Community Counselling Fund

Impacts of COVID-19 on Organizations

The COVID-19 pandemic has exacerbated pre-existing mental health and substance use challenges

85%

Increased demand for counselling services:

92% of grantees and 94% of surge organizations saw an increase in demand for counselling services as a result of COVID-19.

Delays and interruptions:

85% had to delay, change, or cancel elements of their planned program enhancements due to public health restrictions and the need to transition to virtual services.

"We have noticed a serious uptake in the number of calls we are receiving during this third wave. When we have asked callers if they would like to be put on our waitlist, we've been met with an increasing level of panic. These are not our typical crisis calls – these are something different."

- CCF Grantee

After adjusting to virtual services, grantees and surge organizations were able to meet increased demand for counselling.

81%

81% of grantees transitioned to virtual counselling in response to COVID-19.

12%

Only 12% of grantees already offered virtual services before COVID-19.

69%

69% of grantees noted that they ultimately did not reduce their services during COVID-19.

TThe demand for accessible community-based counselling is higher than ever.

The pandemic has exacerbated pre-existing mental health and substance use challenges. Many first responders and essential workers have experienced burnout, while the isolation and increased burden of the pandemic has overwhelmed parents, caregivers and people at risk for relationship violence.

Virtual delivery of community-based counselling services is successful at meeting the needs of communities most impacted by the dual crises of the COVID-19 pandemic and the opioid crisis. Yet, virtual service delivery remains just one facet of a solution towards equitable health care for all.

The CCF is a first step of many towards mental health and wellness being accessible to everyone, regardless of where you live, who you are, or your ability to pay.

Learn more at caibc.ca

CAI Community Action Initiative