

## Help Information Lines



When individuals experience mental health and addictions issues, they sometimes do not know where to get the help they need. **Help Information Lines** can be a good place to start. Calling a help line can provide a person with information, education, support, treatment, and connection to other services.

There are many free help lines available to residents of Newfoundland and Labrador. Some of the most used help lines include:



**211** - An information and referral service that connects individuals to essential human, social, community, and government supports.  
• Dial 211, 24/7



**2SLGBTQIA+ Warm Line** - A peer support service that creates a safe space for 2SLGBTQIA+ people to speak with another member from the 2SLGBTQIA+ community about issues they are experiencing.  
• Call or text 1-866-230-8041  
• Monday - Thursday, 1:00 p.m. - 5:00 p.m.  
• Monday - Sunday, 6:00 p.m. - 12:00 a.m. (Midnight)



**811 HealthLine** - Providing crisis and non-crisis mental health and addictions support, as well as information and connection to services.  
• Dial 811, 24/7



**Crisis Text Line** - Text-based mental health support for adults.  
• Text 'HOME' to 741741, 24/7



**Domestic Violence Helpline** - Connects callers with appropriate services in the community, such as transition homes, and medical or policing services, as required.  
• Call 1-888-709-7090, 24/7



**Emergency Housing Line** - Housing service available to anyone experiencing homelessness.  
• Call 1-833-724-2444, 24/7



**Hope for Wellness Help Line** - Mental health counselling & crisis intervention for Indigenous people.  
• Call 1-855-242-3310, 24/7  
• Visit [www.hopeforwellness.ca](http://www.hopeforwellness.ca) to connect via online chat, 24/7



**Lifewise Warm Line** - Non-emergency, non-crisis telephone peer support and referral service.  
• Call 1-855-753-2560  
• Daily, 10:00 a.m. - 12:00 a.m. (Midnight)



**Kids Help Phone** - Mental health support for young people in English and French.

- Call 1-800-668-6868 or text 'CONNECT' to 686868, 24/7
- To connect with an Indigenous crisis responder (if one is available), text 'FIRST NATIONS', 'INUIT', or 'METIS' to 686868, 24/7
- Visit [www.kidshelphone.ca](http://www.kidshelphone.ca) & click "Tap to Chat" from 7:00 p.m. - 12:00 a.m. (Midnight) daily
- Send a message to Kids Help Phone via Facebook Messenger app



**NL Sexual Assault Support and Information Line** - Confidential, non-judgmental, empathetic, crisis or non-crisis support and information about issues related to sexual violence.

- Call 1-800-726-2743, 24/7



**Provincial Mental Health and Addictions Systems Navigator**

Assistance with navigating the provincial mental health and addictions system.

- Call 1-877-999-7589
- Monday - Friday, 8:30 a.m. - 4:30 p.m.



**Provincial Opioid Line** - Information and support related to opiate use, assistance with system navigation and connection to services. Also available for health care professionals seeking consultation.

- Call 1-844-752-3588.
- Monday-Friday, 8:30 a.m. - 4:30 p.m.



**Smokers' Helpline** - Information, resources, support and motivational counselling for people wanting to reduce tobacco use or to become smoke free.  
Call 1-800-363-5864, Monday-Thursday, 9:00 a.m. - 9:00 p.m., and Friday, 9:00 a.m. - 5:00 p.m.  
Sign up for text or email support at [www.smokershelp.net](http://www.smokershelp.net).