

Webinar Recap for September 13th, 2021

LTC+ Acting on Pandemic Learning Together

TOPIC

Wellness Together Canada – a mental health portal for everyone in Canada

KEY AREA(S)

Prevention, People in the Workforce

SPEAKER(S)

AnnMarie Churchill, PhD, Executive Director for Stepped Care Solutions

OBJECTIVES

To present the Wellness Together Canada website's mental health and substance use supports and resources.

SUMMARY

- x Wellness Together Canada is a free, online mental health and substance use support website available in both English and French. It is available 24/7 and is updated weekly. It is supported by Kids Help Phone, Homewood Health and Stepped Care Solutions.

- Managing low mood
- Managing worry
- Coping with stress
- Strengthening relationships
- Managing substance use

Mental health and substance use resources and supports include:

- Immediate text support
- Self-assessment and tracking tools
- Tools and apps for concerns such as anxiety, low mood, and substance use
- Peer-to-peer mental health and substance use supports
- Coaching and e-courses
- One-on-one professional, free counselling where privacy is protected
- Live group support

The mental wellness self-assessment on the website provides information about the person's mood, well-being and functioning, which can be tracked over time. It is also possible to receive reminders to retake the assessment on a regular basis and track the individual's wellness progress.

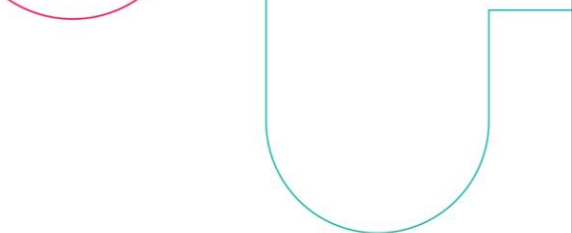
The website has received a recent upgrade and has added a section for Residential School Crisis Support which was co-designed with Indigenous artists, advisors, and Indigenous Services Canada.

Future anticipated developments for the site include:

- Improved user experience through the portal
- Local and specialized resources and links
- Wellness Together companion app

Questions

- 1. Have you been noticing from your review of trends if you are, for example, in long term care, reaching primarily leaders, frontline team members and are you capturing that data for online users?**



As there is a lack of information gathered for privacy reasons, Wellness Together Canada uses Google analytics and so is only able to track geographical location, ages, gender; it cannot track the careers or roles of its users. They are working with a user experience team to get more information on those using the site without interfering with those accessing care. A further question remains as to whether those accessing the website would want to provide more information.

2. Will WTC be reaching out to health profession regulators in the future so that they can share this resource?

Discussions are being held at present with a stakeholder engagement team on how to approach groups. There is currently a partnership with a group of pharmacies and Health Canada have also been a large promoter.

3. For older adults isolated in their homes or are not computer savvy, how do they learn about your service so that they can reach out?

Wellness Together Canada is currently reaching out to subject matter experts to better understand how to reach this demographic. There is a phone number available to reach the counsellors and efforts are being made on how to get the phone number to areas

