

Big White Wall - Here 24/7 Launches Online Support Services

A Referral Guide

What is Big White Wall?

CMHA WW (through Here 24/7) is launching Big White Wall to all Waterloo-Wellington residents aged 16+ in order to provide additional support for mental health, addiction, and wellbeing needs.

BWW is a pilot project for our area - we will be evaluating the value to our residents. Once registered by a Here 24/7 staff member, an individual has unlimited access to BWW for a 6-month period.

24/7



3 DAYS

- 24/7 peer and professional support, plus a range of wellbeing tools and courses
- Clients remain anonymous
- Guided self-help and support from trained counsellors
- Expected three-day wait time from referral until access is provided

Who should I refer to Big White Wall?

Big White Wall is best suited for people who:



16+

- Have mild to low-moderate mental health and addiction concerns
- Are at low risk of suicide/self-harm
- Have a basic level of literacy and comprehension
- Can access a phone/computer with internet
- Prefer a different support option than face-to-face
- 16+ years of age
- Live in Waterloo-Wellington, or connected to primary care provider in area

How do I refer someone to Big White Wall?

You can refer someone to Big White Wall through Here 24/7, and individuals can also self-refer. We will register the person and provide an introductory letter to the BWW service.

Examples of potential referrals:

- Post-secondary students who are struggling with significant stress, academic pressures, and living away from home/their supports
- Working parents with very busy schedules, dealing with life stressors, relationship issues, etc.
- Someone concerned about their drinking or other maladaptive coping mechanisms
- People on the waiting list for formal mental health and addictions services

As this is an online service, referring someone will depend on their interest, comfort, and needs.



Canadian Mental
Health Association
Waterloo Wellington

Association canadienne
pour la santé mentale
Waterloo Wellington



1 844 437 3247
(HERE247)

Call anytime to access
Addictions, Mental Health
& Crisis Services
Waterloo-Wellington



Big White Wall™