

Emergency & Crisis Services



Mental health and addictions emergency and crisis services are available in Newfoundland and Labrador.

- An **emergency** refers to a **life threatening situation** in which care should be sought immediately to avoid severe harm.
- A mental health and/or addictions **crisis** occurs when an individual is **at risk of harming themselves or others** and/or are **at risk of being unable to care for themselves or function in a healthy manner**.

Mental Health & Addictions Emergency & Crisis Services Available



911 is a 24/7 emergency telephone service that responds to emergencies requiring assistance from the police, fire department, or ambulance. Call 911 if someone's health, life, safety or property is threatened and help is needed immediately. When a 911 call is answered, the call taker will request a phone number, location of the emergency, and the type of emergency.

Hope for Wellness Helpline

The **Hope for Wellness Helpline** is available to all Indigenous people across Canada providing crisis and non-crisis support. Available 24/7, individuals can call 1-855-242-3310 to speak with a counsellor by telephone, or visit www.hopeforwellness.ca to chat with a counsellor online. Telephone service is available in English, French, Cree, Ojibway, and Inuktitut.



Individuals in need of mental health and/or addictions support, including crisis response, can call **811**, a 24/7 confidential, free help line, to speak with a registered nurse who is a trained crisis intervener. The person calling will have the option to self-select that they are experiencing a crisis, and will have their call answered immediately by a health care navigator, who will then connect them with a registered nurse.

Psychiatric Services

Psychiatric emergency services are available in any emergency department. ERs are staffed on a 24-hour basis. A health professional (i.e; a doctor or nurse) will assess the individual presenting with mental health and/or addictions concerns, and determine if psychiatric intervention is needed. Psychiatry services are available via 24-hour, on-call coverage. A listing of health care facilities in the province is available on the **Government of NL** website.

CRISIS TEXT LINE |

Powered by Kids Help Phone, the **Crisis Text Line** service is available to children, youth, and adults wanting to connect with a trained, volunteer crisis responder. A data plan, Internet connection or an app is **not** required to use the Crisis Text Line. The service is free, confidential, and available across Canada 24/7. To connect, children and youth can text 'TALK' to 686868, and adults can text 'HOME' to 741741.

Psychiatric Assessment Unit (PAU) Waterford Hospital

The **Psychiatric Assessment Unit (PAU)** provides 24/7 assessment of urgent mental health concerns on a walk-in basis. Individuals are seen by a psychiatric nurse, physician and/or psychiatric resident/psychiatrist. A referral is not required. To access this service, individuals can present in-person to the Waterford Hospital at 306 Waterford Bridge Road, St. John's, or call (709) 777-3021.

Mobile Crisis Response (MCR) Teams

Mobile Crisis Response Teams are comprised of mental health and addictions clinicians and trained police officers who respond together to crises in the community. These teams deliver crisis intervention services directly to people in the community, thereby helping divert individuals from emergency departments and the criminal justice system. **Bridge the gapp** provides a listing of the Mobile Crisis Response Teams available in the province.

To learn more about Emergency & Crisis Services, check out Bridgethegapp.ca

