



# Waterloo Region & Beyond Community Mental Health Resources

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## CRISIS SERVICES & QUICK ACCESS MENTAL HEALTH SUPPORT

| Name of Organization                                                                                                                                                     | Services                                                                                                                                                                                                                                                                                                        | Contact Info                                                                                                                                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <b>9-8-8 Suicide Crisis Helpline</b>                                                   | <b>Suicide Crisis Helpline</b> is 24 hours, 7 days a week, for anyone in Canada thinking about suicide or worried about someone who is. Trained responders will listen without judgement, provide support and understanding, and inform about resources that can help.                                          | <b>Phone:</b><br>text or call <u>9-8-8</u><br><br><b>Website:</b><br><a href="http://988.ca">988.ca</a>                                                                                                                                                                                   |
|  <b>HERE 24/7</b><br>Addictions, Mental Health & Crisis Services Waterloo - Wellington | <b>HERE 24/7</b> serves as both a crisis service as well as a guide to access help for mental health and addictions in Waterloo-Wellington.                                                                                                                                                                     | <b>Phone:</b><br><u>1-844-437-3247</u><br><br><b>Website:</b><br><a href="http://here247.ca">here247.ca</a>                                                                                                                                                                               |
|  <b>One Stop Talk</b>                                                                 | <b>One Stop Talk</b> connects children in Ontario (up to their 18 <sup>th</sup> birthday) with a registered mental health professional. FREE virtual counselling sessions, no appointment necessary. Single-session therapy M-F 12pm-8pm, SAT 12pm-4pm.                                                         | <b>Phone:</b><br><u>1-855-416-8255</u><br><br><b>Website:</b><br><a href="http://onestoptalk.ca">onestoptalk.ca</a>                                                                                                                                                                       |
|  <b>Kids Help Phone</b>                                                               | <b>Kids Help Phone</b> is Canada's only 24/7 e-mental health service offering FREE, multilingual, and confidential support to young people. Children and youth can connect with a professional counsellor via phone/text, 24/7 or via Live Chat Counselling Services daily, 7pm-12am. No appointment necessary. | <b>Phone:</b><br><u>1-800-668-6868</u><br>or text CONNECT to 686868<br>[African, Caribbean, and Black youth can text RISE to 686868]<br><br><b>Website:</b><br><a href="http://kidshelpphone.ca">kidshelpphone.ca</a>                                                                     |
|  <b>camino</b><br>Wellbeing + Mental Health                                           | <b>Camino Wellbeing + Mental Health</b> offers Child/Youth Quick Response (Single Session Counselling). FREE services for children up to 18. Sessions are available: <ul style="list-style-type: none"> <li>• in-person</li> <li>• virtually</li> <li>• by phone</li> </ul>                                     | <b>Phone:</b><br><u>519-743-6333</u> (press 1)<br><br><b>Website:</b><br><a href="http://caminowellbeing.ca">caminowellbeing.ca</a><br><a href="http://caminowellbeing.ca/services/quick-response-drop-in-counselling">caminowellbeing.ca/services/quick-response-drop-in-counselling</a> |

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| OTHER MENTAL HEALTH & WELL-BEING SUPPORT                                            |                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                           |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name of Organization                                                                | Services                                                                                                                                                                                                                                                                                                                   | Contact Info                                                                                                                                                              |
|    | <b>Front Door</b> supports youth (up to their 18 <sup>th</sup> birthday) who experience mental health, emotional or behavioural challenges by providing assessment and link to services in the area.                                                                                                                       | <b>Phone:</b><br><a href="tel:519-749-2932">519-749-2932</a> (press 1)<br><br><b>Website:</b><br><a href="http://frontdoormentalhealth.com">frontdoormentalhealth.com</a> |
|     | <b>Black Youth Helpline</b> serves all youth and responds to the need for a Black youth specific service, positioned and resourced to promote access to professional, culturally appropriate support for youth, families and schools. Helpline is available everyday, 9am-10pm.                                            | <b>Phone:</b><br><a href="tel:1-833-294-8650">1-833-294-8650</a><br><br><b>Website:</b><br><a href="http://blackyouth.ca">blackyouth.ca</a>                               |
|  | <b>Hope for Wellness Helpline</b> is available to all Indigenous people across Canada. Experienced, culturally competent counsellors are reachable by phone and online "chat" 24/7. Phone support is available upon request in Cree, Ojibwe (Anishinaabemowin) and Inuktitut.                                              | <b>Phone:</b><br><a href="tel:1-855-242-3310">1-855-242-3310</a><br><br><b>Website:</b><br><a href="http://hopeforwellness.ca">hopeforwellness.ca</a>                     |
|  | <b>Naseeha</b> is a Muslim mental health helpline that provides culturally competent and spiritually appropriate counselling to diverse populations. It is designed to address the unique mental health challenges faced by Muslims. Those of different faiths or no faith are welcome to call. Support is available 24/7. | <b>Phone:</b><br><a href="tel:1-866-627-3342">1-866-627-3342</a><br><br><b>Website:</b><br><a href="http://naseeha.org">naseeha.org</a>                                   |
|  | <b>Youthline</b> offers confidential and non-judgemental peer support through text and chat services. Contact a peer support volunteer from SUN-FRI, 4pm-9:30pm.                                                                                                                                                           | <b>Phone:</b><br>Text ONLY: <a href="tel:647-694-4275">647-694-4275</a><br><b>Website:</b><br><a href="http://youthline.ca">youthline.ca</a>                              |
|  | <b>OK2BME</b> is a set of supportive services (including counselling and youth groups) for <u>2SLGBTQIA+</u> children, teens, adults, and their families in Waterloo Region.                                                                                                                                               | <b>Phone:</b><br><a href="tel:519-884-0000">519-884-0000</a><br><b>Website:</b><br><a href="http://ok2bme.ca">ok2bme.ca</a>                                               |

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## OTHER MENTAL HEALTH & WELLBEING SUPPORT

| Name of Organization                                                               | Services                                                                                                                                                                                                                                                                          | Contact Info                                                                                                                                                                                                           |
|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | <p>The <b>Sexual Assault Support Centre (SASC)</b> provides counselling and support services for individuals age 16+ who have experienced sexual assault or sexual exploitation. Anti-human trafficking, sexual exploitation program youth aged 12+<br/>24-hour support line.</p> | <p><b>Phone:</b><br/><a href="tel:519-571-0121">519-571-0121</a><br/><b>24 Hour Crisis Line:</b> <a href="tel:519-741-8633">519-741-8633</a></p> <p><b>Website:</b><br/><a href="http://sascwr.org">sascwr.org</a></p> |
|  | <p>The <b>Waterloo Region Sexual Assault/Domestic Violence Care Centre</b> is a 24/7 on call team of nurses and social workers who respond to the needs of individuals who have experienced sexual assault or domestic violence.</p>                                              | <p><b>Phone:</b><br/><a href="tel:519-749-6994">519-749-6994</a><br/><b>If in crisis, call 9-1-1</b></p> <p><b>Website:</b><br/><a href="http://sadvtcwaterloo.ca">sadvtcwaterloo.ca</a></p>                           |

## ADDICTION SUPPORTS

|                                                                                     |                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                              |
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|  | <p><b>Ray of Hope</b> offers therapeutic support for youth aged 13-21 with substance use, addiction, screen-time, or other compulsive behaviour concerns. Support is also available for parents/caregivers.<br/>*Fees for some programs. Scaling options available.</p> | <p><b>Phone:</b><br/><a href="tel:519-743-2311">519-743-2311</a><br/><b>Email:</b><br/><a href="mailto:yss@rayofhope.net">yss@rayofhope.net</a><br/><b>Website:</b><br/><a href="http://rayofhope.net">rayofhope.net</a></p> |
|  | <p><b>Youth-VAST</b> offers confidential, free virtual or in-person treatments for youth (aged 12-21) in Ontario struggling with vaping/nicotine use, alcohol use, substance use, and/or excessive tech use.</p>                                                        | <p><b>Email:</b><br/><a href="mailto:youth.vast@camh.ca">youth.vast@camh.ca</a><br/><b>Website:</b><br/><a href="http://wehearyou.ca">wehearyou.ca</a></p>                                                                   |

## HOW TO HELP A FRIEND

|                                                                                     |                                                                                                                                                                                                                          |                                                                         |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
|  | <p><b>Be There</b> offers information to help youth in supporting a friend who is struggling with their mental health. Learn to recognize warning signs and how to safely support them to get the help they deserve.</p> | <p><b>Website:</b><br/><a href="http://bethere.org">bethere.org</a></p> |
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# Waterloo Region & Beyond Community Mental Health Resources

## EMERGENCY FOOD OR SHELTER

| Name of Organization                                                                                                                                      | Services                                                                                                                                                                                                                                                         | Contact Info                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p><b>Starling</b><br/>Community Services<br/>(formerly Lutherwood)</p> | <p>Safe Haven Youth Services provides crisis, respite, and life launch services to youth between the ages of 12-18 (up to their 18<sup>th</sup> birthday) living in Waterloo Region</p>                                                                          | <p><b>Phone:</b><br/><a href="tel:519-749-1450">519-749-1450</a></p> <p><b>Website:</b><br/><a href="http://starlings.ca/housing/safe-haven-youth-services.com">starlings.ca/housing/safe-haven-youth-services.com</a></p>                                   |
|  <p><b>oneROOF</b><br/>YOUTH SERVICES</p>                                | <p><b>OneROOF Youth Services</b> is committed to providing for the safety, support and overall well-being of youth, aged 12-25, who are experiencing homelessness in Waterloo Region</p>                                                                         | <p><b>Phone:</b><br/><a href="tel:519-742-2788">519-742-2788</a></p> <p><b>Email:</b><br/><a href="mailto:info@oneroof.org">info@oneroof.org</a></p> <p><b>Website:</b><br/><a href="http://oneroof.org">oneroof.org</a></p>                                 |
|  <p><b>House of Friendship</b><br/>STRONGER TOGETHER</p>                | <p><b>House of Friendship's Family Outreach Program</b> is a neighbourhood-based program funded by the Region of Waterloo that works with families with children aged 17 and under to prevent and reduce the effects of poverty and assist with basic needs.</p> | <p><b>Phone:</b><br/><a href="tel:519-742-8327">519-742-8327</a></p> <p><b>Email:</b><br/><a href="mailto:info@familyoutreach.ca">info@familyoutreach.ca</a></p> <p><b>Website:</b><br/><a href="http://houseoffriendship.org">houseoffriendship.org</a></p> |

## WEBSITES

**School Mental Health Ontario (SMH-ON)** – [smho.smsso.ca](http://smho.smsso.ca)

**Jack.Org** – [jack.org](http://jack.org)

**Anxiety Canada** – [anxietycanada.com](http://anxietycanada.com)

**Mind Your Mind** – [mindyourmind.ca](http://mindyourmind.ca)

**Waterloo Catholic District School Board (WCDSB) Mental Health & Wellbeing** –  
[wcdsb.ca/programs-and-services/mental-health-and-well-being](http://wcdsb.ca/programs-and-services/mental-health-and-well-being)



**Instagram:** [WCDSB\\_Wellness](https://www.instagram.com/WCDSB_Wellness)