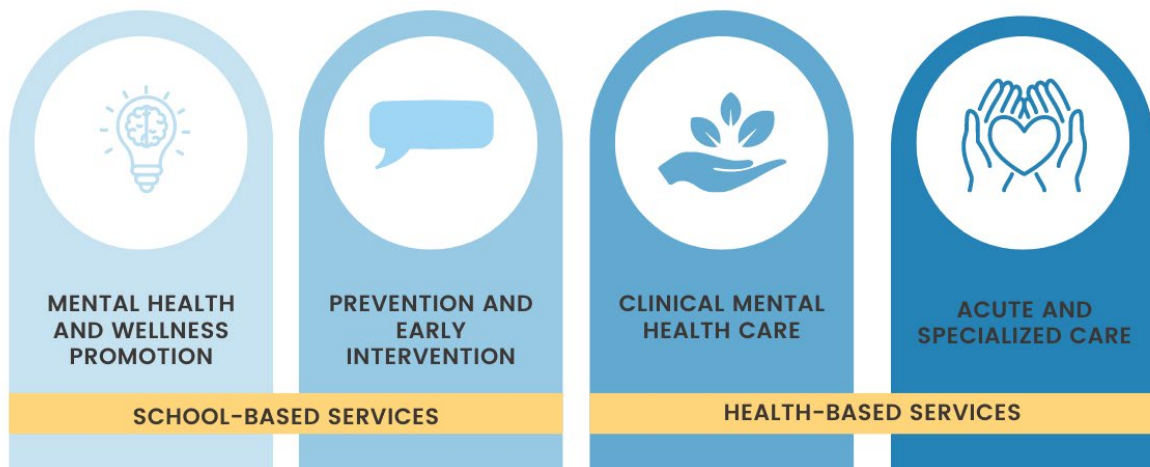


## Child and Youth Mental Health and Wellness Services

Changes were made to the way mental health and wellness programs and services are provided to children, youth and families in the Northwest Territories in 2023.

In the 2024-25 school year, NWT schools will offer mental health promotion and early intervention programs and services. The Health and Social Services Authorities (HSSA) will continue to offer clinical counselling through the Community Counselling Program.

This document describes the new model and answers some common questions about the changes to child and youth mental health and wellness services.



Child and Youth Mental Health and Wellness supports			
School-based services		Health-based services	
Mental health and wellness promotion	Prevention and early intervention	Clinical mental health care	Acute and specialized care
What are examples of these types of services?			
These services can include things like promoting skills in dealing with bullying	These services can also include things like groups to learn about stress, grief, anger, worry,	This programming is delivered through the Health and Social Services Authorities.  The Community Counselling Program (CCP) provides free access to mental health services	

<p>and conflicts, prevention of substance abuse and suicide, and programs and interventions to improve cultural safety, inclusion, address racism and discrimination.</p>	<p>sadness, etc., and supports for coping, emotional regulation, problem-solving and interpersonal relationships.</p>	<p>in all regions across the NWT. The CCP is a community-based program, where services are primarily delivered at the CCP office.</p> <p>These services can include phone support and in-person counselling. The CCP can also provide referral(s) to specialized areas of the health and social services system like psychiatry and treatment.</p>
<p>How do I access these services?</p>		
<p>Visit: <a href="https://www.ece.gov.nt.ca/en/services/student-support-and-wellness/school-based-mental-health-services">https://www.ece.gov.nt.ca/en/services/student-support-and-wellness/school-based-mental-health-services</a></p> <p>During the school year, parents/guardians and students can also talk to their teacher or school principal directly about the programs and services the school can provide.</p>	<p>You can contact the Community Counselling Program in your region or fill out an external referral form: <a href="http://www.hss.gov.nt.ca/en/contact/community-counsellor">www.hss.gov.nt.ca/en/contact/community-counsellor</a></p>	
<p>Both systems are committed to an “every door is the right door” approach. This means that no matter which program you access, you will be welcomed and supported. If you need someone to talk to, or are curious about resources available, reach out to either program to get connected.</p>		

## Frequently Asked Questions

### 1. Why did the Government change the Child and Youth Counselling Services in 2023?

Changes to the CYC model were in response to concerns raised by Education Bodies, and the Northwest Territories Teacher’s Association (NWTTA) who wanted to see an approach to mental health and wellness services that was responsive to the unique needs in schools, communities, and regions; that addressed recruitment and retention challenges; and that included more early intervention and prevention supports for children and youth.

The new model provides the Education system with resources and flexibility to deliver school-based mental health services to all students. The Health and Social Services system now has fewer resources and will focus on the delivery of clinical and specialized care for those who need it.

### 2. How do school-based services differ from the services available through health and social services?

School-based services are available to all children and youth attending an NWT school, and will focus on promotion, prevention, early intervention to support the mental health and wellness of children and youth. The health and social services system provides clinical counselling and access to specialized care for some children, youth and families who may need this level of support. Children, youth and their families can reach out to either system to be connected with support.

### 3. How will my information be shared between school-based providers and health and social services?

The education system follows the Education Act and the Access to Information and Protection of Privacy Act (ATIPPA). This includes choosing whether to disclose information or not and making decisions around sharing information with services outside of the school. Personal information may be disclosed when it is necessary to protect the mental or physical health or safety of any individual. You can ask your school-based provider if you have questions about the privacy of your information.

Health and Social Services follows the Health Information Act (HIA) to protect personal health information. Under the HIA you have the right to:

- Keep your personal health information private, except in cases of:
  - Danger to you or someone else (child harm, suicide, homicide)
  - Legal requirements (court order, coroner, RCMP warrants)
  - File audit by mental health staff for the purpose of quality improvement or quality assurance.
- Ask to see or correct your health information on file.

You have the right to decide who your information is shared with. If you have questions about privacy, you can ask your counsellor.

### 4. What school-based services will be available directly in my school?

Programs and services will be available in each school, however, they may look different from one community to the next. A list of school-based services can be found at: <https://www.ece.gov.nt.ca/en/services/student-support-and-wellness/school-based-mental-health-services> and will be updated regularly.

Education bodies determine the specific mental health and wellness programs and services that will be delivered based on the needs of their students as well as other available resources in their communities. While these services may be different across the NWT, Education bodies will ensure all programs and services align with the School-Based Mental Health and Wellness Program Framework and Policy.

### 5. What health and social services mental health supports are available in my community?

The Community Counselling Program provides flexible in person and virtual support to children, youth and families across the NWT. It is important to note that things will look different with the new model:

previously the Health & Social Service Authorities had 49 CYC positions, they are now delivering this service with 20 positions as part of the Community Counselling Program.

To explore what health and social services programs might fit best for you and your child, please contact your local CCP program. <https://www.hss.gov.nt.ca/en/contact/community-counsellor>

#### 6. Will one-on-one support still be available in my school?

The specific type of support available in each NWT school will vary. Each NWT Education Body is best placed to confirm what those school-specific services will be for the 2024-2025 school year. A list of contacts for each Education Body is available here: <https://www.ece.gov.nt.ca/en/services/student-support-and-wellness/school-based-mental-health-services> and available supports will be updated as details become available.

#### 7. Who can I speak to if I have questions about the Community Counselling Program?

Children, youth and families can reach out directly to the Community Counselling Program for more information on how to access services and how to make a self-referral. <https://www.nthssa.ca/en/services/mental-health-resources-and-supports>

#### 8. Who do I contact if I don't get the help I need or if I have questions?

Contacts for questions regarding school-based services are available [here](#) and will be updated for summer holidays and the school year. If you have questions or feedback related to the Community Counselling Program, contact the program directly or speak to the program manager. If you have questions or feedback on the services we deliver, you can also call 1-855-846-9601 or visit <https://www.nthssa.ca/en/services/patient-feedback-system-navigation>

#### 9. What services will be available during the summer and breaks?

School-specific services are tied to the school year calendar, and therefore are not available during school closed periods. The Community Counselling Program will continue to be available Monday-Friday (closed on statutory holidays) to deliver clinical and specialized care throughout the year.

#### 10. What other resources or supports are available? What if we need help after hours?

- Information about NWT wide supports and services can be found here: <https://www.hss.gov.nt.ca/en/services/mental-wellness-and-addictions-recovery>
- e-Mental Health can make a big difference in overall wellness and offer immediate access to support. To learn more about what e-Mental Health options are available, go to [Mental Health Resources and Supports | Health and Social Services Authority \(nthssa.ca\)](#)
- Strongest Families Institute (SFI) delivers distance services primarily via telephone. There is no wait list and appointments are scheduled around what works for families (including day and

evening). Self referrals are accepted. More information about SFI can be found here, [Programs and Services | Health and Social Services Authority \(nthssa.ca\)](#) or call 1-866-470-7111.

- Crisis and helplines are available for support 24 hours a day, 7 days a week, and many of them also have chat and texting options. For more information go to: [Crisis Lines and 811 | Health and Social Services Authority \(nthssa.ca\)](#)
  - For children/youth, call KidsHelpPhone 1-800-668-6868 or Text CONNECT to 686868
  - For general mental health and substance use concerns, call 811
  - For concerns related to suicide, call or text 988

**If you or someone you know is experiencing an emergency, seek emergency services in your community or call 911.**