

# Newfoundland and Labrador

## organizations and programs

The provincial **Department of Health and Community Services** plays a lead role in supporting the four Regional Health Authorities and other mandated health and community service agencies that serve Newfoundlanders and Labradorians. The department is also the lead in the multi-departmental initiatives for wellness, healthy aging, and mental health and addictions. For more information, see [gov.nl.ca/hcs/mentalhealth-committee/mentalhealth](http://gov.nl.ca/hcs/mentalhealth-committee/mentalhealth).

The **Mental Health and Addictions Division** works in partnership with the Regional Health Authorities, community groups, the provincial Mental Health and Addiction Advisory Council and Recovery Council, family members and individuals with lived experience, as well as other stakeholders in Newfoundland and Labrador.



## Service navigation and crisis lines

The **Mental Health and Addictions Systems Navigator** offers more information on services available in the province.

Call: [1-877-999-7589](tel:1-877-999-7589) (toll-free) or [709-752-3916](tel:709-752-3916)

**Thrive** offers a comprehensive directory of services in Newfoundland and Labrador.

Visit: [thrivecyn.ca/directory-of-services/health](https://thrivecyn.ca/directory-of-services/health)

For a PDF copy of the 2020 Thrive Directory of Services, see [thrivecyn.ca/wp-content/uploads/2020/11/2020-Directory-of-Services-3.pdf](https://thrivecyn.ca/wp-content/uploads/2020/11/2020-Directory-of-Services-3.pdf)

The **Mental Health Crisis Line** is available 24/7.

Call: [1-888-737-4668](tel:1-888-737-4668)

The **Bridge the Gapp Knowledge Centre** provides a series of useful resources (including ones that address stigma and mental illness).

Visit: [nl.bridgethegapp.ca/adult/knowledge-centre/mental-illness](https://nl.bridgethegapp.ca/adult/knowledge-centre/mental-illness)

# Justice Program


<b>Agency/organization/provider name:</b> Canadian Mental Health Association (CMHA) Newfoundland and Labrador		<b>Province/territory where located:</b> Newfoundland and Labrador	
<b>Geographic reach or focus of program:</b> Local/municipal		<b>Language of services:</b> English	
<b>Contact information:</b> Phone: 1-877-753-8550 x 106 Email: <a href="mailto:hedgar@cmhanl.ca">hedgar@cmhanl.ca</a> <b>Website:</b> <a href="http://cmhanl.ca/what-we-do/justice-program">cmhanl.ca/what-we-do/justice-program</a> <b>Main address:</b> 603 Topsail Road, St. John's, NL A1E 2E1 <b>Single or multi-site:</b> Single		<b>Specific services available for:*</b> <input checked="" type="radio"/> Other (individuals with mental health needs who are involved in the correctional system)	
<b>Specific focus on criminal justice-involved populations:</b> Yes		<b>Referral required:</b> Yes	
<b>Costs associated:</b> Not specified		<b>Supporting evidence/evaluation available online:</b> None found	
<b>Program description and objectives:</b> The mission of the Justice Program is to provide individualized support services to persons living with a mental illness, concurrent disorder, or dual diagnosis within the correctional system and, following release into the community, to promote recovery and reduce return to justice system involvement. The program's goals and objectives are to <ul style="list-style-type: none"> <li>■ provide in-reach to people incarcerated at Her Majesty's Penitentiary (HMP) for assessment and provision of support</li> <li>■ develop a community support plan with each individual prior to their release from HMP</li> <li>■ provide intensive case management services to 25 clients released from HMP and residing in the St. John's region.</li> </ul>		<b>Span of services and supports:</b> During an individual's incarceration, the program manager and social work case managers provide in-reach mental health counselling and advocacy, as well as needs assessment to ensure appropriate services are in place for release. Upon release, a Justice Program representative will meet an individual "at the gate" and provide intensive case management in the community. Case managers work to build a trusting and productive relationship with individuals and to provide the support and resources to ensure basic needs are met and appropriate services are delivered. Intensive case management responds to an individual's multiple and changing needs, and coordinates required services from across the mental health system and other service systems.	
<b>Additional notes:</b> N/A			



This information is based on program information available online. Not all organizations indicate specific populations, but may still offer programs or services tailored to particular population groups.

# Safe Harbour Outreach Project (SHOP)

<b>Agency/organization/provider name:</b> St. John's Status of Women Council	<b>Province/territory where located:</b> Newfoundland and Labrador	
<b>Geographic reach or focus of program:</b> Local/municipal	<b>Language of services:</b> English	
<b>Contact information:</b> Phone: 709-771-1077 (program coordinator) 709-771-7171 (community outreach) Email: <a href="mailto:heather@sjwomenscentre.ca">heather@sjwomenscentre.ca</a> (program coordinator) <a href="mailto:amelia@sjwomenscentre.ca">amelia@sjwomenscentre.ca</a> (community outreach) <b>Website:</b> <a href="http://sjwomenscentre.ca/programs/shop">sjwomenscentre.ca/programs/shop</a> or <a href="http://www.facebook.com/SHOPoutreach">www.facebook.com/SHOPoutreach</a> <b>Main address:</b> The location of SHOP is confidential; however, the St. John's Women Centre can be found at 170 Cashin Avenue Extension, St. John's, NL A1E 3B6. <b>Single or multi-site:</b> Multi	<b>Specific services available for:*</b> <ul style="list-style-type: none"> <li><input checked="" type="radio"/> Women</li> <li><input checked="" type="radio"/> 2SLGBTQ+</li> <li><input checked="" type="radio"/> Other (people who have engaged in sex work)</li> </ul>	
<b>Specific focus on criminal justice-involved populations:</b> No	<b>Referral required:</b> No	
<b>Costs associated:</b> Not specified	<b>Supporting evidence/evaluation available online:</b> None found	
<b>Program description and objectives:</b> SHOP is the only sex worker advocacy program in Newfoundland and Labrador. The program advocates for the human rights of sex workers, serving people in and around St. John's and providing direct support, supplies, system navigation, and outreach from a harm reduction approach.	<b>Span of services and supports:</b> SHOP provides <ul style="list-style-type: none"> <li>■ one-on-one individual support, including home visits and accompaniments to appointments</li> <li>■ safer sex supplies and clean drug use supplies</li> <li>■ peer drop-in hours in a private, confidential space</li> <li>■ workshops and info sessions for sex workers</li> <li>■ street outreach</li> <li>■ health care supports</li> <li>■ system navigation and referrals</li> <li>■ individual and community advocacy.</li> </ul>	

 This information is based on program information available online. Not all organizations indicate specific populations, but may still offer programs or services tailored to particular population groups.

## Additional notes:

SHOP has no formal referral process. Individuals reaching out for the first time about participating in the program are not required to provide any identifying information. SHOP staff are the only ones who will read/hear any messages left for the program.

# Stella's Circle

<b>Agency/organization/provider name:</b> Stella's Circle	<b>Province/territory where located:</b> Newfoundland and Labrador	
<b>Geographic reach or focus of program:</b> Local/municipal	<b>Language of services:</b> English	
<b>Contact information:</b> Phone: 709-738-8390 Email: <a href="mailto:info@stellascircle.ca">info@stellascircle.ca</a>	<b>Specific services available for:*</b> <input checked="" type="radio"/> Women	
<b>Website:</b> <a href="http://stellascircle.ca">stellascircle.ca</a>		
<b>Main address:</b> 142 Military Road, St. John's, NL A1C 2E6		
<b>Single or multi-site:</b> Multi		
<b>Specific focus on criminal justice-involved populations:</b> No	<b>Referral required:</b> For some services	
<b>Costs associated:</b> Not specified	<b>Supporting evidence/evaluation available online:</b> None found	
<b>Program description and objectives:</b>		
Stella's Circle provides services to adults who face many barriers to fully participating in their community. These barriers may include mental health concerns, addictions, trauma, poverty, homelessness, criminal justice involvement, low literacy, and long periods of unemployment.		
<b>Span of services and supports:</b>	<b>Community Support Program</b>	
Among other core programs, Stella's Circle Real Help offers a range of residential, community, and correctional-based counselling services to support people through life's challenges.	709-738-5590, <a href="mailto:cspinfo@stellascircle.ca">cspinfo@stellascircle.ca</a>	
Specific programs include:	The Community Support Program provides intensive assistance to men and women over the age of 18 with complex mental health needs. The goal of the program is to improve the overall quality of participants' lives, and to reduce the length and number of admissions to hospitals and prisons.	
<b>Emmanuel House</b>	<b>Just Us Women's Centre</b>	
709-754-2072, <a href="mailto:emmanuelhouse@stellascircle.ca">emmanuelhouse@stellascircle.ca</a>	709-738-0658, <a href="mailto:justus@stellascircle.ca">justus@stellascircle.ca</a>	
Men and women over the age of 18 can live at Emmanuel House for up to four months while they address social and emotional challenges. Participants take part in individual counselling, therapeutic groups, and life skills support. Emmanuel House accepts self-referrals or referrals from others.	Just Us provides counselling and support to women over the age of 18 who have been in contact with the criminal justice system. The program accepts self-referrals or referrals from others including correctional supervision programs, court programs, health care providers, and agencies that provide services to women.	



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**Additional notes:**

N/A

## Propose a new resource to be included in this inventory

This inventory represents mental health and substance use services and supports identified during a relatively short period of time (September 2020 to February 2021). One notable gap is a lack of programs and services specific to First Nations, Inuit, and Métis peoples. As such, this inventory is by no means an exhaustive list of services and supports. The MHCC may update this inventory as other resources are identified that address gaps.

Please submit a program, service or resource that is not included in this first edition of the inventory. All submissions will be reviewed for inclusion in the next edition of the inventory.

[Click here to propose a program to be included in the inventory.](#)

The inventory includes:

- community-based mental health and substance use services and supports specific to people who are transitioning away from the criminal justice system.

The inventory does not include:

- mental health and substance use programs embedded in correctional institutions or therapeutic residences run by the Correctional Service of Canada (but some programs are included that are available only to people who are or have been recently incarcerated)
- mental health and wellness courts
- drug treatment courts
- forensic mental health hospital settings (those designed primarily for people found not criminally responsible on account of mental disorder or unfit to stand trial).



## Appendix: Glossary of terms

**Alcoholics Anonymous (AA)** is an international self-support network for individuals seeking a sobriety approach to alcohol-related problems.

**Assertive community treatment (ACT)** is a model of care designed to improve community-based care for people living with a serious mental illness or associated complexities such as difficulty with following treatment.

**Cognitive behavioural therapy (CBT)** is a highly structured and time-limited form of psychotherapy focused on addressing challenging thoughts and behaviours.

**Concurrent disorders** refers to co-occurring problems or illnesses, particularly co-occurring mental health and substance use concerns.

**Continuity of care** refers to the quality of health and social service care that individuals receive over time.

**Critical time intervention (CTI)** is an intervention model designed to help individuals through critical transitional periods such as the transition to the community from correctional settings, shelters, and hospitals.

**Dialectical behaviour therapy (DBT)** is a form of psychotherapy focused on building healthier ways to manage stress, mood, and relationships.

**Discharge** or **release planning** refers to the process of preparing individuals for their release from incarceration and community re-entry.

**Diversion** refers to processes and opportunities for redirecting people away from the criminal justice system.

The **federal correctional system** in Canada oversees people who have been convicted of criminal offences and sentenced to two years or more. The Correctional Service of Canada manages federal correctional institutions and supervises persons under conditional release in the community.

**Forensic assertive community treatment (FACT)** is a type of specialty mental health program for individuals living with one or more serious mental illnesses who are involved in the forensic care system.

The **forensic care system** provides service to individuals who have been involved in the criminal justice system while experiencing one or more serious mental illnesses. Typically in Canada, this system provides mental health care for persons who have been found not criminally responsible on account of mental disorder and those deemed unfit to stand trial.

A **halfway house** is a type of setting designed for people who have been involved in the criminal justice system to assist with their community re-entry.

**Harm reduction** comprises an array of policies, services, and practices that aim to reduce the negative health and social impacts associated with substance use, drug policy, and drug laws.

**Health equity** is the principle that all people should have equal access to opportunities to achieve their highest health potential, independent of differences in social, economic, and demographic status.

**Mental health court** is a type of criminal law court for people with lived and living experience of mental illness or mental health concerns.

**Naloxone** is a medication used to counter the effects of opioid overdose.

**Narcotics Anonymous (NA)** is an international support network for people seeking recovery from use of drugs other than alcohol.

The **provincial/territorial correctional systems** in Canada are responsible for managing people who are on remand, are convicted and sentenced to less than two years, or are in immigration detention.

**Rapid-access addiction medicine (RAAM)** clinics offer quick access to care for people living with substance use concerns.

**Recidivism** refers to the tendency for people who have been previously involved with the criminal justice system to be re-exposed to the criminal justice system.

**Reintegration** refers to the transition away from criminal justice settings such as correctional facilities and back to the community.

**Transitional and supportive housing** includes temporary types of accommodation designed to help people move away from homelessness or precarious housing to permanent housing. Supportive housing includes affordable community housing combined with dedicated support from mental health and/or substance use program staff.

**Trauma-informed practice and policies** recognize the complexities of personal, family, and community experiences of trauma. They incorporate what is needed to prevent re-traumatization including acknowledgement of the contributing cultural and systemic forces and power dynamics such as colonialization, social exclusion of diverse people, and systemic racism. These policies facilitate journeys of mental health recovery through compassionate care, consumer choice, flexibility, and opportunities for self-mastery and resilience-building.