



# COVID-19

Mental health, counselling and crisis support in Yukon

Last update: April 27, 2020



This information is also 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 three 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

CMHA is a national organization with branches across Canada providing a wide range of innovative services and supports to people who are experiencing mental illness and their families. All programs and services are now being offered through telephone or videoconferencing.

Drop-in counselling has been extended from one day a week to five 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: [yukon.cmha.ca](http://yukon.cmha.ca)

## Second Opinion Society

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

Phone support services are 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 a web-based platform.

Please call **867-667-7429** or email [info@hospiceyukon.net](mailto:info@hospiceyukon.net) to book a counselling appointment or to organize 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 [info@cdc yukon.ca](mailto:info@cdc yukon.ca) to book an appointment.

## Victim Services

During this time where physical isolation and staying home are being required, violence and threats of violence in homes may increase. Victim Services can help you plan for safety and can help you explore options if you aren't able to safely isolate during this time because there is violence or threats of violence in your home.

Victim Services also provides:

- information
- support
- navigation of the criminal justice system
- crisis support and counselling

Support is available to Yukoners living in any Yukon community. Phone the Victim Services office in Whitehorse or Watson Lake between 8 a.m. and 4:30 p.m., Monday through Friday.

**Whitehorse: 867-667-8500 or toll-free: 1-800-661-0408, extension 8500**

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

Email [victim.services@gov.yk.ca](mailto:victim.services@gov.yk.ca)

If you are already working with Victim Services you can phone or text your support worker directly or you can call the main number or use the email address.

For after hours support call VictimLink BC (24 hours a day, 7 days a week) toll-free **1-800-563-0808**.

**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 at **1-866-925-4419**.

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

## 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 to 12 p.m. and 1 to 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 to 9:30 p.m.**

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

**Check Facebook for schedule changes:** <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

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**.

## All Genders Yukon Society

Provides funding for mental health services for transgender, two-spirit and non-binary individuals and their significant others, family members and immediate support network.

Also provides free mental health services for youth, adults and families. Outreach and transition related resources.

Email: [AGYSboard@gmail.com](mailto:AGYSboard@gmail.com)

## Other resources

**Let's Chat Yukon** – a free, volunteer-run toll-free line anyone can call for a friendly conversation with a fellow Yukoner.

Call **1-877-321-1001** or **867-322-2772** and leave a message and a volunteer will call you back.

Note: This is not a phone line for health advice and it is not a counselling service. Rather, it is a way for people to stay connected and support each other in these trying times.

**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 are 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>