

# Multi-Language Psychosocial Supports During COVID-19 in Waterloo Region

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Note: Programs may change without notice. Some programs may require referrals, and may include fees for services. Please contact program directly for the most up-to-date information on availability.

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## Service Directory

### 211 Ontario

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211 is a telephone helpline (call 2-1-1) and website that provides information on and referrals to Ontario's community, social, health-related and government services. We can help you understand what services and government benefits exist and explain how to apply. 211 is answered 24 hours a day, every day of the year across Ontario. We list over 60,000 community and government programs and services. We also provide an interpreter in over 150 languages. When 211 answers the phone, ask for the language you want and hold the line.

Languages: Provides support in 200+ languages through and interpreter service

Fees: Free

<https://211ontario.ca>

Phone: 2-1-1

## Mental Health Supports

### Here 24/7

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Here 24/7 is your front door to the addictions, mental health, and crisis services provided by 11 agencies across Waterloo Wellington. All you need to do is reach out to us. We'll work together with you to understand what you need and work to get you connected.

Languages: 200+ languages via telephone interpretation

1-844-437-3247 (HERE247)

Local: 519-821-3582 | TTY: 1-877-688-5501

<https://here247.ca/>

### Multicultural Counseling

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Our counselors work regularly with people from diverse backgrounds and attend to issues of diversity and their impact on individuals, couples and families.

Note: Programs may change without notice. Some programs may require referrals, and may include fees for services. Please contact program directly for the most up-to-date information on availability.

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We are committed to providing services for issues relative to diversity with an emphasis on appreciating the impact of individual differences.

We have ongoing relationships with many agencies including: the Multicultural Centre, Focus for Ethnic Women, YMCA Settlement Counsellors, and Muslim Social Services. Referrals are also made to these and other multicultural service agencies where required. Counselling is offered for any situation including trauma.

Languages: If you have a need for counselling in another language, please speak to your Intake Worker about what might be available. Subject to change, currently we have therapists on staff that speak Polish, Spanish, Russian, Farsi, Serbian, Croatian, Hindi and Punjabi

Fees: Fees are based on income level and will be determined at the time of the Intake interview. Some clients who live in the Region of Waterloo are also eligible for subsidies which will be determined during intake

KW Counselling

<https://www.kwcounselling.com/multicultural-counselling/>

To book phone or video counselling session, call 519.884.0000.

### **Kids Help Phone**

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24/7 virtual support service offering professional counselling, information and referrals as well as volunteer-led, text-based support to young people.

Languages: English and French

1.800.668.6868

### **Good2Talk**

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A free, confidential mental health support service providing professional counselling and information and referrals for mental health, addictions and well-being to postsecondary students in Ontario, 24/7/365.

Languages: English and French.

Learn more at [www.good2talk.ca](http://www.good2talk.ca).

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DIAL 1-866-925-5454 TO TALK  
TEXT GOOD2TALKON TO 686868

### **Promise of Partnership**

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The Promise of Partnership Project is a joint project between Carizon Family and Community Services and Reception House Waterloo Region. The aim of the project is to provide mental health supports to government assisted and privately sponsored refugees who have been resettled in the K-W Community.

Languages: Interpretation available upon request

Fees: Free

Carizon

<https://www.carizon.ca/community-services/refugees-newcomers/>

To learn more about “The Promise of Partnership Project” or to make a referral, please contact [promisepartnership@carizon.ca](mailto:promisepartnership@carizon.ca) or 519-743-6333 ext. 2413

### **24-hour Support Line for Sexual Violence Survivors**

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Our support line is a resource for anyone who has experienced sexual violence as a child or adult, and their friends and families. We provide emotional support and intervention, options, information, referrals, as well as advocacy and accompaniments. Phone support is available in more than 200 languages through an interpreter service. The Sexual Assault Support Centre of Waterloo Region also operates two shelters for women and kids fleeing abusive homes in Kitchener, Waterloo and surrounding townships

Languages: Provides support in 200+ languages through and interpreter service

Fee: Free

<https://www.sascwr.org/>

24 Hour Support Line: 519.741.8633

Note: Programs may change without notice. Some programs may require referrals, and may include fees for services. Please contact program directly for the most up-to-date information on availability.

Last Updated: May 26, 2020

## Multi-Language Programming

### **KW Multicultural Centre**

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Our office is closed, but we are working remotely to serve you.

Provides settlement services, refugee services, conversation circles, employment services, and interpretation and translation services.

Languages: Services offered in English, Arabic, Kurdish, Hebrew, Dari, Farsi, Turkish, Spanish, Italian, Russian, Serbian, Croatian, Amharic, Tigrinya, and Romania.

Interpretation offered in over 50 languages

<https://kwmulticultural.ca/#>

[intake@kwmulticultural.ca](mailto:intake@kwmulticultural.ca)

### **YMCA Immigrant Services**

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In response to COVID-19, we are working remotely while our office is closed to the public. We continue to support newcomers by phone, email, zoom and other technologies.

YMCA Immigrant Services are continuing to provide online settlement services for newcomers to Canada and Waterloo Region. We use every online platform available to us and find ways to support our clients through Skype, Zoom, WhatsApp, Facebook, over the phone and email. Services include assistance with accessing information and referrals to: Community & Recreation (Virtual YMCA and other online community and recreation services) Education & Training (including English and French language online learning resources) Employment Support, Health, Housing, Legal & Social Services Immigration and Citizenship Personal Finance & Income Tax Consumer information Shelter, Food & Clothing

Languages: We provide services in the following languages: English, French, Albanian, Amharic, Arabic, Bosnian-Croatian-Serbian, Cantonese, Dari, Farsi, Hindi, Mandarin, Oromo, Pashto, Punjabi, Somali, Spanish, Swahili, Tigrinya, Turkish, and Urdu. You can write emails in your first language and we will do our best to respond.

Fees: Free

[www.ymcaimmigrantservices.ca](http://www.ymcaimmigrantservices.ca)

Note: Programs may change without notice. Some programs may require referrals, and may include fees for services. Please contact program directly for the most up-to-date information on availability.

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Contact us at 519-579-9622 or email us at newcomers@ckw.ymca.ca . Messages are being checked and responded to every day.

### **Virtual Parenting in a New Society**

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Come together to connect over Zoom and Facebook with other parents from different countries wanting to build relationships during this challenging period of physical distancing, and wanting to learn about: life in Canada, how and where to find support, and how to feel at home when you are far away from your friends and relatives – and even physically isolated from the people around you

This pre-registered program will take place within a private Facebook group, and via a Zoom meeting every Friday at 1:30 pm.

Languages: Contact program directly to enquire interpreter availability.

Fees: Free

Our Place: Family Resource and Early Years Centre

<https://www.ourplacekw.ca/virtual-parenting-in-a-new-society>

### **City of Cambridge RecFromHome**

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While our physical locations are closed, we remain committed to helping our community stay engaged and active during the COVID-19 situation. Please join us for activities brought to you by our wonderful recreation and culture staff and instructors.

Fee: Free

Languages: Some programming offered in French and Portuguese

<https://www.cambridge.ca/en/parks-recreation-culture/rec-from-home.aspx>

(519) 623-1340

## **Municipal Services**

### **Region of Waterloo Customer Service**

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Provides customer service for the Region of Waterloo, 24 hrs/day, 7 days /week.

Languages: Telephone interpretation available in over 150 languages.

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Phone: (519) 575-4400

**City of Cambridge Customer Service**

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Service Cambridge provides general customer service at the City of Cambridge Monday - Friday 7 a.m. – 4:30 p.m.

Languages: Telephone interpretation available in over 150 languages.

Phone: (519) 623-1340

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