

Mental health, psychosocial and spiritual supports for people living in congregate settings

The following mental health, psychosocial and spiritual supports and resources may be particularly useful for people who live in shared living environments and are looking for ways to cope with stress and anxiety while social distancing. These resources were compiled by members of the Waterloo Region's Community Services Control Group - Psychosocial and Spiritual Supports and Housing and Homelessness Working Groups.

Protect yourself and others

If you live with others in a communal or co-living setting there are actions you can take to help stop the spread of germs and viruses like COVID-19:

- Follow the actions listed on this [website](#) and [poster](#)
- Limit the number of people in elevators
 - Only ride the elevator with others if you can stand [2 metres](#) apart
 - Wait for an empty elevator
 - Take the stairs (if possible)
- Follow these tips for preventing the spread of COVID-19 while [using shared laundry facilities](#)
- Regularly [clean and disinfect shared spaces](#), frequently touched objects and surfaces.
- [Practice everyday actions](#) such as [washing your hands often](#) and [physical distancing](#)
- Learn [when and how to wear a mask](#)
- If you think you have COVID-19 symptoms or have been in close contact with someone who has it, use the [Ontario Government self-assessment tool](#)

If you are living with or caring for someone who is sick:

- [How to care for a person with COVID-19 at home](#)
- [Self-isolation: guide for caregivers, household members, and close contacts](#)

Communication and conflict resolution

Are you experiencing increased conflict as a result of social distancing? Quarantine increases the amount of time people are spending together in close quarters, which can lead to increased conflict between families, friends and neighbours. The Community Justice Initiative can help. Contact Jason at jasons@cjiwr.com or call 519-744-6549 x12 for more information. See poster at end.

Staying connected

- Resources, information, and guidance to help navigate this 'new and temporary' normal: <https://www.here4help.ca/>

Ideas to stay connected and alleviate boredom:

- [Meaningful activities that respect physical distancing and support isolation](#)
- [Battling boredom \(Independent Living Centre\)](#)
- Municipal activities
- [Township of Wilmot - #RecFromHome](#)
- [Township of North Dumfries - Recreation and Leisure at Home](#)
- [City of Cambridge - #RecfromHome](#)
- [City of Waterloo - Waterloo At Home](#)
- [City of Kitchener - Active at Home](#)
- [Calendars of virtual events](#)

The Friendly Voice Telephone Program

Feelings of loneliness or isolation are not uncommon. The Friendly Voice is a free telephone-based wellbeing check-in with a local volunteer. To get started with the Friendly Voice

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program, please call 519-743-6333 and ask reception how to get started! Reception hours are 8:30am-6pm, but Friendly Voice hours may vary based on your schedule. See poster at end.

Spiritual Supports

[This listing](#) provides information on services and events organized by faith-based groups in Waterloo Region that have been adapted due to COVID-19. The list shows contact information, service times, and online resources.

Managing self care, stress, and anxiety:

- [Carizon for the Community](#)
- [Coping With Stress and Anxiety](#)
- [Dealing with Quarantine and Isolation](#)
- [Health and wellness during COVID-19](#)

Mental Health and Counselling Supports:

- Call [Here 24/7](#) anytime for addictions, mental health and crisis services: 1-844-437-3247
- Counselling services and supports:
 - o Video & Telephone Counselling
 - Carizon, as part of The Counselling Collaborative of Waterloo Region, offers remote counselling services on a sliding fee scale so that no one's turned away. To make a counselling appointment, please call (519)-743-6333 and press 1 when prompted. You will be directed to our intake staff who will book an appointment for you. If you call outside our regular hours or if we are on the phone, please leave us a message and we will get back to you as soon as we can.
- [Woebot app](#) (free app that used cognitive behavioural therapy to help you think and feel better)
- [Crisis and Distress Telephone Lines](#)



ARE YOU EXPERIENCING INCREASED CONFLICT AS A RESULT OF SOCIAL DISTANCING?



Quarantine increases the amount of time people are spending together in close quarters, which can lead to increased conflict between families, friends and neighbours.

CJI CAN HELP
CONTACT JASON AT
JASONS@CJIWR.COM
519 744 6549 X. 120
FOR MORE
INFORMATION





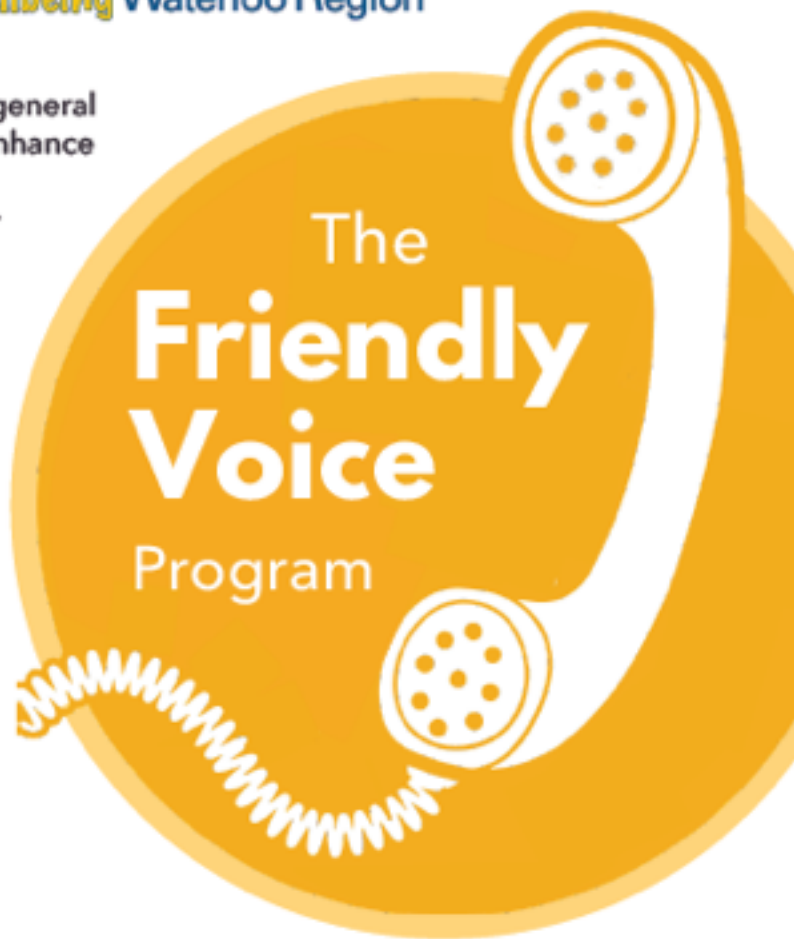
Wellbeing Waterloo Region

The Friendly Voice is a general wellbeing check-in to enhance social connections and reduce loneliness in our community.

How To Register

To register for the Friendly Voice program, please call 519-743-6333 ask reception how to get started!

Reception is open 8:30 am-6:00 pm, but Friendly Voice session times may vary.



Free over the phone support for anyone in the Waterloo Region who's feeling isolated or lonely.

The Friendly Voice program is a general wellbeing check-in, not a counselling session.

Crisis

If you are in crisis, please call Here 24/7 at 1-844-437-3247 or 9-1-1.

Counselling

If you are suffering from anxiety or depression, please call the Counselling Collaborative of Waterloo Region at 519-804-1097 to set up an appointment, or visit www.counsellingwr.ca to learn more.

