

UNICITY: UNITING TO CONNECT INNOVATIVE TECHNOLOGY FOR YOUTH MENTAL HEALTH AND ADDICTIONS SERVICES

Participatory Asset Map

January 2020



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PROJECT INFO

PROJECT TITLE

UniCITY: Uniting to Connect Innovative Technology for Youth Mental Health and Addictions Services – Participatory Asset Map

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OVERVIEW AND PURPOSE

Across the Maritimes young people experiencing mental health problems encounter significant wait-time variability for services. Long wait times may contribute to clinical deterioration and adverse health outcomes as well as decreased appointment attendance and treatment engagement. Improved access to mental health and addictions services and reduction in wait-times, is a key priority for the Nova Scotia Department of Health & Wellness (DHW), the IWK Health Centre and the Nova Scotia Health Authority (NSHA). It also offers an innovative research opportunity for scientists in the Maritime region.

Interventions to support families during the pre-appointment and post-referral time period is understudied in mental health research. eHealth technologies have been successfully used in other health contexts to deliver tailored information, manage clients' expectations about appointments, provide appointment reminders, and encourage and empower clients to try evidence-based strategies while waiting.

As a result of this interest, this topic was identified as a provincial health priority for discussion at the Maritime SPOR SUPPORT Unit (MSSU) Bridge Event in June 2018. A team of decision-makers, clinicians, researchers, and patient advisors was formed, and supported by the MSSU to carry out this work.

It was determined that an asset map to outline and organize information on eMental health programs, tools, resources and services in Nova Scotia would be useful as a foundational document to understand the landscape of assets currently available in, and to, the province. Asset mapping is a method to explore, collect and describe the assets in a content area with the purpose to use these assets to develop solutions to social issues.¹

Asset mapping may be a useful technique to draw on available programs, tools, resources and services to help achieve desired changes and overcome barriers that limit the uptake of eMental health for children and adolescent mental health by focusing on

assets rather than deficits.¹ Asset maps can also be used to help build future research partnerships with community organizations by building relationships and collaborative ties.¹

ASSET MAP PROCESS

There is a dearth of information on the process of how to develop a participatory asset map in a research context and a lack of shared understanding of what an asset map entails.¹ Lightfoot, McClearly and Lum (1) outlined key methods for conducting a participatory asset map including *"identifying the research question, defining the boundaries of the community, identifying the types of assets that will be inventoried and mapped, mapping those assets, and creating a valid and reliable asset inventory and asset map."* (1 p. 61). The research team took a similar participatory-based approach to ensure that the project outputs would be useful for the needs of various knowledge users.

Based on the collaborative discussion of the group, a proposal was established to outline the purpose of the asset map, define criteria for eMental health assets, as well as decide on how this information would be collected.

Two planning meetings (approximately 1.5 hours in duration) were conducted that brought together a diverse group of stakeholders including policy-makers, health care professionals, researchers and patient advisors. A knowledge translation specialist assisted as a facilitator to ensure all parties had equal opportunity for input and feedback.

A structured agenda was developed to aid in establishing the parameters of the asset map including (Figure 1):

- Defining the purpose
- Identifying assets
- Defining criteria
- Determining process for gathering information

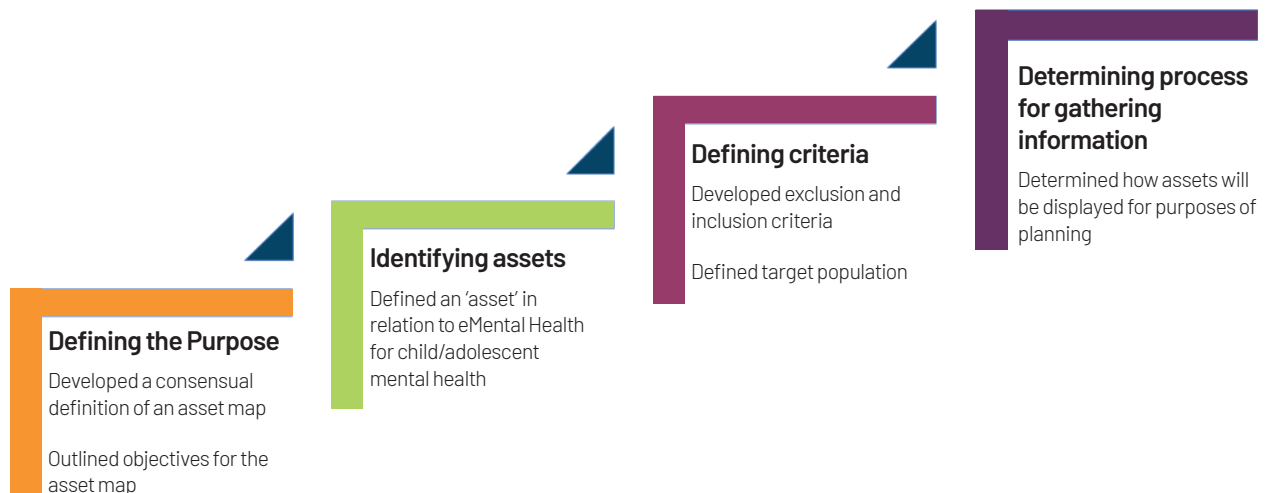


Figure 1 – Asset Map Development Process

DEFINITION OF eMENTAL HEALTH ASSETS

The project adopted the definition outlined by Canada Health Infoway.² This definition is also consistent with the Nova Scotia Health Authority (NSHA) definition of eMental Health. eMental Health refers to mental health services and information delivered or enhanced through the internet and related technologies, such as apps, video conferencing and text. The Canada Health Infoway (2) eMental Health examples were used to help categorize assets according to type of support. Some assets may be reasonably attributed to multiple categories, for example an online self-help tool that provides crisis support. For this participatory asset mapping exercise, each asset was assigned to a category based on the primary type of support (Figure 2).

- **Clinical intervention / Coaching:** Includes video-based counselling; telemedicine videoconferences; and text-based counselling, clinical follow up and referral

- **Peer-led support:** Includes online monitoring, peer support apps, social media, chat rooms, instant messaging, gaming
- **Crisis support:** Includes phone help lines, text support, online chat support, hot spot notifications
- **Online self-help:** Includes self-help modules and cognitive behavioral therapy (CBT) apps

DEFINING CRITERIA

The criteria for the collection of assets was defined based on collaborative discussion with the research project team. Criteria included the following:

- Used locally in Nova Scotia (note: not only assets created locally)
- Intended for or focused on children/adolescent and youth¹
- Tangible and concrete assets (for example programs, tools, resources and services)
- Focus on primary resources that are linked to eMental Health services

¹ The age time frame for adolescent/youth was extended into the 20's based on the quantity of assets. Defining the age of youth into the early 20's has been adopted by several Government of Canada programs due to the delayed transition of youth to adulthood (3).

METHODS

INFORMATION COLLECTED

The information collected for each asset was determined by collaborative discussions with the research project team to ensure that the data gathered would be useful from a policy, research and patient perspective. Definitions for each item were determined (Table 1) and an asset map was created in an Excel spreadsheet (Supplementary Document).

DATA COLLECTION

Based on the definition of an eMental Health asset, team members were asked to provide examples of programs, tools, and resources and services that are used or accessible in Nova Scotia. Assets were also found through website review by searching the 211 website, university websites, and resources listed on websites of community mental health organizations.

Information about the assets was extracted from their websites, and populated into an Excel spreadsheet. In most cases, the website did not provide all the information needed. A targeted email was sent out to each organization, where applicable, to get more information. Further information was collected from organizations either by email or over the phone. If no response was received, a second email was sent.

Information on eMental Health assets was collected between March 2019 and June 2019.

RESULTS

eMental Health assets that are used or accessible to children and adolescents in Nova Scotia were captured. Information on assets including descriptive information, as well as information on the design and associated metrics/credentials were collected.

Tables and figures were developed to display priority information in a more useful and relevant manner for planning purposes (outlined below).

TABLE 2 - LIST OF ASSETS

- Name of asset
- Eligibility Criteria
- Method of Access
- Source (link to online information)
- Institution / Developer
- Assets are categorized by type (Programs, Tools, and Resources / Services)

TABLE 3 - BRIEF DESCRIPTION OF ASSETS

- Name of asset
- Brief description of asset
- Assets are categorized by type (Programs, Tools, and Resources / Services)

FIGURE 2 - ASSETS CATEGORIZED BY PRIMARY TYPE OF SUPPORT

- Assets are categorized by primary type of support (Clinical Intervention / Coaching, Peer-Led Support, Crisis Support, and Online Self-Help)
- Outlines whether there is available information on credibility, evaluation, and evidence-base



LIMITATIONS

There are some limitations to consider when reviewing the information collected on eMental health assets. Although the search for assets was extensive, this is not an exhaustive list. It is meant to provide a foundation and glimpse of the range of assets available to children and adolescents in Nova Scotia. In addition, where full asset information was missing from organization websites, targeted outreach was conducted. Despite this, not all of our questions were answered in this process and, given our timeframe, not all information could be collected from the organizations. Therefore, some components are still labeled as “unsure” in the Supplementary Document.

It should also be noted that more sophisticated mapping techniques used in fields of geography¹ have yet to be utilized for this project. Information on assets is provided in an inventory form, with potential to be further built upon and developed.

REFERENCES

1. Lightfoot E, McCleary JS, Lum T. Asset mapping as a research tool for community-based participatory research in social work. *Social Work Research* 2014; **38**(1): 59-64.
2. Canada Health Infoway. e-Mental Health [cited 2019 Nov 25]. Available from: <https://www.infoway-inforoute.ca/en/solutions/e-mental-health>
3. United Way of Calgary and Area. Environmental scan: Extended age definition for youth; 2010. p. 15-24.

Table 1 – Information collected for each asset and corresponding definitions

Descriptive Information	
Name of Asset	-
Type of Asset	Program: a set of related measures or activities with a particular long-term aim Tool: a device or implement Resource: stock or supply of materials, staff and other assets Service: the action of helping or doing work for someone
Source	Reference for initial collection of asset information (i.e. document, or website link)
Contact	Reference for targeted secondary collection of asset information
Institution Name	Which institution the asset is provided by
Years Offered	How long the asset has been available
Design	
Target Population/Condition	Characteristics of the population that the asset was designed for (i.e. age range, mental health condition, sex, ethnicity, race, etc.)
Types of Support	Online self-help: Includes self-help modules and cognitive behavioral therapy (CBT) apps Crisis support: Includes phone help lines, text support, online chat support, hot spot notifications Clinical intervention / Coaching: Includes video-based counselling; telemedicine videoconferences; and text-based counselling, clinical follow up and referral Peer-led support: Includes online monitoring, peer support apps, social media, chat rooms, instant messaging, gaming
Description	Brief description of the asset
Parties Involved in Asset Delivery	Who is involved in the asset (i.e. community organization, healthcare provider, researcher, etc.)
Goal of Asset	Goals of the asset
Geographic Location	Where the asset is available
Eligibility Criteria	Eligibility information of who can access the asset (i.e. age range, mental health condition, qualifications for the program)
Restrictions	On accessibility of the asset (i.e. Can youth access this independently? Is parental consent needed? Is it a contracted service?)
Asset Method of Access	How the asset is accessed by participants (i.e. referred by researchers, self-referral, recruited by researchers)
Metrics and Credentials	
Uptake	Statement of engagement and participation (i.e. percentage of people using, engaging, and participating)
Evaluation	Brief description of evaluation including type of evaluation
Credibility	If the asset development has involved any expert input or endorsement from experts in the field and community
Evidence-base	Brief description of the evidence and references cited, where available
Scalability and Mobilization Potential	Explanation of the maturity of the asset and opportunities for scaling up, mobilization, application to other areas and transition plan

Table 2 – List of Assets

This table provides a list of assets including eligibility information, method of access, source and institution name. Assets are grouped by type: Programs, Tools, and Resources/Services. Table 2 runs from pages 8-10.

Name of Asset	Eligibility Criteria	Method of Access	Source	Institution
Programs				
ICAN (Conquer Anxiety and Nervousness)	Must be located in regions that support this, must be 18+, problems for 6 months or longer, commitment to weekly phone calls/ exercises and review of material for 5-6 months	Self-referral through Bridge the gApp	http://strongestfamilies.com/our-programs/	Strongest Families (IWK Health Centre)
Parents Empowering Kids	Must be located in Nova Scotia, age 3-12, problems for 6 months or longer, commitment to weekly phone calls/ exercises and review of material for 5-6 months	Referred by provider	http://strongestfamilies.com/our-programs/	Strongest Families (IWK Health Centre)
Chase Worries Away	Must be located in Nova Scotia, age 6-11, problems for 6 months or longer, commitment to weekly phone calls/ exercises and review of material for 5-6 months	Referred by provider	http://strongestfamilies.com/our-programs/	Strongest Families (IWK Health Centre)
Defeat Anxiety	Must be located in Nova Scotia, age 12-17, problems for 6 months or longer, commitment to weekly phone calls/ exercises and review of material for 5-6 months	Referred by provider	http://strongestfamilies.com/our-programs/	Strongest Families (IWK Health Centre)
Dry Nights Ahead	Must be located in Nova Scotia, age 5-12, problems for 6 months or longer, commitment to weekly phone calls/ exercises and review of material for 5-6 months	Referred by provider	http://strongestfamilies.com/our-programs/	Strongest Families (IWK Health Centre)
Chase Pain Away	Must be located in Nova Scotia, age 9-16, problems for 6 months or longer, commitment to weekly phone calls/ exercises and review of material for 5-6 months	Referred by provider	http://strongestfamilies.com/our-programs/	Strongest Families (IWK Health Centre)
Well Track	Available to Dalhousie and King's University students	Make an account online	https://www.dal.ca/campus_life/health-and-wellness/online-resources/welltrack.html	Dalhousie University and King's College
Q Life	Available to Dalhousie and King's University students	Self-referral online	https://docs.google.com/forms/d/e/1FAIpQLSfugSy0qG9BVEp_mvQCZZBH0zKPI7SfdgU3x7m5o_dX-luUsTA/viewform	Dalhousie University and King's College
BreathingRoom	Open to youth and young adults aged 13-24 at applicable institutions or those who have the app	Access through an institution (university, etc.), or by buying the app	https://breathingroom.me/	Canadian Institute of Natural and Integrative Medicine (CINIM)
Tools				
MEDEO	Provider and patient must have accounts	Through MEDEO (referred by patient or provider)	https://medeohealth.com/	Nova Scotia Health Authority (NSHA)
RealPresence	Provider location must purchase the system	Through Polycom system (used by provider)	https://www.polycom.com/collaboration-solutions/solutions-by-industry/healthcare.html	Nova Scotia Health Authority (NSHA)

Table 2 - List of Assets (continued)

Name of Asset	Eligibility Criteria	Method of Access	Source	Institution
Resources / Services				
Eating Disorder NS-Online Peer Support	Accessible to individuals with eating disorders and their family members, friends, or partners, users must complete a survey before they access the chat (those experiencing high levels of stress are contacted before the chat)	Self-referral	http://eatingdisordersns.ca/ops/	Eating Disorders Nova Scotia
Kids Help Phone	The service is available to youth across Canada dealing with any issue	Self-referral	https://kidshelpphone.ca/	Kids Help Phone
Kids Help Phone – Crisis Text Line	The service is available to youth across Canada in crisis	Self-referral	https://www.crisistextline.ca/ https://kidshelpphone.ca/text/	Kids Help Phone
Good2Talk Nova Scotia	University and college students in Nova Scotia	Self-referral	http://ns.211.ca/service/10283638_59352120/good2talk_nova_scotia	Kids Help Phone
Bully Hotline	Students, parents, and teachers who are residents of Halifax Regional Municipality	Self-referral	http://www.halifax.ca/fire-police/police/programs-services/bullying	Halifax Regional Police
Teen Mental Health – Online Mental Health Information	Open to all * Resources are geared to teens, their families, educators, and health professionals	Self-referral	http://www.teenmentalhealth.org/	
Self-injury Outreach and Support	Open to all	Self-referral	http://sioutreach.org/	SiOS
Grief Relief for Survivors of Suicide Loss – Online Group	Open to people who have lost a loved one to suicide.	Self-referral	http://www.facebook.com/groups/griefreliefforsurvivors	Grief Relief for Survivors of Suicide Loss
Take 5 (Gambling Support Network)	All ages	Self-referral	https://gamblingsupportnetwork.ca/	Nova Scotia Department of Health and Wellness
Tobacco Free Nova Scotia	All ages	Self-referral	https://tobaccofree.novascotia.ca/	Nova Scotia Department of Health and Wellness
Mood Disorders Society of Canada – Discussion Form	People living with mental illness	Self-referral	http://www.mdsc.ca/forum	Mood Disorders Society of Canada
Eskasoni Crisis and Referral Center	Eskasoni residents	Self-referral	https://www.eskasonimentalhealth.org/services-1	Eskasoni Mental Health Services

Table 2 - List of Assets (continued)

Name of Asset	Eligibility Criteria	Method of Access	Source	Institution
Resources / Services <i>(continued)</i>				
Overeaters Support Group	Accessible to individuals with eating disorders and their family members, friends, or partners, users must complete a survey before they access the chat (those experiencing high levels of stress are contacted before the chat)	Self-referral	https://oa.org/find-a-meeting	https://oa.org/contact-us/
Emotions Anonymous	The service is available to youth across Canada dealing with any issue	Self-referral	http://www.emotionsanonymous.org/what-we-offer/find-a-meeting/phone-internet-meetings.html	Emotions Anonymous
Mental Health and Addiction Services – Crisis Response Service	The service is available to youth across Canada in crisis	Self-referral	http://www.nshealth.ca/service-details/Crisis%20Response%20Service	Nova Scotia Health Authority (NSHA)
Mental Health Mobile Crisis Team	University and college students in Nova Scotia	Self-referral	http://www.iwk.nshealth.ca/mental-health/youth/mental-health-and-addictions-emergency-or-crisis	IWK Health Centre
Therapy Assistance Online (TAO)	Students, parents, and teachers who are residents of Halifax Regional Municipality	Self-referral	https://www.taoconnect.org/	TAO
At-Risk - Kognito	Open to all * Resources are geared to teens, their families, educators, and health professionals	Self-referral	https://kognito.com/products/at-risk-for-college-students	Kognito
7 Cups	Open to all	Self-referral	https://www.7cups.com/	7-Cups
Mindyourmind	Open to people who have lost a loved one to suicide.	Self-referral	https://mindyourmind.ca/about	mindyourmind

Table 3 – Brief Description of Assets

This table provides a brief description of each asset. Assets are grouped by type: Programs, Tools, and Resources/Services. Table 3 runs from pages 11-13.

Name of Asset	Brief Description
Programs	
ICAN (Conquer Anxiety and Nervousness)	Educates adults about anxiety and teaches them a skillset to overcome their anxiety, excessive worry and how to cope with major life stressors. Adults are provided with a manual or access to a secure website, videos, relaxation audio clips, a daily anxiety tracker, a supporter guide, and weekly telephone support from a coach. This program has been found to be effective at decreasing anxiety and stress; and increasing confidence and independence.
Parents Empowering Kids	Helps parents learn to deal with common childhood behaviour problems such as temper outbursts, not listening, verbal and physical aggression and difficulties paying attention. Parents are provided with a manual, DVD, behaviour chart for home, daily report card for the school and weekly telephone support from a coach. This program is now available in French.
Chase Worries Away	Educates parents and children about anxiety and guides them as they learn relaxation skills and how to face worry in real life. The program typically deals with difficulties separating from loved ones, worry about performance, and specific fears. Parents and children are provided with manuals or access to a secure website, videos, relaxation audio clips, a daily worry tracker and weekly telephone support from a coach. This program will be available in French.
Defeat Anxiety	Educates youth and their parents about anxiety and guides them as they learn skills in relaxation and how to face worry in real life. The program usually deals with difficulties specific to worry about performance, social anxiety, and specific fears. Youth and parents are provided with manuals or access to a secure website, videos, relaxation audio clips, a daily worry tracker and weekly telephone support from a coach. In Nova Scotia, youth have to option to receive weekly telephone coaching support through a group-based program with other teenagers who share similar challenges.
Dry Nights Ahead	This program is designed to help children overcome bedwetting. It employs the use of a urine alarm, reward system, and weekly telephone support from a coach.
Chase Pain Away	This program focuses on teaching stress management, avoidance of triggers, dietary modifications, and appropriate use of over-the-counter medication. Weekly telephone support from a coach is also provided.
Well Track	A free, online self-help program that aims to help treat depression, anxiety, stress, and phobias (e.g., fear of heights). It is available to Dalhousie and King's students.
Q Life	A resilience program that is intended to address feelings of being overwhelmed, anxiety, and perceived stress through proven skill development such as mindfulness, nutrition, cognitive hygiene and problem solving. This is a preventative tool to teach students resiliency skills.
BreathingRoom	An app and program that helps you relax and connect with yourself. It is an online program for youth and young adults aged 13-24, who want to learn new ways to manage symptoms of stress, anxiety and depression. It can be accessed 24/7.
Tools	
MEDEO	MEDEO enables healthcare providers to conduct online appointments through a secure video and messaging system.
RealPresence	A system used for video-conferencing.

Table 3 – Brief Description of Assets (continued)

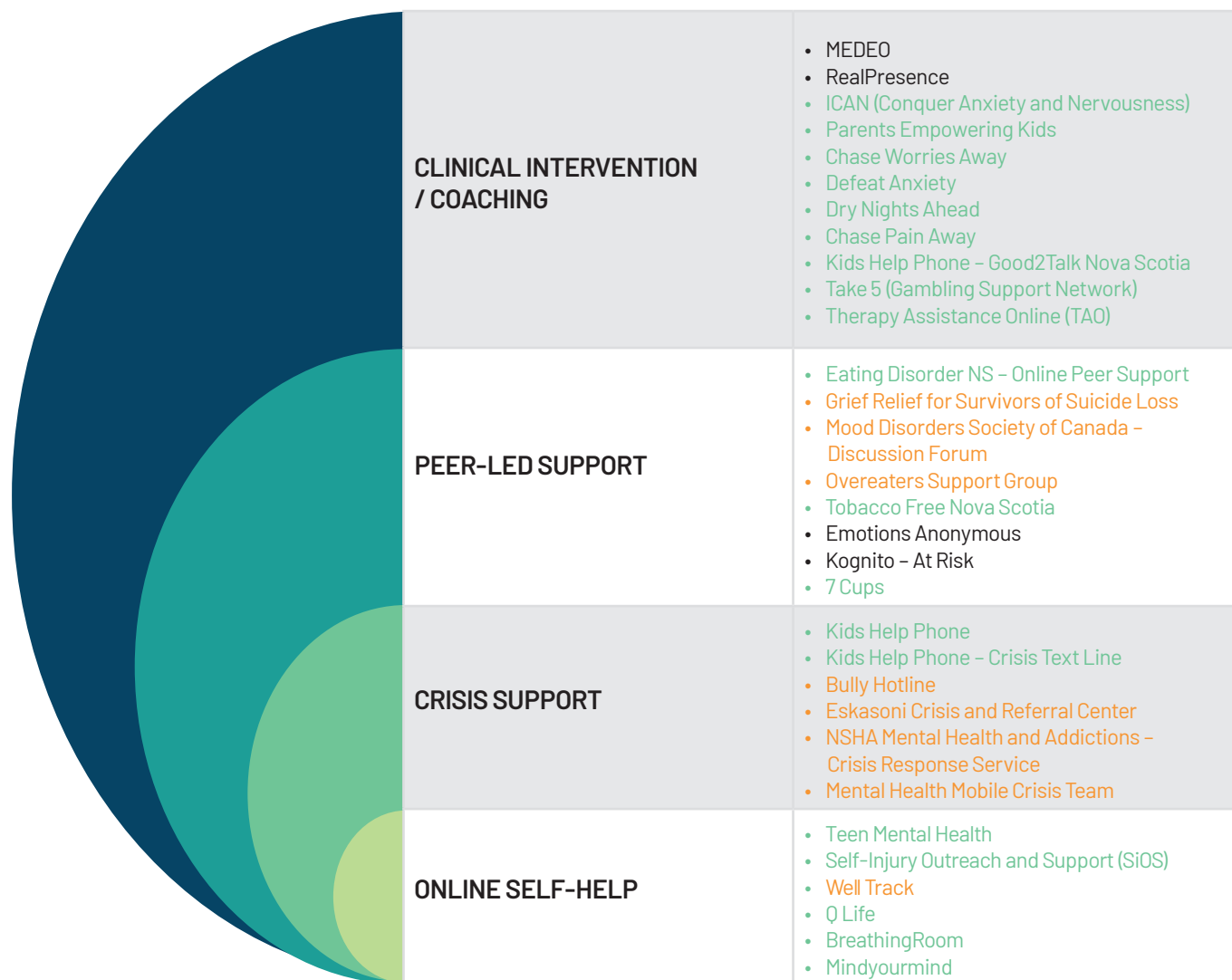
Name of Asset	Brief Description
Resources / Services	
Eating Disorder NS- Online Peer Support	Online Peer Support offers a safe, accessible, and confidential space for people to share experiences, learn coping skills, and benefit from the support of others who understand what it can be like to struggle with an eating disorder. No diagnosis or referral is needed and online peer support is accessible from any smart phone, tablet or computer with internet access.
Kids Help Phone	24/7 national service that provides professional counselling, information, and referrals. Volunteer-led, text-based support to youth is also offered.
Kids Help Phone – Crisis Text Line	Crisis Text Line provides free, 24/7 support from trained Crisis Responders for people in crisis via text.
Good2Talk Nova Scotia	Professional counsellors provide free, anonymous and confidential telephone counselling to postsecondary students about any issue. Students may also receive referrals to services on their university or college campuses.
Bully Hotline	Offers assistance to students being bullied or who know of someone being bullied, as well as to parents and teachers if they have concerns about bullying in school or in their homes.
Teen Mental Health – Online Mental Health Information	Provides online information about mental health issues and disorders affecting youth (i.e. high school curriculum guide).
Self-injury Outreach and Support	An international outreach organization that offers current information and helpful resources about self-injury to individuals who self-injure, those who have recovered, as well as their caregivers and families, friends, teachers and health professionals.
Grief Relief for Survivors of Suicide Loss – Online Group	A closed Facebook group for those who have lost a loved one to suicide. Members can share their stories, thoughts, struggles, daily feelings, and what has helped them in their own recovery.
Take 5 (Gambling Support Network)	A province-wide, free, distance-counselling service that offers long-term support, short-term and crisis counselling. Upon calling the Gambling Support Network, you'll talk with a counsellor who provides the same services as a face-to-face counsellor would. The Gambling Support Network is available 24 hours, 7 days a week.
Tobacco Free Nova Scotia	Offers personalized and non-judgmental support to individuals who want to stop smoking and stay smoke-free. Services offered include: Quit line – A trained counsellor helps individuals develop a personal quit plan. Offers help with cravings and withdrawal, and a place to talk. SMS/Text based motivational messaging – Sends helpful and motivational SMS/text messages. Carrier charges may apply. Secure chat with a counsellor – Offers the option to directly chat with counsellors securely online. Online forums – Offers a place to talk online with other smokers that are trying to stop smoking. Quit pack – Sends individuals information about smoking topics that are important to them. Website resources – Offers online information on how to quit smoking and stay smoke-free.
Mood Disorders Society of Canada – Discussion Form	An online discussion forum that connects people who share a common concern, interest, or issue. By joining the forum, individuals can ask questions, read about how others are living with and managing mood disorders, connect with others by sharing their experience, and offer support.
Eskasoni Crisis and Referral Center	24/7 services via Facebook, in person, and a Toll-Free telephone line; provides crisis intervention and referral services.

Table 3 – Brief Description of Assets (continued)

Name of Asset	Brief Description
Resources / Services <i>(continued)</i>	
Overeaters Support Group	Provides support to individuals who experience compulsive eating (online and telephone meetings available).
Emotions Anonymous	Emotions Anonymous (EA) provides meetings through Skype, internet chat, and over the phone. EA members unite in weekly meetings with the goal of working toward recovery from any sort of emotional difficulties. The only requirement in order to use this service is a desire to become well emotionally. Users may note that EA is a nonprofessional service provider.
Mental Health and Addiction Services – Crisis Response Service	Provides assistance to children, youth, and adults who are in crisis due to a mental health disorder, harmful substance use or gambling problem. Mental health and addictions clinicians assist clients either on the phone or in-person to provide support, assessment, and assistance for intervention.
Mental Health Mobile Crisis Team	Provides mobile 24/7 crisis support over the phone to youth. Not all mental health crises (e.g., thoughts of suicide, distorted or psychotic thinking, intense anxiety, depression or the inability to cope) necessarily require hospital-based care and can be supported in the community by a team of mental healthcare providers.
Therapy Assistance Online (TAO)	A digital platform of tools and educational materials that are designed to help one understand and change their thought pattern. TAO will develop a personalized course based on one's specific mental health needs.
At-Risk – Kognito	An interactive role-play simulation for students that is designed to build awareness, knowledge and skills about mental health and suicide prevention. It prepares users to lead real-life conversations with fellow students in distress and connect them with support.
7 Cups	An on-demand emotional health service and online therapy provider; it connects you to caring listeners for free emotional and confidential 24/7 one-on-one support. Listeners are available especially for teens and there are teen community forums and chat rooms to share with peers who understand similar circumstances. Online therapy and counseling is available for those aged 18+.
Mindyourmind	The organization works with young people aged 14 to 29 to co-create interactive tools and innovative resources with the goal to build capacity and resilience. This is done so through their Design Studio model, where young people work directly with facilitators, content experts, and designers to brainstorm, design, and develop projects.

Figure 2 – Asset Categorized by Primary Type of Support

This figure categorizing each asset by primary type of support and includes information on credibility, evaluation and evidence-base.



Text in **green** indicates that based on our search we were able to gather information on if the asset has credibility, and was evaluated or has an evidence-base.

Text in **orange** indicates that based on our search we were able to gather information on whether the asset has credibility, but unsure if it was evaluated or has an evidence-base.

Text in **black** indicates that based on our search, we were unable to gather information on whether the asset has credibility, and if it was evaluated or has an evidence-base.

Note: It should be acknowledged that though this was an extensive search, some information may be missing therefore this information should be interpreted with caution. Further information on credibility, evaluation and evidence-base can be reviewed in the Supplementary Document.