







E-Mental Health Quick Reference



E-Mental Health is using the internet and other technologies to deliver mental health, substance use, and addictions services. By using technology, expanded services can be offered to individuals, with more choice. Individuals can decide what services they would like to access and when they want to complete them. Services can be used on their own or as an adjunct to traditional therapy options, based on a person's individual needs and wants.




The programs and services below are free to residents of Newfoundland and Labrador.



ONLINE PROGRAMS

PROGRAM	DESCRIPTION	TARGET POPULATION	ACCESS
Breaking Free	<p>An online self-help program proven to be effective at helping people cut down their drinking or drug use, or quit completely.</p> <p>Breaking Free is confidential and there is no waiting time. It is free for residents of Newfoundland and Labrador ages 16 and older; available online 24 hours a day, 7 days a week; easy, safe and confidential, accessible on any device, and available in English and French.</p>	16+ years	<p>Available in English and French, 24/7 on computer, tablet or phone.</p> <p>Access via Bridge the gapp or at https://www.breakingfreeonline.ca/</p> 
BreathingRoom™	<p>An online program that helps youth create healthier connections with themselves and others, learn coping strategies and techniques to manage stress and build resilience, and develop greater awareness of the connection between thoughts and behaviour.</p> <p>Delivered as:</p> <ul style="list-style-type: none"> • a self-managed, interactive treatment • part of a peer support network • with a practitioner in the role of coach • as a tool for a professionally-led therapy group • an adjunct to traditional counselling 	13-24 years	<p>Available in English and French, 24/7 on computer, tablet or phone.</p> <p>Access via Bridge the gapp or at https://app.breathingroom.me</p> 
Bridge the gapp	Newfoundland and Labrador's provincial mental health and addictions website, where individuals can learn about mental health and addictions services available, use tools, and sign up for online programming.	Youth (13-18 years) Adults (18+ years)	<p>Available 24/7 on a computer, tablet or phone.</p> <p>https://nl.bridgethegapp.ca/</p>

			
Messages of Hope	<p>A program offered in partnership between Bridge the gapp and Lifewise, a provincial organization created by and for individuals living with mental health and addictions issues, that supports people throughout all stages of their mental health journey by sending out inspiring words each day for one month to encourage people to continue the work that they are doing on their mental health.</p>	16+	<p>Daily messages via email on computer, tablet or phone.</p> <p>Access via Bridge the gapp or at https://lifewisel.ca/messages-of-hope/</p> 
MindWell	<p>An online program that provides mindfulness-based e-mental health tools shown to increase resilience, lower stress, and improve performance.</p> <p>Features include:</p> <ul style="list-style-type: none"> • Take 5 Training: Evidence-based training to enhance daily life by reducing stress and improving resilience. • Live Classes or 4-week programs with leading experts on a variety of topics, such as exercise, meditation, and healthy cooking. • Video Library of on-demand webinar sessions. Individuals can take a class on their own schedule. • Resources for specific groups, such as 4-week programs for leaders and healthcare workers. 	13+ years	<p>Available in English and French, 24/7 on computer, tablet or phone.</p> <p>Access via Bridge the gapp or at https://app.mindwellu.com/newfoundland</p> <p>Resources: Take 5 with MindWell</p> 
Power Over Pain Portal	<p>An online program designed for youth and adults living with pain, family members, caregivers, and healthcare providers by providing free, evidence-based resources and support so individuals living with chronic pain can feel empowered.</p> <p>Learn about:</p> <ul style="list-style-type: none"> • pain and pain management • watch videos • listen to podcasts • take self-directed courses • connect with peers • access one-on-one counselling by text, telephone or video 	Youth & Adults	<p>Available in English and French, 24/7 on computer, tablet or phone.</p> <p>Access via Bridge the gapp or at https://poweroverpain.ca/</p> 




	<p>Almost all of the resources in the portal can be explored without an account, with the exception of The Pain Course. Registering, however, will allow users to complete assessments, track symptoms and progress over time, and determine which program(s) to use.</p>		
<p>Provincial Mental Health Groups</p>	<p>Provincial Mental Health groups are offered for a wide variety of mental health and addictions issues and provide increased accessibility to services. Groups are offered virtually and are facilitated by local mental health clinicians.</p> <p>Some of the groups available include:</p> <ul style="list-style-type: none"> • Anxiety Treatment Group • Gender Journeys • Mental Health Skills and Recovery Group • Depression Treatment Group • Mindfulness Based Class for Chronic Pain • Provincial Mental Health Drop-In Group • Creating Healthy Connections • Wellness Wednesdays • Anxiety Awareness Session • Bereavement Support Group • Addictions Drop-in Group • Family Matters • Addictions Early Recovery Group • DBT Skills Group 	<p>18+</p>	<p>For more information email nlgroups@nlhealthservices.ca.</p> <p>Resources: https://www.youtube.com/watch?v=DQKbYd8mBKs</p> <p>Access via Bridge the gapp</p> 
<p>Strongest Families Institute</p>	<p>Skill-based educational programs for children, youth, adults and families seeking help to improve mental health and well-being.</p> <p>Unique distance coaching program, over the phone or internet via the SFI online secure website, in the privacy of peoples' own homes. Can be delivered either by weekly telephone support with a coach (one on one or group), or self-guided with open, drop-in group coaching support when needed.</p> <p>Programs include:</p> <ul style="list-style-type: none"> • Parents Empowering Kids (PEK): Helping caregivers of children, 3-12 years of age, learn to prevent and deal with common childhood behavioural problems (i.e; not listening, temper outbursts, etc). • Chase Worries Away: Educating parents and children, ages 6-11, about anxiety, and guiding them as they learn relaxation and coping skills needed to face worry in real life. • Defeat Anxiety: Helping youth, ages 12-17, learn skills to overcome, control, and gradually face their anxiety. • Dry Nights Ahead: Designed to help children ages 5-12 	<p>Children/Youth Programs 3-17 years</p> <p>Adult Programs 18+ years</p>	<p>Available in English and French, 24/7 on a computer, tablet or phone.</p> <p>Providers can refer, or individuals can self-refer, via the online referral form on the Strongest Families Institute and Bridge the gapp websites, or by calling SFI directly at 1-866-470-7111.</p> <p>Access via Bridge the gapp or at https://strongestfamilies.com/</p> <p>Resources: https://www.youtube.com/channel/UCr3eqHbJUVqLw1s9kogMPQ</p> 




	<p>overcome nighttime bedwetting with the use of a urine alarm, reward system, and weekly telephone support from a coach.</p> <ul style="list-style-type: none"> • ICAN Program: Helping adults 18+ to learn skills to control, face and deal with emotions (anxiety and depression) to overcome and manage major life stressors. 		
Support Groups	<p>Online groups providing a supportive place for individuals with a common experience to help and learn from each other. These groups are free and support a variety of needs.</p> <p>Information is available for:</p> <ul style="list-style-type: none"> • Alcoholics Anonymous • Canadian Mental Health Association • Lifewise • Narcotics Anonymous • Smokers' Helpline 	18+	<p>Contact the specific group for times available.</p> <p>Access groups listing via Bridge the gapp</p> 
The Brain Story Certification	<p>Free training to help individuals learn about the brain in an in-depth manner, addressing many topics about how adverse childhood experiences impact brain development and can increase the risk for mental health and addictions and other concerns.</p> <p>The course is broken down into 20 hour long modules, which consist of mini video lectures, and excerpts to read containing other relevant content. At the end of every module, there is a short quiz that will help participants remember and assess what they have learned.</p> <p>The Brain Story is intended to be interesting and easy to understand for anyone who would like to learn about the brain, its development, and the long-term consequences on a person's health.</p>	18+	<p>Available in English and French, 24/7 on computer, tablet or phone.</p> <p>Access via Bridge the gapp or at https://www.albertafamilywellness.org/what-we-know/the-brain-story</p> 
Therapy Assistance Online	<p>A suite of online tools and psychoeducational sessions designed to help individuals learn about and change how they think and feel, and bounce back from setbacks.</p> <p>The platform combines the ability to access completely anonymous mental health and wellbeing psychoeducational content (TAO Self-Help), with the option to complete the program with a therapist via secure videoconferencing (TAO with a Counsellor).</p> <p>Can be delivered as:</p> <ul style="list-style-type: none"> • Self-directed • An adjunct to therapy, with the guidance of a coach • Group delivery modality 	16+	<p>Available in English and French, 24/7 on computer, tablet or phone.</p> <p>Access via Bridge the gapp or at https://www.taoconnect.org/what is tao/nl/</p> 




<p>Well Central</p>	<p>An accessible and completely free virtual Recovery College offering interactive courses that empower individuals to take control of their mental health and well-being.</p> <p>Courses offered include:</p> <ul style="list-style-type: none"> • Well-Being Course • Recovery 101 • Overcoming Loneliness & Isolation • Developing Self Compassion 	<p>18+</p>	<p>Available in English and French, 24/7 on computer, tablet or phone.</p> <p>Access via Bridge the gapp or at https://wellcentral.ca/</p> 
<p>Wellness Webinars</p>	<p>A series of videos providing quality information and skill building about various mental wellness and substance use topics.</p> <p>Webinars available include:</p> <ul style="list-style-type: none"> • Anxiety Wellness Session • Depression Wellness Session • Coping with Stress • Parenting 101 • Grief & Loss • Harm Reduction: Substance Use • Substance Use Wellness Session • The Brain Story • Suicide Awareness • Binge Eating Disorder Wellness Session <p>There are also videos available that provide information about e-mental health, Bridge the gapp website navigation, and Newfoundland and Labrador's Stepped Care Model.</p>	<p>Youth & Adults</p>	<p>Available in English and French, 24/7 on computer, tablet or phone.</p> <p>Access via Bridge the gapp</p> 




HELP INFORMATION LINES




PROGRAM	DESCRIPTION	TARGET POPULATION	ACCESS
<p>211</p>	<p>Confidential information and referral service connecting Newfoundlanders and Labradorians to essential human, social, community, and government supports.</p>	<p>All</p>	<p>Available in 170 languages Telephone: Dial 211 Text: Not Available Online Chat: Not Available Website: https://nl.211.ca/ Hours: 24/7</p>





			
811	Confidential, free helpline staffed by registered nurses who can answer questions about health-related topics, and provide mental health and addictions support, including gambling support and crisis response.	All	<p>English and French</p> <p>Telephone: Dial 811</p> <p>Text: Available for use by deaf or hard-of-hearing callers and persons with communication difficulties. To text with 811, individuals will need to download the 811 NL HealthLine app.</p> <p>Online Chat: Not Available</p> <p>Sign Language Support: Available using the SRV Canada Video Relay Service. Individuals will need to sign up for the VRS service at https://srvcanadavrs.ca/en/ and download the app. When calling 811 using the VRS service, users must provide VRS the number 1-888-834-1252 to connect with 811.</p> <p>Website: https://www.811healthline.ca/</p> <p>Hours: 24/7</p> 
988	<p>A national helpline for anyone across Canada who is thinking about suicide, or who is worried about someone else. Individuals can call or text 988 toll-free, anytime for support. Responders are available to listen and provide help without judgement.</p> <p>Service is available in English and French. If an individual needs to access the service in another language, they may request translation services from their responder to receive the service in their preferred language.</p>	All	<p>English and French</p> <p>Telephone: Dial 988</p> <p>Text: Text 988</p> <p>Website: https://988.ca/</p> <p>Hours: 24/7</p> 
2SLGBTQIA+ Warm Line	<p>Planned Parenthood NL's 2SLGBTQIA+ Warm Line is a peer support service run by and for 2SLGBTQIA+ people in Newfoundland and Labrador.</p> <p>The goals of the Warm Line are to:</p>	Anyone 16+ who identifies as a member of the 2SLGBTQIA+ community	<p>Telephone: 1-866-230-8041</p> <p>Text: 1-866-230-8041</p> <p>Online Chat: Open pop up in the bottom right corner of page to determine if available.</p>


	<ul style="list-style-type: none"> • Create a safer space for 2SLGBTQIA+ people in NL to talk through their problems/concerns. • Take the pressure off of existing crisis or warmlines that 2SLGBTQIA+ people may be using in the absence of specific warm line. • Connect those in the 2SLGBTQIA+ community with more experience and more to give to those seeking help or someone to talk to. 		<p>Website: https://www.plannedparenthoodnlshc.com/warmline.html Hours: Wednesday, Thursday, Friday, Saturday, and Sunday; 6pm - 10pm.</p> 
Domestic Violence Help Line	A helpline providing immediate, province-wide connection with trained professionals who will connect callers with appropriate services and organizations in the community, such as transition homes in the area, and medical or policing services, as required.	All	<p>Telephone: 1-888-709-7090 Text: Not Available Online Chat: Not Available Website: https://www.gov.nl.ca/vpi/domestic-violence-help-line/ Hours: 24/7</p> 
Emergency Housing Line	A service of the Newfoundland and Labrador Housing Corporation available to anyone experiencing homelessness.	All	<p>Telephone: 1-833-724-2444 Text: Not Available Online Chat: Not Available Website: https://www.nlhc.nl.ca/contact/contact-nlhc/ Hours: 24/7</p> 
First Responders Warmline	<p>First responders from all disciplines can reach out to the First Responders Warm Line for support. Peer supporters are ready to provide a compassionate ear, share experiences, and offer support tailored to the challenges faced by their respective roles.</p> <p>The FRWL operates independently, free from any documentation or association with employers or regulatory bodies. Privacy and confidentiality is prioritized to ensure every interaction remains</p>	Adults	<p>Telephone: (709) 237-4180 Text: Not Available Online Chat: Not Available Website: https://panl.ca/peer-support-first-responders-warm-line/ Hours: 12:00 p.m. – 12:00 a.m. (Midnight), 7 Days A Week</p>

	<p>strictly between the peer supporter and the first responder seeking assistance.</p> <p>The Warm Line extends support to a variety of first responders, including but not limited to, police officers, firefighters, paramedics, dispatchers, nurses, doctors, medical professionals, Search and Rescue personnel, social workers, and more.</p>		
Hope for Wellness Helpline	<p>A national helpline offering immediate mental health counselling and crisis intervention to all Indigenous people across Canada.</p>	All	<p>Telephone: 1-855-242-3310 (telephone service available in English, French, Cree, Ojibway, and Inuktitut) Text: Not Available Online Chat: Via <i>Chat Online</i> or <i>Chat Now</i> on the website. Available in English and French. Website: https://www.hopeforwellness.ca/ Hours: 24/7</p> 
Kids Help Phone	<p>Canada's only 365/24/7 e-mental health service offering free, confidential support to young people in English and French.</p> <p>*Although primarily a service for children/youth, Kids Help Phone will assist adults in getting the support they need. Adults can text WELLNESS to 741741 to connect with a trained, volunteer crisis responder 24/7.</p>	Children/Youth	<p>English and French Telephone: 1-800-668-6868 Children/Youth Text: Text 'CONNECT' to 686868 Adults Text: Text 'WELLNESS' to 741741 Online Chat: Click 'Tap to Chat' on the website Message: Via Facebook Messenger app Website: https://kidshelpphone.ca/ Hours: 24/7</p> 
Lifewise Warmline	<p>Anonymous and confidential non-emergency, non-crisis telephone, support and referral service, which also assists individuals with navigating Bridge the gapp NL, including how to register for free online programs and services.</p>	16+	<p>English and French Telephone: (EN) 1-855-753-2560, (FR) 1-833-753-5460 Text: Not Available Online Chat: Not Available Website: https://lifewisenl.ca/ Hours: Daily, 10:00 a.m.-12:00 a.m. (Midnight)</p>

			
National Eating Disorder Information Telephone Line	A telephone information line that provides information, resources, referrals and support to anyone in Canada affected by an eating disorder.	All	<p>Telephone: 1-866-633-4220 Text: Not Available Online Chat: On a computer, to access live chat, start by clicking the orange 'Let's Chat' button in the bottom right corner. To access live chat on a phone or tablet device, click the purple 'Chat With Us' button at the bottom of the page. Email: nedic@uhn.ca Website: https://nedic.ca/ Hours: Monday-Thursday, 9:00 a.m.-9:00 p.m.; Friday, 9:00 a.m.-5:00 p.m.; Saturday & Sunday, 12:00 p.m.-5:00 p.m. EST</p> 
NL Sexual Assault Crisis & Prevention Centre Support & Information Line	Provincial helpline providing callers with confidential, nonjudgmental, empathetic, crisis or non-crisis support and information regarding issues related to sexual violence.	All	<p>Telephone: 1-800-726-2743 Text: Not Available Online Chat: Click chat pop up on website (bottom right corner) Website: https://endsexualviolence.com/ Hours: 24/7</p> 
Provincial Mental Health & Addictions Systems Navigation	Service for individuals seeking assistance with navigating the provincial mental health and addictions system.	All	<p>Telephone: 1-877-999-7589, Video Relay Service Calls Welcome Text: Not Available Online Chat: Not Available Website: https://nl.bridgethegapp.ca/service-directory/mental-health-and-addictions-systems-navigator/ Hours: Monday-Friday, 8:30 a.m.-4:30 p.m.</p>

			
Provincial Opioid Dependence Treatment (ODT) Phone Line	Helpline for individuals and family members seeking information and support related to opiate use, assistance with system navigation and connection to services. Also available for health care professionals seeking consultation.	Youth, Adults	<p>Telephone: 1-844-752-3588, Video Relay Service Calls Welcome Text: Not Available Online Chat: Not Available Website: https://www.gov.nl.ca/hcs/mentalhealth-committee/mentalhealth/opioids-and-naloxone/ Hours: Monday-Friday, 8:30 a.m.-4:30 p.m.</p> 
Provincial Transition House Crisis Line	Support is available to women experiencing domestic violence. For help with safety planning, or just to talk, there are women's centres in nine regions of the province.	Women, All Ages	<p>Telephone: 1-877-753-1492 Text: Not Available Online Chat: Not Available Website: https://thanl.org/shelters/find-shelter/</p> 
Safe Work Access Program (SWAP)	The Safe Works Access Program (SWAP) is a health promotion and education service for people who use drugs. Services include providing clean supplies for substance use, disposal of used equipment, support, and referrals.	Youth, Adults	<p>Telephone: (709) 634-7927 West Coast, (709) 897-2125 Labrador, (709) 757-7927 All Other Areas of the Province Text: (709) 634-7927 West Coast, (709) 897-2125 Labrador, (709) 757-7927 All Other Areas of the Province Online Chat: Not Available Website: https://acnl.net/services/swap/ Hours: Monday-Friday, 8:30 a.m.-12:30 p.m. and 1:30-4:00 p.m.</p>

			
Seniors NL	<p>Seniors NL is dedicated to promoting the independence and well-being of older adults in Newfoundland and Labrador through the provision of information, programs and services.</p>	<p>All</p>	<p>Telephone: 1-800-563-5599 Text: Not Available Online Chat: Not Available Online Form Contact: https://www.seniorsnl.ca/contact/ Website: https://www.seniorsnl.ca/ Hours: Monday-Friday, 8:30 a.m.-4:30 p.m.</p> 
Sexual Assault Response & Advocacy (SARA) Crisis Line	<p>Crisis line offering support and information to those who have experienced sexual assault in Corner Brook and surrounding areas.</p>	<p>Women, All Ages</p>	<p>Telephone: (709) 639-8522 Text: Not Available Online Chat: Not Available Email: cbwomenscentre@gmail.com Website: https://www.cornerbrookswc.com/projects-6 Hours: Monday-Friday, 9:00 a.m.-4:00 p.m.</p> 
Smokers' Helpline	<p>A free, confidential service providing information, resources, support and motivational counselling for individuals working towards reducing their tobacco use or to become smoke free.</p>	<p>All</p>	<p>Telephone: 1-800-363-5864 Text: (709) 700-7002 Online Chat: Via <i>Chat with us</i> on the website. Website: www.smokershelp.net Hours: Monday-Thursday, 9:00 a.m.-9:00 p.m. Friday, 9:00 a.m.-5:00 p.m.</p> 

Trans Lifeline	<p>Trans Lifeline is a trans-led organization that connects trans people to the community, support, and resources they need to survive and thrive.</p> <p>Trans Lifeline's Hotline is a peer support phone service run by trans people for trans and questioning peers. Call if you need someone trans to talk to, even if you're not in a crisis or if you're not sure you're trans.</p>	Trans & Trans Questioning, All Ages	<p>Telephone: 1-877-330-6366 Text: Not Available Online Chat: Not Available Website: https://translifeline.org/ Hours: Monday-Friday, 1:00 p.m.-9:00 p.m. Eastern Time</p> 
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