

I know I need help but I
don't know where to start

MENTAL HEALTH SUPPORT OPTIONS

A Handy Guide for Navigating
the Mental Health Care System
in Manitoba



Mood Disorders
ASSOCIATION OF MANITOBA

*Helping people
help themselves*

LIVED EXPERIENCE AND INNER NETWORK SUPPORT

Friends and Family

“Your family and friends can be your greatest allies in the path to recovery. There are a few ways to approach them when asking for support. Even if they do not understand what you are going through, they’ll most likely want to help any way they can. The best way to guide them is to simply tell them what you need. People naturally want to give advice and problem solve but let them know that they can help by just listening to you. Ask them to be patient with you when you feel low because recovery takes time.

Friends and family can serve as a vital support system, and they can help you answer questions or find someone who can answer your questions on recovery. If you are under your family’s insurance plan, you can talk to them about finding a doctor, therapist, or psychiatrist that is covered by insurance in your area. If you are in school, you can talk to a guidance counselor about your concerns and see what options there are for help.”

*For more information: How do I ask my friends and family for help? | MHA Screening (mhanational.org)



Peer Support

An important contributor to recovery, peer support is a supportive relationship between people who have a lived experience in common. The peer support worker provides emotional and social support to others who share a common experience.

Do you have to pay for peer support services?

- ▶ NO!!
- ▶ Peer support is typically provided through non-profit organizations.

Did you know that Mood Disorders Association of Manitoba offers several online peer support groups throughout Manitoba?



PEER SUPPORT ACROSS MANITOBA

At Mood Disorders Association of Manitoba we offer several online peer support groups. Below is an overview of our current groups:

Men's Peer Support Group

Every Monday from 12:00 PM - 1:00 PM

Postpartum Peer Support Group

Every Tuesday from 2:00 - 3:00 PM

Mixed Peer Support Group

Every Monday from 6:30 - 7:30 PM

Indigenous Talking Circle

Every Wednesday from 6:00 - 7:00 PM

Friends and Family Peer Support Group

Every Tuesday from 7:00 - 8:30 PM

Parents Peer Support Group

Every Wednesday from 8:00 - 9:00 AM

Activity Peer Support Group

Every Thursday from 5:00 PM - 6:00 PM

Women's Peer Support Group

Every Thursday from 7:00 PM - 8:00 PM

Mixed Peer Support Group (second offering)

Every Saturday from 11:00 AM - 12:00 PM

Central Peer Support Group

Every Tuesday at 1:00 PM

Interlake Hangout Peer Support Group

Every Thursday at 7:00 PM

In the **Westman Region**, the following Peer Support Groups are offered:

Mixed Peer Support Group

Mondays from 6:30 – 8:00 PM

Soul Sisters

Tuesday from 10-11 AM

Cut the Clutter

Tuesday from 2-3 PM

Women's Wellness

Wednesday from 10-11 am

Brandon Men's Activity Club

Wednesday from 1:30 – 3:30 in person

Westman Men's Exchange

Thursday from 1:30 – 3pm

Bipolar Peer Support Group

Thursday from 6:30 – 8pm

For more information and the most up-to-date listing of our current peer support groups, please visit our website at

<http://www.mooddisordersmanitoba.ca/services/onlinepeersupport/>

TRAINED MENTAL HEALTH CARE PROFESSIONALS

Social Worker

A mental health social worker provides support and resources to these individuals, so they can start working on recovering from their mental disorders. Generally, a mental health social worker will provide clients with everything from counseling services to referrals to services that may benefit them. They typically work in a team with other mental health professionals, such as psychologists, psychiatrists, counselors, and therapists. Most importantly, though, mental health social workers also work closely with mentally ill individuals and their loved ones.

What can they do for me?

- ▶ Talk to all health care professionals involved with your mental health challenges including family members sometimes.
- ▶ Put together a care plan: best methods of recovery tailored to you.
- ▶ If necessary, most mental health social workers are trained to counsel on some minor issues.
- ▶ Educate on mental health in general, and the importance of treating these issues.
- ▶ Help find treatment facilities and in-patient mental health care centers, if necessary.
- ▶ Help attend to daily needs (i.e., help you find and apply for certain types of assistance, such as welfare benefits or disability benefits).
- ▶ In some cases, a mental health social worker might also be called upon to act as a legal representative for their clients as well. This is usually necessary when a mentally ill individual is being discriminated.
- ▶ Monitor your progress and determine whether your treatment plan is working for you.
- ▶ Help you find different doctors or facilities that can better cater to your needs.

Where can I find them?

- ▶ Hospitals
- ▶ Psychiatric hospitals
- ▶ Mental health facilities
- ▶ Community health centers
- ▶ Rehabilitation centers
- ▶ Schools, detention centers, or government agencies might also hire mental health social workers

How much does it cost for Mental Health Social Worker services?

- ▶ FREE : Social Workers : Manitoba : Mental Health Services, Help and Support : eMentalHealth.ca
- ▶ May have a fee if working from a private practice

Counselor

Professionals who provide guidance to people to deal with mental conflicts and problems in interpersonal behavior are referred to as counselors. A counselor talks with the patient as a friend to help resolve a mental problem. Counseling remains focused upon behavioral changes required to cope with problematic situations and relationships.

What can they do for me?

- ▶ Offers you guidance and advice.
- ▶ Talks with you as a friend to help resolve mental problems.
- ▶ Focused on behavioral changes required to cope with problematic situations and relationships.

Where can I find them?

- ▶ Career and Employment Agencies
- ▶ Community Mental Health Centers
- ▶ Correctional Facilities
- ▶ Family Service Agencies
- ▶ Pastoral and Religious agencies
- ▶ Military and Government

- ▶ Telepsychiatry, Telemental Health Services (telephone with call or text, email, online chat or video conferencing)
- ▶ Schools (Guidance Counselor)
- ▶ Hospitals
- ▶ Private Practice

Therapist

Therapy is a type of treatment procedure that is common in both physical as well as mental disorders. To differentiate with physical therapy, it is called psychotherapy when emotional and behavioral problems are sought to be treated. Though it is the therapist who does talking with the patient during psychotherapy, the feelings or the emotions displayed by the patient while talking about their problems give lots of clues to the therapist about the root problems of the patient.

What can they do for me?

- ▶ Offer you treatment.
- ▶ Teaches you novel ways of coping with your feelings and ways to cope with situations that are troublesome for you.
- ▶ Helps you deal with feelings of anger, depression, guilt, anxiety, shyness, etc.

Where can I find them?

- ▶ Private therapy practices, including online therapy options
- ▶ Group therapy practices
- ▶ Hospitals
- ▶ Nursing homes
- ▶ Pain clinics
- ▶ Rehabilitation clinics
- ▶ Community and mental health centers
- ▶ Correctional Facilities

How much does it cost for Therapy and Counseling:

- ▶ Some therapy or counseling is provided at no cost through medical clinics, or hospitals.
- ▶ Services for students are available in most schools (Grades 1 to 12) or the counseling services of most colleges and universities.
- ▶ Some community agencies provide services at no or low cost.
- ▶ A sliding scale related to income may be offered by some agencies.
- ▶ Private services are available and are covered by some insurance plans. The cost for private counseling or therapy can range from \$50 to \$250 for a one-hour session. The recommended rate is different in different provinces.
- ▶ Group therapy may be less expensive than individual therapy.

*For more information on Insurance Coverage for Private Counseling & Therapy and Tips to Manage the Cost of Counseling or Therapy go to: [How much does therapy or counseling cost? | Depression \(informedchoices.ca\)](https://www.informedchoices.ca)

*For more information go to: [Find the Best Therapists and Psychologists in Manitoba - Psychology Today](https://www.psychologytoday.com)

What is the difference between Therapist and Counselor?

- ▶ BOTH help patients in overcoming emotional and behavioral problems.
- ▶ Therapy is a treatment procedure whereas counseling is more of an advice to help patients make behavioral changes to resolve mental conflicts.
- ▶ Therapy requires much more skills than counseling.
- ▶ A psychotherapist can work as a counselor, but it is impossible for a counselor to perform the role of a psychotherapist because of lack of required training.

PUBLIC HEALTH CARE SYSTEM

Community Mental Health Workers

A Mental Health Worker within your Regional Health Authority provides support to adults experiencing mental health problems. Services are designed to support people in their recovery to live successfully within their communities.

- ▶ Family Doctor
- ▶ Nurse Practitioner
- ▶ Psychiatric Nurse

What can they do for me?

- ▶ Provide you with supportive counselling
- ▶ Assist you when you are experiencing crisis & crisis prevention
- ▶ Assess your needs
- ▶ Plans for you to provide suitable intervention(s) if necessary.
- ▶ Can provide rehabilitation (example: service plan to reach your life goals)

Where can I find them?

An individual or family member can apply by calling the WRHA Central Intake.

- ▶ Call: 204-788-8330
- ▶ When: Monday – Friday (8:30am – 4:30pm)

How much does it cost?

- ▶ FREE

Clinical Psychologist

There many different kinds based on their area of expertise and approach/methods they take to treatment. They are initially trained in general psychology and then receive graduate training in the application of this knowledge to the understanding, diagnosis, and betterment of disorders of thinking and behavior. Psychologists have a thorough grounding in research methods, and some of them

spend their careers doing research, although many also provide treatment. The treatment methods of clinical psychologists primarily involve psychological interventions of one kind or another.

What can they do for me?

- ▶ Offer different kinds of treatment based on research and reliable methods that will help you work through or manage your mental health and or illness
- ▶ Counselling (Single/Couple/Family)
- ▶ Group Therapy
- ▶ Assessments
- ▶ Legal or Consultation

Where can I find them?

- ▶ Researchers and faculty at universities and at governmental and non-governmental organizations.
- ▶ Practitioners in:
 - ▶ Hospitals
 - ▶ Schools (School Psychologist, there is one or two per school division: recommended by school guidance counselor)
 - ▶ Clinics
 - ▶ Correctional Facilities
 - ▶ Employee assistance programs
 - ▶ Private offices
- ▶ Many psychologists are active in both research and practice Hospitals.

How much does it cost?

- ▶ FREE by referral through your family doctor
 - ▶ Takes some time (3-6 months sometimes)
 - ▶ No guarantee you will be seeing the same psychologist each time you have an appointment
- ▶ Pay out-of-pocket if NOT referred through your family doctor
 - ▶ Some coverage for psychotherapy and/or assessment with a psychologist as part of extended health benefits plans (i.e., Blue Cross)

- ▶ Your place of work may also offer a certain amount of coverage towards mental health services such as clinical psychologists
- ▶ "By direction from the psychological community, recommendations for fees to be charged by psychologists for clinical practice are established by the Manitoba Psychological Society (MPS). However, each practitioner sets his or her own fees, ideally incorporating the recommendations as guidelines for billing."
 - ▶ Typical fees in Manitoba for a Clinical Psychologist and their services: Recommended Fees for Services by Psychologists - Manitoba Psychological Society (mps.ca)

How do I know which psychologist is best for me?

- ▶ Visit this link to find a directory of all the psychologist in Manitoba in private practice: Referral Directory (wildapricot.org).
 - ▶ Filter your search at the top of the page to find the psychologist that specializes in the area you need help with
- ▶ Referrals to, or inquiries about, services from clinical psychologists in the public health care system can be made by accessing the Department of Clinical Health Psychology Central Intake Line at: (204) 787-7424

Psychiatrist

Psychiatrists are medical doctors who go on to specialize in mental health and mental disorders. This specialized training focuses on diagnosis and medical treatment that emphasize the use of pharmacological agents (medication) in managing mental disorders. They attend to the medical aspects and biological foundations of these disorders, although they usually also consider psychological and environmental influences.

What can they do for me?

- ▶ Counselling (minimal).
- ▶ Rule out other possible biological causes for your mental health concerns.
- ▶ Prescribe medication.

Where can I find them?

- ▶ psychiatric or general hospitals
- ▶ private offices
- ▶ research units
- ▶ community health centres
- ▶ social agencies or in government

How much does it cost?

- ▶ FREE by referral through your family doctor
 - ▶ Takes some time (3-6 months sometimes)
 - ▶ No guarantee you will be seeing the same psychologist each time you have an appointment
 - ▶ Non-emergency referrals to psychiatrists are generally obtained through your family doctor. The first step is an appointment with your regular family physician or a primary (community) health centre to discuss your mental health problem and request a referral to a psychiatrist in your area. If you do not have a family doctor or are not served by a local health centre, you can contact your provincial College of Physicians and Surgeons or Medical Board for help in finding one: physician directory. Call the College at 204-774-4344, toll free at 877-774-4344 (in Manitoba); or e-mail them at cpsm@cpsm.mb.ca.

*FAQ - Canadian Psychiatric Association - Association des psychiatres du Canada (cpa-apc.org)

*For more information about the difference between what a Psychologist and a Psychiatrist are, go to: [What-is-a-Psychologist-cobranded.pdf](#)

! EMERGENCY CASES!

If you experience urgent mental health problems, go to the nearest hospital emergency department, where you will be seen by a psychiatrist or resident on emergency call if required. If you or a family member experience distress and cannot get to an emergency department, contact a distress or crisis phone line service; please see the list on the following pages.

Winnipeg Crisis Phone List

Klinic 24 Hour Crisis Line: 204-786-8686 or 1-888-322-3019

Klinic Sexual Assault Line (24 Hours): 204-786-8631 or 1-888-292-7565

Main Street Project: 204-982-8245

Manitoba Suicide Line (24 Hours): 1-877-435-7170

Mobile Crisis Unit: 204-940-1781

Willow Place Crisis Line: 204-615-0311 or 1-877-977-0007

Crisis Stabilization Unit, 755 Portage Avenue: 204-940-3633

Crisis Response Centre, 817 Bannatyne Ave: 204-940-1781

Youth Winnipeg Crisis Phone List

Klinic Crisis Line: 204-786-8686 or 1-888-322-3019

Klinic Sexual Assault Line: 204-786-8631 or 1-888-292-7565

Manitoba Suicide Line (24 Hours): 1-877-435-7170 or 204-784-4097 or reasonstolive.ca

Youth Mobile Crisis Unit (17 & under): 204-949-4777 or 1-888-383-2776

Kids Help Phone (National Line): 1-800-668-6868

Crisis Text Line: text CONNECT to 686868

Emergency Shelter/ Youth Resource Centre: 159 Mayfair Ave
204-477-1804 or 1-888-477-1804

Manitoba Farm & Rural Support Services: 1-866-367-3276

Rural Crisis Phone List

All Rural Farm and Rural Stress Line: 866-367-3276

Interlake: 866-427-8628

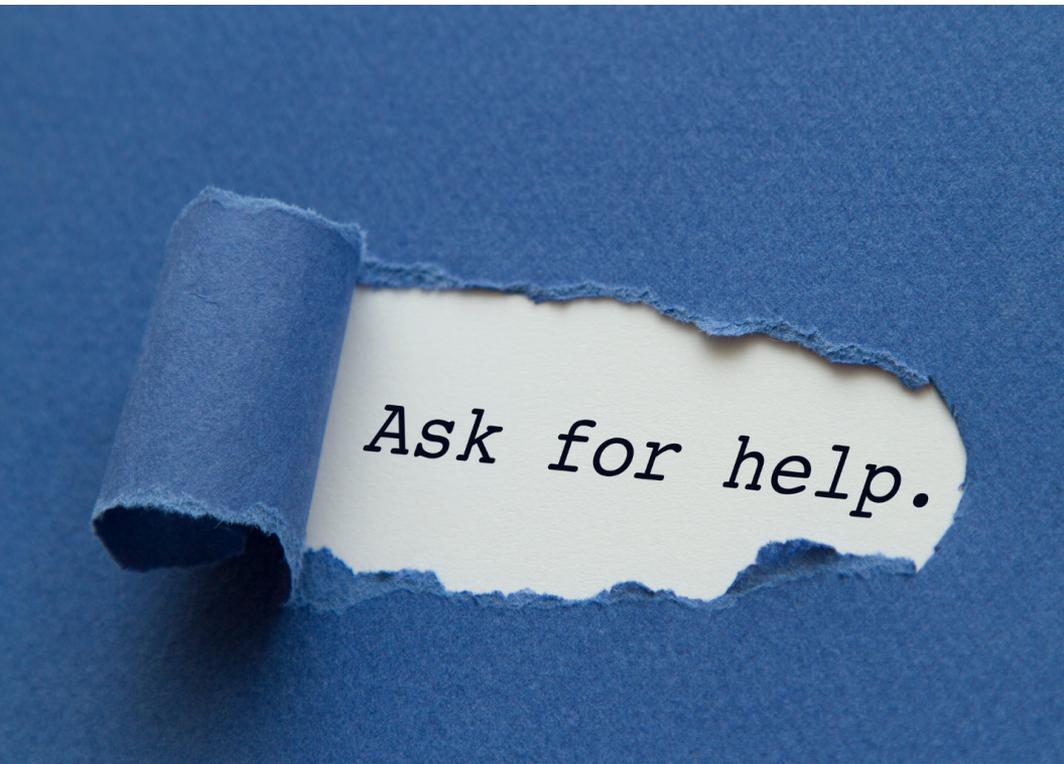
North Eastman: 866-427-8628

South Eastman: 204-326-9276 or toll-free 888-617-7715

Burntwood: 204-677-2381
Flin Flon: 204-689-9611
The Pas: 204-627-8224
Portage La Prairie: 204-857-6369
Winkler: 204-857-6369
Brandon and Assiniboine: 888-379-7699

Indigenous Crisis Phone List

IRSSS Toll-Free Line: 1-800-721-0066
24hr National Crisis Line: 1-866-925-4419
KUU-US Crisis Line: 1-800-588-8717
Tsow-Tun-Le Lum: 1-866-925-4419
Talk4Healing, Counselling for
Indigenous Women: 1-855-554-4325
Anishnawbe Health 24/7 Mental Health Crisis
Management Service: 1-855-242-3310
Hope for wellness Line: 1-855-242-3310
MMIWG Inquiry Support Line: 1-844-413-6649 (or info@
mmiwg-ffada.ca)
Nunavut Kamatsiagtut Help Line: 1-800-265-3333



Ask for help.

If you require assistance please contact us and we will do our very best to assist you.

To learn more about our organization and the services we offer, please visit our website at **www.mooddisordersmb.ca**

Mood Disorders Association of Manitoba
100 - 4 Fort Street
Winnipeg, MB R3C 1C4
Main Phone: 204-786-0987
Peer Support: 204-560-1461
Toll-Free: 1-800-263-1460
Hours: M-F | 9AM - 4:30PM



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