



# COVID-19

**Mental health, counselling and crisis support in Yukon**

Last update: April 3, 2020



\*This information can be found online, and will be updated as necessary on [yukon.ca/en/health-and-wellness/covid-19/find-covid-19-counselling-and-crisis-support](https://yukon.ca/en/health-and-wellness/covid-19/find-covid-19-counselling-and-crisis-support).

## **Mental Wellness and Substance Use Services**

### **Rapid Access Counselling Services**

Available by phone within 3 days of calling to book your appointment.

#### **Whitehorse**

Phone: 867-456-3838

Phone toll-free in the communities: 1-866-456-3838

#### **Watson Lake**

Phone: 867-536-3222

#### **Teslin**

Phone: 867- 332-4088

#### **Haines Junction, Burwash Landing, Destruction Bay, Beaver Creek**

Phone: 867-334-5688

#### **Carcross**

Phone: 867-332-3157

#### **Dawson City, Mayo and Old Crow**

Phone: 867-993-4300

#### **Carmacks, Pelly Crossing, Ross River and Faro**

Phone: 867-332-5468

## Canadian Mental Health Association (CMHA) Yukon Division

All programs and services are now being offered through telephone and/or videoconferencing.

Drop-in counselling has been extended from one day a week to 5 days a week. Appointments are available by phone within 48 hours of calling to book the appointment please call **867-668-6429** or email [admin@yukon.cmha.ca](mailto:admin@yukon.cmha.ca).

Website: [mhayukon.com](http://mhayukon.com)

## Second Opinion Society

Provides both members and the public information on mental health and wellness and supports people in navigating mental health, legal, and governmental systems in Whitehorse.

Phone support services available during COVID-19 please call **867-667-2017** open all week from 1:30 p.m. to 4:30 p.m.

## Hospice Yukon

Provides both grief and end-of-life counselling to individuals, families and professionals. The services have been modified to respond to COVID-19 – all services are available by phone or by web-based platform.

Please call **867-667-7429** or email: [info@hospiceyukon.net](mailto:info@hospiceyukon.net) to book a counselling appointments or to organized pick-up for print resource materials. Online resources are available at [www.hospiceyukon.net](http://www.hospiceyukon.net).

## Child Development Centre

Provides counselling services related to children's development.

Services are currently being provided via telephone and online, as much as possible, please call **867-456-8182** or toll-free: **1-866-835-8386** or email at [info@cdcyukon.ca](mailto:info@cdcyukon.ca) to book an appointment.

## Victim Services

Provides information and support to victims of any crime, or individuals wanting to help support a victim of crime. This include, crisis support and counselling, information and navigation of the justice system.

During COVID-19, you can still call/text your individual support worker, if you have one already. If you do not currently have one, call the numbers below to be connected.

**Whitehorse: 867-667-8500**

**Toll-free: 1-800-661-0408, ex. 8500**

**Dawson City: 867-993-5831**

**Watson Lake: 867-536-2541**

**Toll-free VictimLink (24/7) 1-800-563-0808**

or email at [victim.services@gov.yk.ca](mailto:victim.services@gov.yk.ca)

**Website: [Yukon.ca/victim-services](http://Yukon.ca/victim-services)**

## Residential Schools Resolution Health Support Program and Crisis Line

Provides mental health, emotional and cultural support to eligible former residential school students and their families.

During COVID-19, they continue to offer professional counselling, in addition to other services, including a 24-hour crisis line **1-866-925-4419**

For more information, please call the Northern Region program: **1-866-509-1769**

## All Genders Yukon Society

Provides free mental health services for transgender, two-spirit and non-binary individuals of all ages and their families. They also offer outreach and transition related resources.

For more information please email [AGYSboard@gmail.com](mailto:AGYSboard@gmail.com).

## Blood Ties Four Directions Centre

During COVID-19, their drop-in space is open with social distancing measures in place. Many services are still available.

**Case management** supports will continue via phone for all clients. The Wellness Counsellor, Harm Reduction Counsellor and Housing Case Manager and Coordinator continue to work to support clients and can be reached at:

**Housing:** 867-334-4037 or [housing@bloodties.ca](mailto:housing@bloodties.ca)

**Harm Reduction:** 867-332-8268 or [harmreduction@bloodties.ca](mailto:harmreduction@bloodties.ca)

**Wellness:** 867-332-8264 or [wellness@bloodties.ca](mailto:wellness@bloodties.ca)

Both of the Harm Reduction Distribution sites continue to operate at this time.

**Needle Exchange** is open and providing harm reduction supplies, snacks, warm beverages, hygiene supplies, socks, mitts and Naloxone.

**Monday to Friday - 8:30-12 p.m. and 1:00-4:30 p.m.**

**The Outreach Van** is running as scheduled. The van provides harm reduction services and supplies, snacks, warm beverages, hygiene supplies, socks, mitts, nursing services, and Naloxone.

**Monday to Saturday – 5:30 – 9:30 p.m.**

**Contact: 867-334-1647 (phone/text)**

**Check Facebook for changes to schedule:** <https://www.facebook.com/Blood-Ties-Four-Directions-Centre-128540223872322/>

**Drop-off of supplies can be arranged.** Please contact the Harm Reduction Counsellor at 867-332-8268 or the Outreach Van after 5 p.m. at 867-334-1647.

**Website:** [bloodties.ca](http://bloodties.ca)

## Whitehorse Emergency Shelter

Provides emergency housing and support services to Yukoners.

All core essential services remain open with some adaptations to hours or on/off site support options:

- Drop-in hours are currently: 7 a.m. to 4:30 p.m.
- Services still available after 4:30 p.m. include access to harm reduction supplies; emergency shelter; Emergency Medical Services (EMS) and crisis support.
- To-go dinners are provided to other guests at the Whitehorse Food Bank from 5:30 to 6:30 p.m. daily; to-go lunches are also available at the Food Bank from 1 to 2 p.m. daily.

## Seniors' Services/Adult Protection unit

Seniors' Services/Adult Protection unit provides confidential information, counselling, support and referral for issues faced by seniors and their families. During this time of uncertainty caused by the COVID-19 pandemic, issues such as loneliness, anxiety and financial stress can be amplified.

Call the unit for support related to: housing, pensions and benefits, ageing in place, decision-making, protection and safety planning.

The unit is mandated to respond to reports of possible abuse, neglect or self-neglect of vulnerable Yukon adults who may not be able to seek help on their own. The reporter's identification is kept confidential. We are still taking reports during COVID-19, please call us during business hours at **867-456-3946** or toll-free **1-800-661-0408**, extension **3946**.

## Other resources

**HeretoHelp**– information on COVID-19 and anxiety from HeretoHelp, a project of the BC Partners for Mental Health and Substance Use Information.

Website: <https://www.heretohelp.bc.ca/infosheet/covid-19-and-anxiety>

**Kids Help Phone** - a national service offering counselling services, information and referrals to youth. Services are available 24 hours a day and 7 days a week in English and French by calling **1-800-668-6868**. Texting services also available at **686868**.

Website: <https://kidshelpphone.ca>

**TAO Tel-Aide** - a telephone help service for French-speaking people. It is free, anonymous and confidential for those who need emotional support. Phone lines are available around the clock at **1-800-567-9699**.

Website: <http://telaideoutaouais.ca>