



Progress Report

2020-2021



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Executive Summary

Counselling Connect - Counseling on connecte (CC-CoC) is a web-based platform that provides easy access to free phone or video counselling in Ottawa and the surrounding area. It was created at the start of the pandemic, with the goal of ensuring the rising mental health and addictions needs of children, youth, adults and families were met in a safe and accessible manner. More than twenty community organizations with the same goal in mind collaborated to develop one website with an easy online booking feature to seamlessly connect people to brief counselling supports.

When in-person walk-in single-session counselling sites shut down in response to COVID-19 restrictions, allied mental health and addictions service providers immediately began working to find a solution. Before the pandemic, people received free same-day single session counselling services mainly through community walk-in services. Due to COVID-19, in-office counselling was not possible, creating a critical need for quick and easy access to virtual counselling, which led to the inception of Counselling Connect.

We are proud to have reached 10,000 bookings since our launch in May 2020! This progress report highlights the key achievements of this platform since its creation, including offering culturally informed counselling for a range of diverse communities, increasing service availability, achieving high client satisfaction and successfully connecting services between providers and clients.

The Counselling Connect platform has been recognized for its achievements at a national level and is currently being piloted in two other provinces. Additionally, it has received the 2021 Transformative Change Award for exemplary impact on the community from the Alliance for Healthier Communities.

This one-stop-shop for brief counselling support has benefits beyond the pandemic, as it reduces waitlists and enhances service navigation for mental health and addiction services; it allows people to get the care they need when they need it, and it's an efficient way to maximize collective resources. There is also potential for expansion, including the possibility to connect with emerging regional coordination systems (ex. AccessMHA and 1Call1Click) to reduce the burden on existing resources.

Counselling Connect demonstrates the power of providing truly integrated health and social care, with a focus on population health. By focusing on providing prevention-oriented, easily accessible mental health care to all community members, Counselling Connect is helping to create an efficient and effective health system that is able to provide the right care at the right time to those who need it. An innovation of the Ottawa Health Team - Équipe Santé Ottawa, Counselling Connect's success is supporting the achievement of provincial health system transformation goals, embodied by Ontario Health Teams.

Message from our Client Partners

Eshkam gwa nongo, kagnige pane, gchi piitendaagwad bemaadzijig -yaamwaad debnangewin miinwaa wenpazh naadmaagewin wii nnaandwitood widi inendamowin izhi-mino'ayaawin. Counselling Connect debinaadwaad bemaadzijig gaa gshkitoodsiswaad wii debnaamwaad naadmaagewinan jibwaa dagonwagnizwaad bemaadzijig e-znagziwaad ebaa-nikaadwaad, e-zhisedsii wii zhaad owaabamaan mashkikiwininiwan; znagziwaad ngadan endaadwaad giishpin maanaaji-zhiyaad ,maage e-gajid wii-waabmjigaazwaad debnang zhaad bemaadzid waabanjigaaza naadmaagewin.

CCCoC maajiishkaad tood mnik e-bmiitwaadjig -daa wenaabndangin. Miinwaa gazhki'ewziwe bemaadzijig wii gnawendandwaad widi inendamowin izhi-mino'ayaawin. Zhaabwaabandan biinji bezhik website, bemaadzijig daa debnaanaawaanaadmaagewinan onji 20 wiidookaadwinan. Kaa wiikaa jibwaa nongo ebmiitwaadjig gii bi yaawaanawaa wii kidwaad waazhi bmiikgaazwaad washme miikse miinwa pii giizhgad waashme mno piiwang, kina maanda zhiwebad anisha baabiitooon ningewin mazinagan. Bemaadzijig debnaanaawaa naadmagewin pii ndawendaagwok.

Ggii bi minendaanaan ggii bi wiiji nookiimang giw geyaabi e-naknigejig ngowewaangag. Nggii bi mndaadendanaan ggii bi maamawiikaadaanaan ggaa wzhitood wenpanag debnigaadeg nji washme 20 naadmaage ngowewaangagin. Miinwaa n'maamiikwendamin gi bi wiijiwed'yang maadakmigziwin enji temgat naasaap zhichgengoo enji nendam jidodang. Zhaabwayi'ii maamawoozin, gdaa miigiwemin bamitagewinan aazhoo piitid wiiya, binji odenang, maage waasa nji odenang (rural), miinwaa shaagnaashiimwin, Wemtigooshiimin, Arabic. Maanda gii maajii zhise enaadziwin mina gizhewaadizi zhichgewinan naasaap e-ndawendmajig,mno doodwaagewin, ngodwewaan'gag bemaadzijig. (Aanishnaabeg, LGBT2SQ+, ACB). Nigaan waabmdange, nmaamiikwi-yaadmin Counselling Connect Wii debisetoon maneziwaad washma zhi dnawa bemaadzijig miinwaa bmiitwaad ngodwewaan'gag bemaadzijig.

Christine Chesser (e-bmiitwaad wiijiwaagan) miinwaa George Phiri (E-bmiitwaad wiijiwaagan)

We acknowledge that we live and work on unceded Algonquin territory; We are committed to reconciliation efforts.

Message from our Client Partners

Now more than ever, it's important that people have access to affordable and free supports to address their mental health and addiction.

Counselling Connect is accessible to segments of the population who were not able to access services before, including people with mobility issues, who can't take the time out of their workday to go to a physical appointment, who are having difficulty leaving the house because they feel unwell, or who fear being seen accessing an in-person service.

Counselling Connect maximizes clients' choices and empowers people in taking charge of their mental health. Through one website, people can access services from more than 20 organizations. Never have clients had such a say in the service that best suits them at the time and day that works best—all this without a waitlist. So, people get the help they need when they need it.

It has been a pleasure to work alongside the rest of the Coordination Committee. We have been honoured to take part in a collaboration that produced user-friendly access to more than 20 organizations' services. And we are proud to be part of an initiative that puts equity at the centre of its decision-making. Through collaboration, we can offer services across the lifespan, in urban and rural settings, and in English, French and Arabic. It has also led to culturally informed services for equity-seeking groups (Indigenous, LGBT2SQ+, ACB).

Looking ahead, we are excited for Counselling Connect to meet the needs of even more populations and serve other equity groups.

George Phiri, Client Partner &
Christine Chesser, Client Partner



This service has saved us hours in waiting rooms and the anxiety of waiting weeks for an appointment.

COUNSELLING CONNECT CLIENT

 counselling connect

counsellingconnect.org

Un message de nos clients partenaires

De plus en plus, il est important que les gens aient accès à des services en santé mentale abordables et gratuits.

Counseling on connecte est accessible aux secteurs de la population qui ne pouvaient pas accéder à des services auparavant incluant : les personnes qui ont des troubles de mobilité, qui ne peuvent prendre le temps durant la journée de travail pour un rendez-vous médical, ou qui ne peuvent quitter leur résidence à cause de leur santé, ou qui craignent qu'on les voie accéder à des services en présentiel.

Counseling on connecte maximise le choix des clients. De plus, ce service encourage les gens à prendre charge de leur santé mentale. Par l'intermédiaire d'un site Internet, les gens peuvent accéder à plus de 20 agences. Les clients n'ont jamais eu autant de contrôle quant aux services qui répondent le mieux à leur besoin, à des heures qui leur sont plus favorables – et, tout ceci, sans liste d'attente. Ainsi, les gens reçoivent l'aide dont ils ont besoin lorsqu'ils en ont besoin. Je suis ravie d'avoir travaillé au sein du comité de coordination. Nous avons eu l'honneur de participer à la collaboration qui a permis de mettre sur pied l'accès aux services de plus de 20 organismes. De plus, nous sommes fiers d'avoir participé à une initiative qui a placé l'équité au cœur même des prises de décisions. Grâce à la collaboration, nous offrons des services aux personnes de tout âge, dans les régions urbaines et rurales; et, en anglais, en français et en arabe. Les services sont aussi sensibles à offrir des services pour les groupes culturels qui recherchent de l'équité (autochtone, LGBT2SQ+, ACN).

En allant de l'avant, nous sommes ravis de voir que Counseling on connecte soit capable de répondre aux besoins d'encore plus de populations et desservent les autres groupes en quête d'équité.

Christine Chesser, Cliente partenaire, et
George Phiri, Client partenaire



Ce service nous a sauvé des heures dans les salles d'attente et l'anxiété de devoir attendre des semaines pour obtenir un rendez-vous.

CLIENTE DE COUNSELING ON CONNECTE



counsellingconnect.org

Message from our Client Partners

الآن أكثر من أي وقت مضى ، من المهم أن يحصل الناس على دعم مجاني وميسور التكلفة لمعالجة صحتهم العقلية.

يمكن الوصول إلى Counselling Connect لشرائح من السكان الذين لم يتمكنوا من الوصول إلى الخدمات من قبل بما في ذلك: الأشخاص الذين يعانون من مشاكل في التنقل ، والذين الذين لا يستطيعون أخذ الوقت من يوم عملهم للذهاب إلى موعد مادي ، والذين يواجهون صعوبة في مغادرة المنزل بسبب شعورهم بتوعدك أو يخافون من رؤيتهم وهم يصلون إلى خدمة شخصية.

CC-COC يزيد من خيارات العملاء وتمكن الناس من تولي مسؤولية صحتهم العقلية. من خلال موقع واحد ، يمكن للأشخاص الوصول إلى خدمات من أكثر من 20 وكالة. لم يكن للعملاء أبدًا الكلمة في الخدمة التي تناسبهم والوقت واليوم اللذين يعملان بشكل أفضل لهم - كل هذا بدون قائمة انتظار. لذلك ، يحصل الأشخاص على المساعدة التي يحتاجون إليها عندما يحتاجون إليها.

كان من دواعي سروري العمل جنباً إلى جنب مع بقية أعضاء لجنة التنسيق. لقد تشرفنا بالمشاركة في تعاون أدى إلى وصول سهل الاستخدام إلى أكثر من 20 خدمة من المنظمات. ونحن فخورون بأن نكون جزءاً من مبادرة تضع الإنصاف في صميم عملية صنع القرار فيها. من خلال التعاون ، يمكننا تقديم خدمات طوال العمر ، في المناطق الحضرية والريفية ، وباللغات الإنجليزية والفرنسية والعربية. وقد أدى أيضاً إلى خدمات مستنيرة ثقافياً للمجموعات الساعية إلى الإنصاف (السكان الأصليين ، ACB ، + LGBT2SQ).

وبالنظر إلى المستقبل ، نحن متحمسون لـ Counselling Connect لتلبية احتياجات المزيد من السكان وخدمة حقوق مجموعات أخرى.

كريستين شيسر (عميل مشارك) وجورج فيري (عميل مشارك)



Connect for support

Quick access to a free phone or video counselling session by and for the Arab community. No waiting list.

counsellingconnect.org

counselling connect



تواصل للحصول على الدعم

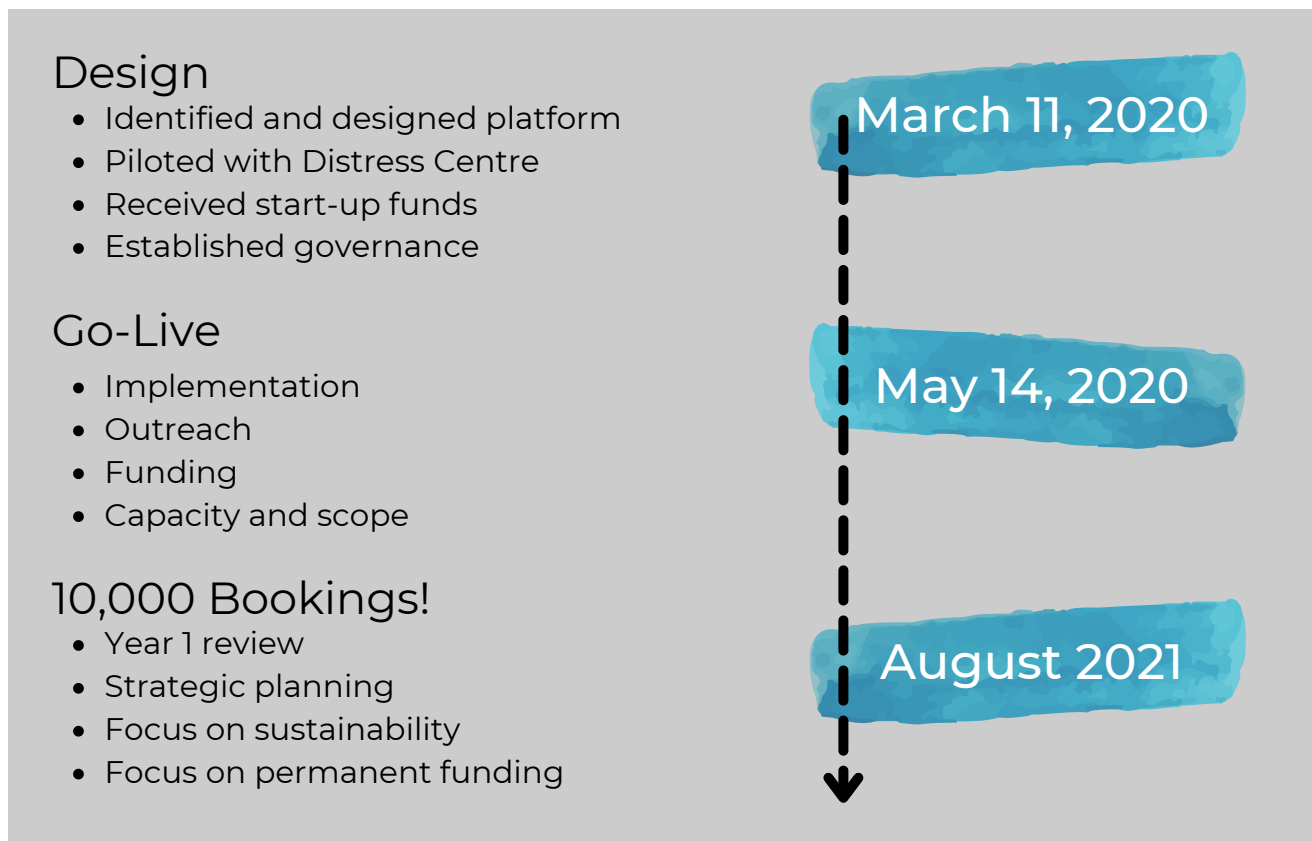
الوصول السريع إلى جلسة استشارية مجانية عبر الهاتف أو الفيديو مقدمه من قبل ولأجل المجتمع العربي. لا توجد قائمة انتظار

counsellingconnect.org

counselling connect

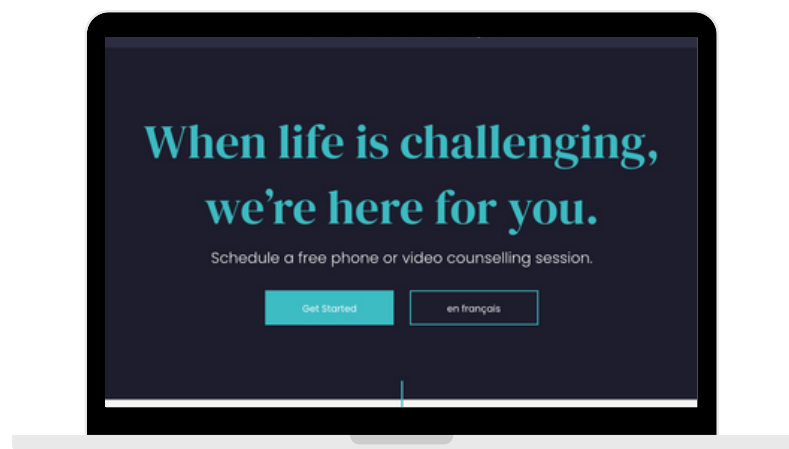
Milestones

In March of 2020, the Distress Centre of Ottawa and Region, a 24/7 distress line, experienced an increase in crisis calls due to the pandemic. Furthermore, Ottawa-based organizations that would normally provide in-person counselling services, realized that they needed to find an alternative method of supporting clients that was easy to access and safe to use during the pandemic. Community-based mental health and addictions providers came together to problem solve the issue and through these discussions the idea for a one-stop-shop to book into a virtual brief intervention counselling appointment took shape.



52%

In March of 2020, the Distress Centre of Ottawa and Region reported highest number of calls per day was 52% above their pre-pandemic average (238 vs. 157 calls).

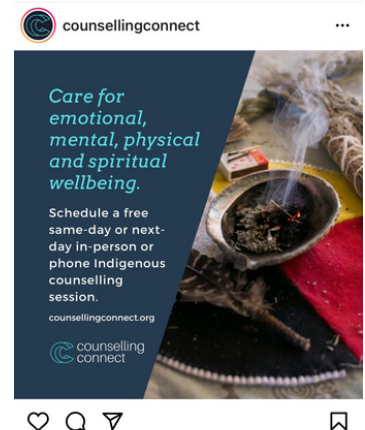




Creating a Solution to Meet Demand

Access for Equity-Seeking Groups

Counselling Connect engaged with partner organizations to ensure inclusion of services for equity-seeking groups such as Indigenous, LGBT2SQ+, as well as African, Caribbean and Black individuals. Additionally, work has advanced to offer services in languages, beyond French and English.



Communication Outreach

With the goal of connecting people to care, outreach is targeted to two main audiences: potential clients as well as primary care and community service providers. Postcards, articles and demos were used to engage with primary care and service providers. Social and traditional media were used to reach out to potential clients.

Governance and Key Stakeholders

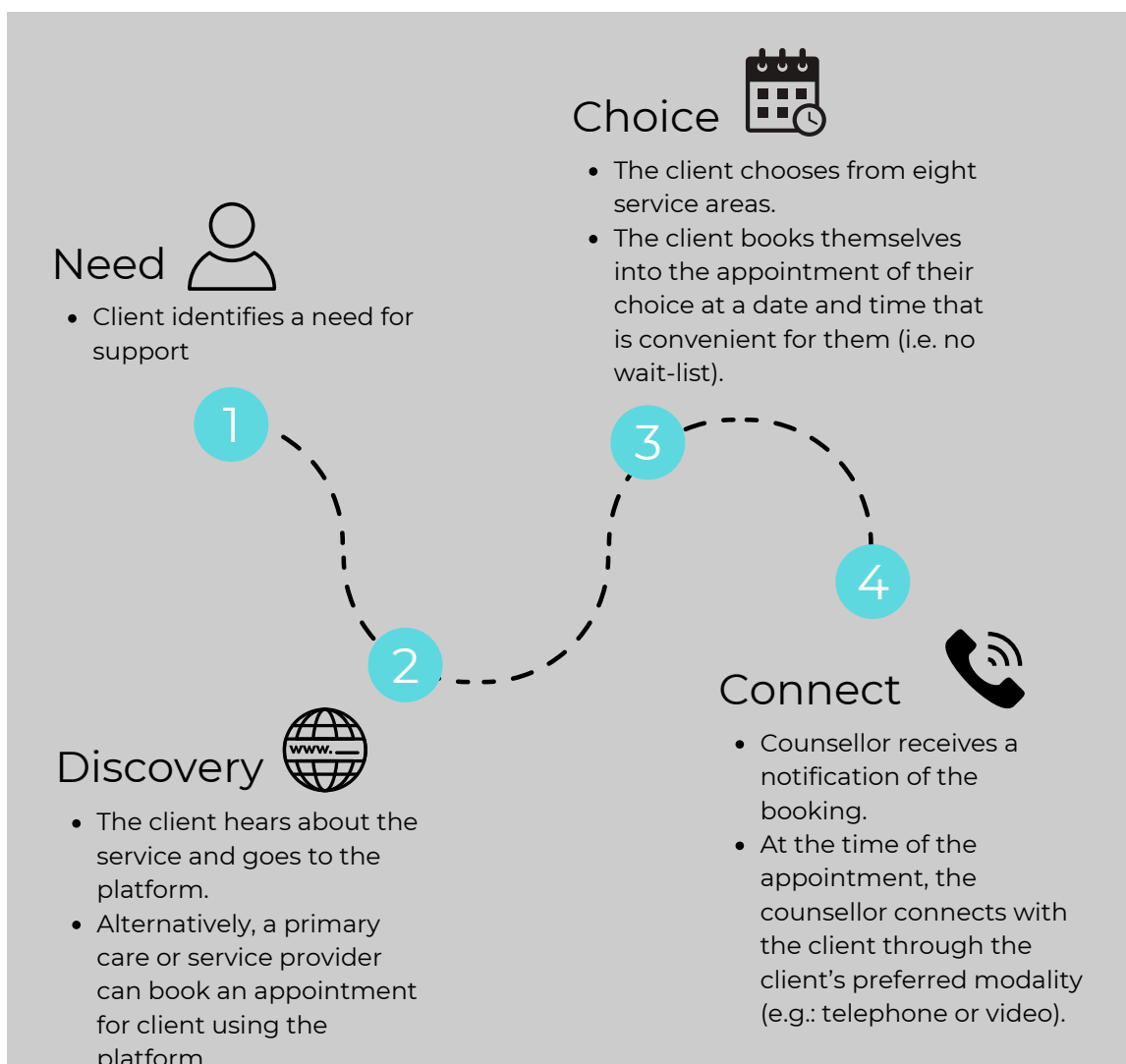
CC-CoC is governed by a Coordination Committee, which includes representatives from partner organizations and client partners. This committee is guided by shared decision-making, an equity framework, Ontario Health principles, and the Ontario Roadmap to Wellness plan. CC-CoC is endorsed by the OHT- ÉSO and includes members from the Ottawa East OHT and the Kids Come First OHT. Collaboration is fostered with other related regional initiatives, such as Access MHA. Maintaining a collaborative leadership structure and fostering relationships in the community enables a strong foundation for continued health care system transformation.



Counselling Connect Platform

The platform provides a single door through which to access brief mental health and addiction counselling from more than 100 counsellors at more than 20 agencies for children, youth, adults and families. The majority of bookings are self-referrals (63%). The easy online booking platform eliminates the administrative burden of missed call backs.

It is designed to simplify the pathways to existing single-session counselling resources in the community by directing potential clients to one platform. This removes the need for them to navigate multiple websites to find services. It also provides an easy online booking service that allows clients and referring partners to select the counselling option that best meets their needs. To ensure the platform was client-focused, client partners were (and continue to be) engaged in the design process.



~900

APPOINTMENTS BOOKED
PER MONTH

> 100

COUNSELLORS

+20

PARTNER
ORGANIZATIONS

23%

of clients surveyed said they had nowhere else to go for support if they were unaware of Counselling Connect.

When asked, clients report a positive experience using the platform (n=40).

Easy to use?

Yes!

98%

Wait time reasonable?

Yes!

98%

80% of clients reported a **decrease** in severity of concern from booking to after appointment.

Severity
of Concern



Ability
to Cope



80% of clients reported a **increase** in ability to cope with concern from booking to after appointment.

**Culturally
Informed Care**

FOR INDIGENOUS,
LGBT2SQ+, AFRICAN,
CARIBBEAN AND BLACK
COMMUNITIES

**Multiple
Languages**

ENGLISH, FRENCH AND
ARABIC

Virtual Care

DEMONSTRATED
SCALABILITY

Financials

One-time Funding and In-kind Support

Counselling Connect is currently resourced by one-time grant funds (50%) and pooled in-kind resources from partner organizations (50%). These in-kind supports may need to be pulled back post-pandemic for some partner organizations to provide required in-person services.

The need for Counselling Connect will still exist post-pandemic due to the pre-existing waitlists, continued demand for virtual services, and the predicted increase in mental health and addiction services as individuals recover from the challenges created by the pandemic.

Expenses	2020-2021
Implementation	\$ 128, 000
Project management and evaluation	\$ 113, 000
Staffing to meet surge	\$ 371, 370
Digital platform enhancement	\$ 50, 000
TOTAL	\$ 662, 370



When clients were asked where they would have gone if they hadn't found Counselling Connect...

43%

of clients surveyed would have gone to their **family physician.**

8%

of clients surveyed would have gone to the **emergency room.**

=



Future Planning

This year, the Counselling Connect Coordination Committee is embarking on strategic planning and optimization of operations, with the goal of addressing the following needs.



Permanent Funding

To advocate for permanent funding from the provincial government because it is a:

- Digital health solution that meets an important need and enhances the client experience.
 - Low barrier model to prevention-focused mental health and addiction care.
-



Service Expansion

- To expand the resources available for clients after a single counselling session.
 - To continue to strategically address barriers for those negatively affected by socio-economic factors.
 - To promote the platform's potential for scalability (i.e., model adopted in Alberta and Saskatchewan, and being explored in Manitoba).
-



Client and Partner Engagement

- To ensure the voices of individuals in equity-seeking groups are heard and under-resourced service area clients will be invited to future state planning.
 - To enhance outreach to primary care providers and referring organizations to help spread the word about the platform.
-



Increase Interoperability

- To increase the interoperability of the platform with the various electronic health systems used by partner organizations, which will ultimately improve provider and client experience.
- To ensure seamless bridging with regional coordination systems for clients who require more specialized care.

Letter from our Co-chairs

With crisis comes opportunity. This is the story of Counselling Connect.

With support from the Ottawa Health Team – Équipe Santé Ottawa (OHT-ESO), a small but mighty team of service providers and client partners committed to meeting the increased mental health and addictions needs of the community during the COVID-19 pandemic. With restrictions around service delivery in response to stay-at-home orders and social distancing, there was a need to make sure that everyone was able to access care seamlessly and safely.

Now, with **more than 10,000 appointments delivered on Counselling Connect**, we are pleased to say that it has never been easier to meet with a trained mental health professional to get the help you need when you need it.

We would like to take this opportunity to thank our funders, who helped launch and sustain Counselling Connect. Thank you to our community partners. Your expertise, dedication and ability to collaborate to rapidly implement this service has been remarkable. Thank you to the many counsellors—the more than 100 who have offered services across the lifespan and in many different languages, and who have delivered services without skipping a beat amidst unparalleled change. And thank you to our client partners, who are always thoughtful and grounded, keeping the client at the centre of everything we do. Finally, we are truly humbled by the many people and networks who have contributed to the success of Counselling Connect, including our fabulous Project Manager, Communications Strategist, and Evaluator, as well as our many partners through the Ottawa Health Team, Kids Come First, Ottawa East Health Team, and Access MHA.



We have learned so much as a community and look forward to continued collaboration to improve and expand on Counselling Connect, with the goal to provide quick access to free, inclusive, prevention-oriented mental health and addictions services. Thank you!

Natasha McBrearty, Co-chair

Tamara Chipperfield, Co-chair

Une lettre de nos coprésidents

Lorsqu'il y a une crise, il y a une opportunité. Voilà le fondement même de Counseling on connecte.

Avec l'appui de l'Équipe de Santé d'Ottawa, une petite équipe incroyable de prestataires de services et de clients partenaires s'est engagée à répondre aux besoins croissants en santé mentale et en toxicomanie au sein de la communauté durant la pandémie de la COVID-19. Face aux restrictions quant à la prestation de services en réponse à l'ordre de rester à la maison et de maintenir une distanciation sociale, il était important de veiller à ce que tout le monde puisse accéder à des soins facilement et en toute sécurité.

Maintenant, **plus de 10 000 rendez-vous ont été pris sur Counseling on connecte**. Nous sommes ravis de souligner qu'il n'a jamais été aussi facile de rencontrer un(e) professionnel(le) en santé mentale accrédité(e) et de recevoir ainsi l'aide que vous recherchez.

Nous aimerions profiter de l'occasion pour remercier nos bailleurs de fonds qui ont aidé à mettre sur pied et maintenir Counseling on connecte. À nos partenaires communautaires, votre expertise, dévouement et capacité de collaborer afin de rapidement mettre ce service sur pied ont été remarquables. Aux nombreux thérapeutes – plus de 100 qui offrent des services aux personnes de tout âge et en diverses langues – vous avez offert des services ponctuels durant une période de changement sans pareil. Nos client(e)s partenaires, toujours empathiques et bien ancrés, vous avez toujours gardé le client au centre de tout ce que nous faisons. Nous admirons tous les gens et réseaux qui ont contribué au succès de Counseling on connecte, incluant notre incroyable gestionnaire de projet, spécialiste en communications et évaluateur ainsi que tous les autres partenaires au sein de l'Équipe Santé Ottawa, Les Enfants avant tout, Équipe Santé Ottawa Est et Accès SMT.

Nous avons beaucoup grandi en tant que communauté et nous espérons voir cette collaboration se poursuivre afin d'améliorer et d'agrandir Counseling on connecte et ainsi offrir l'accès rapide à des services en santé mentale gratuits, inclusifs et axés sur la prévention.

Merci beaucoup!

Natasha McBrearty, coprésidente

Tamara Chipperfield, coprésidente

**Pour la communauté.
Par la communauté.**

Nous comprenons les différents besoins de la communauté Africaine, Caribéenne et Noire. Connectez-vous avec nos conseillers ACN en anglais et en français. Pas de liste d'attente.

counselingconnect.org

 counseling on connecte

Dgo-aanimendaman-bgamse zhisewin. Maanda dibaajmowin nji Counselling Connect. Dgo naadmaagewin nji Ottawa Mino Bimaadiziwin Ngodwewan, e-gaaching waach gkshkihewziimin ngodwewan maagwejig naadmaagewin miinwaa e-bmiitwaad wiji mshkawendamwaad wii debsitoodwaad washme ndawendaagwag onji ngodenaaziwin pii bmibdeg COVID 19 gchi aakziwin. Dgo gbakwigaadeg ezhi biidmaage, nkwetang gzhaadgeyin wiindmaagewin miinwaa gnendizing pkaan nji wiya, gii ndawendaagwaad wii gwekwendmn kina wiyagkshkitood debnang naadmaagewinan wingezing minwaa e-apenimendaagwaad. Nongo washme 1000 waabmjigaazwaad miigwe Council Connect. N-mindendaadaan wiindmaageying, kawiin wiikaa kii wendpanendan wii waabam mina bimaadizwin e-gikenjige, naadin naadmaagewin pii ndawendiman.

Nwii daapnaanaan manda pii zhisewan wii miigwechwihaad zhoony'gaa miigwejig gaa naadmaage maajishkaatood miinwaa gnwendanmaang Counselling Connect. Zhi ndi ngodenaaziwinaan wiidookaadwinjig, gdi gagiitaawendam gikenjigewin, giizhizhawizowin, miinwaa nagjitoonwin wii maamaawiikanige wewiip maajtaatood maanda naadmaagewin maamakaadendaagwad. Niibnaa wiindmaagowewzijig washme 100 maagwedjig bamitagewinan aazhoo piitzid wiiya miinwaa niibna bkaan dnawa inwewinan, bidamaagaade bamitagewinan gawiin naawach bazhdahang ode'weshing megwe ezhi shki'ntam inakmigad. Aapji maamiikwendamin onji niibna bemaadizjig miinwaa noki zhisdoodgewinan gaa bi miigiwe'waad wii gzhkiwewziwaad Counselling Connect, dgwa-ginigaazo maamiikaadendaagozi bimendang nokiigewin, wiindmaagewin niigaan gikendjiged, miinwaa, e-nanaagdawaabmjige gye ndi wijiwaagan Ottawa Eash Health Team, Kids Come First, Ottawa East Health Team, and Access MHA.

Niibnaa ggii gkinoomaagoomin ezhi yaawaang ngodenaaziwin miinwaa nda bgosendamin geyabi wijnookim'ying washme wii minobidemgad miinwaa maajiishkaad Counselling Connect, wii miigwed wewiip debnang wenpash dagwagindemaage, naagaahaa zhiseg widi inendamowin izhi-mino'ayaawin naandwechige naadmaagewin.

Miigwech!

مع الأزمة تأتي الفرصة. هذه هي قصة Counselling Connect. بدعم من فريق Ottawa Health Team ، التزم فريق صغير ولكن قوي، من مقدمي الخدمات والشركاء من العملاء بتلبية احتياجات الصحة العقلية المتزايدة للمجتمع أثناء جائحة Covid-19. مع وجود قيود حول تقديم الخدمة استجابة للطلبات المنزلية والتباعد الاجتماعي ، كانت هناك حاجة للتأكد من أن الجميع قادر على الوصول إلى الرعاية بسلامة وأمان. الآن ، مع أكثر من عشرة آلاف موعد تم تسليمه على Counselling Connect ، يسعدنا أن نقول إنه لم يكن أسهل من أي وقت مضى مقابلة أخصائي الصحة العقلية المدرب ، والحصول على المساعدة التي تحتاجها عندما تحتاجها.

نود أن ننتهز هذه الفرصة لنشكر ممولينا الذين ساعدوا في إطلاق خدمة Counselling Connect واستدامتها. بالنسبة لشركائنا في المجتمع ، فإن خبرتك وتفانيك وقدرتك على التعاون لتنفيذ هذه الخدمة بسرعة كانت رائعة. العديد من المستشارين - أكثر من مئة - يقدمون خدمات طوال العمر وبالعديد من اللغات المختلفة ، قد قدموا خدمات دون تخطي أي إيقاع وسط تغيير لا مثيل له. وشركاؤنا من العملاء ، عميقو التفكير دائماً وراسخون ، مما يجعل العميل في قلب كل ما نقوم به. نحن نشعر بالتواضع حقاً من قبل العديد من الأشخاص والشبكات الذين ساهموا في نجاح Counselling Connect ، بما في ذلك مدير المشروع الرائع وأخصائي الاتصالات والمقيم بالإضافة إلى العديد من شركائنا من خلال فريق Ottawa Health Team و Kids Come First و Ottawa East فريق الصحة ، والوصول إلى MHA.

تمارا شيبيرفيلد (رئيس مشارك) وناتاشا ماكبرياري (رئيس مشارك)

لقد تعلمنا الكثير كمجتمع ونتطلع إلى استمرار التعاون لتحسين وتوسيع نطاق خدمة Counselling Connect ، لتوفير وصول سريع إلى خدمات الصحة العقلية المجانية والشاملة والموجهة نحو الوقاية. شكرا لك!

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