWCC consists of counselling, health, and wellness supports including primary health care, counselling, health promotion, disease prevention, and wellness education for students of Memorial University.

Address: Memorial University, University Centre 5th Floor, St. John's  
Telephone: (709) 864-8500

#### **Naomi Centre**

Naomi Centre is an emergency shelter that offers safe and supportive temporary housing for women aged 16-30 within a harm reduction model. Accepts self-referrals.

Address: 4 Patrick Street, St. John's  
Telephone: (709) 579-8641

#### **Newfoundland and Labrador Sexual Assault Crisis and Prevention Centre – 24 Hour Crisis Hotline**

Call province-wide for 24/7 support and information if you have been impacted by sexual violence.

Address: 360 Topsail Road, Suite 101, St. John's  
Telephone: 1-800-726-2743 or 726-1411

#### **Opioid Dependency Treatment**

To find a physician or counsellor call 811 and a Healthline nurse will provide you with a contact number.

Telephone: 811

#### **Psychosis Intervention and Early Recovery (PIER) Program**

Provides a specialized interdisciplinary program focused on the recognition, assessment and treatment of individuals experiencing a first episode of psychosis and their families.

Address: Waterford Hospital, 306 Waterford Bridge Road, St. John's  
Telephone: (709) 777-3614

#### **Recovery Centre**

The Recovery Centre in St. John's is open to anyone in the province who is 16+ and needs help while withdrawing from alcohol, drugs and/or gambling.

Address: Building 532 Pleasantville, 80 Charter Avenue, St. John's  
Telephone: 738-4980

**Safe Works Access Program (SWAP) – Tommy Sexton Centre**

Assists individuals in reducing the risks related to substance use, and provides support, education and referrals required to enhance personal health.

Address: 47 Janeway Place, St. John's

Telephone: (709) 757-7927

**Sexual Assault Crisis Line**

Telephone: (709) 726-1411

**Smokers' Helpline**

The Smokers' Helpline is a free, confidential service providing information, resources, advice, support and motivational counselling while you are working toward being smoke free. Telephone: (800) 363-5864

**Stella's Circle**

Offers residential, community and correctional-based counselling, supportive housing, and employment preparation and skills development.

Address: 142 Military Road, St. John's

Telephone: (709) 738-8390

**Supportive Board and Lodging Subsidy – Eastern Health**

Offers a financial supplement to individuals for individuals with a psychiatric diagnosis living in supportive relative and non-relative board & lodging arrangements.

Address: Waterford Hospital, 306 Waterford Bridge Road, St. John's

Telephone: (709) 777-3340

**Survivors of Suicide Loss Support Group**

Offers a safe and supportive environment for those who have lost someone to suicide to share their experiences.

Address: Sobeys Community Room, Torbay Road, St. John's

Telephone: (709) 726-4223

**Take Home Naloxone Kits**

Take Home Naloxone Kits are for individuals who are at risk of an opioid overdose and for their friends/family who might witness an overdose. Call 811 to find a Naloxone Kit near you.

Telephone: 811

**The Gathering Place**

Service centre committed to building community, promoting equality and providing nourishment for those seeking respite from isolation and loneliness.

Address: 172 Military Road, St. John's

Telephone: (709) 753-3234

**The Grace Centre (18 yrs +)**

The Grace Centre is a voluntary provincial inpatient addictions treatment centre for male and female adults aged 18 years and older. The program consists of a 28 day treatment service

Address: Harbour Grace

Telephone: (709) 945-4500

**The Pottle Centre**

Provides a drop-in social centre for adult consumers of mental health services in St. John's and area.

Address: 200 Water Street, 2nd Floor, St. John's

Telephone: (709) 753-2143

**THRIVE Community Youth Network – St. John's**

Community agency providing educational programming, outreach services, and youth development opportunities to youth primarily 12 – 24 years.

Address: 108 Lemarchant Road, St. John's

Telephone: (709) 754-0536

**Traumatic Stress Services**

Address: Cordage Place, St. John's

Telephone: (709) 752-4919

**Tuckamore Youth Treatment Centre**

Tuckamore is a live-in treatment Centre for 12 – 18 year olds in the Newfoundland and Labrador who have complex mental health concerns. You can also ask your physician, nurse, clinician or social worker about other supports for youth in your area (ie. counselling).

Address: 7 Mallow Drive, Paradise

Telephone: (709) 752-3914

**Turnings**

Community agency providing support to individuals involved in the justice system seeking support to integrate within the community.

Address: 21 Merrymeeting Road, St. John's

Telephone: (709) 754-1010

**Vera Perlin Society**

Provides services and supports for all individuals with a developmental disability and their families in the St. John's and surrounding areas.

Address: 6 Logy Bay Road, St. John's

Telephone: (709) 739-6017

**Warm Line**

Non-emergency, non-crisis telephone support and referral service operated by trained people with lived experience.

Telephone: (709) 753-2560

(855) 753-2560

**Waypoints**

Provides a variety of residential and support services to children and youth ages 8-18 who are involved with the Department of Children, Youth and Social Development or Youth Corrections.

Address: 145 Lemarchant Road, St. John's

Telephone: (709) 722-9377