

March 18, 2020

Dear Clients:

The COVID-19 pandemic has put all of us in the midst of a very challenging time. The following outlines our continuing and restricted services.

Counselling Appointments (Individuals)

- [Continue to be available](#), by phone only
- New appointments, available by calling **519-433-0183**
 - Phones answered between 10 am and 3 pm Monday to Friday
 - Call backs for messages on a best effort basis with 24 hours

Counselling Appointments (Couples, Families & Children)

Service is restricted, but we ask you to call. **519-433-0183**

Phone counselling does not allow our professional counsellors gauge the human dynamics involved in Couples, Families and Children counselling. Our intake counsellor can assess and redirect if crisis support is needed. Priority booking will be provided as soon as we are able to offer face-to-face counselling in our counselling centre on Woodward Ave or at one of our many county locations.

- [Deferred appointments available](#) by calling **519-433-0183**
 - Phones answered between 10 am and 3 pm Monday to Friday
 - Call backs for messages on a best effort basis with 24 hours

Walk-in Clinic

- Suspended until further notice

Group Counselling

- Suspended until further notice

Coming Out Over Coffee

- Suspended until further notice

Adult Protective Service Supports, Passports Program

- [Continue to be available](#)
- Contact your support worker or call **519-433-0183**

RESOURCES:

Crisis Support 519-433-2023 (Reach Out)

Free confidential 24/7 information, support and crisis service for people living in Elgin, Oxford, Middlesex and London.

Phone number: **519-433-2023**

Big White Wall Ontario

Free online mental health support networks for Ontarians 16+

Safe peer support, anonymous and available 24/7

<https://www.bigwhitewall.com/>

Bounce Back

Free skill-building program managed by CMHA. It is designed to help adults and youth 15+ manage low mood, mild to moderate depression and anxiety, stress or worry.

Services are delivered over the phone or through on-line videos

<https://bouncebackontario.ca/>

Mental Health and Addiction Crisis Centre

Free walk-in support for individuals experiencing mental health and or addictions crisis who do not require hospital or emergency services.

Location:

648 Huron St, London

Telehealth

Free confidential access to a registered nurse for general health information.

Tel #: **1-866-797-0000**

Up to Date Information on COVID-19

<https://www.healthunit.com/news/novel-coronavirus#assessment-centre>

Sincerely,



Frank Pyka
Executive Director