



# Memorandum



**TO:** All Employees  
**FROM:** Health and Safety Department  
**Cc:** City Council  
**DATE:** April 16, 2020  
**RE:** Mental Health Services - Coronavirus (COVID-19)

As we continue to deal with the outbreak and spread of COVID-19, the stress and fear of the unknown can take a toll on our mental health. The Government has announced its commitment to providing additional mental health assistance for all individuals, and specialized assistance for emergency responders and health care workers.

Resources available include:

**BounceBack®:** a free skill-building program managed by the Canadian Mental Health Association (CMHA). It is designed to help adults and youth 15+ manage low mood, mild to moderate depression and anxiety, stress or worry. Delivered over the phone with a coach and through online videos, you will get access to tools that will support you on your path to mental wellness.

<https://bouncebackontario.ca/> (login: any email address and password: bbtodayon)

**Internet-based Cognitive Behavioural Therapy (iCBT): Stronger Minds by BEACON** is a free digital program for all Canadians – to support your mental well-being through the COVID-19 crisis. With Stronger Minds, participants get day-to-day guidance from the extensive BEACON team of clinical psychologists. Through videos, quick reads and resilience-building activities, let's help you learn how to protect your mental well-being through these times. <https://www.mindbeacon.com/strongerminds>

**iCBT for frontline health care workers:** Online CBT targeted at frontline health care workers experiencing anxiety, burnout or PTSD. Those requiring intensive levels of care could be referred to virtual face-to-face care.

**ConnexOntario:** provides treatment service information for people experiencing problems with gambling, drugs, alcohol, and/or mental health. Helpful, supportive System Navigation Specialists answer all calls, emails or webchat requests 24/7. Our referral service is free and confidential.

- provide contact information for mental health and addictions treatment services or supports that meet the caller's specific needs
- listen, offer support and provide strategies to help people meet their goals
- provide basic education about gambling, drugs, alcohol, and/or mental health problems

**Mental Health Helpline** 1-866-531-2600 or <https://www.connexontario.ca/information-services>

**Kids Help Phone:** Canada's only 24/7, national support service. We offer professional counselling, information and referrals and volunteer-led, text-based support to young people in both English and French. <https://kidshelpphone.ca/topic/covid-19/>

**Employee and Family Assistance Program (EFAP):** to help you deal and gradually build up resiliency. EFAP is available, 24/7 at 1-844-880-9142 or at [www.workhealthlife.com](http://www.workhealthlife.com).