

# KEY MENTAL HEALTH & ADDICTIONS SERVICES

Services for you.  
When you need them.  
Where you need them.

## Three Key Access Points

### Mental Health Information and Resources

#### Bridge the gapp

**Bridge the gapp** is Newfoundland and Labrador's "go-to" site for mental health, substance use and addictions information and resources.

Read up-to-date information, find services and supports, sign up for free online programs, use e-mental health tools, and share personal stories and messages of support.

Visit: <https://nl.bridgethegapp.ca>



### 24/7 Support



**811** is a provincial HealthLine that provides information about physical and mental health services, answers health-related questions and refers individuals to services to meet their needs.

**811** also offers 24/7 mental health and addictions crisis support and can connect individuals to emergency and crisis response services, including 911 and mobile crisis response teams, as needed.

Call: 811

### Access to Counselling



**Doorways** provides fast access to mental health and addictions counselling services, one session at a time. Most locations offer drop-in services, or can arrange same day, next day or a scheduled appointment in-person, by phone, or video-conference. Return as needed, and work with Doorways to connect with services that meet your needs.

To find your closest Doorways:

Visit: <https://nl.bridgethegapp.ca/adult/service-directory/doorways-walk-in-clinic-counselling/>



## Help Lines

### Service Navigation



#### Provincial Mental Health & Addictions System Navigation

Helping individuals understand and connect with mental health and addictions services.

**Hours:** Monday-Friday, 8:30 am-4:30 pm

**Toll-Free: 1-877-999-7589**

**Email:**  
[MHANavigation@nlhealthservices.ca](mailto:MHANavigation@nlhealthservices.ca)

### Peer Support



#### Provincial Lifewise Warmline

Peer support for people who are experiencing mental health, substance use, or addictions issues.

**Hours:** 10 am to midnight, 7 days a week

**English: 1-855-753-2560**  
**French: 1-833-753-5460**

There's also a peer support warm line specifically for first responders: →



### For Children and Youth



#### Kids Help Phone

Phone and online chat support for children and youth, available 24/7. Includes professional counselling, information and other supports.

**Call 1-800-668-6868**

#### Crisis Text Line

Supported by trained volunteer crisis responders, available 24/7.

**Text CONNECT to 686868**

## Emergency and Crisis Interventions

### Crisis Response

#### Mobile Crisis Response Teams

These teams are made up of mental health and addictions clinicians and trained police officers who respond together to crises in the community.

**To access this service, call 811 or 911.**

### Local Emergency Department

#### Local Emergency Department

Provide care during urgent, life-threatening situations that need immediate help, 24 hours a day.

**To access emergency services, go to your local emergency department or call 911.**

### Provincial Crisis Line

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**Call: 811**

## Free Online Programs



#### Therapy Assistance Online

Tools designed to help individuals learn about and change how they think and feel and bounce back from setbacks. Create your own self-help account or connect with a counsellor.

**Visit:**

[https://www.taoconnect.org/what\\_is\\_tao/nl/](https://www.taoconnect.org/what_is_tao/nl/)



#### Strongest Families Institute

Online and telephone-based services that offer education and skill-development support for children, youth, adults, and families seeking help to improve mental health and wellbeing.

**Visit:** <https://strongestfamilies.com/>



#### MindWell

Mindfulness-based e-mental health tools shown to increase resilience, lower stress, and improve performance.

**Visit:**

<https://nl.bridgethegapp.ca/adult/online-programs/mindwell-u/>



**For more information on Mental Health and Addictions services in your area, visit <https://nl.bridgethegapp.ca> and click on the “Service Directory”**

