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COMMUNIQUÉ

TO: Ontario First Nation Health Directors
FROM: Carmen R. Jones, Director of Health
DATE: Monday June 28th, 2021
RE: Mental Health Supports and Resources

Acknowledging the recent tragic discoveries from British Columbia and Saskatchewan, the Chiefs of Ontario Health Secretariat has compiled a list of: Mental Health Crisis Resources; Information on the Mental health supports through the Indian Residential Schools Resolution Health Support Program and the Mental Health Counselling Benefits through Non-Insured Health Benefits Program.

Please feel free to utilize and share these resources as you see fit.

Links for Local Indigenous Health Access Centres and Friendship Centres

LOCAL ABORIGINAL HEALTH ACCESS CENTRES

This link provides locations for local urban Indigenous Health

https://www.iphcc.ca/home/iphcc_members/

LOCAL FRIENDSHIP CENTRES

<https://ofifc.org/friendship-centres/find/>

Mental Health Crisis Lines

NAN HOPE:

The Nishnawbe Aski Mental Health Wellness Support Access Program (NAN Hope) provides community-driven, culturally appropriate, and timely mental health and addictions support to members of the 49 First Nations communities in the Nishnawbe Aski Nation Territory.

The Program features:

- 24/7 live answer at the toll-free telephone line at **1-844-NAN-HOPE (626-4673)**
- Live web-chat and text support through the website at nanhope.ca or [Facebook Messenger](#)
- Streamlined navigation to existing community-based and regional support services, bridging possible gaps in services;
- Rapid access to confidential counselling support by telephone; and,
- Access to a 24/7 crisis/distress support line.

<https://nanhope.ca/> tel:18446264673

<https://www.nan.ca/resources/nan-hope/>

NATIVE WOMENS ASSOCIATION OF CANADA

NWAC Elder Support

Our team of in-house Elders are here to support you during this time of crisis, offering support and building resiliency. They are available Monday–Friday, from 9–11 a.m. EST and 1–3 p.m. EST.

Elder Roberta Oshkawbewisens

Toll Free: [888-664-7808](tel:888-664-7808)

<https://www.nwac.ca/covid19-support/>

Talk 4 Healing

Service languages: Ojibway, Oji-Cree, Cree, English, French

Provides 24/7 culturally sensitive counselling, advice and support to Indigenous women.

1-855-554-4325

Online service at www.talk4healing.com

The Tkaronto Indigenous Peoples Portal (TIPP)

TIPP is a response to recommendations made by the local urban Indigenous community in Toronto, providing access information to services, events, programs, businesses in a centralized way. The following link provides links to numerous counselling services in Tkaronto.

<https://indigenousto.ca/tag/counselling/>

Call Auntie: Indigenous COVID Pathways Helpline -

A call line for support services for those with difficult family and community situations, run by the Baby Bundle Project and 7th Generation Midwives, Toronto

437-703-8703 [Call Auntie](https://indigenousto.ca/call-auntie-indigenous-covid-pathways-hotline/)

<https://indigenousto.ca/call-auntie-indigenous-covid-pathways-hotline/>

First Nations and Inuit Hope for Wellness Help Line

Service languages: Ojibway, Cree, Inuktitut, English, French

Provides 24/7 culturally grounded assessment, referrals, support in times of crisis, and suicide intervention. The Hope for Wellness Help Line offers immediate help to all Indigenous peoples across Canada.

It is available 24 hours a day, 7 days a week to offer:

- Counselling
- Crisis intervention

Call the toll-free Help Line at 1-855-242-3310 or connect to the online chat at [hopeforwellness.ca](https://www.sac-isc.gc.ca/eng/1576089519527/1576089566478).

<https://www.sac-isc.gc.ca/eng/1576089519527/1576089566478>

National Indian Residential Schools Resolution Health Support Program

Crisis Line 1-866-925-4419 provides immediate emotional support for former Indian **Residential School** students. Available 24 hours a day, 7 days a week.

<https://www.irsss.ca/faqs/how-do-i-reach-the-24-hour-crisis-line>

MMIW Crisis Line

Service languages: English, French

Provides 24/7 support to family, friends and community members who are being impacted by the loss of a missing or murdered Indigenous woman, girl or Two-spirit person.

1-844-413-6649

Canadian Association of Suicide Prevention

Service language: English

Provides educational materials and resources. Links to suicide prevention and intervention lines across Canada.

www.suicideprevention.ca

Canada Suicide Prevention Helpline

Crisis and support services are listed below. If you or someone you know has suicide-related concerns, please call 1-833-456-4566 or text 45645 (4 PM - 12 AM ET).

Kid's Help Phone

Service languages: English, French

Provides 24/7 anonymous and non-judgemental support to youth and teens.

1-800-668-6868

Online service at www.kidshelphone.ca

A blue rectangular graphic with white text and icons. On the right side, there is a white speech bubble containing a simple blue smiley face. The text on the left lists various ways to contact the service: a computer icon for the website, a text message icon for texting, a telephone icon for calling, and a Facebook icon for messaging. At the bottom, there is a note about Indigenous crisis responders and the Kids Help Phone logo.

**Whenever you need to talk,
we're open.**

-  KidsHelpPhone.ca/Indigenous
-  Text 686868 (youth) or 741741 (adults)
-  Call 1-800-668-6868
-  Message at [Facebook.com/CrisisTextLinepoweredbyKidsHelpPhone](https://www.facebook.com/CrisisTextLinepoweredbyKidsHelpPhone)

Indigenous people can connect with an Indigenous volunteer crisis responder when available by messaging FIRST NATIONS, INUIT or METIS over text or messenger.

Kids Help Phone 

Youth Services Bureau Service languages: English, French

Provides 24/7 counselling and crisis line for youth and the LGBTQ community in Ottawa and Eastern Ontario; will also make referrals in other cities.

1-877-377-7775

Online service at www.ysbchat.ysb.ca Thurs to Sun 4 p.m.–10 p.m. EST

Trans-Lifeline

Service language: English

Provides 24/7 support, information and resources to transgender or questioning people, as well as to their families and friends.

1-877-330-6366

Ontario.ca

If you are experiencing a mental health or addictions related crisis:

- Contact your doctor
- Go to the nearest **hospital**
- Find resources at ConnexOntario
- Call 911 or Telehealth Ontario at 1-866-797-0000

Distress and Crisis Ontario

If you are in distress, crisis, or are experiencing suicidal ideation...We are here to help and support you.

For support over text, text SUPPORT to 258258

<https://www.dcontario.org/>

<https://www.dcontario.org/locations/> Find a location near you.

Indian Residential Schools Resolution Health Support Program // Non-Insured Health Benefits Program – Mental Health Counselling Benefits

Indian Residential Schools Resolution Health Support Program

The Indian Residential Schools Resolution Health Support Program (IRSRHSP) provides mental health, emotional and cultural support services to eligible former Indian Residential School students and their families.

How to Access:

A National Indian Residential School Crisis Line has been set up to provide support for former Residential School survivors. You can access emotional and crisis referral services by calling **24-Hour National Crisis Line: 1-866-925-4419**

To access Mental Health Therapy, former Residential School survivors, and family members can call the Indian Residential School toll free number **1-888-301-6426**. Through this number, they will be provided with a list of registered therapists within their area.

Mental Health Therapy Coverage through the Indian Residential Schools Resolution Health Support Program:

1. The initial assessment covers up to a 2 hours session.
2. For subsequent counseling sessions, the IRSRHSP covers up to 60 hours of 1-2 hour sessions.
 - a. If the client is traveling to the counseling session, a minimum of 2 hours needs to be booked.
 - b. The client can divide the 60 hours with individual, family and/or telehealth counseling,
3. If a client requires further sessions, the provider can request for more counseling hours to be approved.

For further details on the Indian Residential Schools Resolution Health Support Program, please visit <https://www.sac-isc.gc.ca/eng/1581971225188/1581971250953>.

Indian Residential School - Cultural and Emotional Supports

Additionally, if Indian Residential School survivors and their family members wish to receive cultural and emotional supports. They can receive a referral through the Indian Residential School toll free number 1-888-301-6426, to nine organizations within Ontario who are providing programming and supports locally.

The following organizations are providing Indian Residential School Cultural and Emotion Supports:

- Grand Council Treaty #3
- Keewaytinook Okimakanak, Northern Chiefs Council
- Maamwesying, North Shore Tribal Council
- Mushkegowuk Tribal Council
- Nishnaabe Aski Nation
- Noojmowin Teg Health Centre

- Sioux Lookout First Nation Health Authority
- Toronto Council Fire Native Cultural Centre
- Weecheetowin Support Services (formerly, Ontario Indian Residential Survivors Support Services)

Non-Insured Health Benefits – Mental Health Counselling Benefits

The Non-Insured Health Benefits (NIHB) program provides coverage for professional mental health counselling to complement other mental wellness services that may be available to clients or in communities

How to Access:

You can access mental health counselling benefits from an eligible provider. Providers enrolled with NIHB generally send claims to bill the program directly. You can also submit reimbursement request yourself.

To identify a service provider who is enrolled in the NIHB program within your area, you can reach out to the NIHB Client Line 1-800-640-0642 for a list of eligible service providers.

Coverage through Non-Insured Health Benefits – Mental Health Counselling Benefits

- NIHB will cover 2, 1-hour assessment counselling sessions; and
- For subsequent counselling sessions, NIHB will cover up to 20 counselling sessions (1 hour each/ 20 hours total).
- Once the initial 20 sessions are almost complete, the provider can request an additional 20 sessions (20 hours) if needed.

For further details on NIHB Mental Health Counseling Benefit, please visit <https://www.sac-isc.gc.ca/eng/1576441552462/1576441618847>