

# Taking care of our mental health and the mental health of others in the context of a pandemic.

January 4, 2021

The COVID-19 pandemic has resulted in overwork, stress, anxiety and burnout among both the general population and stakeholders. The purpose of this document is to highlight the mental health resources that are available. It is divided into four sections: resources specific to caregivers (1), psychosocial resources for the population (including caregivers) (2) help lines (3) and other resources (4).

## Resources for employees

### 1. LEO Psychological support

LEO is a provincial counselling line for workers, former workers and volunteers in the social economy and community action employment sector. This free support service is a direct response to the psychological distress that has emerged in organizations in the context of COVID-19.

#### The target population is:

- Worker in a collective organization (NPO/Co-op)
- Manager of a collective organization (NPO/Co-op)
- Unemployed person from a collective organization (NPO/ Co-op) who has lost his/her job during the last 6 months.
- Volunteer of a collective organization (NPO/ Co-op)

Employees, ex-employees and volunteers experiencing psychological distress are invited to call **1-855-768-7LEO (1-855-768-7536)** to speak confidentially with a team of trained counsellors. The service is offered in French, English or Spanish. **By appointment, 5 one-hour sessions are offered for listening, advice or strategies.**

For more information: <https://www.csmoesac.qc.ca/pages/covid-19/leo-soutien-psychologique>

### 2. Psychosocial Support Line

This confidential line is managed by professionals (psychologists, social workers, etc.) and is available to workers in community organizations in the West-Central Montreal area: 514-265-6588, 7 days a week, from 8 a.m. to 4 p.m.

## Psychosocial resources for caregivers and the population

### 3. Info-social 811

**Info-Social 811 is a free and confidential telephone consultation service. 811 is the telephone number for this service. Dialing 811 allows you to quickly reach a professional in psychosocial intervention in the event of a psychosocial problem.**

For more information: <https://www.quebec.ca/sante/trouver-une-ressource/info-social-811/>

#### 4. Wellness Canada Portal: Mental Health and Substance Use Supports

Wellness Canada is a mental health and substance use website to support people across Canada and Canadians living abroad in both official languages. This online service was launched in response to growing concerns about the impact that the COVID-19 pandemic is having on mental health. Mental health is a journey, not a destination. Access support and track your progress.

- Available 24/7
- Free, Forever
- For Everyone

We provide you with the following resources:

- Immediate SMS support
- Information and videos on common mental health problems
- Mental wellness programs that you can participate in on your own or with a coach
- Supportive communities monitored
- One-on-one sessions with an advisor by phone, video call, and SMS

Start with your first self-assessment: <https://ca.portal.gs/>

#### 5. Getting better my way

Are you experiencing difficulties related to depression, anxiety or bipolar disorder? Getting better my way is a self-management support tool that can help you regain your balance and feel good again. Offered free of charge, this tool allows you to identify ways to get better and take care of your health. The tool is not designed to replace usual treatments such as psychotherapy or medication, but can be a complement. <https://allermieux.criusmm.net/>

#### 6. Crisis Centers

Crisis centers are open every day, 24/7. They can provide crisis intervention by telephone, travel in the community, offer temporary crisis accommodation, offer post-crisis support to the person in need, as well as to their family and/or loved ones. To download the map of Montreal's territories: [click here](#).

<b>Association IRIS (Montreal-North)</b>	<b>514-388-9233</b>
<b>L'autre Maison (South-Central Montreal)</b>	<b>514-768-7225</b>
<b>West Island Crisis Centre</b>	<b>514-684-6160</b>
<b>TRACOM (West-Central Montreal)</b>	<b>514-483-3033</b>
<b>Transit (East Montreal)</b>	<b>514-282-7753</b>

## Help Lines

<b>Adults-General</b>	
<p><b>TEL-AIDE MONTRÉAL</b> Free, anonymous and confidential telephone crisis line in French and English by trained volunteers. 24/7 but more availability between 7:00 a.m. and 11:00 p.m.</p>	<b>514-935-1101</b>
<p><b>TEL-ÉCOUTE</b> <u>Listening</u> and orientation by trained volunteers. Free and confidential. 10 a.m. to 10 p.m., 365 days a year.</p>	<b>514-493-4484</b>
<p><b>ÉCOUTE-ENTRAIDE</b> Free, anonymous and confidential telephone hotline by trained volunteers. 8:00 a.m. to midnight, 7 days/7 (during the holiday season 8:00 a.m. to 10:00 p.m.)</p>	<b>514-278-2130 1-855-965-4463</b>
<p><b>S.O.S VIOLENCE CONJUGALE</b> <a href="http://www.sosviolenceconjugale.com/ligne.html">www.sosviolenceconjugale.com/ligne.html</a> The S.O.S. Domestic Violence telephone service is intended for all women who are experiencing problems of conjugal and domestic violence. This service provides them with the names and telephone numbers of shelters and any other information she may need regarding their situation. 24 hours a day, 7 days a week</p>	<p><b>Montreal area: 514-873-9010</b></p> <p><b>Elsewhere in Quebec: 1-800-363-9010</b></p>
<p><b>PRO-GAM</b> The organization's mission is to help prevent conjugal violence by intervening with spouses who have violent behaviors. <u>Therapy program</u>: Minimum of 3 individual meetings followed by integration into group therapy. Fees are modulated according to income, the minimum being \$5 per meeting.</p>	<p><b>514-270-8462</b> <a href="mailto:info@pro-gam.ca">info@pro-gam.ca</a></p>
<p><b>SUICIDE ACTION MONTRÉAL</b> Suicide Action Montreal offers Montrealers a range of services for people in distress, suicidal people, their loved ones, or those who have experienced the suicide of a loved one. A confidential service available 24 hours a day, 7 days a week.</p>	<b>1-866-277-3553 (1-866-APPELLE)</b>
<p><b>Face à Face Listening and Intervention Centre</b> The Face à Face Listening and Intervention Centre offers active listening, intervention, and collaborative support to vulnerable and isolated individuals, on the telephone and in person, in order to encourage the process of empowerment and social reintegration. Wednesday, Thursday and Friday, 9am to 5pm / French and English</p>	<b>514-934-4546</b>
<b>Centre d'écoute le Havre</b>	<b>514-982-0333</b>

<p>To provide a quiet place where people who feel the need to confide in a caring and discreet presence can express themselves without fear of judgment or rejection. Monday to Friday from 9am to 5pm</p>	
<p><b>Multi-Écoute</b> The Centre Multi-Écoute is a center for listening, psychosocial assistance and orientation for the individual. It offers its services with respect for the participant's culture and, as much as possible, in the participant's language of origin. In this sense, the Centre pays special attention to immigrants. English, Persian, Arabic, Spanish, Russian. Every day, 24 hours a day</p>	<p><b>514-378-3430</b></p>
<p><b>Ligne Le Deuil</b> For anyone grieving the death of a loved one, the line offers attentive listening, support, and comfort, as well as referrals for follow-up bereavement. Every day between 10 am and 10 pm</p>	<p><b>1-888-533-3845</b></p>
<p><b>Seniors and Caregivers of Seniors</b></p>	
<p><b>TEL-AÎNÉS MONTRÉAL - 60 years old and over and caregivers</b> Listening services and referrals by trained volunteers. Free and confidential. Every day from 10am to 10pm</p>	<p><b>514-353-2463</b></p>
<p><b>LIGNE AIDE ABUS AÎNÉS</b> Specialized interveners who offer assistance to seniors who are experiencing or witnessing (relatives, neighbors, interveners, shopkeepers, etc.) abuse, intimidation and mistreatment. You can leave a confidential message if on hold or wait in line. Every day from 8:00 a.m. to 8:00 p.m. French and English</p>	<p><b>1-888-489-2287</b></p>
<p><b>Telehealth Program for Older Adults</b> A free service aiming to serve isolated and vulnerable older adults/seniors with mental health/cognitive issues and their caregivers. Our volunteers make friendly phone calls every week to inquire about the general well-being of clients, to update them on information about COVID-19, to offer help or support (for example, information about delivering food and/or medication), to connect clients with community agencies that offer services (for example, grocery delivery), or simply to talk to them, listen to them, and offer friendly company over the phone.</p>	<p><b>514- 485-7811 x25406</b></p>
<p><b>Parents</b></p>	
<p><b>LIGNE-PARENTS</b> Provides support on a wide range of topics including parent-child relationships, child development, parenting, parental burnout, etc. "To talk about anything, anytime. » • Telephone: Every day, 24 hours a day</p>	<p><b>1-800-361-5085</b></p>

<ul style="list-style-type: none"> <li>• Live chat: from 2h to 2h30 <a href="https://www.ligneparents.com/LigneParents">https://www.ligneparents.com/LigneParents</a></li> <li>• E-mail (answer in max. 48h) <a href="https://www.ligneparents.com/LigneParents">https://www.ligneparents.com/LigneParents</a></li> </ul>	
<p><b>PREMIÈRE RESSOURCE</b> Employee support via phone, chat and email (not urgent) for parents and youth, on any issue that affects education and the parent/child relationship. Monday to Friday 9:00 a.m. to 4:30 p.m., September to June</p>	<b>514-525-2573</b>
<b>Children and Youth</b>	
<p><b>TEL-JEUNES</b> Confidential and anonymous support from counselors. Every day, 24 hours a day by phone, text, chat, email: <a href="https://www.teljeunes.com">https://www.teljeunes.com</a></p>	<b>1-800-263-2266</b> <b>Text: 514-600-1002</b>
<p><b>JEUNESSE J'ÉCOUTE</b> Jeunesse J'écoute offers support by trained professionals. There is a variety of information on their website including COVID-19. Every day, by phone, text message or chat. French and English. <a href="https://jeunessejecoute.ca/">https://jeunessejecoute.ca/</a></p>	<b>1-800-668-6868</b> <b>Text: 686868</b> <a href="https://jeunessejecoute.ca/">https://jeunessejecoute.ca/</a>

### Additional resources

- 1) A guide created by the United Nations Office for the Coordination of Humanitarian Affairs for anyone who is an essential worker during the COVID-19 pandemic:
  - Compétences élémentaires dans le domaine psychosocial - Un guide de l'intervenant pour la COVID-19 (FR) *Basic Psychosocial Skills – A COVID-19 Responder's Guide*: <https://reliefweb.int/report/world/comp-tences-l-mentaires-dans-le-domaine-psychosocial-un-guide-de-l-intervenant-pour-la-COVID-19>
  - Basic Psychosocial Skills - A Guide for COVID-19 Responders (ang) : <https://reliefweb.int/report/world/basic-psychosocial-skills-guide-covid-19-responders>
  
- 2) Grief:
  - [Grief in Children and Teenagers](#) (French)
  - [Bereavement of a loved one or loved ones](#) (French)
  - [Bereavement during the pandemic](#)
  
- 3) [My child is worried about the pandemic.](#)
  
- 4) How to help my self-management during COVID-19: using behavioral activation (French) : [https://drive.google.com/file/d/11h1jfGmThD0DrVcJnqM88KiOFsva\\_G7X/view](https://drive.google.com/file/d/11h1jfGmThD0DrVcJnqM88KiOFsva_G7X/view)

- 5) Family violence during the COVID-19 pandemic:  
<https://www.morneaushepell.com/ca-en/family-violence-during-covid-19-pandemic>

- 6) Protecting your well-being in the COVID-19 pandemic (MSSS site)

The coronavirus pandemic (COVID-19) is a special and unusual reality for which no one is prepared to live for a long period of time. It can affect you physically, psychologically and socially. In such a context, it is normal to experience a certain imbalance in different spheres of life. Managing your thoughts, emotions, behaviours and relationships with others can become more difficult. This page presents various ways to help your emotional and psychosocial well-being.

<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/protecting-your-well-being-in-the-covid-19-pandemic/>

- 7) **Psychological first aid in times of pandemic**

The psychological health of the population is an important issue in this pandemic. The COVID-19: Psychological First Aid for Everyone series of training capsules offers simple gestures to improve the psychological well-being of the people you interact with. Whether you are a health care professional, a worker in a community organization, a volunteer or simply interested in contributing to the collective well-being, these capsules are for you. These 5 minute or shorter capsules offer practical content that is easy to integrate into daily life.

<https://santemontreal.qc.ca/en/professionnels/drsp/sujets-de-a-a-z/coronavirus-sars-cov-2-ou-covid-19/maladie-a-coronavirus-copie-1/>

- 8) **211 Greater Montreal**

211 is an easily accessible information and reference service, thanks to a three-digit (2-1-1), easy-to-remember telephone number, available 7 days a week, from 8:00 a.m. to 6:00 p.m., 365 days a year, which will eventually be open 24 hours a day. To find out about resources in your neighbourhood, please call 211 or visit <https://www.211qc.ca>.

#### **Information for employers and human resources managers :**

<https://www.inspq.qc.ca/sites/default/files/publications/2988-reduction-PSF-covid19.pdf>

<https://www.irsst.qc.ca/covid-19#psychosociaux> (French)

<https://ordrecha.org/ressources/dossiers-speciaux/covid-19/stress-anxiete-en-temps-de-pandemie>  
(French)