

## Non-Emergency & Non-Crisis Services



Non-emergency and non-crisis situations are those that do not require immediate intervention, but support of some kind is needed.

The most frequently used mental health and addictions services providing non-emergency and non-crisis support to residents of Newfoundland and Labrador include:



The **811 HealthLine** is a confidential, free help line, available 24/7. In addition to providing crisis support, HealthLine nurses are there anytime to listen, provide non-crisis mental health and addictions support, and offer suggestions. HealthLine nurses help connect individuals with services in their community or with online programs that can be used anytime, anywhere.



The **Provincial Lifewise Warmline** is an anonymous, confidential helpline staffed by trained peer supporters, who are also individuals with lived experience of mental illness and addiction. Non-emergency, non-crisis support is available daily by calling 1-855-753-2560 from 10 a.m. to 12:00 a.m. (midnight) for individuals 16+.



**Doorways** is a mental health and addictions counselling service providing rapid access. No referral is required, and there is no formal assessment, triaging, intake process, or waitlist. Doorways is available in-person, over the telephone, or by video, with drop-in service, as well as same day or next day appointments. **Bridge the gapp** provides a complete listing of Doorways locations.



**Bridge the gapp** is Newfoundland and Labrador's 'go to' site for mental health and addictions services and information. Services are free and available by computer, tablet or phone, with options for both youth and adults. Individuals can sign up for online programming, use tools, and learn more about what is available in their region. Visit [Bridgethegapp.ca](http://Bridgethegapp.ca) to learn more.



**Kids Help Phone** offers free, 24/7, confidential support to young people in English and French. For professional counselling, information and referrals, individuals can either call 1-800-668-6868 toll-free, text 'Talk' to 686868, access live support by visiting [kidshelpphone.ca](http://kidshelpphone.ca) and clicking 'Tap to Chat' from 7:00 p.m. to midnight daily, or by sending a message to the Kids Help Phone Facebook Messenger app.



The **Hope for Wellness Helpline** is available to all Indigenous people across Canada providing crisis and non-crisis support. Available 24/7, individuals can call 1-855-242-3310 to speak with a counsellor by telephone, or visit the website at [www.hopeforwellness.ca](http://www.hopeforwellness.ca) to chat with a counsellor online. Telephone service is available in English, French, Cree, Ojibway, and Inuktitut.



The **Provincial Opioid Dependence Treatment Line** provides support to those using opioids, family members, and health-care providers, by helping them to navigate the system and connect with support and services. Individuals can call 1-844-752-3588 Monday to Friday, 8:30 a.m. - 4:30 p.m. for assistance.



For help problem solving to figure out next steps, discuss options to find the right service, and help with making connections to services, individuals can call the **Provincial Mental Health & Addictions Systems Navigator** Monday to Friday, 8:30 a.m. to 4:30 p.m., at (709) 752-3916 or Toll Free 1-877-999-7589, or they can email [Barry.Hewitt@easternhealth.ca](mailto:Barry.Hewitt@easternhealth.ca).