

## **Guardians of Recovery Resource List**

### **Substance Use Programs and Services**

#### **Eastern/Urban Zone**

The information provided in this document is for general informational purposes only and is intended to support awareness of substance use programs and services available in the Eastern Urban Zone. While every effort has been made to ensure the accuracy and completeness of the details listed, program availability, contact information, hours of operation, and service offerings may change at any time without notice.

**Not-for Profit Agencies and Community Groups:** Details on programs and services can be found in the Bridge the Gapp Service Directory, by zone. Details on Bridge the Gapp are below.

**Central Intake for Adults:** Call 709-752-8888 for information and self-referrals to various addictions services in the St. John's region.

**Central Intake for Children/Adolescents:** Call 709-777-2200 for information and self-referrals to various addictions services in the Eastern/Avalon region.

**Not-for Profit Agencies and Community Groups:** Details on programs and services can be found in the Bridge the Gapp Service Directory, by zone. Details on Bridge the Gapp are below.

#### **Bridge the Gapp**

##### **Program Details**

Bridge the Gapp is a web-based service that is accessible on any computer, tablet or phone. The site offers instant access to content and direction for finding additional supports for mental health and addictions needs.

Bridge the Gapp features a service directory, with information on mental health and addictions services available in each region of the province, inclusive of those offered by community agencies.

##### **Population Served:**

Adults and youth.

##### **Location:**

On-line.

##### **Hours of Operation:**

The website is available 24 hours per day, 365 days per year.

The calendar of events will demonstrate the availability of specific groups and programs.

##### **Referral Information:**

No referral required.

##### **Contact Information**

## **Mental Health and Addictions System Navigators**

### **Program Details**

- The mental health and addictions system navigators help individuals consider options and connect with mental health and addictions services in the province. If the navigators are unavailable, individuals can leave a voicemail, and their call will be returned.

### **Population Served:**

- Adults and youth.

### **Location:**

- Offered by phone or email.

### **Hours of Operation:**

- Monday to Friday, 8:30am – 4:30pm

### **Referral Information:**

- No referral required.

### **Contact Information:**

- By Phone: 709-752-3916 or 1-877-999-7589; VRS calls are welcome.
- By email: [MHANavigation@nlhealthservices.ca](mailto:MHANavigation@nlhealthservices.ca)

## **Doorways**

### **Program Details:**

- Doorways provides rapid access to mental health and addictions counselling services 'one session at a time'.
- If further counselling is required, staff will work with clients to provide access to additional services and supports.
- There is currently no wait time for this service.

### **Population Served:**

- Adult and youth.

### **Location(s):**

- St. John's, Bay Bulls, and Her Majesty's Penitentiary.
- While most Doorways locations offer a walk-in service, some locations provide same-day or next day services or appointments by phone. Walk-in counselling services are available without an appointment.

**Hours of Operation:**

- Mondays, Wednesdays and Fridays 8:30 a.m. to 4:30 p.m.
- Tuesdays and Thursdays 11:00 a.m. to 7:00 p.m.

**Referral Information:**

- No referral required.

**Contact Information:**

- By phone: 709-752-4903

**Take Home Naloxone Kits****Program Details**

- Take home Naloxone Kits are for individuals who are at risk of an opioid overdose and for their friends/family who may witness an overdose.
- Naloxone is a temporary medication that can save a life in the event of a fentanyl or other opioid overdose.

**Population Served:**

- General Population

**Location:**

- Distribution sites: Bell Island, Conception Bay South, Holyrood, Mount Pearl, Norman's Cove, St. John's, and Torbay.

**Hours of Operation:**

- Hours of operation vary amongst community locations; however, information is available 24 hours per day and 365 days per year through 811.

**Referral Information:**

- No referral required.

**Contact Information:**

- By phone by calling 811.

**Opioid Dependence Treatment (ODT) Hub****Program Details**

- The ODT Hubs helps with concerns related to opioid use or wanting help to reduce physical, mental and emotional withdraw symptoms.

- The Hubs offer rapid access to medication-assisted treatment (methadone and suboxone) as well as withdrawal support, counselling, peer support, links to resources, take home naloxone kits and other safe use supplies.

**Population Served:**

- Adults

**Location:**

- St. John's.

**Hours of Operation:**

- Monday to Friday, from 8:30am to 4:30pm.

**Referral Information:**

- No referral required.

**Contact Information:**

- St. John's: 709-752-4478

**Provincial Opioid Dependence Treatment Line**

**Program Details**

- Provides support for individuals using opioids, family members, and health-care providers, including help navigating the system and connecting with support and services.

**Population Served:**

- Adults

**Location:**

- Provincially by phone. VRS calls are welcome.

**Hours of Operation:**

- Monday to Friday, from 8:30am to 4:30pm.

**Referral Information:**

- No referral required.

**Contact Information:**

- By phone: 1-844-752-3855

## **Mobile Crisis Response Team**

### **Program Details**

- Mobile crisis response teams are comprised of mental health and addictions clinicians and police officers who are trained to respond together to mental health and addictions-related calls for service. The purpose of these teams is to deliver crisis intervention services directly to people in the community, thereby helping divert individuals from emergency departments and the criminal justice system.

### **Population Served:**

- Adult

### **Location:**

- St. John's, Mount Pearl, Conception Bay South, Goulds, Kilbride, Maddox Cove, Petty Harbour, Portugal Cove-St. Philip's, Torbay, Flatrock, Logy Bay, Middle Cove, Outer Cove, and Pouch Cove.

### **Hours of Operation:**

- Seven days per week from 9am – 11pm.

### **Referral Information:**

- No referral required.

### **Contact Information:**

- By phone by calling 911 or 811.

## **Addictions Services**

### **Program Details**

- Provides community-based addictions counselling, including individual and group counselling, to support individuals experiencing substance user-related challenges.

### **Population Served:**

- Adult

### **Location:**

- St. John's

### **Hours of Operation:**

- Monday to Friday, from 8:30am – 4:30pm

### **Referral Information:**

- To access services, contact Adult Central Intake at 709-752-8888

**Contact Information:**

- Phone: 709-777-5074

**The Recovery Centre****Program Details**

- A 19-bed provincial inpatient treatment and withdraw management centre. The centre is open to anyone in the province who is intoxicated or experiencing withdrawal from alcohol, drugs and/or gambling.

**Population Served:**

- Adults and Youth (16+)

**Location:**

- Pleasantville, St. John's.
- Accepts individuals from all areas of the province.

**Hours of Operation:**

- 24 hours per day, 365 days per year.

**Referral Information:**

- No referral required.

**Contact Information:**

- By phone: 709-752-4980 or toll free at 1-877-752-4980.

**The Grace Centre****Program Details**

- The Grace Centre is a voluntary 28 day inpatient addictions treatment centre for individuals who require a more structured program than what can be provided on an outpatient basis.

**Population Served:**

- Adults ages 18+.

**Location:**

- Harbour Grace.
- Accepts individuals from all areas of the province.

**Hours of Operation:**

- 24 hours per day, 365 days per year.

**Referral Information:**

- Referral from a qualified health professional is required.

**Contact Information:**

- Phone: 709-945-4500

**Hope Valley Centre****Program Details**

- Provides specialized inpatient addictions treatment for youth when their needs cannot be adequately met in the community.

**Population Served:**

- Youth ages 12 – 18.

**Location:**

- Grand Falls-Windsor.
- Accepts individuals from all areas of the province.

**Hours of Operation:**

- 24 hours per day, 365 days per year.

**Referral Information:**

- Referral from a qualified health professional is required.

**Contact Information:**

- 709-292-8360

**Humberwood Treatment Centre****Program Details**

- The Humberwood Treatment Centre is a voluntary three-week inpatient addictions treatment centre for individuals who require a more structured program than what can be provided on an outpatient basis.

**Population Served:**

- Adults.

**Location:**

- Corner Brook.
- Accepts individuals from all areas of the province.

**Hours of Operation:**

- 24 hours per day, 365 days per year.

**Referral Information:**

- Referral from a qualified health professional is required.

**Contact Information:**

- By phone: 709-634-4506

**Concurrent, Addictions, Specialized Treatment Program (CAST)****Program Details**

- A specialized counselling program for individuals who are experiencing both mental health and addictions issues with significant impairment in functioning and/or high level of distress.
- Offers outpatient, community-based individual and group counselling services.

**Population Served:**

- Adult individuals, couples and families.

**Location:**

- St. John's

**Hours of Operation:**

- Monday to Friday, from 8:30am – 4:30pm

**Referral Information:**

- To access services, contact Adult Central Intake at 709-752-8888

**Contact Information:**

- Phone: 709-777-5074

**Harm Reduction Team****Program Details**

- Provides outreach-based, person-centred support for individuals who use substances and have complex mental health and addiction needs. The team meets people where they are in their readiness for change, promotes harm reduction approaches, builds trust and engagement, and delivers accessible primary care and supports to underserved and hard-to-reach populations within the community.

**Population Served:**

- Adults

**Location:**

- St. John's

**Hours of Operation:**

- Walk-In Hours:

- Monday, Tuesday, Friday: 9:00 a.m. – 3:30 p.m.
- Wednesday, Thursday: 9:00 a.m. – 4:00 p.m.

- Outreach Services:

- Monday–Thursday: 9:00 a.m. – 7:00 p.m.
- Evening outreach sites are typically located indoors at partner organizations

**Referral Information:**

- No referral required.

**Contact Information:**

- Phone: 709-777-1761

**Safe Works Access Program (SWAP)****Program Details**

- Provided by the non-profit organization, AIDS Committee of NL, SWAP assists individuals in reducing the risks related to substance use, and provides support, education and referrals required to enhance personal health.

**Population Served:**

- Adults

**Location:**

- Safe supplies are available provincially by mail, or through satellite sites. Contact the numbers below for information on accessing supplies.
- In person services are available at the SWAP offices in St. John's and Corner Brook.

**Hours of Operation:**

- St. John's: Call the number below for hours of operation.
- Corner Brook: Tuesday and Thursday from 7:00 – 9:00pm

**Referral Information:**

- No referral required.

**Contact Information:**

- St. John's: 709-757-7927
  - Website:
- Corner Brook: 709-634-7927, or text 709-660-4800
  - Website:

**Lifewise Provincial Warm Line****Program Details**

- Lifewise is a non-profit organization that provides non-emergency, non-crisis telephone peer support and referral services. The Warm Line is operated by trained peer supporters.

**Population Served:**

- Adult.

**Location:**

- Available virtually throughout the province.

**Hours of Operation:**

- Daily from 10:00am – midnight.

**Referral Information:**

- No referral required.

**Contact Information:**

- Phone: 1-855-753-2560, or 1-833-753-5460 for French services.
- Website:

**Lifewise Peer Support Centre****Program Details**

- Lifewise is a non-profit organization. The Peer Support Centre's programs are facilitated by trained staff, and peer support groups follow a set structure, offering consistency and positive reinforcement of living within recovery.

**Population Served:**

- Adults.

**Location:**

- Available virtually for all residents of the province.

- In-Person: St. John's, Grand Falls-Windsor, Stephenville.

**Hours of Operation:**

- Virtual Peer Group Support: Tuesdays from 6:00pm – 8:00pm.
- Virtual Family Group Support: Thursdays from 6:00 – 8:00pm
- In Person: Call the local office for hours of operation.

**Referral Information:**

- No referral required.

**Contact Information:**

- St. John's: 1:855-753-2560
- Grand Falls: 709-489-0035
- Stephenville: 709-643-4361
- Website