

COVID-19
Virtual Crisis Response Services (Adult)
Mental Health and Addictions Crisis Support

Shared Health and the Regional Health Authority Mental Health Programs across Manitoba continue to provide a full range of services for the public during the COVID-19 outbreak. Many of these services are now offered in a virtual format, allowing individuals to access services from home.

We are encouraging people whenever possible to stay at home rather than presenting in person to a facility.

Winnipeg

People can access a wide range of mental health services by calling the **Mobile Crisis Service phone line at 204-940-1781**. This line can be called 24 hours a day and is staffed with clinicians.

Virtual services allow a person to receive mental health assessment and treatment from their own home, either by phone or video. This means people who have to self-isolate due to COVID-19 can still access services. Care providers prefer a video assessment when possible as this gives the provider the best information to understand the situation. A person only needs a cell phone with a camera, or any tablet or computer with a camera. It is simple to do and the provider will work with the person to help them get set up.

The following virtual services are provided by phone or video. Virtual services that may be arranged are determined by the clinician based on the assessment that occurs when a person calls **204-940-1781**. Some examples of virtual services provided are:

1. Mental health crisis support
2. Mental health and addictions assessment
3. Psychiatrist assessment and treatment
4. Virtual crisis unit: short term daily support and treatment
5. Psychiatric follow-up

In-person services continue to be available. If the person has access to a phone, calling a clinician at Mobile Crisis Line first can help the person decide whether in-person or virtual service is most appropriate for their crisis.

Southern Health-Santé Sud

Crisis Services can be accessed at **1-888-617-7715**. Services are provided by phone, and clinicians may determine a need for in-person assessment. Assessment may suggest service at the Steinbach Crisis Stabilization Unit.

Interlake-Eastern Regional Health Authority

Virtual phone services available for mental health:

1. Mental Health Crisis Support - 24-hour Crisis Line: **204-482-5419** or toll-free **1-866-427-8628**
2. Mental Health Assessment - Mobile Crisis Service: **204-482-5376** or toll free **1-877-499-8770**
3. Online webpage; [Interlake-Eastern RHA Mental Health & Wellness Resources](#) including information on mental health & COVID-19, smartphone applications, print resources, and more.

The Selkirk Crisis Stabilization Unit will continue to accept admissions for those that meet standard criteria.

Northern Health Region:

Crisis phone services available for mental health:

1. Thompson General Hospital: **204-677-2381**
2. The Pas Health Complex: **204-623-6431**
3. Flin Flon General Hospital: **204-687-7591**
4. Mobile Crisis for Youth: **204-778-1472**, toll-free: **1-866-242-1571**
5. Opaskwayak Cree Nation Crisis Line: **204-623-0519**
6. First Nations & Inuit Hope for Wellness Help Line: **1-855-242-3316**

Prairie Mountain Health:

Crisis phone services available for mental health:

1. North PMH region: **1-866-332-3030**
2. South PMH region: **1-888-379-7699**

In-person services continue to be offered in Manitoba:

There may be situations where a person still needs to go to a mental health facility. People without a phone, or who have serious safety concerns or symptoms of severe mental illness can go to their local Emergency Department, open 24 hours. In Winnipeg specifically, they have the option of going to the Crisis Response Centre (817 Bannatyne Avenue), open 24 hours.

People without a phone or access to virtual care who require addiction support can continue to access RAAM clinics in-person during walk-in hours.