

Alongside You
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MARCH 17, 2020

Delta Chamber of Commerce Members

Dear Delta Chamber of Commerce Members,

These are difficult times as business owners as we monitor COVID-19 and plan our responses. We're fortunate to have a government that is keeping business in mind and putting in measures to support us financially, as imperfect as it still may be. What hasn't been widely circulated is support for business owners in terms of mental health and emotional wellbeing, and at the request of the Delta Chamber of Commerce, I'm writing a letter to hopefully provide some helpful input as we all go through this together.

Owning a business right now is very challenging for many of us. Do we stay open? How do we protect our staff, customers, and clients? What happens if we have to shut down? Do we have to lay people off? Will we even have a business next week? These are some difficult questions we're having to ask ourselves. There's also the community ramifications of our businesses potentially closing – what happens to the community if we're not able to supply what we produce? I know for myself, I'm having to balance prudent steps and safety, with the real possibility that if we shut down we may end up with a mental health crisis in the community. These decisions we're having to make carry significant weight for us as owners.

I'd like to offer some suggestions for moving forward that will hopefully help us maintain our mental health and emotional wellbeing – it's not exhaustive, but hopefully a good start.

1. We need to be wise in our information consumption.

With the current media coverage, it's almost impossible to avoid being bombarded with information. One of the challenges is that the information on COVID-19 seems to be changing by the hour. It's easy to get sucked into thinking we need to *know everything all the time, the moment it is available*. This is simply not true, and it creates overwhelm for those of us trying to digest it.

We need to be wise in our consumption. We need to pay attention to government releases, what the BCCDC and WHO are releasing in terms of best practices, and we need to make the best decisions we can with the information we have at the time. This is all we can do, and all that can be expected of us as owners as we care for our employees, customers, and ourselves.

2. We need to lean on our business community and help each other out.

We are all having to make very difficult decisions right now, and many of them are decisions we did not think we'd have to be making anytime soon. There is an immense value in community and we can be an invaluable support to each other. If you are having a difficult time deciding on something, call a colleague and run it by them to get their input. Sometimes the best path through fear is sideways, through a discussion with a trusted friend. We don't have to know it all, all the time – especially in a time like this where most of us don't know what to expect. Let's be a support to each other as we navigate these challenging decisions.

3. We need to make sure we're taking care of ourselves.

When things are difficult, sometimes our natural response is to *work harder* and to ignore our own health. We are not robots or drones, and this is not sustainable. Sleep, diet, and exercise are incredibly important in our overall health (think *immune system*), as well as our mental health and wellbeing, especially in terms of stress management.

One of the most important things we can do as we go through this time is to continue to do the things that keep us healthy. Getting exercise, eating healthy meals, going for walks, listening to music, meditating, etc. Often these are the first things to go when we're under acute stress, and they're also the primary things that will keep us resilient during trying times.

We need to rest. Nobody can grind 24 hours a day. Resilience is built on learning when to rest so that we can go hard again. We're all under stress and having to perform in ways that aren't typical – our ability to continue to do this is dependent on our ability to rest when we have the opportunity to.

4. We need to ask for help when we need it.

Nobody can do this alone. We are human beings who are designed for social support. Sometimes the demands of life can exceed what we're capable of managing for a period of time. We need to tell our friends and family members how we are doing and let them support us through this.

Sometimes what we're experiencing in response to stress goes beyond general social support and we need the help of a professional like a Registered Clinical Counsellor. One of the challenges may prove to be that some of these services are having to close because of the virus. We are currently open, and taking proactive steps to remain so, but we're not sure if we'll be able to keep the doors open – it depends on how this virus continues.

With that in mind, reach out to a mental health provider if you're struggling. I've attached a list of some of the local mental health providers here in Delta. Some of us also have the ability to provide services by secure video conferencing or phone calls even in the event we're shut down at our physical location.

We all need help sometimes. Part of my plan is to keep my regular appointment with my counsellor because it's what I need to maintain my own mental health, especially under the current circumstances. I'd encourage all of us to do what we need to do to maintain our mental, emotional, and physical wellbeing. Even if it means reaching out to a professional for the first time. There's a first time for everything, and it may mean the difference between surviving, and *thriving*.

I hope this is helpful for my fellow members of the Chamber of Commerce here in Delta. We're fortunate to have a great community of businesses here in our town. Let's make use of that and support each other as we navigate these challenging times.

Sincerely,



Andrew Neufeld, MC RCC

EXECUTIVE DIRECTOR | ALONGSIDE YOU

Local Mental Health Resources

Alongside You

203-4840 Delta Street
Ladner, BC V4K 2T6

Phone: 604-283-7827 x 0
Fax: 604-259-0620

Child and Youth Mental Health (North)

200-11861 88th Avenue
Walk-in intakes on Tuesdays 9am-11:30am currently

Child and Youth Mental Health (South)

220-5000 Bridge Street
Walk-in intakes on Thursdays 9am – 11:30am currently

Deltassist

202-5000 Bridge Street
Ladner, BC

Phone: (604) 946-9526

Delta Mental Health (South)

15-1835 56 Street
Delta, B.C.
V4L 2L8

Phone: 604-948-7010
Fax: 604-943-0872

Delta Mental Health (North)

129-6345 120th Street
Delta, B.C.
V4E 2A6

Phone: 604-592-3700
Fax: 604-591-2302

Help Lines

Suicide help line: 1-800-SUICIDE (1-800-784-2433)

Distress Line: 604-872-3311

Mental Health Support: 310-6789

Senior' Distress Line: 604-872-1234

Victim Link: 1-800-563-0808

Alcohol & Drug Information and Referral Service: 604-660-9382

Kids' Help Line: 1-800-668-6868

Online Distress Services:

www.crisiscentrechat.ca

www.youthinbc.com

HELP LINES

1-800-SUICIDE: 24/7	1 800 784 2433
Crisis Line / Mental Health Support: 24/7	310 6789
Fraser Health Crisis Line: 24/7	604 951 8855
Kids Help Line (BC) Call: 24/7	310 1234
Text: 6 pm – 12 am	778 783 0177
Kids Help Phone (National): 24/7	1 800 668 6868
KUU-US Crisis Line (Aboriginal): 24/7	1 800 588 8717
Aboriginal Mental Health Liaison	604 953 4900 ext. 763041
Ministry of Child & Family Development Social Services Intake Line/Child Protection	1 800 784 2433
VictimLink BC: 24/7	1 800 563 0808
Youth Against Violence Line: 24/7 Call:	1 800 680 4264
Text:	604 836 6381

ONLINE CHAT:

youthinbc.com (Every day from 12 pm – 1 am)
 youthspace.ca (Every day from 6 pm – 12 am)
 kidshelpphone.ca (Wednesday – Sunday: 3 – 11 pm)

SUBSTANCE USE

Alcohol and Drug Resources (24 Hours)	604 660 9382
Pacific Community Resource Society	604 836 6273
Little House Society 5061 12th Avenue, Tsawwassen	778 434 3119
Narcotics Anonymous	604 873 1018
Alcoholics Anonymous	604 434 3933

WEBSITES

au.reachout.com
agedout.com
Anxietybc.ca
BC-counsellors.org
dwdonline.ca
familysmart.ca
fraserhealth.ca
Heretohelp.ca
Kelymentalhealth.ca
Kidshelpphone.ca
mdabc.net
Mindcheck.ca
Mindhealthbc.ca
Mindyourmind.ca
NeedHelpNow.ca
Openmindbc.ca
Qmunity.ca
Teenmentalhealth.org
walkalong.ca
Youthinbc.ca
youthagainstviolenceline.com

APPS

BoosterBuddy
 Calm
 Headspace
 Mindshift
 Optimism
 Stop, Breathe, Think

Date: _____

Mental Wellness Action Plan: _____

	<p>Visit your family doctor</p> <p>Check medimap.ca for walk-in clinics' wait times & hours</p>	<p>Don't have a family doctor & you live in Ladner or Tsawwassen?</p> <p>Register online: delta.fetchbc.ca</p>
	<p>Child & Youth Mental Health Walk-In Intake (MCFD): 604 940 7900 220 – 5000 Bridge St., Ladner</p>	<p>For initial assessment by a Psychologist / Clinician: New clients only. Open Thursdays: 9 am – 11:30 am, drop-in</p>
	<p>START (Short-Term Assessment, Response & Treatment) 1 844 START11</p>	<p>Confidential mental health crisis program that can include assessment, safety planning, and treatment.</p>
	<p>Deltassist: (0-19) 202 – 5000 Bridge St., Ladner 604 946 9526 deltassist.com</p>	<p>Individual & Family Counselling, Youth Suicide Prevention, Alcohol and Drug Counselling. Monday to Friday: 9 am – 4:30 pm</p>
	<p>Boys & Girls Club: (13-19): 205 – 5000 Bridge St., Ladner 604 591 9262 bgcbc.ca</p>	<p>Youth and Family Counselling, Sexual Abuse Intervention Program, Integrated Youth Service. Monday to Friday: 8:30 am – 4:30 pm</p>
	<p>Early Psychosis Intervention: (13-35) Peace Arch Hospital, 2nd Floor 604 538 4278 earlypsychosis.ca</p>	<p>Psychosis is characterized by significant changes in a person's perceptions, thoughts, beliefs, and behaviours. Monday to Friday: 8:30 am – 4:30 pm</p>
	<p>Delta Mental Health Centre (19+) 15 – 835 56 St., Tsawwassen 604 948 7010</p>	<p>Comprehensive mental health programs and services, Rapid Access Clinic. Monday to Friday: 8:30 am – 4:30 pm</p>
	<p>Delta Hospice Society (All ages) 4631 Clarence Taylor Cres., Ladner 604 948 0660</p>	<p>Grief support, bereavement counselling for sudden or anticipated death Monday to Friday: 9 am – 4 pm</p>