

## How to access mental health support

### viaSport and the SDRCC

September 2022

#### IF IT'S AN EMERGENCY

- **Call the Crisis Services Canada 24-hour hotline: 1-833-456-4566 / Text 45645**
  - **(In Quebec: 1-866-277-3553)**
- **OR call 9-1-1**

#### NEED EMERGENCY HELP WHILE TRAVELLING ABROAD AS A CANADIAN TEAM MEMBER?

- [Global Affairs Canada](#) can direct you to trusted local resources:
  - [sos@international.gc.ca](mailto:sos@international.gc.ca)
  - Call direct or collect: 1-613-996-8885
  - WhatsApp: +1-613-909-8881
  - SMS: +1-613-686-3658

#### If it's not an emergency

##### If you don't have extended medical benefits

- If you have provincial health coverage only, you can talk to your doctor (or any doctor at a walk-in clinic if you don't have a family doctor) and ask for support and/or a referral to a psychiatrist
- You can book directly with any psychology or counselling practitioner of your choice on a fee-for-service basis
- There may be local services provided by your health authority that you can access:
  - Call 2-1-1 or visit [211.ca](http://211.ca)
    - Canada's primary source of information for government and community-based non-clinical health and social services
    - Find services in your area
  - Wellness Together Canada provides free and confidential mental health and substance use support 24 hours a day, 7 days a week in French and English:
    - French: <https://www.wellnesstogether.ca/fr-CA>
    - English: <https://www.wellnesstogether.ca/en-CA?lang=en-ca>
    - Talk to a mental health professional one on one:
      - French: Composez le 1-866-585-0445 ou textez le mot MIEUX au 686868 (pour les jeunes) ou 741741 (pour les adultes)
      - English: Call 1-866-585-0445 or text WELLNESS to 686868 (for youth) or 741741 (for adults)

- A list of services available for all provinces and territories as well as specific demographic groups:
  - French: <https://www.canada.ca/fr/sante-publique/services/services-sante-mentale/sante-mentale-obtenir-aide.html>
  - English: <https://www.canada.ca/en/public-health/services/mental-health-services/mental-health-get-help.html>

If you have extended medical benefits

- Check with your benefits provider to see if you have coverage for psychology or counselling services
  - Check the policy requirements for the types of practitioners they will cover

Provincially carded athletes

- Depending on your province and your sport, you may be eligible for mental health support through your provincial team. You could ask your Provincial Team coach for more information.
- You may be eligible to request services (free or fee-for-service) through the Canadian Centre for Mental Health and Sport
  - Eligibility: 16 years or older, Canadian citizen or permanent resident, competitive or high-performance athlete, experiencing mental health challenges
  - Fees: <https://www.ccmhs-ccsms.ca/fees>
  - Referrals: <https://www.ccmhs-ccsms.ca/refer>
- In Quebec, provincial athletes can get help through Sport'Aide:
  - Phone and SMS: 1-833-211-AIDE or 1-833-245-HELP
  - Email or facebook: [aide@sportaide.ca](mailto:aide@sportaide.ca) or [facebook.com/sportaide](https://facebook.com/sportaide)
  - Online: <https://demande.sportaide.ca/demande/> (French)  
[https://demande.sportaide.ca/demande/form\\_en.php](https://demande.sportaide.ca/demande/form_en.php) (English)

Provincial or National Team coaches and staff members

- You may be eligible to request services (free or fee-for-service) through the Canadian Centre for Mental Health and Sport
  - Eligibility: 16 years or older, Canadian citizen or permanent resident, competitive or high-performance coach or staff member, experiencing mental health challenges
  - Fees: <https://www.ccmhs-ccsms.ca/fees>
  - Referrals: <https://www.ccmhs-ccsms.ca/refer>

Sport Canada carded athletes

- AAP carded athletes have access to subsidized mental health care through Game Plan (including up to 2 years following retirement/loss of carding)
  - Talk to a counsellor now: 1-844-240-2990 (24/7/365, through LifeWorks)
  - Connect with a mental health practitioner who knows sport: [mentalhealth@mygameplan.ca](mailto:mentalhealth@mygameplan.ca)
    - Confidential
    - Secure
    - \$1000 of coverage / year

#### National Team coaches and staff members

- Game Plan provides mental health supports through LifeWorks (free) and mental health practitioners who know sport (fee-for-service)
  - If you have extended medical benefits through your sports organization, they may cover some or all of the fees

If you are complainant or respondent to a case admissible to OSIC OR are a victim/survivor of Prohibited Behaviour as defined in the UCCMS in a situation that would be admissible to the OSIC, regardless of whether a complaint has been filed

- You may be eligible for mental health services through the Canadian Centre for Mental Health and Sport (eligibility criteria are here: <https://sportintegritycommissioner.ca/mental-health>)
- If you are eligible, you can apply for support by contacting the Canadian Sport Helpline from 8:00 a.m. to 8:00 p.m. (ET), 7 days a week:
  - Phone/SMS: 1-888-83SPORT (77678)
  - Email: [info@abuse-free-sport.ca](mailto:info@abuse-free-sport.ca)
- For more information about the Mental Health Support Program and other Support Services of the OSIC, please click [HERE](#).”