Well-being Supports and Resources

Support for our staff, physicians and their families

SouthlakeHealth

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Welcome

You are not alone. Reaching out is a sign of strength, not weakness.

This booklet brings together the many supports available to you, your family, and your colleagues, whether you are navigating a difficult day, supporting someone you love, or simply looking for the right resource. Some supports are offered right here at Southlake; others are trusted community, provincial, and national organizations.

Whatever you are facing, there is help here for you.

How to use this booklet

This is a clickable, digital booklet. In the Table of Contents, select any section to jump straight to it. Throughout, blue underlined text is a live link, tap or click to open a website, start an email, or dial a number.

Resources are organized by the type of support they offer. If you are in crisis or need urgent help, turn to the Get Help Now page at the front of this booklet.

Your privacy matters

Using these resources is completely confidential. Accessing support, including your Employee and Family Assistance Program, is private, and your employer is never notified.

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Get Help Now

Emergency: Call 911

For any medical emergency, immediate danger, or life-threatening crisis.

Southlake Health Emergency Department

If you are experiencing a mental health crisis, Southlake's Emergency Department is open 24 hours a day, 7 days a week and includes an Adult Mental Health Crisis Program.

Phone: 905-895-4521
Address: 596 Davis Drive, Newmarket

Crisis lines (24/7 unless noted)

Suicide Crisis Helpline – 9-8-8

Free, 24/7, bilingual support for anyone thinking about suicide or worried about someone who is.

Call or text: 9-8-8

York Region Crisis Line - 310-COPE

Free, confidential 24/7 crisis support for residents of York Region experiencing emotional distress or a mental health crisis.

Phone: 1-855-310-COPE (2673)
TTY: 1-866-323-7785

Talk Suicide Canada

National suicide prevention support, available any time.

Phone: 1-833-456-4566
TTY: 45645 (4 p.m. – midnight)

Kids Help Phone

24/7 support for young people across Canada.

Phone: 1-800-668-6868
TTY: CONNECT to 686868

Hope for Wellness Helpline

24/7 culturally grounded crisis support for all Indigenous Peoples across Canada.

Phone: 1-855-242-3310

Trans Lifeline

Peer-support crisis line run by and for trans people.

Phone: 1-877-330-6366

Assaulted Women's Helpline

Free, anonymous 24/7 crisis line for women in Ontario experiencing abuse.

Phone: 1-866-863-0511
TTY: 1-866-863-7868

Hospital Emergency Departments

Emergency departments in and around York Region. In a life-threatening emergency, always call 911.

Southlake Health – Newmarket

Phone: 905-895-4521
Address: 596 Davis Drive, Newmarket

Mackenzie Health – Richmond Hill

Phone: 905-883-1212
Address: 10 Trench Street, Richmond Hill

Mackenzie Health – Cortellucci Vaughan

Phone: 905-417-2000
Address: 3200 Major Mackenzie Drive West, Vaughan

Oak Valley Health – Markham Stouffville

Phone: 905-472-7373
Address: 381 Church Street, Markham

Oak Valley Health – Uxbridge

Phone: 905-852-9771
Address: 4 Campbell Drive, Uxbridge

Royal Victoria Regional Health Centre – Barrie

Phone: 705-728-9802
Address: 201 Georgian Drive, Barrie

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Homewood Health

Southlake's Employee and Family Assistance Program (EFAP)

Homewood Health provides free, confidential, voluntary counselling and support services to Southlake employees and their immediate family members (spouse, common-law partner, and dependent children), **24 hours a day, 7 days a week.**

Whether you are navigating day-to-day stress, considering counselling for the first time, supporting a family member, or facing a more serious challenge, Homewood is here to help.

Your privacy is protected

Using Homewood Health is completely voluntary and confidential. No identifying information will be shared with Southlake. Southlake Health is never notified of who accesses the service, what is discussed, or how often you use it. Your participation has no impact on your employment.

How to access

Call (24/7 intake): 1-800-663-1142
Online: homeweb.ca
(**Note for first-time users:** Register using Southlake's invitation code **SRH353**)
Mobile app: Homewood Health (iOS / Android)
French: 1-866-398-9505
TTY: 1-888-384-1152
International (call collect): 604-689-1717

What's Available Through Homewood Health EFAP

Counselling

Short-term, solution-focused counselling delivered in person, by phone, by video, or online, for individuals, couples, and families. Areas of support include relationship and family concerns, anxiety and depression, grief and trauma, addictions, workplace stress, anger management, and separation or divorce. If longer-term or specialized care is needed, Homewood will refer you to appropriate community resources.

Life smart coaching

Telephonic coaching with specialists in three areas:

Life balance: new parent support, childcare and parenting, elder and family care, relationships, financial coaching, legal advisory, grief, and stress.

Health smart: nutritional coaching, lifestyle changes, jumpstart your wellness,

Career smart: career planning, workplace issues, pre-retirement planning, and shift worker support.

Sentio: Online cognitive behavioural therapy

A self-directed Inference-Based Cognitive-Behavioral Therapy (ICBT) program proven effective for mild-to-moderate depression and anxiety, with 20+ treatment goals and tools to help change thought patterns and improve mood. You can work through it at your own pace.

Homewood pathfinder

A personalized care planner that assesses your concern and matches you with the right support. Book a counselling appointment online, or where clinically appropriate, chat with a professional immediately. No booking, no waiting.

Online resources: Homeweb.ca

24/7 access to interactive tools, health and wellness self-assessments, childcare and eldercare resource locators, e-learning courses, and a library of articles on mental health, life balance, and workplace topics.

For people leaders: Homewood also offers consultation, training, and formal referral support for managers and supervisors. See the **For People Leaders** page near the end of this booklet.

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Internal Supports and Resources

Southlake offers a range of confidential, in-house supports designed to help staff and medical staff take care of their well-being, whether you are navigating a tough day, recovering from a difficult clinical event, or just looking for the right resource.

R.I.S.E. Peer Support Program

Resilience in Stressful Events

R.I.S.E. is Southlake's confidential peer support program, a safe space to have a conversation with a trained peer responder on a distressing day, after a difficult shift, or whenever you need someone to listen. All conversations are strictly confidential.

Phone: Southlake's main line (905-895-4521) + extension 7473 (R.I.S.E. on the keypad)

Hours: Daily from 7 a.m. to 12 p.m. and 5 p.m. to 10 p.m.

R.I.S.E. is based on the internationally recognized RISE peer-support model developed at Johns Hopkins Hospital to provide psychological first aid to healthcare workers.

Wellness at Work Hub

Southlake's one-stop digital hub on the intranet for all wellness, mental health, and community resources available to staff. The hub brings together programs like Homewood Health, R.I.S.E., crisis support, and wellness events.

Access: Southlake intranet (Intranet.Southlake.ca)
Search "Wellness at Work" or visit the Occupational Health, Safety and Wellness (OHSW) page.

Staff Crisis Response Team

When a unit experiences a traumatic event, such as a critical incident, patient death, workplace violence, or other distressing situation, psychological first-aid support is available to help staff debrief and process the event together. The team is trained in Critical Incident Stress Management (CISM).

For people leaders: The unit manager initiates Crisis Response.

Monday to Friday, 7:30 a.m. to 4:30 p.m. Contact Locating and ask the Safety On-Call to be paged. The OHSW Staff Support Crisis Team will respond to your unit.

After hours, weekends, and holidays: Contact Locating and ask the Safety On-Call to be paged. Crisis support is arranged through Homewood Health.

Corporate Wellness Advisor

Need help navigating supports and resources, or not sure where to start? Connect with Southlake's Corporate Wellness Advisor for personal guidance.

Phone: Extension 2823

Email: wellness@southlake.ca

Spiritual Care

Spiritual care offers confidential, compassionate support to staff regardless of religion, faith tradition, or no religious affiliation. It provides a safe space to process grief, loss, moral distress, or whatever is weighing on you.

Phone: Extension 2198

Text: spiritualcare@southlake.ca

Hours: Monday to Thursday, 8 a.m. to 4 p.m.

External Supports and Resources

The following resources are offered by community, provincial, and national organizations. Many are free or low-cost, and most do not require an OHIP card or a doctor's referral. These resources are grouped by the type of support they provide.

General Mental Health and Counselling Supports

For healthcare workers (specialized)

Frontline Wellness

A free, confidential, low-barrier program from Ontario Health's Mental Health and Addiction Centre of Excellence, designed specifically for healthcare workers and first responders, including students on placement and volunteers. Rapid access to short-term (4-6 sessions) counselling, support groups, and cognitive behavioural therapy (CBT)-based skill building, virtual, in English or French.

Online: https://www.waypointcentre.ca/services/frontline-wellness

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Free or low-cost programs

Ontario Structured Psychotherapy (OSP)

Free, evidence-based CBT for adults 18+ experiencing depression or anxiety. Self-referral or provider referral. In person, virtual, or phone. No OHIP card required.

Phone: 1-866-345-0224

Email: osp-referral@cmha-yr.on.ca

Online: cmha-yr.on.ca/get-support/osp

BounceBack Ontario

Free CBT-based skill building for individuals 15+ with low mood, mild-to-moderate depression, anxiety, stress, or worry. Phone coaching, workbooks, and online videos in 15+ languages.

Online: bouncebackontario.ca

CMHA York Region and South Simcoe

30+ free mental health and addiction programs for youth (12+), adults, and family caregivers, including counselling, case management, peer support, and specialized programs.

Central Intake: 1-866-345-0183, ext. 3321 (Mon–Fri, 8:30 a.m. to 4:30 p.m.)

Email: intake@cmha-yr.on.ca

Online: cmha-yr.on.ca

The Krasman Centre

Peer-led drop-in centres operated by people with lived experience of mental health, substance use, and homelessness. Operates the Warm Line and Peer Crisis Support Service, 24/7, for anyone in York Region, South Simcoe, or North Toronto.

Warm Line (24/7): 1-888-777-0979

Office: 905-780-0491

Email: krasmancentre.com

Location: 10121 Yonge Street, Richmond Hill (also Newmarket and Alliston drop-ins)

Low-cost/sliding-scale counselling

Catholic Community Services of York Region (CCSYR)

Sliding-scale individual, couple, family, and group counselling. Open to all York Region residents (faith not required). Services in English, Spanish, Farsi, Cantonese, and Mandarin. Single-session counselling available.

Central Intake: 905-770-7040, ext. 241 | Toll-free 1-800-263-2075

Email: ccsyr@ccsyr.org

Online: ccsyr.org

Location: 21 Dunlop St., Richmond Hill, plus eight other York Region locations

Regional low-cost counselling directories

Comprehensive directories of low-cost counselling options by region: York Region, Toronto Area, Durham Region, and Peel Region. The below links can be found on Southlake's Intranet – Wellness at Work Hub.

Information and navigation

ConnexOntario

Free, confidential 24/7 information and referral service for mental health and addictions supports across Ontario.

Phone: 1-866-531-2600

Text: CONNEX to 247247

Online: connexontario.ca

211 Ontario

Free, confidential 24/7 navigator for community, social, health, and government services. Available in 150+ languages.

Phone: Dial 2-1-1

Online: 211ontario.ca

Centre for Addiction and Mental Health (CAMH)

Canada's largest mental health teaching hospital. Outpatient programs, specialized clinics, online resources, and self-referral options for many programs.

Phone: 416-535-8501

Online: camh.ca

City of Toronto – mental health resource listings

Comprehensive directory of mental health services across Toronto.

Online: ccsyr.org

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*Culturally specific services (*please see Indigenous-specific supports on page 24)*

Across Boundaries

Mental health and addiction services for racialized communities, using an anti-racism and anti-oppression framework.

Phone: 416-787-3007

Online: acrossboundaries.ca

BMHA – Black Mental Health and Addictions Program

Specialized mental health and addiction services and resources tailored for Black communities.

Online: helpwithaddictions.ca

Addictions and Substance Use Support

Whether you are looking for help yourself, for a family member, or to learn about your options, the following services offer free or low-cost support, from peer support to medical treatment.

Local treatment and withdrawal management (York Region)

Addiction Services Central Ontario (ASCO)

A government-funded charitable organization providing 40+ years of community-based addictions care across York Region, South Simcoe, and parts of Toronto, for individuals 12+ struggling with substance use or problem gambling. Includes counselling, case management, court support, programs for pregnant and parenting women, and peer support.

Intake: 905-841-7007, ext. 322 | Toll-free 1-800-263-2288, ext. 322

Online: helpwithaddictions.ca

Rapid Access Addiction Medicine (RAAM) clinics

Drop-in or scheduled clinics for substance use concerns (alcohol, opioids, cannabis, and cocaine). No appointment or referral needed. Medical assessment, medication options, counselling, and connections to other supports.

ASCO RAAM – Newmarket: 615 Davis Drive, Unit 101, Newmarket | 905-841-7007, ext. 322

Mobile RAAM: Street-side, barrier-free treatment across York Region

Other clinics: metaphi.ca/raam-clinics

Peer support and mutual aid

The Krasman Centre – Warm Line and peer crisis support

Peer-led drop-in centres and a 24/7 Warm Line for anyone in York Region, South Simcoe, or North Toronto, operated by people with lived experience.

Warm Line (24/7): 1-888-777-0979

Office: 905-780-0491

Online: krasmancentre.com

Alcoholics Anonymous (AA) – GTA

Free 12-step fellowship for anyone with a desire to stop drinking. In-person meetings across York Region and online meetings 24/7.

Helpline (24/7): 416-487-5591

Online: aatoronto.org

Narcotics Anonymous (NA)

Free 12-step fellowship for anyone with a desire to stop using drugs.

Toronto helpline: 416-691-9229 | National 1-888-811-3887

Online: torontona.org

Cocaine Anonymous (CA)

Free 12-step fellowship for people recovering from cocaine and other mind-altering substances.

Helpline: 416-927-7858

Online: ca-on.org

Gamblers Anonymous (GA)

Free 12-step fellowship for those with a compulsive gambling problem. Meetings across the GTA and online.

Toronto: 416-366-7613

Online: gatoronto.ca

For family and loved ones

Al-Anon family groups and Alateen

Free 12-step support groups for adults (Al-Anon) and teens 13-18 (Alateen) affected by someone else's drinking.

Greater Toronto info: 416-410-3809 | toll-free 1-888-425-2666

Online: al-anon.alateen.on.ca

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Adult Children of Alcoholics (ACA)

Free 12-step program for adults who grew up in alcoholic or otherwise dysfunctional homes. In-person and online meetings throughout the GTA.

Online: acatoronto.org

Information, specialized, and harm reduction

ConnexOntario

Free, confidential, 24/7 information and referral for mental health, addiction, and problem gambling services across Ontario. Find help to locate RAAM clinics, detox beds, residential treatment, and counselling.

Phone: 1-866-531-2600

Text: CONNEX to 247247

Online: connexontario.ca

Centre for Addiction and Mental Health (CAMH)

Canada's largest mental health and addiction hospital. Specialized addiction treatment programs, outpatient clinics, and self-referral for many programs.

Phone: 416-535-8501

Online: camh.ca

Domestic Violence and Sexual Assault Supports

Support is available, whether the abuse happened recently or years ago. All services below are free and confidential, and serve people of any gender.

Specialized hospital-based care (York Region)

DASA Care Centre – Mackenzie Health

The Domestic Abuse and Sexual Assault Care Centre serves all of York Region with free, patient-centred care for recent victims of intimate partner abuse, human trafficking, and sexual assault. Services include emergency medical care, forensic examination and evidence collection, STI and pregnancy prevention, injury treatment, follow-up care, and counselling. You do not need to report to police to access care. 2SLGBTQ+ positive space, with language interpretation.

24/7: 905-883-1212 ext. 0 (ask for the DASA nurse on call)

Non-emergency / appointments: 905-883-2216 (Mon to Fri, 8 a.m. to 5 p.m.)

Location: Cortellucci Vaughan Hospital, 3200 Major Mackenzie Drive West, Vaughan

Emergency shelter and crisis support (York Region)

Yellow Brick House

Two emergency shelters, a 24/7 crisis line, transitional housing, counselling, and legal and court support for women and their children of any age who have experienced gender-based violence. Free and confidential, in 27+ languages.

Crisis line (24/7, call or text): 1-800-263-3247

Local: 905-727-1944

Online: yellowbrickhouse.org

Locations: Richmond Hill and Aurora

Women's Support Network of York Region

Free, confidential, 24/7 rapid-response support for women, Trans women, youth, and gender-diverse people 16+ who have experienced sexual violence, sexual exploitation, or human trafficking. Crisis support, counselling, peer support, advocacy, and accompaniment.

Crisis Line (24/7): 905-895-7313 | Toll-free 1-800-263-6743

Online: womenssupportnetwork.ca

Women's Centre of York Region – shelters list and resources

Counselling, advocacy, employment support, and the EXIT Doors program (sex-trade transition support).

Online: wcyr.ca

Provincial and national crisis lines

Assaulted Women's Helpline

Free, anonymous, 24/7 crisis line for women in Ontario experiencing any form of abuse. Crisis counselling, safety planning, support, and referrals in 150+ languages.

Phone: 1-866-863-0511 | Toronto 416-863-0511

TTY: 1-866-863-7868

Online: awhl.org

Legal and victim services

Victim Services of York Region

Free emotional support and practical assistance for victims of crime and tragic circumstances, in partnership with York Regional Police. Includes the VQRP+ program for emergency expenses.

Phone: 905-953-5363

Online: victimservices-york.org

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York Region Centre for Community Safety (YRCCS)

A collaboration of community agencies offering wraparound services to survivors of intimate partner violence, family violence, and human trafficking.

Phone: 905-836-7601

Online: yrccs.ca

Free legal advice for sexual assault survivors (Ontario)

Free, confidential legal advice by phone or video for anyone in Ontario who has experienced sexual assault. Does not include court representation.

Online: ontario.ca/page/connect-supports-survivors-violence

Grief and Bereavement Supports

Grief looks different for everyone, and there is no timeline for healing. The following resources offer free or low-cost support for people grieving any kind of loss.

Local grief support (York Region)

Bereaved Families of Ontario – York Region

Free grief healing peer support from trained volunteers and staff who have themselves experienced loss. One-on-one phone support, loss-specific and open online groups. Intakes responded to within two business days, no waitlists.

Email: admin@bfoyr.com

Online: bfoyr.com

Location: 17075 Leslie Street, Unit 9, Newmarket

Doane House Hospice – bereavement program

Free individual and group bereavement support for anyone grieving the loss of a loved one, including art therapy, walking groups, and programs for young adults and school-age children.

Phone: 905-967-0259, ext. 151

Email: butters@myhospice.ca

Online: doanehospice.org

Margaret Bahen Hospice

A 10-bed residential hospice in Newmarket providing 24/7 end-of-life palliative care, with grief and bereavement support for families before, during, and after a loved one's death. No cost to residents.

Phone: 905-952-6242

Online: myhospice.ca

Specialized grief support

Pregnancy and infant loss – Pail Network

Free province-wide peer support for anyone who has experienced pregnancy or infant loss, including miscarriage, stillbirth, and neonatal death. Online groups and peer support matching.

Online: pailnetwork.ca

Email: info@pailnetwork.ca

Survivor support program – Distress Centres of Greater Toronto

Free peer support specifically for those grieving a death by suicide, with both one-on-one and group support.

Phone: 416-595-1716

Online: dcogt.com

Phone and online support

Canadian Virtual Hospice

Free, comprehensive online resource with information, peer forums, and an Ask a Professional service for grief, serious illness, and end-of-life care.

Online: virtualhospice.ca

MyGrief.ca

Free self-paced online grief education to help you understand and cope with your grief.

Online: mygrief.ca

KidsGrief.ca

Free online resource to help adults support grieving children of all ages.

Online: kidsgrief.ca

Hope for Wellness Helpline (Indigenous peoples)

Free 24/7 culturally grounded crisis and emotional support, including grief, for Indigenous Peoples across Canada.

Phone: 1-855-242-3310

Online: hopeforwellness.ca

Pet loss support – Ontario Veterinary College (OVC)

A free pet loss support line from the University of Guelph, for the very real grief of losing a beloved animal companion.

Phone: 519-824-4120, ext. 53694

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Family and Caregiver Supports

Resources for parents, caregivers, children, youth, and seniors, including support for those caring for someone and for those needing care themselves.

Parenting and young children

EarlyON Child and Family Centres – York Region

Free, inclusive drop-in programs at 70+ locations for parents, caregivers, and children birth to age six. Play-based programs, parenting workshops, consultations, and breastfeeding support.

Online: york.ca/EarlyON

Email: EarlyON@york.ca

York Region Health Connection – parenting line

Free phone support with a public health nurse for parenting, breastfeeding, child development, and referrals.

Phone: 1-800-361-5653

TTY: 1-866-252-9933

Healthy Babies Healthy Children (York Region)

Free home-visiting program for new and expectant parents who could benefit from extra support.

Phone: 1-800-361-5653 (via York Region Health Connection)

Online: York - Healthy Children

Children, youth, and families

Kids Help Phone

Canada's 24/7 free, anonymous mental health and crisis support for young people.

Phone: 1-800-668-6868

Text: CONNECT to 686868

Online: kidshelpphone.ca

CMHA York Region – youth programs

Free mental health programs for youth 12–25, including early psychosis intervention and the MOBYSS mobile youth health bus.

Central Intake: 1-866-345-0183, ext. 3321

Online: cmha-yr.on.ca

Good2Talk

Free, confidential 24/7 counselling and information for post-secondary students in Ontario aged 17-25.

Phone: 1-866-925-5454

Text: GOOD2TALKON to 686868

Online: good2talk.ca

Children's Aid Society of York Region

Support and services for children, youth, and families, including family support and child welfare.

Phone: 905-895-2318 | Toll-free 1-800-718-3850

Online: yorkcas.org

Boost Child and Youth Advocacy Centre

Trauma-informed services for children, youth, and families affected by abuse or violence.

Phone: 416-515-1100

Online: boostforkids.org

Seniors and older adults

CHATS – Community and Home Assistance to Seniors

York Region's primary seniors support organization, serving 8,500+ older adults and caregivers each year. Meals on Wheels, transportation, adult day programs, home help, personal care, in-home respite, caregiver support, and Assisted Living.

Phone: 905-713-6596 | Toll-free 1-877-452-4287

Email: seniorshelp@chats.on.ca

Online: chats.on.ca

Alzheimer Society of York Region

Free information, education, counselling, and support groups for people living with dementia and their families.

Central Intake: 1-888-414-5550

Online: alzheimer.ca/yorkregion

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Seniors Safety Line and Elder Abuse Prevention Ontario

Free 24/7 confidential crisis support for seniors in Ontario experiencing or at risk of abuse, with referrals to local supports.

Phone: 1-866-299-1011

Online: eapon.ca

Toronto Seniors Helpline

Single point of access for community-based support services for older adults (also serves nearby GTA).

Phone: 416-217-2077

For caregivers

Ontario Caregiver Helpline

Free, confidential 24/7 phone support for anyone caring for a family member or friend at any age and stage. Navigation, peer support, education, and a 1:1 program for caregivers in distress.

Phone (24/7): 1-833-416-2273

Online: ontariocaregiver.ca

Ontario Caregiver Helpline

Free consultations, counselling, support groups and workshops for caregivers in York Region and South Simcoe, focused on preventing burnout.

Phone: 1-877-452-4287

Online: chats.on.ca

Pregnancy, postpartum, and perinatal

Perinatal mental health support – York Region

Free public health nurse consultation for new and expecting parents experiencing perinatal mood concerns.

Phone: 1-800-361-5653

Postpartum support international

Free peer support, online groups, and a provider directory for perinatal mood and anxiety disorders.

Phone/text: 1-800-944-4773

Online: postpartum.net

2SLGBTQ+ Supports

Resources for lesbian, gay, bisexual, Trans, queer, two-spirit, intersex, and asexual people of all ages, and for families, friends, and allies.

York Region

PFLAG York Region

York Region's primary 2SLGBTQ+ support, resource, and education network. Peer support, monthly discussion groups (in-person and virtual), workshops, advocacy, and family support for parents, caregivers, and allies.

Support line: 1-866-YR-PFLAG (1-866-977-3524)

Online: pflagyork.ca

York Rainbow Support Network – Family Services York Region

Mental health counselling and support specifically for the 2SLGBTQ+ community in York Region, with counsellors trained in 2SLGBTQ+ issues, many of whom are themselves community members. Includes a Transgender Support Group (adults 18+).

Phone: 1-888-YORK-LGBT (1-888-967-5542)

Online: fsyr.ca

Women's Centre of York Region – LGBTQ+ Programs

Transgender support, parenting support, and Youth & Diversity programs in Newmarket, Richmond Hill, and Georgina.

Online: wcyr.ca/lgtbq

Provincial and national support lines

Trans Lifeline

Peer-support hotline run by and for Trans people, respectful of caller autonomy.

Phone: 1-877-330-6366

Online: translifeline.org

LGBT YouthLine

Confidential, anonymous, free peer support for 2SLGBTQ+ youth under 30 across Ontario.

Phone: 1-800-268-9688

Text: 647-694-4275

Online: youthline.ca

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Trans-specific health care

Rainbow Health Ontario (RHO)

Information, education, and a province-wide directory of 2SLGBTQ+-affirming healthcare providers.

Online: rainbowhealthontario.ca

Email: info@rainbowhealthontario.ca

Sherbourne Health (Toronto)

2SLGBTQ+-affirming primary care and mental health services. Toronto-based but accepts clients from across the GTA, including York Region.

Phone: 416-324-4180

Online: sherbourne.on.ca

CAMH – Gender Identity Clinic

Specialized assessment and care for adults and youth navigating gender identity. Referral typically required.

Online: camh.ca - gender identity clinic

Indigenous-Specific Supports

Culturally grounded resources by and for First Nations, Metis, and Inuit peoples, combining traditional healing approaches with contemporary mental health care.

Crisis and 24/7 support

Hope for Wellness Helpline

Free 24/7 culturally grounded crisis support for Indigenous Peoples across Canada, by phone and online chat. Available in English, French, Cree, Ojibway, and Inuktitut.

Phone (24/7): 1-855-242-3310

Online: hopeforwellness.ca

Anishnawbe Health Toronto – 24/7 Crisis Line

24/7 crisis support for any Indigenous person, rooted in traditional practices.

Phone: 416-891-8606

Online: aht.ca

Women's Centre of York Region – LGBTQ+ Programs

Transgender support, parenting support, and Youth & Diversity programs in Newmarket, Richmond Hill, and Georgina.

Online: wcyr.ca/lgtbq

Health and mental health care

Anishnawbe Health Toronto (AHT)

A fully accredited Indigenous community health centre offering mental health and addictions services that integrate traditional and Western approaches, including support from Traditional Healers, Elders, and Medicine People, counselling, case management, harm reduction, and primary care. Walk-ins accepted for mental health crisis and harm reduction.

Phone: 416-360-0486 (Mon–Fri)

Crisis (24/7): 1-855-242-3310

Email: info@aht.ca

Online: aht.ca

Location: 425 Cherry Street, Toronto (plus Queen East walk-ins)

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Aboriginal Health Access Centres (Ontario)

Ten centres across Ontario providing health and social services to First Nations, Metis, and Inuit communities, including mental health counselling, traditional healing, and addictions programs. No referral or fees.

Online: aohc.org

Georgina Island Health and Wellness Centre

Providing health and social services to the Chippewas of Georgina Island including primary healthcare, mental health services, family supports and education.

Online: georginaisland.com

Family and community

Native Child and Family Services of Toronto

Culturally based programs supporting urban Indigenous families and children, including counselling, parenting support, and youth programs.

Phone: 416-969-8510

Online: nativechild.org

Native Canadian Centre of Toronto

A community hub offering Indigenous cultural programs, social services, youth programs, and elder support.

Phone: 416-964-9087

Online: ncct.on.ca

Native Women's Resource Centre of Toronto

Culturally relevant services for Indigenous women, including legal, health, mental health, and family supports.

Phone: 416-963-9963

Online: nwrct.ca

National resources

Indian Residential Schools Crisis Line

Free 24/7 support for former residential school students and their families.

Phone: 1-866-925-4419

Missing and Murdered Indigenous Women and Girls (MMIWG) Crisis Line

Free 24/7 support for those affected by issues related to MMIWG.

Phone: 1-844-413-6649

Community Living Supports

Practical help with housing, food, finances, legal needs, and settling in Canada, the day-to-day realities that affect well-being.

Newcomer and immigrant services

Welcome Centre Immigrant Services

York Region's one-stop hub for newcomers, with five Welcome Centres plus a Mobile Unit. Free settlement counselling, housing and healthcare navigation, school registration, government benefits, SIN applications, employment supports, professional accreditation, and free language training (LINC). Services in 14+ languages.

General Information: 1-877-761-1155

Email: info@welcomecentre.ca

Online: welcomecentre.ca

Housing and homelessness support

York Region Emergency Housing – Central Intake

24/7 line for anyone in York Region experiencing or at risk of homelessness. Connects callers with emergency shelter, transitional housing, outreach, and case management.

Phone (24/7): 1-877-464-9675, ext. 76140

Online: york.ca/EmergencyHousing

Rent and Utility Assistance/Housing Stability Program

Financial assistance for rent arrears, utilities, moving costs, and last month's rent for residents at risk of losing housing.

Phone: 1-877-464-9675 (Mon–Fri, 8:30 a.m.–4:30 p.m.) | TTY dial 711

Online: Access York Rental & Utility Assistance

Street Outreach Van (Loft/Crosslinks)

Mobile services and supports for people experiencing homelessness in York Region.

Phone: 1-866-553-4053 (daily, 2 p.m.–9 p.m.)

Inn from the Cold (Newmarket)

Emergency housing services and community programs in northern York Region.

Online: innfromthecold.ca

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Financial assistance and social support

Ontario Works (York Region)

Financial and employment assistance for people in temporary financial need.

Phone: 1-877-464-9675

Online: york.ca

Ontario Disability Support Program (ODSP)

Financial assistance and employment support for adults with disabilities, including prescription drug coverage.

Online: ontario.ca/page/ontario-disability-support-program

211 Ontario

Free, confidential 24/7 navigator for community, social, health, and government services, the fastest way to find food banks, financial supports, and community programs. 150+ languages.

Phone: Dial 2-1-1

Online: 211ontario.ca

Food security and basic needs

York Region Food Network

Connects residents with food banks, community gardens, meal programs, and food rescue across York Region.

Online: yrfn.ca

Newmarket Food Pantry

Free food support for those in need in Newmarket and surrounding area.

Phone: 905-895-5510

Online: newmarketfoodpantry.ca

Daily Bread Food Bank (GTA)

Search by postal code to find your nearest member food bank.

Online: dailybread.ca

Legal Support

Legal Aid Ontario

Free legal services for low-income Ontarians, including family, criminal, immigration, and refugee law.

Phone: 1-800-668-8258

TTY: 1-866-641-8867

Online: legalaid.on.ca

Community Legal Education Ontario (CLEO)

Free, plain-language legal information on tenant rights, employment, family law, social assistance, and immigration, in multiple languages.

Online: cleo.on.ca | stepstojustice.ca

Community Legal Clinic of York Region

Free legal services in housing, social assistance, employment, and human rights for low-income residents.

Phone: 1-888-365-8108

Online: legalaid.on.ca/legal-clinics

Pro Bono Ontario – free legal advice hotline

Free 30-minute legal advice from a lawyer on civil matters (not criminal or family).

Phone: 1-855-255-7256

Online: probonoontario.org

Disability and Chronic Illness Supports

Living with, or caring for someone with, a long-term illness or disability affects more than physical health. These organizations offer emotional support, peer connection, and practical help, free of charge.

Wellspring cancer support

Free programs for anyone living with any type of cancer, at any stage, plus their caregivers, family, and friends. No referral or fee. Peer support, counselling, symptom-management, exercise, therapeutic arts, financial and workplace strategies, and bereavement support. Online across Canada and in person in Ontario.

Online: wellspring.ca

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CMHA – living with chronic illness

Counselling and peer support for adults adjusting to a chronic health condition or disability, which can bring anxiety, depression, grief, and isolation.

Central Intake: 1-866-345-0183, ext. 3321

Online: cmha-yr.on.ca

Ontario Caregiver Helpline

Free, confidential 24/7 support for anyone caring for a family member or friend living with a chronic illness, disability, or aging-related condition.

Phone (24/7): 1-833-416-2273

Online: ontariocaregiver.ca

211 Ontario – Condition-Specific Navigation

Looking for support for a specific condition? Major organizations include the Canadian Cancer Society, Diabetes Canada, Heart and Stroke, MS Canada, and the Arthritis Society. 211 can connect you to the right one quickly.

Phone: Dial 2-1-1

Online: 211ontario.ca

Medical Staff Supports

Physicians, residents, and medical learners face unique pressures, and asking for help can feel especially hard in a profession that prizes resilience. The supports below are confidential and designed for the culture of medicine. Medical staff and their families are also welcome to use every other resource in this booklet, including Homewood Health and the community resources.

R.I.S.E. Peer Support Program (Southlake)

R.I.S.E. is open to all Southlake team members, including physicians.
A confidential, in-house peer-support program offering a safe space to talk with a trained peer after a difficult clinical event, a distressing day, or whenever you need someone who understands. Based on the model developed at Johns Hopkins Hospital.

Phone: Hospital 905-895-4521 + extension 7473 (R.I.S.E. on the keypad)

Hours: Every day, 365 days a year. Hours: 7 a.m. to 12 p.m. and 5 p.m. to 10 p.m.

OMA Physician Health Program (PHP)

The Ontario Medical Association's confidential program supporting physicians, residents, medical students, and their families with mental health concerns, substance use, burnout, and other challenges. Includes intake and treatment connection, clinical assessment, and a peer support program that matches you with a trained physician colleague. Independent of the regulatory colleges, you can remain anonymous.

Confidential line : 1-800-851-6606 (Mon to Fri, 8:45 a.m. to 5 p.m.)

Email: php@oma.org

Peer support: peersupport@oma.org

Online: php.oma.org

PHP is not a crisis service. For urgent support, use the CMA Wellness Support Line below.

Canadian Medical Association (CMA) – wellness support line

Free, confidential 24/7 crisis and counselling support for physicians, residents, medical students, and their families across Canada.

Phone (24/7): 1-877-SOS-4MDS (1-877-767-4637)

International (collect): 403-930-0529

Online: cma.ca/supportline/ontario

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PARO Helpline (for residents and their families)

The Professional Association of Residents of Ontario operates a free, confidential 24-hour helpline for residents, their partners, and family members.

Phone (24/7): 1-866-435-5666

Online: myparo.ca

Ontario Medical Association (OMA) – burnout and wellness resources

Tools, resources, and initiatives to help physicians recognize, prevent, and manage burnout, including the Physician Wellness Hub and educational resources.

Online: oma.org (search "physician health and wellness")

Physical Well-being

Moving your body and nourishing it well are powerful ways to support both physical and mental health. Southlake offers staff and physicians a free on-site gym, exclusive fitness discounts, and nutritional coaching through your EFAP.

On-site at Southlake

Staff Wellness Centre

A fully equipped gym and fitness space, free to all Southlake staff and physicians, open 24/7, 365 days a year. Located on the first floor of the MAB, entrance facing the lobby. After 9:30 p.m., access the MAB using your ID badge from the bridge.

Fitness gym (1,250 sq. ft.)

Cardio equipment, free weights, adjustable benches, squat rack, cable pulleys, TRX, resistance bands, BOSU, kettlebells, medicine balls, stability balls.

Group fitness studio (600 sq. ft.)

A flexible space for classes, individual workouts, quiet yoga, or meditation. TV to stream classes, yoga mats and accessories, small free weights, barre, full mirrors, and two massage chairs.

Amenities

Accessible single-stall change room and day lockers (bring your own lock), water cooler (bring your own bottle), and security cameras for safety.

APPLY HERE FOR YOUR FREE STAFF MEMBERSHIP

This form is also available on the Intranet – Wellness at Work Hub.

Fitness and wellness discounts for staff

GoodLife Fitness

Southlake staff save with $0 enrolment and 25% off all membership types. Access to 200+ clubs across Canada (some 24-hour), group fitness classes, GoodLife On-Demand, and GoodLife Rewards. The discount extends to two family members once the employee has joined.

Join at: corporate.goodlifefitness.com

Search for "Southlake Health"

Modo Yoga (Aurora and Newmarket)

Modo Yoga offers Southlake employees discounts on passes and memberships at both Aurora and Newmarket locations, including an introductory month pass and a discounted monthly-unlimited membership. Must show current/active employee badge.

Email to set up: info@modoyogaaurora.com

The Exercise Lab (Newmarket)

Offering Southlake Health family members discounted, personalized training plans. Receive a complimentary consultation and learn how training can support your body when working long shifts. Southlake staff receive three personal training sessions for just $100 (plus tax).

Details: See the Exercise Lab brochure on Intranet

Nutrition and smoking cessation

Homewood Health – health smart coaching (included in your EFAP)

Your EFAP includes free telephonic nutritional coaching with a registered dietitian, along with lifestyle-change coaching, jumpstart your wellness support, and smoking cessation. A great no-cost way to get personalized nutrition guidance.

Phone (24/7 intake): 1-800-663-1142

Online: homeweb.ca (first-time code SRH353)

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Financial Well-being

Money is one of the most common sources of stress, and it is deeply connected to mental and physical health. Whether you are planning for retirement, managing debt, or building better financial habits, support is available.

Southlake Pension and Benefits

Healthcare of Ontario Pension Plan (HOOPP)

One of Canada's largest and most respected defined-benefit pension plans, offering a secure, predictable retirement income.

Eligibility: All permanent full-time employees join automatically on their hire date (or date of transfer to permanent full-time status). All other employees may opt to join at any time by submitting a completed HOOPP Enrolment Form to PCEx - People, Culture and Experience (Human Resources).

HOOPP Connect (manage your account): connect.hoopp.com

Learn more: hoopp.com

Financial Coaching and Legal Advice (through your EFAP)

Homewood Health – financial coaching and legal advisory (included in your EFAP)

Your EFAP includes free, confidential financial coaching (budgeting, debt, saving, and money management) and legal advisory services (a confidential consultation for personal legal matters such as family, wills and estates, and consumer issues).

Phone (24/7 intake): 1-800-663-1142

Online: homeweb.ca (first-time code SRH353)

Free credit and debt counselling

Credit Counselling Society

Accredited, non-profit credit and debt counselling. Free, confidential, non-judgmental help with budgeting, money management, and debt, by phone, online chat, or in person. A fee only applies if you choose an optional Debt Management Program (and can be waived in hardship). They also offer free webinars and workshops.

Phone: 1-888-527-8999

Email: info@nomoredebts.org

Credit Canada

Canada's first and longest-standing non-profit credit counselling agency. Free, confidential one-on-one financial counselling and debt relief support. Toronto-based.

Phone: 1-800-267-2272

Online: creditcanada.com

Financial literacy and education

Financial Consumer Agency of Canada (FCAC)

The federal government's free, unbiased financial literacy resource, with tools on budgeting, debt, mortgages, credit, banking, and retirement, including a free budget planner.

Online: canada.ca/money

For People Leaders

Leaders in Southlake Health have additional supports to help them care for their teams.

Homewood Key Person Advice Line (KPAL)

Confidential consultation with a senior-level Homewood clinician on workplace situations, including employee conflict, unusual behaviour, low morale, performance concerns, and strategies for assisted referrals. Available 24/7.

Phone: 1-800-663-1142 (follow prompt 2 for support for your organization)

Staff Crisis Response Team

When your unit experiences a traumatic event, you can initiate Critical Incident Stress Management (psychological first-aid support) for your team. Contact Locating and ask the Safety On-Call to be paged.

See "Internal Supports and Resources" for full details.

Homewood Manager Resources

Homewood offers Key Person orientations, manager e-courses, wellness workshops, and the Formal Referral program. Register as a Key Person at homeweb.ca..

Online: homeweb.ca

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Notes

You are not alone.

Reaching out is a sign of strength. Whatever you are facing,
there is support here for you, your family, and your colleagues.

In crisis? Turn to the Get Help Now page at the front of this booklet.

Homewood Health (EFAP): 1-800-663-1142
homeweb.ca (code: SRH353)
R.I.S.E. Peer Support: extension 7473

Created by Southlake Health
Occupational Health, Safety and Wellness

Your well-being matters.

This booklet is a living document and will be updated regularly. If you notice any outdated information or know of a resource that should be included, please contact wellness@southlake.ca.

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