

**HELPING MANITOBANS COPE WITH COVID-19  
THROUGH MENTAL HEALTH PROGRAMS AND SERVICES**

Throughout Manitoba, people experiencing anxiety, depression or other mental health challenges arising from the COVID-19 pandemic can get help through a variety of virtual services. Where in-person services are still offered, social distancing is being strictly enforced for the protection of all Manitobans. Here are some of the available services:

**AbilitiCBT**

AbilitiCBT is a free, confidential, virtual therapy program available to all Manitobans, 16 years and over. The program helps Manitobans who need assistance to cope with the stress and anxiety created by COVID-19. Services are available in French and English. To access the program, visit [www.manitoba.ca/covid19](http://www.manitoba.ca/covid19).

**Klinic – Mobile Withdrawal Management Services (WMS)**

- Klinic is continuing to do intakes for Mobile MWS as they come. Whenever possible, it is doing phone appointments with clients.
- Klinic is no longer transporting clients. However, it is doing in-person appointments as needed with personal protective equipment (PPE) and social distancing. Clients have indicated their appreciation the service is continuing during the COVID-19 pandemic.

**NorWest Youth Hub**

- Counsellors and psychologists are working remotely and conducting telephone sessions and continue to be busy.
- A new phone line, Youth Quaranteen Support Line, was implemented in partnership with another team at NorWest. It operates Monday to Saturday from 3 to 8:30 p.m.
- Although the youth hub is closed to in-person services at this time, an agency assistant continues to answer the phone to help with service navigation, resources and to connect clients with a counsellor, psychologist, primary care or community programmer.
- The community programmers continue to offer engagement opportunities, resources and programming through social media channels. This includes virtual movie nights, play lists and craft activities. Staff are continually looking for creative ways to stay connected with youth. Most recently, they have developed a 'program in a box', which includes art activities, mental wellness activities and snacks. These kits are available for pick up at designated times at the youth hub location.
- Primary care services for youth are being offered both by telephone and also out of Access NorWest, where they are able to safely see clients in person if required.

## **Trauma Counselling Expansion**

### Klinik

- Drop-in counselling – sessions are being scheduled and conducted via phone. Due to reduction of individuals attending drop-in services, Klinik is redeploying counsellors to the crisis room as needed.
- Trauma counselling expansion – sessions are being conducted over the phone.

### The Laurel Centre (TLC)

- TLC has developed procedures for therapists to provide services to clients remotely.
- Existing client are being offered phone and/or videoconferencing therapy sessions and crisis/support is also available to clients through email.

Many of the therapists are coming into the office one or two days a week and working from home the remaining day (no more than four staff are on site on any given day). Other staff are working from home full time.

## **Women's Bed Expansion (BHF only)**

- Work has been done to create more space between residents.
- Additional handwashing stations are available.
- When possible, visitors are restricted from entering the facilities and residents are restricted from leaving.
- Nicorette gum is provided to residents who are self-isolating, so they do not have to go outside to smoke.
- Regular fever checks are being conducted.

## **RAAM Clinics**

### Crisis Response Centre

- Patients are offered telephone and virtual access to the RAAM clinic to increase social distancing and decrease crowding and line ups.
- Patients are screened at the main entrance via intercom.
- If the preliminary screen is positive, the patient moves to a secondary screen by a nurse, depending on acuity of presentation. Health Links and emergency care are alternatives.
- If the screen is negative, the patient can proceed per standard conditions.

- Face masks may be offered. Clients are directed to use hand sanitizer upon entry.
- There is a maximum of four patients allowed into the clinic at once.
- Individuals supporting RAAM patients are not allowed in, but are offered to connect via telephone or virtual access including Zoom.
- Telephone and virtual access has been well used.

#### River Point Centre AFM

- The front door is locked. Patients are buzzed in one at a time.
- A nurse completes a screen.
- Patients are directed to wash hands with soap and water in the bathroom.
- Chairs are labelled and tape is used to indicate social distancing.
- Areas are regularly wiped down.

#### Selkirk

- For followups, patient contact occurs in advance of the appointment to complete a screen. Patients are re-screened when they arrive.
- Sign-in processes are posted.
- Social distancing is strictly maintained.
- Selkirk's system does not support mobile video conferencing applications (e.g., Zoom).
- The processes are consistent with the rest of the region.

#### Thompson

- The clinic screens in advance on the phone.
- All areas are regularly sanitized. Clinic rooms are sanitized between appointments.
- Tape is on the floor to indicate social distancing.
- A table is placed to ensure social distancing with reception.
- Screening is completed and clients are directed to wash their hands.
- Patients who exhibit symptoms are directed to an isolation room and later escorted for additional screening.

Brandon

- Seventh Street Access Centre system does not support mobile video conferencing applications (e.g., Zoom).
- Screens are conducted at the front desk.
- All non-essential items have been removed from areas.

### **Mental Health Crisis and Non-Crisis Programs and Services**

Crisis and non-crisis programs and services are available across the province including:

- Klinik Crisis Line,
- Manitoba Suicide Prevention and Support Line,
- Kids Help Phone,
- Klinik Sexual Assault Crisis Line,
- Manitoba Farm, Rural and Northern Exposure Services,
- First Nations and Inuit Hope for Wellness Help Line,
- Regional Health Authority Crisis Services, and
- provincially funded community mental health agencies.

For a complete list of mental health programs and services, visit:

[www.gov.mb.ca/health/mh/crisis.html](http://www.gov.mb.ca/health/mh/crisis.html).