

Resource Guide for Physicians: Wellness Together Canada in Your Practice

Free mental wellbeing and substance use health support for all, including your patients and fellow healthcare workers



Funded by the Government of Canada

Canada



*"An amazing resource for Canadians!
I downloaded this app on a whim, not sure
if it really had much to offer me. However,
this morning at 2:30am I needed some
mental health support due to an ongoing
panic attack, and I was quickly put in touch
with an on-call therapist. Free of charge.*

*.... I feel like I don't have to worry about
access to support now."*

- App Store Review of Pocketwell

**Over 500 resources and services available 24/7
with no wait list.**

**No referral forms to complete.
No health card/ID required**

What is in the Resource Guide? How can it be helpful in my practice?

This Resource Guide provides information about Wellness Together Canada's mental wellbeing and substance use health supports.

In the resource guide you will find the following information:

- **Your practice and Wellness Together Canada (WTC)**
- **Continuum of Care available**
- **Frequently Asked Questions**
- **How to access and navigate the resources**

Continuum of Care Options

Offers immediate care; fills gaps and is complementary to other services.



Learn



Practice



Connect



Track



Navigate



Talk



Crisis

The entire continuum is accessible by visiting the portal at wellnesstogether.ca or by downloading the **Pocketwell app**, free of charge.

Evidence Base

The content and programming found through Wellness Together Canada are built on evidence-informed practices and approaches. Service providers for WTC are required to meet several criteria to ensure usability, effectiveness and security.

Low Intensity Intervention

Psychoeducational resources, and exercises on a range of wellbeing topics, including mental health, and substance use health.

Medium Intensity Intervention

E-courses, coached intervention, peer support, groups, self-administered assessments, and program navigators.

Higher Intensity Intervention

Professional counselling (phone and video), and crisis text support.



About Wellness Together Canada

Wellness Together Canada (WTC) is the first and only nationally-funded virtual mental wellbeing and substance use health service.

Developed in April 2020 to respond to mental health concerns brought on or exacerbated by the COVID-19 pandemic, WTC offers free, low barrier mental health and substance use resources. Resources can be accessed as stand-alone care, between appointments, or while people are waiting for other services.

Wellness Together Canada is delivered in partnership by Stepped Care Solutions, Homewood Health and Kids Help Phone, with funding from the Government of Canada.

Over 3.5 million

unique visitors to Wellness Together Canada since April 2020

Over half of WTC access occurs **outside of daytime business** hours across the country



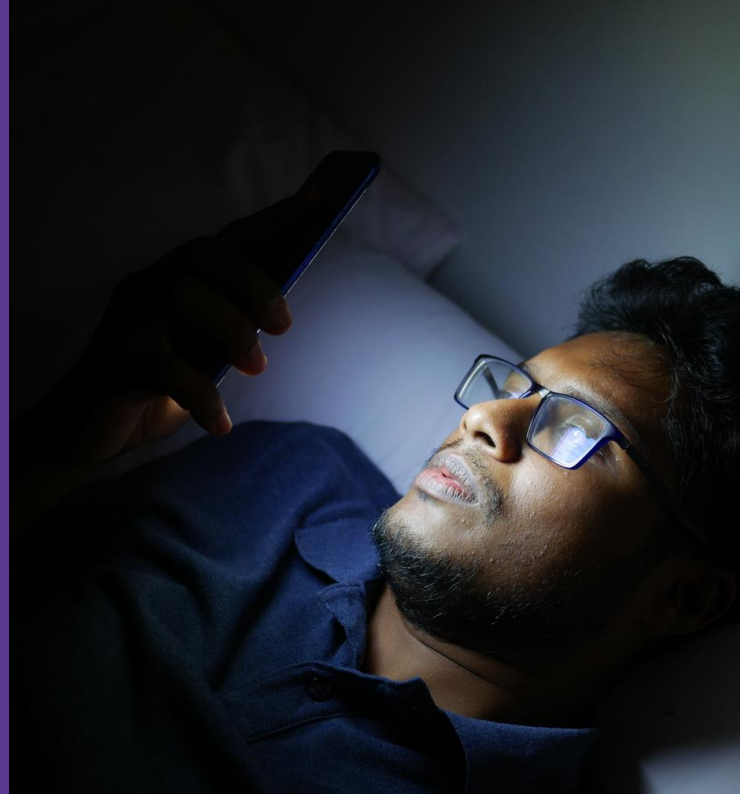
People report high levels of satisfaction because WTC is **free, easy to use, and convenient**



People report that they are **better able to manage their mental health** after accessing WTC



Two thirds of people who text the crisis line report talking about something they had **never shared before**



Wellbeing Resources

The resources available can help people proactively maintain or strengthen their wellbeing. This includes:

- Learning about **causes and effects** of stress
- **Practicing** relaxation techniques like mindfulness and meditation
- Gentle **movement** classes
- Reduce isolation by connecting with other **people in similar situations** in an online peer support group or warmline.

How can Wellness Together Canada help in your practice?

Complementary Care

WTC offers virtual services across a continuum of care, which can be accessed as standalone services, or be complementary to other services. Examples include:

- Providing additional information about common topics like stress or anxiety to a patient after their appointment with you, which can be beneficial to them.
- Offering 24/7 counseling or crisis texting services to provide after-hours support to your patient or assist them while they are waiting for a referral to other services.

Psychoeducational Content

Patients have the option to self-access a wide range of content, including articles, exercises, and courses, covering various common topics that may be identified during their care. These topics include:

- Stress
- Sleep
- Worry and anxiety (including social anxiety)
- Mood/depression (including CBT-based programs)
- Healthy substance use strategies
- Trauma and PTSD
- Healthy relationships
- Financial stress
- **And many more**

Self-Completed Tracking

WTC offers self-assessments for mood, wellbeing, and functioning, which can be completed at frequencies of 2, 4, or 6 weeks. Additionally, patients can utilize daily mood meter logs. These features serve the following purposes:

- Help patients increase awareness of and improve their mental health.
- Assist in informing treatment planning.

NO REFERRAL OR HEALTH CARD NEEDED

No appointment or scheduling required. Counsellors can be accessed within minutes.

Self-Assessment Results



*Sample Self-Assessment Results

"Sometimes we think we are on top of everything and doing fine, but the assessment tool helped me to re-consider my current situation and see that I'm dealing with a lot more stress than I realised, and that I need to take better care of myself. I'm looking forward to using the mood meter [...] as part of my recovery plan!"

- PocketWell review, Google Play Store

Examples of Available Options from the Continuum of Care

Wellness Together Canada

With Wellness Together Canada, patients can directly access the available resources based on their own choice and preference. There is no referral or paperwork required, and they can choose to access a different option at any time.



NAVIGATE

If a patient is unsure which resource is best for them, they can speak to a Program Navigator live by phone, 24/7. The Navigator will assist the individual in making an informed choice.

RESOURCES FOR ALL, INCLUDING YOU, YOUR PATIENTS, AND FELLOW HEALTHCARE WORKERS



Taking Charge of Stress by Homewood Health Practice

This course teaches how stress affects your body, thoughts, feelings, and behaviors. It will also teach ways to control stress.



ICAN Conquer Anxiety and Nervousness by Strongest Families Institute Practice

This program helps reduce excessive worry and cope with major life stressors, and can be completed independently or with a support from a coach.



Meet and Motivate Groups: Humanest Practice | Connect

Join others who are also seeking to make changes in their lives. Actionable insights and tips will help you make and sustain progress toward your goals. Groups for adults and adults 50+.



Breaking Free Wellness Practice

Strategies and coping skills for people who are questioning their relationship with alcohol or drugs.



TAO Courses Practice

A variety of topics to support wellbeing including:

- depression
- coping with trauma (including pandemic trauma)
- financial stress
- mindfulness

Module length varies.



Loneliness by Togetherall Learn | Connect

This resource will help you understand more about loneliness, and how to break the cycle. Togetherall offers online communities of support that can increase connection.



Body Acceptance: TAO Practice

Body acceptance, and meditation modules. 30 min or less.



Your Guide to Healthier Sleep: WellTrack Practice

Consistent and quality sleep is a fundamental pillar of wellness and resilience. This series will coach you on how to get restorative sleep at night.

- 6 modules; 40 min

Examples of Available Options from the Continuum of Care

Hope for Wellness



Talk

Culturally supportive phone support to all Indigenous people at **1-855-242-3310** or chat online at hopeforwellness.ca

Substance Use Peer Support: CAPSA



Connect

The All People, All Pathway online groups provide a safe and inclusive community of support for those who are questioning their relationship with substances. Meetings are held online at different times throughout the week.

Peer Support Warmline



Talk

Confidential calls with trained Peer Supporters at Progress Place at **1-888-768-2488**

Mindful Movement: Mindwell



Practice

In this 20 minute live class you will learn simple stretches and move, while integrating mindful breathing for a full-body stress-reducing experience.

Developing Self Compassion: Well Central



Practice

This course will help you understand the benefits of being kind to yourself and how to develop a regular practice of self-compassion.

Grief Coaching: Homewood Health



Talk

Speak with a grief coach at **1-866-585-0445**

Climate Change: Coping with Difficult Emotions



Learn

Learn about climate anxiety, and a variety of ways to cope.



Phone Counselling

Speak with a counsellor or navigator live within minutes. No appointment required. Translation is available in over 200 languages. Collect calls available.

Speak with a
Professional Counsellor
1-866-585-0445

Program
Navigation Support
1-866-585-0445



Crisis Support

The **'I need help now'** section provides resources for individuals who identify as being in distress or for those who know someone in distress.

For immediate crisis support,
text **WELLNESS** to

741741 (Adults)

686868 (Youth)

Over 500 resources to choose from, available 24/7 at wellnesstogether.ca

Frequently Asked Questions

What is the foundation for the continuum of care?

Wellness Together Canada was developed based on the Stepped Care 2.0 model, which is a recovery-oriented, person-centric, and efficient approach to mental health and substance use care systems. If you would like to learn more about the Stepped Care 2.0 model, you can find additional information on the [methodology page of Stepped Care Solutions](#).

Is it Accessible?

English and French resources are available for people of all ages, in every province and territory – all at no cost.

- Professional counselling services available in **200 different languages** through the Wellness Together Website and PocketWell App.
 - For those without internet access, counselling services can be accessed by phone: **Call 1-866-585-0445** and by collect call
- Low barrier access features include:
 - No appointment or scheduling required
 - No referral or assessment required
 - No health card or ID needed
 - Available 24/7

Is it Private and Confidential?

The services and privacy policy are designed to ensure anyone can access support without needing to disclose more than desired. Visit the [privacy and confidentiality](#) on the WTC website.

How can I share information about Wellness Together Canada?

You can request informational posters and postcards to share this information within your office and community at this email wtccomms@steppedcaresolutions.com

Wellness Together Canada makes it easy for anyone in Canada to access our resources online by visiting wellnesstogether.ca or downloading the **Pocketwell app** (available on Android and Apple).

Although no account is needed for many resources at Wellness Together Canada, to access specific resources like e-courses, follow these steps:



Step 1:

Visit wellnesstogether.ca and click on **“Create an Account”**



Step 2:

Complete your registration, by completing four pieces of information - **your e-mail address, a password, your age range and security question**



Step 3:

Validate your account through the link provided to your email



Step 4:

Start your journey towards wellness by completing an optional self-assessment or accessing the tools and programs



RESOURCES SPECIFICALLY FOR HEALTHCARE WORKERS

Wellness Together Canada offers programs designed by and for people working in healthcare.

Mindwell for Healthcare Workers



Practice

The Mindwell program is designed to foster your wellbeing and resilience. Learn tools to help you remain calm and capable while facing daily challenges in the workplace; bring the same calmness to your life at home.

Short and effective lessons are provided in 4 weekly modules alongside live labs designed to give you maximum results in the least amount of time.

To date, over 5000 healthcare workers have participated. Evaluation outcomes indicated that in just 4 weeks, participants who engaged in the training increased their levels of mindfulness and resilience while PTSD, exhaustion, and anxiety decreased over time.

Find out more at WTC's

[MindWell for Health Care Workers](#).



Peer Support and Resources from Togetherall

Learn | Connect

Togetherall offers an online community of support for healthcare workers. This is a safe space where people provide peer-to-peer emotional support, help and guidance.

Available 24/7, simply login and connect with others.

Within the peer support forum, you will find a variety of self-help courses, including managing PTSD for Nurses, and articles focused on compassion fatigue and critical incident stress.

For more information, visit WTC's

[Peer Support for Healthcare Workers](#) page.

RESOURCES FOR SELF CARE AND SKILLS AT WORK AND HOME

Take 5 by Mindwell



Practice

Mindfulness-in-action practice. Take 5 can be used anytime or anywhere to lower stress, increase focus and get you back into the present moment.

TAO Courses



Practice

A variety of topics to support self care including:

- work relationships and communication
- performance
- overcoming perfectionism
- burnout



Resilience in the Workplace: WellTrack

Practice

Enrich your workdays with energy, purpose and motivation. Explore techniques to experience greater satisfaction in your career.

- 4 modules; 30 min

"The day after I took the Lab, I was feeling a little frazzled at work. When I went to the washroom, I did a Take 5 and it was AMAZING!"

Brought to you by Homewood Health, Kids Help Phone
and Stepped Care Solutions



WELLNESS TOGETHER
Canada

Mental Health and
Substance Use Support

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