

# Navigating Psychiatry and Psychology Services in Manitoba

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**Relationships with commercial interests:**

- none

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**Relationships with commercial interests:**

- none

# Navigating Mental Health Services in Psychology

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# Virgo Report



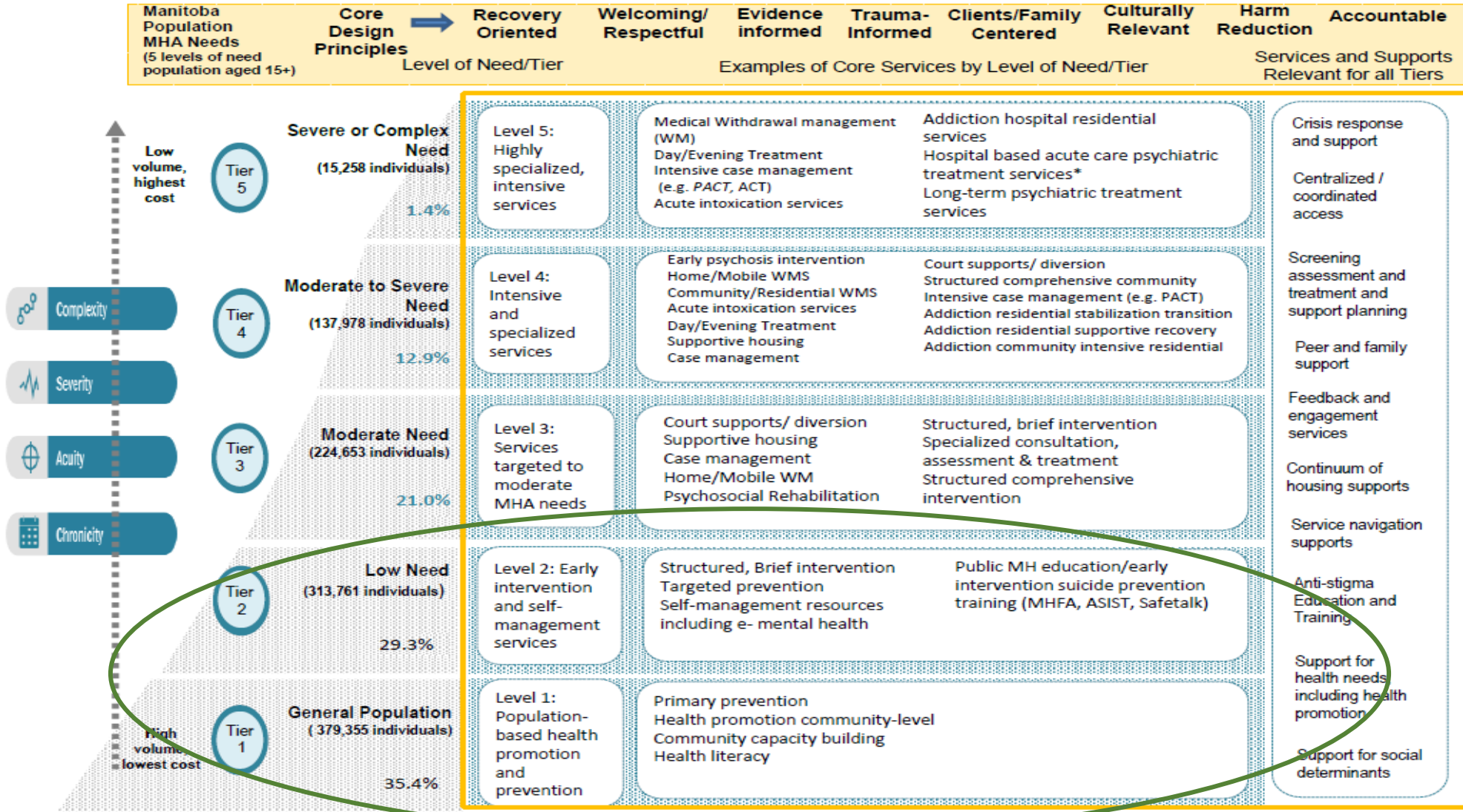
## Improving Access and Coordination of Mental Health and Addiction Services: A Provincial Strategy for all Manitobans

*VIRGO PLANNING AND EVALUATION CONSULTANTS INC.  
TORONTO, ONTARIO*

*Final Report  
March 31, 2018*



## Mental Health and Substance Use/ Addiction Treatment System Framework for Manitoba



\* Disorder-specific settings may focus on specific psychotic disorders, mood and anxiety and/or eating disorders.

# Peer Support Organizations

Organization	Description	Contact
<b>Canadian Mental Health Association</b>	Service navigation, recovery services, community education, capacity-building for employers, employment & housing support Bounce Back Program	<a href="https://mbwpg.cmha.ca/">https://mbwpg.cmha.ca/</a> Service Navigation Hub 204-775-6442 <a href="mailto:hub@cmhawpg.mb.ca">hub@cmhawpg.mb.ca</a>
<b>Mood Disorders Association of Manitoba</b>	Provides support, education and advocacy for those with mood disorders	<a href="http://www.mooddordersmanitoba.ca/">http://www.mooddordersmanitoba.ca/</a> Peer support, groups, workshops, presentations, 'friendly caller' (204) 786-0987 <a href="mailto:info@moodmb.ca">info@moodmb.ca</a>
<b>Anxiety Disorders Association of Manitoba</b>	Anxiety Worry and Support Program; Peer Support; self-help information	<a href="https://www.adam.mb.ca/">https://www.adam.mb.ca/</a> 204-925-0600 <a href="mailto:adam@adam.mb.ca">adam@adam.mb.ca</a>
<b>Peer Connections Manitoba (formerly Schizophrenia Society of MB)</b>	Individual and family peer support, youth group, wellness group, public education	<a href="https://mss.mb.ca/">https://mss.mb.ca/</a> 204-786-1616

## MENTAL HEALTH

# Mental Health

YOUR MENTAL  
HEALTH

UNDERSTANDING  
MENTAL ILLNESS

FINDING HELP



*Mental health means striking a balance in all aspects of your life: social, physical, spiritual, economic and mental. Reaching a balance is a learning process. At times, you may tip the balance too much in one direction and have to find your footing again. Your personal balance will be unique, and your challenge will be to stay mentally healthy by keeping that balance. In this section you will find information on *mental health, understanding mental illness, and finding help locally.**

Click here for

**Mental Health  
Resource Guide**

Winnipeg Edition





- **Looking for Frequently Called Numbers?** See back page.
- **New to Canada?** Check out our “*Newcomer and Refugee*” section, centre spread.

## RECOVERY IS POSSIBLE

*“[Recovery] is a deeply personal, unique process of changing one’s attitudes, values, feelings, goals, skills, and/or roles. It is a way of living a satisfying, hopeful, and contributing life even within the limitations caused by illness. Recovery involves the development of new meaning and purpose in one’s life as one grows beyond the catastrophic effects of mental illness.”*  
– Anthony 1993

Mental health is not defined by an absence of mental illness but rather by the discovery of hope, purpose, and meaning in daily living. It is possible to enjoy positive mental health and live the life you want while dealing with mental illness and addictions. In fact, you can take steps toward a life of meaning and purpose today. The experience of recovery is rarely an event that happens in a single moment. Most often, it is a journey that takes place over a period of time. Sometimes this journey is brief, other times it may be lifelong; however, it all starts with a single, hopeful step towards better health.

Whether you are just beginning this journey or well on your way to better health, managing

change, reaching goals, and maintaining hope requires personal effort as well as support from knowledgeable and trustworthy connections. The resource and service providers listed in this directory are committed to building healthy communities by partnering with you and your family to:

- Manage symptoms on your terms,
- Find places to live, learn, and work that fit your life,
- Develop supportive relationships and connections in your community,
- Discover, develop, and apply personal strengths,
- Support yourself, a loved one, or others on the same journey.

As you search through the content on the following pages, our hope is that you find the opportunities, resources, and support you and your loved ones need to live well. If you need help with navigating the mental health system, please do not hesitate to contact the **Canadian Mental Health Association via phone: 204-982-6100** or online: [www.mbwpq.cmha.ca/about-cmha/contact-us/](http://www.mbwpq.cmha.ca/about-cmha/contact-us/)

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## CHILD, ADOLESCENT, AND YOUTH MENTAL HEALTH

- Addictions Foundation of Manitoba · **204-944-6367**
- Centralized Intake for Child and Adolescent Mental Health Program · **204-958-9660**
- Kids Help Phone National Line available across Canada for youth, 24 hours, confidential and anonymous · **1-800-668-6868**
- Clinic Crisis Line · **204-786-8686** or **1-888-322-3019**
- Ma Mawi Wi Chi Itata Centre: Winnipeg · **204-925-0300**
- Manitoba Adolescent Treatment Centre · **204-958-9660**
- Mood Disorders Association of Manitoba · **204-786-0987** or **1-800-263-1460**
- New Directions for Children, Youth, Adults, and Families **204-786-7051**
- Ndinawe Youth Resource Centre · **204-589-5545**
- RaY—Resource Assistance for Youth · **204-783-5617** or [info@rayinc.ca](mailto:info@rayinc.ca) ✨
- Youth Resource Centre / Shelter · **204-477-1804** or toll free: **1-888-477-1804**
- Youth Crisis Stabilization System · **204-949-4777** or **1-888-383-2776** ✨  
The Youth Stabilization Unit is a 24 hour community-based crisis intervention service for youth and their families. Some of the issues the Unit responds to includes: parent/child conflict, difficulty with coping, thoughts of suicide, mental health concerns, behavioural problems, brief therapy, and home-based crisis intervention/youth education service.
- Anxiety Disorders Association of Manitoba – Youth Referral Services, 100 – 4 Fort Street · **204-925-0600** · [www.adam.mb.ca](http://www.adam.mb.ca)
- CMHA Futures Forward, Winnipeg; program for youth ages 15 – 29 currently or formerly involved with the child welfare system · **204-982-6100**
- Fort Garry Women's Resource Centre – Children's counselling ages 2 – 12 · 1150 – A Waverley Street · **204-477-1123**
- Inspire Community Outreach Inc. – Exceptional Programs for Exceptional Youth. Free Positive Mental Health Skill Building and Programming · **204-996-1547** · [www.inspirecommunityoutreach.ca](http://www.inspirecommunityoutreach.ca)
- Clinic Community Health Centre, Teen Clinic – Mondays from 4 pm to 8 pm for youth 13 – 20, 870 Portage Avenue
- Manitoba Schizophrenia Society – H.O.P.E.S. – Hope and Opportunity through Peers, Empowerment and Support, for youth between 15 – 30 years of age living with psychosis, schizophrenia, or schizo-affective disorder, 1st Thursday of every month from 4 pm – 5 pm, 4 Fort Street · **204-786-1616**
- Spence Neighborhood Association West End 24-Hour Safe Space for youth ages 13 – 26; 11:00 pm to 7:00 am · **204-783-5000, ext. 113**
- The Laurel Centre - Youth Counselling Program: provides individual and group counselling to young women aged 16 – 24 years · **204-783-5460** · [www.thelaurelcentre.com](http://www.thelaurelcentre.com)
- Youville Community Health Centre – Teen Clinic, Tuesdays from 4 pm to 7 pm 6 – 845 Dakota Street · **204-255-4840**

The **EARLY PSYCHOSIS PREVENTION AND INTERVENTION SERVICE (EPPIS)**, a program that serves residents of Winnipeg, is designed to support young people between 13 – 35 years of age who are displaying symptoms of psychosis for the first time. Individuals can collaborate on a treatment plan with Psychiatrists and Mental Health Clinicians, which may include medication, group/family education sessions, and various support groups as well as individual and family counselling. EPPIS can be contacted at **204-940-8771** for further information. 📞 ✨

## What is Psychosis?

### Psychosis...

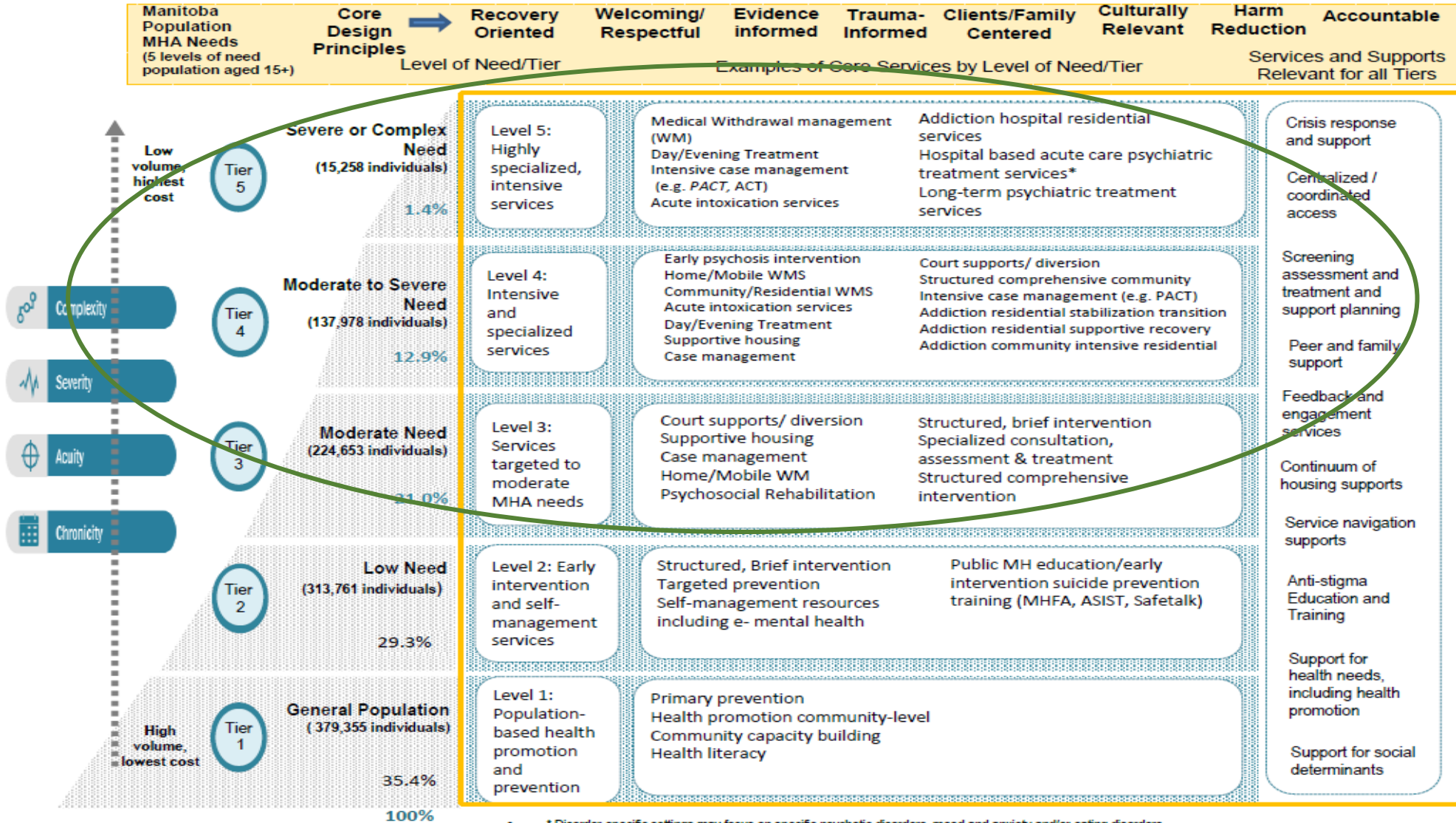
- is a common medical condition affecting 3% of the population
- results from a disruption in brain functioning
- can radically alter a person's thoughts, beliefs, perceptions and behaviour
- affects males and females equally
- tends to emerge during adolescence and young adulthood
- is more likely to occur in families with a history of serious mental illness
- can be effectively treated

Treatment is most effective when it is started early. With proper treatment, most people recover fully from the first episode of psychosis. For many, the first episode is also the last. ***If you suspect psychosis, don't ignore it!***

# Peer Support Organizations

Organization	Description	Contact
<b>Canadian Mental Health Association</b>	Service navigation, recovery services, community education, capacity-building for employers, employment & housing support Bounce Back Program	<a href="https://mbwpg.cmha.ca/">https://mbwpg.cmha.ca/</a> Service Navigation Hub 204-775-6442 <a href="mailto:hub@cmhawpg.mb.ca">hub@cmhawpg.mb.ca</a>
<b>Mood Disorders Association</b>	Provides support, education and advocacy for those with mood disorders	<a href="http://www.mooddisordersmanitoba.ca/">http://www.mooddisordersmanitoba.ca/</a> Peer support, groups, workshops, presentations, 'friendly caller' (204) 786-0987 <a href="mailto:info@moodmb.ca">info@moodmb.ca</a>
<b>Anxiety Disorders Association of Manitoba</b>	Anxiety Worry and Support Program, peer support, self-help information	<a href="https://www.adam.mb.ca/">https://www.adam.mb.ca/</a> 204-925-0600 <a href="mailto:adam@adam.mb.ca">adam@adam.mb.ca</a>
<b>Peer Connections Manitoba (formerly Schizophrenia Society of MB)</b>	Individual and family peer support, youth group, wellness group, public education	<a href="https://mss.mb.ca/">https://mss.mb.ca/</a> 204-786-1616

## Mental Health and Substance Use/ Addiction Treatment System Framework for Manitoba



# Clinical Health Psychology Program

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- Provides clinical services across the lifespan (infants to seniors)
- Clinical services include consultation, diagnostic and neurocognitive assessments, and evidence-based psychological treatment for mental health and medical conditions
- In tertiary care (hospital inpatient/outpatient) and in primary care (Access Centres, My Health Team)
- Part of Shared Health, WRHA, other Regional Health Authorities
- Max Rady College of Medicine, University of Manitoba
- CHP's psychologists hold medical staff privileges and are governed by medical staff bylaws



[Home](#) » [Psychology](#)

# WRHA Psychology Program

You have reached the home page of the WRHA Psychology Program.

The clinical mission of the Psychology Program is to provide a wide range of evidence-based and cost-effective psychological evaluation and treatment services that facilitate diagnosis, expedite recovery, and, wherever possible, prevent the occurrence and/or worsening of illness and dysfunction.

## For Patients

This site is intended to help you identify which psychological services may be of benefit in assisting you to better manage your health.

## For Physicians & other health service providers

As those who refer patients, this site is designed to assist you in identifying the available psychological services that may be of benefit to your patients, where they are located, and how to access them.

[WRHA Psychology Program Home](#)

[Referral Information](#)

[Services](#) ▼

[Facilities and Locations](#)

[Frequently Asked Questions](#)

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## Services

General psychology services are available at most sites and typically include:

- Assessment and consultation
- Diagnostic services
- Psychological testing
- Behavioural management
- Psychotherapy
- Cognitive-behavioural therapies (CBT)
- Different services are available at various sites. Check the site listings for more information.

**During the COVID-19 pandemic period, many of our clinical psychology services are being offered virtually through secure video connection to your personal device, or by telephone. Some services continue to require an in-person appointment. Clinic staff will review options with you prior to scheduling your appointment, and assist where needed, in setting up the appropriate option.**

For brief reviews of the research evidence regarding the effectiveness of psychological approaches to many different health issues, see below for information published by the Canadian Psychological Association: [CPA Psychology Works!](#)

More specialized psychological services are also available for a number of specific conditions or clinical areas. For more information on one of these services click on the list below.

- [Anxiety Disorders](#)
- [Cardiac Psychology Service](#)

WRHA Psychology Program Home

Referral Information

Services



[Anxiety Disorders](#)

[Cardiac Psychology Service](#)

[Child and Adolescent Consultation](#)

[Chronic Pain](#)

[Depression](#)

[Early Cognitive Change Clinic for Older Adults](#)

[Geriatric Psychology Services](#)

[Irritable Bowel Syndrome](#)

[Obsessive Compulsive Disorder \(OCD\)](#)

[Sleep Disorders](#)

[Women's Health Psychology](#)



[Home](#) » [Psychology](#)

# WRHA Psychology Program

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WRHA Psychology Program Home

[Referral Information](#)

Services



Facilities and Locations

Frequently Asked Questions

Share this page



Clinical Health Psychology

Referral Form

Client's name \_\_\_\_\_

Address \_\_\_\_\_

Postal Code \_\_\_\_\_

Phone \_\_\_\_\_ Phone (Alt): \_\_\_\_\_

D.O.B.: (dd/mm/yyyy) \_\_\_\_/\_\_\_\_/\_\_\_\_ Male \_\_\_ Female \_\_\_

PHIN \_\_\_\_\_ MHSC \_\_\_\_\_

Contact person \_\_\_\_\_ Phone \_\_\_\_\_

Name of referring person: \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Address \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Family physician (if not referring person) \_\_\_\_\_

Other relevant treatment services \_\_\_\_\_

Referral for <i>(check)</i>	Assessment/consultation	treatment
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**IMPORTANT:** For 'treatment' referrals requesting help with both Depression and Anxiety, please indicate which is the most severe, or impairing of the two.

Reason for referral: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Relevant health / medical issues / medications / social issues:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Referrals are accepted directly from WRHA program service teams and physicians in the community. Referral form can be sent to the service/site or to the central referral service at:  
**Clinical Health Psychology**  
**Psychealth, Health Sciences Centre**  
771 Bannatyne, Winnipeg MB R3E 3N4  
FAX: 787-3755

# Specialized Assessment Services

Service	Description	Criteria	Access	Tier
<b>Cognitive and Psychodiagnostic Service (CAPS)</b>	Assessment and diagnoses using standardized, psychometric clinical tests	No assessments for: - ADHD, Learning Disabilities - Independent Medical Exams (e.g., MPI claims, WCB claims, disability benefits eligibility)	CHP Referral Form Fax to: 204-237-9243	Tiers 3, 4, 5
<b>Neuropsychology Services</b>	Significant head injury, stroke, concussion, seizures, or neurological disorder (e.g., query dementia)		CHP Referral Form Fax to: 204-237-9243	Tiers 4, 5

# Evidence-based Specialized Psychological Treatment

Service	Description	Criteria	Access	Tier
<b>Anxiety Disorders Clinic</b>	<p>Consultation, diagnostic assessment, and evidence-based psychological interventions</p> <p>Panic Disorder, Social Anxiety, Health Anxiety, OCD, GAD &amp; Perinatal Anxiety</p> <p>Quick Start Classes ‘Finding wellness’ online Group Therapy Individual Therapy</p>	<p>Moderate to severe symptoms</p> <p>Prenatal – 12 months postnatal</p>	<p>CHP Referral Form Fax: 204-237-6264</p>	<p>Tier 3, 4, 5</p>



# Evidence-based Specialized Psychological Treatment

Service	Description	Criteria	Access	Tier
<b>Depression Clinic</b>	<p>Consultation, diagnostic assessment, and evidence-based psychological interventions</p> <p>Quick Start Classes ‘Finding wellness’ online Group Therapy Individual Therapy</p>	Moderate to severe symptoms	<p>CHP Referral Form Fax: 204-787-3755</p>	Tier 3, 4, 5
<b>Perinatal Mental Health Clinic (Women’s Health Psychology Service)</b>	Perinatal depression and birth-related trauma, loss or grief	Patients from pregnancy to 6 months postpartum	<p>CHP Referral Form Fax: 204-787-2876</p>	

# GeroPsychology Assessment & Specialized Psychological Treatment

Service	Description	Criteria	Access	Tier
<b>GeroPsychology Service</b>	Psychological treatment for individuals experiencing anxiety, depression, grief, caregiver stress, adjustment to medical conditions	Older adults (>65 years of age)	CHP Referral Form Fax to: 204-237-9243	Tier 3, 4
<b>Early Cognitive Change Clinic for Older Adults (ECCCOA) Program</b>	Assessment and 'Memory Partners' group for patients with MCI and their partners	<ul style="list-style-type: none"> <li>- &gt; 60 years of age</li> <li>- No to minimal changes in IADLs</li> <li>- MMSE <math>\geq</math> 25 or MOCA <math>\geq</math> 21</li> </ul> <p><i>*Patients with a MOCA score &lt; 19 are not accepted, even if MMSE is <math>\geq</math> 25*</i></p>	CHP Referral Form Fax: 204-237-9243	Tier 3, 4

# Other Psychologist Resources

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- Primary and Community Care
  - Shared Care
  - Some Access Centres
- Rural Regions
  - Referrals through Community Mental Health Teams in most regions
  - Generalist psychologists provide services across the lifespan
  - Assessment, treatment (groups, individual), consultation
- Private Practitioners
  - Extended Health Benefits
  - Manitoba Psychological Society Referral Directory ([www.mps.ca](http://www.mps.ca))

# Navigating Psychiatry Services in Manitoba

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Jane Moody, MD, FRCPC

Medical Director, Adult Centralized Psychiatric Consultation Service, WRHA

Medical Director, Ambulatory Care Service, Mental Health Program, SBGH

### Rapid Advice

For quick access to a psychiatric consultant for questions that may not require an in-person assessment of the patient. Includes assistance with topics such as medication adjustments, support on choice and timing of investigations, and suitability of referrals. Does not provide: appointment booking, arranging transfer, or arranging a hospital bed.

**1. Rapid Access to Consultative Expertise (RACE):** A telephone service. Call 204-940-2573, Monday to Friday, 9 am – 4 pm. Not available weekends or stat holidays. Calls are usually returned within 2 hours.

**2. eConsult Manitoba:** An online text-based consultation platform. Typical response within 2-3 days, guaranteed response within one week. Registration with eConsult Manitoba is required. Contact [mbeconsult@umanitoba.ca](mailto:mbeconsult@umanitoba.ca) for more information and to set up a user account.

### Consultation Services

Provides psychiatric consultations with recommendations on diagnosis and treatment management. Follow-up may be offered if indicated.

**1. Centralized Intake (CI)**

**General Adult:** One-time assessment only. CI may also recommend, and in some cases refer to other outpatient services.

- *Students* may have access to psychiatric consultation via Student Mental Health Services (see page 4).

*How do I access it?*

**General Adult Referral Form:**  
<http://www.wrha.mb.ca/professionals/familyphysicians/files/CentralizedPsychiatricForm.pdf>

- First contact by the Nurse Clinician within ~2 months to set up an appointment the following week.

**Geriatric:** Adults 65+. Referral by letter. Fax to 204-237-6264. Wait time 4-6 weeks. Follow up provided as required. Call 204-235-3285 for info.

**2. Eating Disorders**

**What is it?** Multidisciplinary clinical service providing comprehensive assessment & treatment for individuals with eating disorders. Services include inpatient & outpatient management (Day Hospital), and family education.

*How do I access it?*

**Low severity:** self-referral to the Provincial Eating Disorders Program at Women's Health Clinic, patients can call: 204-947-2422 ext. 137 or email: [edprogram@womenhealthclinic.org](mailto:edprogram@womenhealthclinic.org)

**High severity:** HSC referral form: See Appendix. Wait times vary by clinical situation: all referrals undergo a telephone assessment & triage within 1-2 weeks of receipt of the referral.

**3. Geriatric Outreach Services:** Multidisciplinary team providing home based assessment for first onset or persisting mental health problems in adults age 65 and older. For more information call 204-982-0140 or visit: <http://www.wrha.mb.ca/prog/rehab/outreach.php>

*How do I access it?* Referral Form: See Appendix. Fax to 204-982-0144.

**4. Schizophrenia Treatment & Education Program (STEP)**  
**What is it?** A multidisciplinary program providing consultation for diagnostic clarification & treatment suggestions for adults with psychotic disorders.

- If there is a concurrent active substance use disorder, consider referral to CODI instead.
- If the patient has an intellectual disability, consider referral to CLDS instead (see page 3).
- Patients with a first episode of psychosis, age 18-35, with <3 months of treatment should be referred to EPPIS (see page 2).

*How do I access it?* A referral letter is accepted. Wait times are approximately 1-2 months. Phone: (204) 787-5005; Fax: (204) 787-7480.

**5. Co-Occurring Mental Health & Substance Use Disorders Initiative (CODI)**

**What is it?** A consultation and case management service for patients with co-morbid mental health and substance use disorders. If there is not a major mental illness, or it is stable and the more significant issue is substance use, consider referral to AFM or RAAM instead (see section on Addictions Services).

*How do I access it?*

Referral form: See Appendix. Mail referral form to PZ-224 -771 Bannatyne Avenue, or fax to 204-787-3283. Wait time from receipt of referral to delivered report is ~ 8-12 weeks.

**6. Neuropsychiatry**

**What is it?** Provides both neuropsychiatry consultations and neuromodulation (rTMS) treatment. [www.sbr.ca/mod/rrousta](http://www.sbr.ca/mod/rrousta)

*How do I access it?* Fax a referral letter to 204-233-8051.

**7. Clinical Health Psychology: Early Cognitive Change Clinic for Older Adults (ECCCOA) Program**

**What is it?** Assessment service for older adults with suspected mild cognitive impairment (MCI) to provide diagnostic clarity.

**Referral criteria:** Age 60 & older, memory complaints (by self-report or family member), no to minimal changes in IADLs, and MMSE  $\geq$  25 or MOCA  $\geq$  21. NOTE: Patients with a MOCA score < 19 are not accepted, even if MMSE is  $\geq$  25, as there is not demonstrated benefit from program interventions for patients with more severe impairment.

*How do I access it?* Referral form:

[http://www.wrha.mb.ca/prog/psychology/services\\_early\\_cognitive.php](http://www.wrha.mb.ca/prog/psychology/services_early_cognitive.php)  
Fax to: 204-237-9243. Wait time for assessment is approximately 6 months.

**8. Clinical Health Psychology (CHP): Cognitive Assessment & Psychodiagnostic Service (CAPS)**

**What is it?** A psychological assessment service that provides diagnosis of mental health disorders, and evaluates cognitive functioning (i.e., suspected cognitive impairment, intellectual disability) using standardized, psychometric clinical tests.

- If the patient has had significant head injury, stroke, concussion, seizures, or neurological disorder, refer to CHP Neuropsychology Services or a fee-for-service neuropsychologist in the community
- If the patient is over the age of 60 with memory complaints, refer to the CHP Early Cognitive Change Clinic for Older Adults (ECCCOA) Program.
- Referrals are not accepted for ADHD, learning disabilities, or Independent Medical Examinations (e.g., MPI claims, disability benefits eligibility)

*How do I access it?* Referral form:

<http://www.wrha.mb.ca/prog/psychology/referral.php>  
Fax to: 204-237-9243.

### Specialized Treatment Programs

**1. Cognitive Behavioural Therapy (CBT)**

**What is it?** A psychological treatment that involves cognitive and behavioural components. Most services offer group-based treatment with few individual options.

*How do I access it?*

a) Various hospital-based locations offer CBT for depression and anxiety disorders. Patients first complete classroom based introductory classes, before progressing to small group sessions. To qualify, patients must have had a psychiatric assessment within the past year. Fax a referral letter with the most recent psychiatric assessment to 204-787-4879. Intake assessment done within 2 weeks of referral: Introductory classes within the next week.

b) Clinical Health Psychology offers CBT for a variety of mental and physical health problems. For more information visit:

<http://www.wrha.mb.ca/prog/psychology/services.php>  
You may refer to specific clinics described in this guide or fax a referral to the central intake at 204-787-3775.

c) Some self-referral options available (see page 4 *Psychotherapy and Counselling Services*). Mood Disorders of Manitoba (MDAM) and Anxiety Disorders Association of Manitoba (ADAM) also intermittently offer CBT groups.

**2. Clinical Health Psychology: Anxiety Disorders Clinic**

**What is it?** A psychological treatment service for moderate to severe anxiety, providing consultation, diagnostic assessment, and evidence-based psychological interventions. Patients with mild anxiety can be directed to the Anxiety Disorders Association of Manitoba for peer programming ([www.adam.mb.ca](http://www.adam.mb.ca)).

*How do I access it?* Referral form:

<http://www.wrha.mb.ca/prog/psychology/referral.php>  
Fax to: 204-237-6264. Wait times are ~2-3 months for 1<sup>st</sup> level programming. Patients with perinatal anxiety are prioritized.

**3. Clinical Health Psychology: Depression Clinic**

**What is it?** A program providing consultation, assessment, and evidence-based psychological treatments for individuals with mood disorders, Adjustment Disorder, and Grief/Bereavement. Patients with mild depression can be directed to the Mood Disorders Association of Manitoba ([www.mooddisordersmanitoba.ca](http://www.mooddisordersmanitoba.ca))

*How do I access it?* Referral form:

<http://www.wrha.mb.ca/prog/psychology/referral.php>  
Fax to: 204-787-3755. Wait times are ~1-2 months for 1<sup>st</sup> level programming.



## Psychotherapy and Counselling Services

### 4. Community Mental Health Program

*What is it?* Access to a Community Mental Health Worker (CMHW) to provide: case management; supportive counselling; assisting in crisis; rehabilitation services. Eligible patients have been diagnosed with a major psychiatric disorder, and have severe & persistent functional impairment.

*How can I access it?* Referral form: See Appendix. For more information: [www.wrha.mb.ca/prog/mentalhealth/files/CMHWFA\\_CTSHEET-1.pdf](http://www.wrha.mb.ca/prog/mentalhealth/files/CMHWFA_CTSHEET-1.pdf)

### 5. Early Psychosis Prevention and Intervention Service (EPPIS)

*What is it?* An early intervention service for individuals experiencing their first episode of psychosis. Criteria for referral: aged 18 – 35, presence of psychotic symptoms, <3 months of antipsychotic treatment.

*How do I access it?* Referral form: See Appendix. Initial assessment within ~1 month. If accepted they are assigned to a clinician in 1 week. For info, contact the EPPIS team leader at 204-940-8771.

### 6. Program of Assertive Community Treatment (PACT)

*What is it?* A multidisciplinary community treatment service designed to meet the needs of people with severe and persistent mental illness. Eligible patients have a diagnosis of schizophrenia, schizoaffective disorder or bipolar affective disorder with significant functional limitations; and numerous or lengthy hospital admissions.

*How can I access it?* Referral form: See Appendix. There can be a several months long wait. For more info, contact the Manager of Specialized Mental Health Services at 204-391-7912.

### 7. Short Term Assessment and Treatment Program (STAT)

*What is it?* A multidisciplinary treatment program for individuals with personality or adjustment disorders. The day hospital program is a 5 day/week, 5 week, primarily group based intensive program, including elements from Dialectical Behavioural and Cognitive Behavioural Therapy. The outpatient program may follow select patients for 2-3 months after day program completion.

*How do I access it?* Intermittently open to referrals from primary care providers – please call 204-787-3200 to find out more information. If closed to primary care, refer to Centralized Intake for psychiatric assessment.

### 8. Community Living Disability Services (CLDS)

*What is it?* A provincial program for adults with an intellectual disability. CLDS provides a range of day and residential services. Eligibility criteria available at: <https://www.gov.mb.ca/fs/clds/eligible.html>

*How do I access it?* Speak to a representative at a service location (see link). For more information: [www.gov.mb.ca/fs/pwd/supported\\_living.html](http://www.gov.mb.ca/fs/pwd/supported_living.html)

### 9. Clinical Health Psychology: Geropsychology Service

*What is it?* A program of specialized psychological treatment services for older adults (>65) experiencing anxiety, depression, grief, caregiver stress, or adjustment to medical conditions such as stroke, Parkinson's, cardiovascular illness and other health conditions commonly occurring in the elderly.

*How do I access it?* Referral form: <http://www.wrha.mb.ca/prog/psychology/referral.php>  
Fax to: 204-237-9243.

### 10. Clinical Health Psychology: Behavioral Sleep Medicine Program

*What is it?* A program providing consultation, diagnostic assessment, and evidence-based psychological treatment (CBT-I) for individuals with sleep-wake disorders and those who are dependent on sleeping medications. Web-based and Telehealth options available.

*How do I access it?* Referral form: <http://www.wrha.mb.ca/prog/psychology/referral.php>  
Fax to: 204-787-3755. Wait times are approximately 6 weeks for 1<sup>st</sup> level programming.

### 11. Clinical Health Psychology: Perinatal Mental Health Clinic

*What is it?* A program providing consultation, assessment, and psychological treatment for women with depression or anxiety occurring in the perinatal context, or birth-related trauma, loss or grief. Eligible to patients from from pregnancy to 6 months postpartum.

*How do I access it?* Referral form: <http://www.wrha.mb.ca/prog/psychology/referral.php>  
Fax to: 204-237-9243. Wait times approximately 2- 8 weeks. Referrals for perinatal anxiety can also be faxed directly to the Anxiety Clinic at 204-237-6264.

\*For more details about WRHA general psychology services please visit: <http://www.wrha.mb.ca/prog/psychology/services.php>

See patient self help guide handout.

See page 8 of the Canadian Mental Health Association Mental Health Resource Guide for detailed options available in Winnipeg: <https://mbwpg.cmha.ca/resources/mental-health-resource-guide-for-winnipeg->

For fee counselling services (fees vary; may be covered by insurance plans):  
Manitoba Psychological Society:  
[mps.ca/find-psychologist/](http://mps.ca/find-psychologist/)  
Other therapists: [www.psychologytoday.com/ca](http://www.psychologytoday.com/ca)

*Employed patients* may have access to an Employee Assistance Program and should contact their Human Resources Department for information.

#### Student Counselling Services:

##### 1. University of Winnipeg's Wellness Centre

*What is it?* A counselling and health service centre for students at the University of Winnipeg.

*How do I access it?* Students can self-refer and will be contacted within two business days of seeking counselling. Students can email [studentwellness@uwinnipeg.ca](mailto:studentwellness@uwinnipeg.ca) or call 204-988-7611.

##### 2. University of Manitoba Mental Health Services:

*What is it?* Counselling services, groups and workshops for students at the University of Manitoba. Psychiatry consultation also available.

*How do I access it?* Students can self-refer for services.

- *University Centre, Bannatyne Campus, College of Nursing, Faculty of Law and Desautels Faculty of Music Locations:* Students can call 204-474-8592 to schedule an intake appointment.
- *To note:* Brief crisis support is accessible by dropping in at the Univerlity Centre location.
- *Mizilil Agamik Location:* Students can call 204-474-8850 to schedule an intake appointment.

##### 3. Red River College Mental Health Services:

*What is it?* Counselling services for students at Red River College.

*How do I access it?* Students can self-refer for services by either:

- filling out an online form at the website: <https://www.rrc.ca/counselling/contact/book-an-appointment/>
- Going in-person to fill out a brief intake form and book an appointment at the following locations: Notre Dame Campus-D102, Phone 204-632-3966 or The Roblin Centre-P210, Phone 204-949-8375.

### 4. Canadian Mennonite University Mental Health Services:

*What is it?* Counselling services for students at Canadian Mennonite University.

*How do I access it?* Students can self-refer for services by calling 204-487-3300 or email [info@cmu.ca](mailto:info@cmu.ca)

## Addictions Services

Manitoba Addictions Helpline: 1-855-662-6605  
Addictions Foundation of Manitoba:  
<https://afm.mb.ca/>

#### Rapid Access to Addictions Medicine Clinic (RAAM)

*What is it?* A drop in clinic for individuals seeking help with high risk substance use and addictions. **Not** for individuals needing urgent medical attention. If the patient has a concurrent major mental illness, consider referral to CODI instead (see page 1).

*How do I access it?* Patients can show up during clinic hours with their Manitoba health card.

- Crisis Response Centre, 817 Bannatyne Avenue
- River Point Centre, 146 Magnus Avenue

For more information visit:

[www.wrha.mb.ca/prog/mentalhealth/raam.php](http://www.wrha.mb.ca/prog/mentalhealth/raam.php)

## Crisis Services

#### Crisis Response Centre (CRC)

Drop in 24/7 for adults experiencing a mental health crisis. Located at 817 Bannatyne Avenue. If you refer a patient to visit the CRC, please call the Mobile Crisis Line (204-940-1781) to let staff know your concerns. Patients under the Mental Health Act (Form 4) must go to an emergency department.

#### Crisis Stabilization Unit

A short-term, community-based intensive care treatment facility for adult individuals in psychiatric or psychosocial crisis. Must be accessed via the CRC (see above).

#### Mobile Crisis Service

A 24/7 phone service assisting individuals experiencing a mental health or psychosocial crisis. If appropriate, Mobile Crisis can meet with individuals in crisis at a location within Winnipeg that is comfortable for them. Call 204-940-1781.

#### Klinik Crisis Line

A 24/7 phone service assisting individuals experiencing a mental health crisis, difficulty coping or need help sorting out a problem. Call 204-788-8888.

# Level of urgency dictates direction

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## **Consultation**

- Non-urgent
- Urgent
- Emergent

## **Treatment**

- Community
- Hospital-based

Email: [jmoody@sbgh.mb.ca](mailto:jmoody@sbgh.mb.ca)

# Consultation: Non-urgent

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Service	Description	Criteria	Access	Tier
<b>RACE: Rapid Access to Consultative Expertise</b>	Telephone service Monday to Friday, 9 am – 4 pm	Available to all GPs, NPs, and pediatricians across Manitoba and Nunavut	204-940-2573 4 options: adult, child, geriatric, substance use disorders	2, 3, 4
<b>E-Consult</b>	Online text-based consultation platform Typical response within 2-3 days	Available to all primary care providers who are registered	Registration with eConsult Manitoba is required Contact mbeconsult@umanitoba.ca	2, 3, 4

# Consultation: Non-urgent

Service	Description	Criteria	Access	Tier
<b>Adult Centralized Intake</b>	One-time assessment only. May also recommend/refer to other outpatient services	Do not accept: <ul style="list-style-type: none"> <li>• Out of WRHA</li> <li>• Access to other consult services</li> <li>• 3<sup>rd</sup> party</li> </ul>	<a href="http://www.wrha.mb.ca/professionals/familyphysicians/files/CentralizedPsychiatricform.pdf">http://www.wrha.mb.ca/professionals/familyphysicians/files/CentralizedPsychiatricform.pdf</a>	3, 4
<b>Geriatric Centralized Intake</b>	Consultation and follow up as required	Adults 70+	Referral by letter Fax to 204-237-6264  GMAT/GPAT: Ph 204-982-0140	3, 4
<b>Child and Adolescent Centralized Intake</b>	Centralized service with access to consultation and all C&A programs	<ul style="list-style-type: none"> <li>• 17 and under</li> <li>• Referrals from self, family, GP/Pediatrician</li> </ul>	ph 204-958-9660, fax 204-958-9626	3, 4

# Consultation: Non-urgent

Service	Description	Criteria	Access	Tier
<b>Shared Care Psychiatry</b>	Psychiatric consultation Treatment by Shared Care counsellor	<ul style="list-style-type: none"> <li>• Where available</li> <li>• Wait 4-8 weeks for psychiatry</li> <li>• Wait 8-12 weeks for counselling</li> </ul>	<a href="http://home.wrha.mb.ca/program/mentalhealth/files/SharedCareFactSheet.pdf">http://home.wrha.mb.ca/program/mentalhealth/files/SharedCareFactSheet.pdf</a>	3, 4
<b>Mental Health Teams</b>	Multidisciplinary teams (include psychiatrist) addressing regional/catchment mental health needs	Take referrals from non shared care sites	Via Access Centres: AFG, AWW, ANW (7Oaks), Access Downtown/Point Douglas	2, 3, 4
<b>Psychiatric Consultation through other RHAs</b>	Interlake Eastern RHA – 1-204-785-7752 (1-866-757-6205) Northern RHA – 1-204-778-1418 Prairie Mountain – 1-204-578-2400 (1-855-222-6011) Southern RHA – 1-888-310-4593			3, 4

# Non-Urgent Subspecialty Services

Service	Description	Criteria	Access	Tier
<b>WHC Provincial Eating Disorders Program</b>	Low Severity Community based prevention and recovery	Self-referral	ph 204-947-2422 ext.137 or email: edprogram@womenshealthclinic.org	2, 3
<b>HSC Eating Disorders Program</b>	High severity Inpatient, day program, outpatient individual and group treatment	Referral by PCP or psychiatrist	ph 204-787-3482	3, 4, 5
<b>CODI</b>	consultation and case management service for pts with co-morbid MH and SUD	Consider: AFM or RAAM if the more significant issue is SUD	Referral form: <a href="http://home.wrha.mb.ca/info/chif/files/WCC-00227.pdf">http://home.wrha.mb.ca/info/chif/files/WCC-00227.pdf</a> Ph 204-787-5172	3, 4



# Non-Urgent Subspecialty Services

Service	Description	Criteria	Access	Tier
<b>STEP</b>	Multidisciplinary program providing consultation and treatment suggestions for adults with psychotic disorders	Consider: <ul style="list-style-type: none"><li>• CODI if there is a concurrent active SUD</li><li>• CLDS if intellectual disability</li><li>• EPPIS for 1st episode of psychosis, 18-35, &lt;3 months of treatment</li></ul>	Referral by letter Wait times approx 1-2 months Phone:(204) 787-5005 Fax:(204) 787-7480	3, 4, 5
<b>Neuropsychiatry</b>	Provides both neuropsychiatry consultations and neuromodulation (rTMS) treatment	Referrals from PCPs, specialists	<a href="http://www.sbrca.ca/modirrousta">www.sbrca.ca/modirrousta</a> for info Referral: fax 204-233-8051	3, 4, 5

# Consultation: Urgent

Service	Info	Tier
<b>CRC/Emergency room</b>	Access to on site psychiatric consultation, or home with urgent referral: PURC (2-4 weeks) RAC (1-2 weeks) CRC 817 Bannatyne Ave, phone: 204-940-1781	3, 4, 5
<b>Provincial Youth Urgent Telepsychiatry Pilot</b>	Aim to reduce transfers of youth for ER Psych assessments, and reduce the need for hospital admissions across Manitoba HSC paging 204-787-2071 Available 7 days/week	3, 4
<b>RAAM clinics (not for acute medical or psychiatric intervention)</b>	Drop in: 817 Bannatyne, 146 Magnus, sites in Brandon, Selkirk, Thompson Telehealth consultation pilot <a href="http://www.wrha.mb.ca/prog/mentalhealth/raam.php">www.wrha.mb.ca/prog/mentalhealth/raam.php</a>	2, 3, 4
<b>Mobile Crisis Team</b>	Phone 204-940-1781	

# Consultation: Emergent

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Service	Info	Tier
<b>CRC/Emergency room</b>	Access to on site psychiatric consultation CRC 817 Bannatyne Ave, phone: 204-940-1781	3, 4, 5
<b>Mental Health Act forms</b>	Call 204-940-2255 for forms Guide for completion of MHA forms: <a href="https://professionals.wrha.mb.ca/old/professionals/primary-care-providers/files/APPENDIXDGuide.pdf">https://professionals.wrha.mb.ca/old/professionals/primary-care-providers/files/APPENDIXDGuide.pdf</a>	
<b>WPS</b>	204-986-6222	

# Addictions Consult Resources in MB

Service	Info	Tier
<b>E-Consult</b>	Web-based, response within 7 days <a href="mailto:mbeconsult@umanitoba.ca">mbeconsult@umanitoba.ca</a> for signup Specialties include Addiction Medicine	2, 3, 4
<b>RACE</b>	204-940-2573 Mon-Fri 9-4 Addictions option #4 staffed by CODI psychiatrists	2, 3, 4
<b>Addictions Consult Physician</b>	Phone advice available through HSC paging 204-787-2071 Mon-Fri 9-5 including STAT hols	2, 3, 4
<b>Complex Addiction &amp; Recovery Medical Assessment (CARMA)</b>	Outpatient consult service for complex addiction consults Fax consult to 204-787-3996	3, 4, 5
<b>RAAM Clinics</b>	Providing virtual consults Access/referral to other addictions programs	2, 3, 4
<b>HSC Addictions unit</b>	Urgent admissions through HSC ER	4, 5

# Treatment Services

Service	Description	Criteria	Access	Tier
<b>Community Based CBTm</b>  <b>cbtm.ca</b>	Set of 4 Cognitive Behaviour Therapy with Mindfulness Classes (CBTm) Weekly, 90 min classes Groups in some locations	Self-referral, mood or anxiety symptoms	Mood disorders, Anxiety disorders association of MB Access centers/My Health Teams Rural Health Centers	2, 3
<b>Hospital Based CBTm</b>  <b>cbtm.ca</b>	Patients first complete classroom-based introductory classes, before progressing to small group CBT	Referral must include a psychiatric assessment within the past year	Fax a referral letter with psychiatric assessment: 204-787-4879	2, 3, 4

# Treatment Services

Service	Description	Criteria	Access	Tier
<b>Community Mental Health Program</b>	<p>Access to a Community Mental Health Worker (CMHW) to provide:</p> <ul style="list-style-type: none"> <li>• case management;</li> <li>• supportive counseling</li> <li>• assisting in crisis</li> <li>• rehabilitation services</li> </ul>	<p>Diagnosed major psychiatric disorder</p> <p>Severe &amp; persistent functional impairment</p>	<p>Referral form:  <a href="http://home.wrha.mb.ca/prog/mentalhealth/files/files/CMHApplicationJune2016.pdf">http://home.wrha.mb.ca/prog/mentalhealth/files/files/CMHApplicationJune2016.pdf</a>  <a href="http://www.wrha.mb.ca/prog/mentalhealth/files/CMHWFACTSH EET-1.pdf">www.wrha.mb.ca/prog/mentalhealth/files/CMHWFACTSH EET-1.pdf</a></p>	3, 4
<b>Community Living disABILITY Services (CLDS)</b>	<p>Provincial program for adults with an intellectual disability</p> <ul style="list-style-type: none"> <li>• Provides a range of day and residential services</li> <li>• Access to psychiatrist</li> </ul>	<p>Eligibility criteria available at:  <a href="https://www.gov.mb.ca/fs/clds/eligible.html">https://www.gov.mb.ca/fs/clds/eligible.html</a></p>	<p><a href="https://www.gov.mb.ca/fs/locations.html">https://www.gov.mb.ca/fs/locations.html</a></p>	3, 4



# Treatment Services

Service	Description	Criteria	Access	Tier
<b>EPPIS</b>	Early intervention service for patients experiencing first episode of psychosis	Age 18 – 35 Presence of psychotic symptoms <3 months of antipsychotic treatment	Contact EPPIS team leader at 204-940-8771	3, 4
<b>PACT</b>	Multidisciplinary community treatment service designed to meet the needs of people with severe and persistent mental illness	Dx schizophrenia, schizoaffective disorder or bipolar disorder <ul style="list-style-type: none"> <li>• Significant functional limitations</li> <li>• Numerous or lengthy hospital admissions</li> </ul>	Referral form: <a href="http://home.wrha.mb.ca/pr og/mentalhealth/index.php">http://home.wrha.mb.ca/pr og/mentalhealth/index.php</a> For info, contact Manager of Specialized Mental Health Services at 204-391-7912	4, 5

# Treatment Services

Service	Description	Criteria	Access	Tier
<b>STAT</b>	Multidisciplinary treatment program for individuals with personality or adjustment disorders	Able to commit to intensive group-based day program	Call 204-787-3200 for more info and referral form Intermittently open to PCPs If closed, can refer to CI or SC for psychiatric assessment	3, 4
<b>CODI</b>	DBT groups plus consultation and case management Provides DBT education classes for patients on wait list	Patients with co-morbid mental health and SUDs	Referral form: <a href="http://home.wrha.mb.ca/hinfo/chif/files/WCC-00227.pdf">http://home.wrha.mb.ca/hinfo/chif/files/WCC-00227.pdf</a> Ph 204-787-5172	3, 4

# Future Directions

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- Implementation of Virgo Report Recommendations
- Mental Health and Addictions Provincial Clinical Team
- Integration of AFM, SMHC, MATC into Shared Health
- Further centralization of consultation and treatment programs
  - Improve navigation, triage, access to resources, elimination of silos
  - Reduce duplication of services
- Build capacity in the community
  - Expand primary care capacity
  - Improve access to psychotherapy
  - ECHO model