

FOR SERVICE PROVIDERS



RESOURCE DIRECTORY

REGIONAL ● PROVINCIAL ● NATIONAL

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A COMPILATION OF SEVERAL REGIONAL, PROVINCIAL AND NATIONAL COVID-19 RELATED RESOURCES.

The following resource directory is a compilation of several local, regional, provincial and national COVID-19-related resources.

Topics Include:

- Stay Up to Date on the Latest COVID-19 Information
- Health Sector Resources
 - E-Mental Health, Privacy and Confidentiality
 - Supporting People with Developmental Disabilities
- Justice Sector Resources
- Housing Sector Resources
- Mental Health & COVID-19
 - Resources for Children, Youth and Families
 - Resources for Students, Parents and Families & Faculty
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- Being Trauma-Informed during COVID-19
- Preventing Crime during COVID-19
- Cell Phones, Internet and Technology
- Food Security Resources
- Financial Resources
- Harm Reductions Resources
- Resources for Newcomers/Refugees
- Working Remotely: Tips for Success
- Opportunities to “Skill Up”: Free e-Learning and Online Courses



LOOKING FOR INFO ON LOCAL PROGRAM AND SERVICE CONTINUATIONS, SUSPENSIONS OR DISRUPTIONS?

Several agencies in the Northwest region have dedicated COVID-19 pages outlining service continuations, disruptions and/or suspensions. Please visit an agency's website for the most up to date information or contact them directly. This information may also be accessed on:

211 Ontario North: An up-to-date, accessible, searchable database provides comprehensive access to information about social, community, health and government services in Northeastern and Northwestern Ontario. By dialling 211, residents of Ontario can obtain information on a wide range of community programs and services.

ConnexOntario: Maintains a centralized, up-to-date, and accurate database of detailed drug, alcohol, problem gambling, and mental health treatment service information. Provides free and confidential health services information for people experiencing problems with alcohol and drugs, mental illness and/or gambling that can be accessed by phone, email, chat or through a service directory.

This resource list was last updated on April 17, 2020. To submit or request additional resources, please contact Mariah Maddock, mmaddock@cmha-tb.on.ca or Lee-Ann Chevrette, lchevrette@thunderbay.ca.

Thank you to the participating organizations for developing the resource guide: Canadian Mental Health Association Thunder Bay, Centre for Addictions and Mental Health (camh), Lakehead Social Planning Council (LSPC), Thunder Bay Crime Prevention Council, and Thunder Bay Drug Strategy.





STAY UP TO DATE ON COVID-19 INFORMATION

Thunder Bay District Health Unit: [COVID-19 Latest Information for Thunder Bay District](#)

Thunder Bay District Health Unit: [COVID-19 Health Care Providers](#)

Thunder Bay District Health Unit: [COVID-19 Supporting Indigenous People](#)

Thunder Bay Regional Health Sciences Centre: [COVID-19 Information](#)

City of Thunder Bay: [Novel Coronavirus \(Covid-19\)](#). Provides information on key service changes and latest city news.

Fort William First Nation: [COVID-19 Action Plan](#)

Nishnawbe Aski Nation: [COVID-19 Updates and Resources](#)

Public Health Ontario: [COVID-19 Public Resources](#)

Government of Ontario: [COVID-19](#)

Government of Canada: [Coronavirus disease \(COVID-19\)](#).

Government of Canada: [Canada's COVID-19 self-assessment tool and app.](#)

Public Health Agency of Canada: [Coronavirus disease \(COVID-19\)](#).

World Health Organization: [COVID-19 Pandemic](#)

Centre for Disease Control and Prevention (CDC): [Coronavirus \(COVID-19\)](#).

[Canadian Institute for Health Information \(CIHI\)'s dedicated COVID-19 webpage:](#) Includes a compilation of key reports and resources containing information related to the coronavirus disease (COVID-19) pandemic

Public Health Ontario. [Updated IPAC Recommendations for Use of Personal Protective Equipment for Care of Individuals with Suspect or Confirmed COVID-19](#)

Government of Ontario: [Ontario's Action Plan - Responding to COVID-19.](#)

HEALTH SECTOR RESOURCES

Ministry of Health and Ministry of Long Term Care [COVID-19 Guidance for the Health Sector](#): Includes details of how provincial government is preparing for COVID-19; provides information on how to protect yourself, what to do if you're sick after you travel and how to recognize possible symptoms.

- [Guidance for Primary Care Providers in a Community Setting](#)
- [Guidance for Acute Care](#)
- [Guidance for Home and Community Care Providers](#)
- [Guidance for Long-Term Care](#)
- [COVID-19 Screening Checklist](#)
- [Guidance for Paramedic Services](#)
- [Guidance for Independent Health Facilities](#)
- [Guidance for Laboratories](#)
- [Guidance for Pharmacies](#)

[Ontario Health – Health System Response Structure](#): To meet the demands of the current pandemic, Ontario Health is evolving its current regional table format into a Health System Response structure designed to support real-time decision-making and action throughout the health system in response to the pandemic.

Ontario Health has put together [COVID-19 Health Care Work Multi-Employer Recommendations](#) to support health care workers employed at multiple sites or organizations.

[LHIN COVID-19 Programmatic Impact SBAR template](#): A form for organizations to outline to LHIN how COVID-19 will impact programs (situation, background, assessment, recommendation and potential impacts to performance).

[Ontario Association for ACT & FACT COVID-19 guidance](#): Recommends precautions in the delivery of ACT and FACT essential services, with consideration to staffing and scheduling, medication, clozapine blood work, food assistance, and self-care assistance for infected individuals.

National Collaborating Centre for Determinants of Health: [Equity Informed Resources](#)

Centre for Addiction and Mental Health (CAMH): [COVID-19 Information for Health Care Professionals](#)



SUPPORTING PEOPLE WITH DEVELOPMENTAL DISABILITIES

Health Care Access

Research and Developmental
Disabilities COVID-19 Website:

A compilation of
resources from around the
world and information to
support people with
developmental disabilities
and their families during this
time.

E-MENTAL HEALTH, PRIVACY & CONFIDENTIALITY

[Ontario Centre of Excellence for Child and Youth Mental Health's E-Mental Health Services](#): includes guidelines, toolkits, and resources from Ontario Health, Mental Health Commission of Canada, Ontario Telemedicine Network, Psychological Associations and Colleges, Counselling and Psychotherapy Associations and Colleges, Social Work and Rehabilitation Services.

[Think Research](#) is a Canadian company, with Canadian servers and complies with Canadian privacy laws. They are currently one of the vendors working with the Ontario Telemedicine Network (OTN).



E-MENTAL HEALTH, PRIVACY & CONFIDENTIALITY CONTINUED

[Mental Health Commission of Canada's e-mental health resources](#): Including a link to this [toolkit](#) that provides an introduction for how to build capacity for e-mental health solutions.

Centre for Innovation in Campus Mental Health: [E-Mental health policies and procedures: Examples from Ontario agencies](#)

[Leveraging Technology to Address Mental Health & Substance Use in Canada](#): Meeting Summary Report from Roundtable Discussion hosted by Mental Health Commission of Canada, Canadian Centre on Substance Use and Addiction, and Canada Health Infoway.

[Ontario MD Virtual Care and COVID-19 page](#): Guidance on virtual care and sharing patient info using technology, with quick tips on screening, care for patients with suspected COVID-19, care for regular patients, as well as videos visit platforms and resources.

[Canadian Psychological Association: Providing Psychological Services via Electronic Media](#)

College of Registered Psychotherapists of Ontario: [Implementing Electronic Practice](#)

American Psychological Association: [Office and technology checklist for telepsychological services](#)

[Information and Privacy Commissioner of Ontario Electronic Communication of Personal Health Information slide deck](#): Provides details on protecting privacy when communicating electronically, safeguards for communicating personal health information by email, and reducing risk of unauthorized access.

HOUSING SECTOR RESOURCES



Canadian Alliance to End Homelessness' dedicated webpage to COVID-19: Includes a series of upcoming webinars, tools, and information. For the duration of the COVID-19 outbreak, the CAEH will be hosting a weekly call for community homelessness leaders, national partners and stakeholders to create a communication channel with the Government of Canada, share information on the rapidly evolving crisis and support community responses to the COVID-19 pandemic.

Government of Canada
Supporting Vulnerable Populations during COVID-19:
Includes information on how organizations can identify and support vulnerable populations during COVID-19.

Government of Canada:
Guidance for providers of services for people experiencing homelessness (in the context of COVID-19).

Ministry of Health: COVID-19
Guidance: Homeless Shelters.

Canadian Network for the Health and Housing of People Experiencing Homelessness
Coronavirus COVID-19 Resources:
A series of resources to help the homelessness sector respond to a COVID-19 outbreak, and regularly updating this page with the best practices, tools and tips.

Ministry of Health: COVID-19 Guidance: Group Homes

COVID-19 RESOURCES FOR THE JUSTICE SECTOR

[Provincial HSJCC's updates and resources page](#): Includes justice system updates related to COVID-19 – such as how the system, staff and services have adjusted to adhere to social distancing measures – as well as a comprehensive list of publicly-available provincial, federal, municipal and international resources.

[CLEO updates on the law and legal services](#): CLEO is working to give practical answers to questions people are asking about the law relating to the COVID-19 situation. They are also sharing updates about changes to government programs and court services.

[Provincial HSJCC Submission to Government on Impact of COVID-19](#): The Provincial HSJCC submitted a letter to Government outlining the impact of COVID-19 on service delivery across the human services and justice sectors.

[PASAN's letter](#) outlining suggestions for Corrections Services Canada (CSC) on protecting prisoners from COVID-19 and CSC's response.

United Nations Office on Drugs and Crime: [Covid-19: Prevention and Control among People Living in Prison](#). An infographic reviewing COVID-19 and prevention strategies for people in prisons.

United Nations Office on Drugs and Crime: [Covid-19: Prevention and Control among People Working in Prison](#). An infographic reviewing COVID-19, prevention strategies and treatment of prisoners for people who work in prisons.



PREVENTING CRIME DURING COVID-19

Thunder Bay Police Service's COVID-19 Response: Provides information on how the Thunder Bay Police Service is responding to the challenges of Covid-19.

Thunder Bay Police: Business Safety and Security Checklist

Covid-19 Related Fraud and Property Crime: Resource from Crime Prevention Ottawa, adapted from Victim Support Europe, detailing types of crimes to be aware of and how to protect yourself.

Sanctuary for families: Safety Planning During Covid-19

Thunder Bay District Health Unit: Phone Line to Report Covid-19 Emergency Order Violations. Call (807) 625-5900 or toll-free 1 (888) 294-6630.

Canadian Anti-Fraud Centre. Provides information on Covid-Related Fraud and Scams.

Violence Against Women. sheltersafe.ca. Provides information about women's shelters across Canada.

Confidential and anonymous provincial crisis lines. Talk with someone immediately about safety needs and safety planning: Assaulted Women's Helpline 1-866-863-0511 Talk4Healing 1-855-554 HEAL Fem'aide 1-877-336-2433

Stop Domestic Violence: How to use mindfulness to cope with trauma.

MENTAL HEALTH & COVID-19

Canadian Mental Health Association - Thunder Bay's Crisis Response Line: Contact the crisis line at 346-8282 24 hours a day, 7 days a week, 365 days a year. Your call will be answered by trained professionals. This service is available to anyone of any age.

Children's Centre Thunder Bay/Thunder Bay Counselling's Talk-In/Walk-In Counselling: Provides immediate single-session counselling services to children, youth, teens and adults on a first come-first served basis. Available to all 5 days/week (Mon. & Fri. 9 am - 12 pm; Tues & Thur. 12-3 pm; Wed. 3 pm - 6 pm). Access by phoning 807-700-0090.

Government of Canada - Wellness Together Canada: Provides tools and resources to help get Canadians back on track. These include modules for addressing low mood, worry, substance use, social isolation and relationship issues.

Canadian Mental Health Association - Ontario's Bounce Back Program: A free skill-building program designed to help adults and youth 15+ manage low mood, mild to moderate depression and anxiety, stress or worry delivered over the phone.

Centre for Addiction and Mental Health (CAMH): Mental Health & COVID-19 Resources: A web page designed to help people with concerns and questions about impact of the COVID-19.

Mental Health Commission of Canada's Resource Hub - Mental Health and Wellness during the COVID-19 Pandemic: Includes information and resources about maintaining mental health during this time of crisis, and supporting people managing a mental illness during COVID-19.

Big White Wall (BWW) - An online, 24/7, anonymous forum free for all residents of Ontario. BWW is a safe place to talk, share and support; members support one another and there are also trained practitioners available 24/7. There is a wide-range of self-guided courses to do at your own pace.

Canadian Mental Health Association's Online Resources for Social Connection and Mental Wellness During COVID-19: Includes a detailed listing of apps to promote mental wellness and social connection during COVID-19, as well as a listing on online resources for mental health and addictions, and tips for managing your own mental health and supporting a loved one during COVID-19.

MENTAL HEALTH & COVID-19 CONTINUED

Addictions and Mental Health Ontario (AMHO): [COVID-19 Resources](#)

World Health Organization (WHO): [Coping with stress during the 2019-nCoV outbreak and Mental Health Considerations during COVID-19 Outbreak](#)

[Mental Health Works](#) will be conducting weekly live webinars, starting next week, on topics such as mental health, managing stress, remote work, etc. as they relate to COVID-19

CMHA Ontario: [5 Mental Health Tips Among COVID-19 Concerns](#)

CMHA National: [COVID-19 and Mental Health Resources](#)

Centre for Addiction and Mental Health (CAMH): [EENet Connect](#). Various mental health resources that may be useful to you during this challenging time. Included are CAMH resources and a COVID-19 online forum on EENet Connect. EENet will also be developing new resources over the coming weeks and months.



MENTAL HEALTH & COVID-19 CONTINUED

for Children, Youth and Families

[Centre of Excellence for Child and Youth Mental Health: Talking to Children and Youth about COVID-19](#): Includes a compilation of resources in English and French from Children's Mental Health Ontario, Canadian Psychological Association, Centre for Disease Control, Kids Health, Child Mind Institute, Psychology Today, NPR, The Autism Educator, The National Child Traumatic Stress Network, American Academy of [Child and Adolescent Psychiatry](#).

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[Jack.Org Youth Mental Health Resource Hub](#): [Jack.org](#),

[School Mental Health Ontario](#) and Kids Help Phone have partnered to compile resources and information in an easy-to-access hub so that youth mental health remains top of mind, and communities are able to easily access the education, tools, support and reliable information they need.

Children's Mental Health Ontario (CMHO)'s [COVID-19 Resources for Families](#)

The Centre for Addiction and Mental health put together a resource with tips for [Talking to children about Covid-19 and its impact](#).

[KidsHelpPhone](#): Phone counsellors can be reached 24/7.
Phone: 1-800-668-6868
Text: 686868

MENTAL HEALTH & COVID-19 CONTINUED

FOR STUDENTS, PARENTS AND FAMILIES & FACULTY

Centre for Innovation in Campus Mental Health. [Supporting International Students during COVID-19 Infosheet](#).

[Centre for Innovation in Campus Mental Health's Well-Being and the online Environment Infosheet](#): A downloadable infosheet with tips for supporting both student and faculty well-being "virtually", also includes a link to a webpage dedicated to listing crisis services available for students, broken down by province

[Good2Talk](#): Good2Talk is a free, confidential support service for post-secondary students in Ontario. It will remain open and all students can contact them 24/7 throughout this time. We'd also like to remind you of Good2Talk's 24/7 support via text by texting GOOD2TALKON to 686868.

[School Mental Health Ontario](#): Includes a dedicated COVID-19 webpage with tips and resources for faculty, students, parents and families to help to support student mental health during the COVID-19 pandemic.

[Government of Ontario: Support for students and parents](#)





MENTAL HEALTH & COVID-19 CONTINUED FOR SENIORS

A Friendly Voice for Seniors

What A Friendly Voice is: A Friendly Voice is a telephone friendly visiting line for seniors. Every day of the year, our trained volunteers are available to receive calls. Our volunteers visit with the callers and, when asked, can help identify programs and services in their community for the senior to contact.

What A Friendly Voice is NOT: A Friendly Voice is not a counselling service, distress or crisis line nor emergency service. Any calls of that nature will result in immediate contact or referral to the appropriate responders, agency or service.

A Friendly Voice is not a referral service.

MENTAL HEALTH & COVID-19 CONTINUED

for Health Care Workers and Caregivers

Centre for Addiction and Mental Health (CAMH) is providing access to mental health and addiction [supports for health care workers](#) who might be impacted by the COVID-19 pandemic. These supports will include access to resources, psychotherapy and psychiatric services.

Crisis & Trauma Resource Institute: [5 Pathways to Healing, Compassion Fatigue](#)

Centre for Addiction & Mental Health: [Beware of Compassion Fatigue - There is a Cost to Caring](#)

[Ontario Caregiver Organization's dedicated COVID-19 webpage:](#) Includes specific caregiver information related to COVID-19, such as mental health tips, support technology, virtual support group, provincial and federal government resources, and more.

BEING TRAUMA-INFORMED DURING COVID-19

ACES Connection [ACEs Aware Webinar](#): Trauma-informed practices to address stress from COVID-19

Crisis & Trauma Research Institute: [4 Ways to Practice Trauma-Informed Healing During COVID-19](#)

A Trauma-Informed Oregon: [COVID-19 Considerations for a Trauma Informed Response for Work Settings \(Organizations/Schools/Clinics\)](#)

CELL PHONE, INTERNET & TECHNOLOGY

Telus Mobility: [Helping Youth Access Cellphones](#)

Shaw: [COVID-19 and Keeping You Connected](#)

TBayTel: [COVID-19 Update](#)



FOOD SECURITY RESOURCES

Regional Food Distribution Association:
Provides information on where to get food during the pandemic.

Roots to Harvest:
Provides information on how to increase food access during Covid-19, including family breakfast and snack packages and food for seniors.

Food Secure Canada:
Provides a list of organizations (by community) that need help during Covid-19.

Feed Ontario: Covid-19 Emergency Response Fund. Are providing emergency food boxes to communities and people in need during this unprecedented time.

Food Banks Canada: COVID-19-Impact on Food Banks and How You Can Help



FINANCIAL RESOURCES

Ontario Nonprofit Network - New AGM regulations; CRA annual forms (A new provincial emergency order applies to not-for-profit corporations incorporated under the Ontario Corporations Act that gives them the ability to hold virtual meetings and extends the timeframe for AGMs to be held)

Lakehead Social Planning Council: Accessing Income Support. Provides information on several income support programs that may be available to Ontario residents during the COVID-19 pandemic. This information is changing rapidly and we recommend that you check with the relevant government's website for updated information.

Government of Canada: Canada's Covid-19 Economic Response Plan: Provides information on the plan and supports available for individuals, businesses and industries.

Government of Ontario: Ontario's Action Plan. Responding to Covid-19: Provides information outlining the government's \$17 billion response to ensure our health care system, communities and economy are positioned to weather the challenges ahead.

City of Thunder Bay: Provides information on financial relief approved by City Council for those impacted by Covid-19.

Thunder Bay Community Relief Fund: Provides information on the fund established by the United Way Thunder Bay and Thunder Bay Community Foundation. Donations will support local non-profits helping those at high risk throughout this crisis.

Government of Canada. Indigenous Services Canada: COVID-19: First Nations Community Guide on Accessing Additional Supports

Government of Canada. Indigenous Services Canada. Indigenous Community Support Fund. This fund helps Indigenous communities prevent, prepare and respond to COVID-19.

Government of Canada: Funding for Vulnerable Seniors: New Horizons.

Government of Canada. Additional Support for Canadian Businesses from the Economic Impact of COVID-19

Government of Canada: Financial Help For Canadians outside of Canada

Government of Ontario: COVID-19 Financial Support for People



HARM REDUCTION RESOURCES

Canadian Drug Policy Coalition: [Covid-19 Harm Reduction Resources](#)

CATIE - Canada's Source for HIV and Hepatitis C Information: [Covid-19 Resources](#).

Toronto Public Health: [COVID-19 Harm Reduction Tips Infosheet](#).

National Sobering Collective: [National Sobering Collective - Alcohol Management during COVID-19](#)

Canadian Centre for Substance Use and Addiction: [Canadian Centre for Substance Use and Addiction-Impact of COVID-19 on Substance Use](#)

First Nation Health Authority: [First Nation Health Authority - COVID-19](#)

WORKING REMOTELY: TIPS FOR SUCCESS

Government of Canada: [Coronavirus Disease \(COVID-19\) - Working Remotely](#): Includes a series of helpful tips and advice for working remotely, including links to resources from the Canadian School of Public Service.

Efficiency Canada: [Remote Work Tips](#)

Tamarack Institute: [Guidebook for Working from Home](#)

Tamarack Institute: [A Webinar on Working Remotely](#) - Lessons from the Tamarack Team

LinkedIn: Remote Working: [Setting Yourself and Your Teams Up for Success](#)

Collective Impact Forum: [Resources for working from home and working collectively](#)



RESOURCES FOR NEWCOMERS/ REFUGEES

[COVID-19: SOCIAL BENEFITS,
EMERGENCY ASSISTANCE & CHILD
BENEFITS](#)

[COVID-19: CANADA EMERGENCY
RESPONSE BENEFIT \(CERB\)](#)

[SALCO Fact Sheet: COVID-19: OW-
updated April 14, 2020](#)

[SALCO Fact Sheet - COVID-19: Housing
Updated April 14, 2020](#)

[SALCO Fact Sheet - COVID-19:
Uninsured-Access to Health-Updated
April 14, 2020](#)

OPPORTUNITIES TO “SKILL UP”: FREE E- LEARNING AND ONLINE COURSES

Alberta Family Wellness Initiative
[Brain Story Certification Course](#): A
free, in-depth course for anyone who
wants to learn more about the
science of brain development.
Includes [19 modules](#) self-paced,
videos of more than [30 leading](#)
[experts](#) in neurobiology and mental
health, and a Certification in
Brain Story science.

OPPORTUNITIES TO “SKILL UP”: FREE E-LEARNING AND ONLINE COURSES CONTINUED.

More Feet on the Ground: An [online course](#) aimed to help non-clinical staff, faculty and student leaders learn how to recognize, respond, and refer students to the help they need. Includes modules on mental health, quizzes and links to resources available at individual intuitions

Excellence for Quality Improvement Project (E-QIP): E-QIP has a [series of webinars](#) available that help participants to build their knowledge of quality improvement tools and topics. The webinars centre on the Model for Improvement and cover QI tools, assessment tools, engaging clients in your QI activities, sustainability and spread as well as a few special topic webinars such as QI within an Ontario Health Team environment.

Mental Health Works is providing a [free webinar series](#) to help employees and employers address the impact these circumstances may have on our work and well-being. Webinar topics include Stress and Anxiety, Isolation and Loneliness, Being Mindful at Work, Mental Health for Support Staff and many more.

Shared Humanity Project - Youth Experience: An [Online Module](#) for Youth to Learn About the Mental Health Care System

UMind Webinars: Access a series of past and [upcoming webinars](#) related to Promising Practices in Child & Youth Mental Health

Portico – Canada’s Mental Health & Addiction Network: A series of [educational videos](#) about mental health and addiction for health care providers, patients and others

Wilfrid Laurier University - [Self-Care and Resilience Course](#): A free, special edition course to help support positive mental well-being. The Essential Self-Care and Resilience course is designed to be readily accessible so you can see the benefits of your learnings immediately. Topics include the value of self-care, psychological self-care, physical self-care and spiritual and social self-care as well as a resilience component specifically focused on stress.

THANK YOU TO THE PARTICIPATING ORGANIZATIONS
FOR DEVELOPMENT OF THE RESOURCE GUIDE:



camh



**COVID-19
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FOR SERVICE PROVIDERS
