



Are You in Crisis?

If you are in a crisis and require emergency assistance:

Visit your local emergency department or **call 911** or

Consider contacting these resources:

CRISIS PHONE LINES:

- 988: This is new! Call or Text 988 Canada-wide for suicide crisis help – for yourself or if you are concerned about someone. Official Website: <https://988.ca/>
- **Anishnawbe 24/7 Mental Health Crisis Management Service: 416-891-8606 (Indigenous clients)** not only promotes traditional practices but has affirmed and placed them at its core. This model of health care is based on traditional practices and approaches and are reflected in the design of its programs and services.
- **Assaulted Women's Helpline: 416-863-0511; Toll Free 1-866-863-0511** For more than 25 years, the Assaulted Women's Helpline has served as a free, anonymous and confidential 24-hour telephone and TTY crisis telephone line to all women in the province of Ontario who have experienced any form of abuse.
- **Distress Centre: 416-408-HELP (4357)** offers access to emotional support from the safety and security of the closest telephone. Callers can express their thoughts and feelings in confidence. Callers' issues can include problems related to domestic violence, social isolation, suicide, addictions, mental and physical health concerns. The Distress Centre offers emotional support, crisis intervention, suicide prevention and linkage to emergency help when necessary.
- **Gerstein Centre: (416) 929-5200** provides crisis intervention to adults, living in the *City of Toronto*, who experience mental health problems. The service has three aspects; telephone support, community visits and a ten-bed, short-stay residence. All three aspects of the service are accessed through the crisis line.
- **Kids Help Phone: 1-800-668-6868** is a free, anonymous and confidential phone and on-line professional counselling service for youth. Big or small concerns. 24/7. 365 days a year.

- **Toronto Seniors Helpline: 416-217-2077; Long Distance 1-877-621-2077** is a specialized service for seniors that provides information and assistance including risk and safety assessments, immediate referrals to community mobile crisis units, and support for families and caregivers.
- **Toronto Rape Crisis Centre: 416-597-8808** is a grassroots collective working towards a violence-free world by providing anti-oppressive, feminist peer support to survivors of sexual violence through support, education and activism. Callers can be anyone who has been raped, sexually assaulted or abused, women who have had unwanted sexual touching, incest survivors and friends or family.
- **Youthdale's Crisis Support Team: (416) 363-9990** assesses each child's risk and mental status through telephone interviews and if required, Mobile Response. This assessment will involve the parent or guardian and the professionals caring for the child. A Youthdale child psychiatrist is available to consult with the Crisis Support Team at all times. Any parent or legal guardian in Ontario can call the Youthdale Psychiatric Crisis Services and get immediate access to trained professionals 24 hours a day, seven days a week.
- **Scarborough/East York Telephone Crisis Support: 416-495-2891**
- **Telecare** (Mandarin & Cantonese), 416-920-0497
- **Trans Lifeline 1-877-330-6366** a non-profit hotline staffed by transgender people for transgender people. Available 11am to 5am
- **Contact Centre Telecare Peel 905-459-7777**, 24 hrs/day; Languages: English, Punjabi, Hindi, Urdu, Spanish, Portuguese
- **Distress Centre Peel 905-278-7208**, 24 hrs/7 days
- **Durham Crisis Line 905-666-0483**, 24 hrs/7 days
- **Oakville Distress Centre - 905-849-4541**
- For non-emergency, but need to talk: **Warm Line, Progress Place 416-960-9276 or 416-960-WARM**, Monday to Sunday, 3pm to 12 midnight

MOBILE CRISIS RESPONSE TEAMS:

Toronto:

- Gerstein Centre Crisis Line - 416-929-5200, 24 hours/ 7 days Professional Referral Line - 416-929-9897, Mobile unit service borders: south to the lake, north to Eglinton, east to Bayview to Danforth and then to Victoria Park, west to Jane St.

- St. Mike's Hospital Mobile Crisis Team via Police Department (911), 24/7 service, accessible through police (no direct number).

North York/ Etobicoke:

- Mental Health crisis response program 416-498-0043, Provided by St. Elizabeth Health Care 24 hours/ 7 days Service borders: South to the lake to Jane, to Eglinton, Eglinton east to Victoria Park, north to Steeles, and west to Hwy 427
- St. Joseph's Hospital Mobile Crisis Team via Police Department (911) 24/7 service, accessible through police (no direct number).

Scarborough/East York:

- Scarborough Health Network's Mobile Crisis Team via Police Department (416-808-2222 or 911); Available 7 days/week; 11am – 11pm; accessible through police (no direct number).

York Region:

- Community Crisis Response Service – 1-855-310-2673; Toll Free 1-866-323-7785

Peel Region:

- Crisis Support of Peel 905-278-9036, 24/7 day crisis response for the Peel Region (Mississauga, Brampton, Caledon.) immediate telephone support emergency or respite housing and hospitalization if needed

Hamilton:

- St. Joseph's Hospital Crisis Outreach and Support Team (COAST), 905-972-8338 24-7 service, covers Hamilton community

Durham:

- Durham Crisis Services – Mobile Team 905-666-0483, 24 hrs/ 7 days; Crisis beds available.

Halton:

- Crisis Outreach and Support Team (COAST) 1-877-825-9011. Covers: Oakville, Milton, Georgetown, Acton and Burlington

EMERGENCY ROOM ADDRESSES for **MENTAL HEALTH CONCERNS, Toronto**

- Centre for Addiction and Mental Health (CAMH)
 - 250 College St., M5T 1R8, 416-979-6885
- Mount Sinai Hospital

- 600 Univeristy Ave., M5G 1X5, 416-586-5054
- St. Michael's Health Centre
 - 30 Bond St., M5B 1W8, 416-864-5094
- St. Joseph's Health Centre
 - 30 The Queensway, M6R 1B5, 416-530-6003
- North York General Hospital
 - 4001 Leslie @ Sheppard, M2K 1E1, 416-756-6000
- Scarborough Health Network, General Hospital
 - 3050 Lawrence Ave. E., M1P 2V5, 416-438-2911 x6300
- Scarborough Health Network, Birchmount Hospital
 - 3030 Birchmount Rd., M1W 3W3, 416-438-2911 x2550
- Scarborough Health Network, Centenary Hospital
 - 2867 Ellesmere Rd., M1E 4B9, 416-284-8131
- Humber River Regional Hospital
 - 1235 Wilson Ave., M3M 0B2, 416-242-1000 x42000
- Etobicoke General Hospital
 - 101 Humber College Blvd, M9V 1R8, 416-747-3528
- Sunnybrook Health Sciences Centre
 - 2075 Bayview Ave, M4N 3M5, 416-480-4207 x0
- Michael Garron Hospital (formerly Toronto East General Hospital)
 - 825 Coxwell Ave, M4K 3E7, 416-469-6435
- University Health Network
 - Toronto Western Hospital, 399 Bathurst, 416-603-5757
 - Toronto General Hospital, 190 Elizabeth St., 416-340-3946

CRISIS ADDICTION SERVICES

Central Access for Addiction Services Toronto 1-866-366-9513 Hours:
24/7, 365 days a year

Central Access is a primary point of entry into the Toronto Withdrawal Management Services system referral system (operated by St. Michael's Hospital). The system is comprised of Residential, Community and Day Withdrawal Management programs run by St. Joseph's Health Centre, University Health Network, Michael Garron Hospital and St. Michael's Hospital. Individuals in need of withdrawal management services in Toronto can now call a single number to discuss withdrawal service options and seek the best level of care.

- Who should call: Clients (16 years of age or older) seeking non-medical withdrawal management services in the City of Toronto
- Social service providers
- Health care providers
- Anyone looking for information on Withdrawal Management Services in Toronto.

EMERGENCY SHELTERS

- Calling **Central Intake** is the first step to access of City of Toronto shelters: **416-338-4766; Toll Free 1-877-338-3398**
- **Streets to Homes Assessment and Referral Centre (129 Peter Street): 416-392-0090** Walk in referral to emergency shelter and street respite.

TORONTO COMMUNITY CRISIS SERVICES

Toronto Community Crisis Service: Dial 211. Run by the City of Toronto, the Toronto Community Crisis Service sends out mobile crisis teams to provide a community-based support for people who are in crisis or who need a wellbeing check, **without involving the police.**

The service is currently available in four areas of Toronto. In each area, the mobile crisis response is provided by different partners:

- **Northeast Toronto/Scarborough** – in partnership with Taibu Community Health Centre
- **Downtown East Toronto** – in partnership with Gerstein Crisis Centre
- **Downtown West Toronto** - Kamaamwizme wii Naagidiwendiiying – in partnership with 2-Spirited People of the First Nation, ENAGB Indigenous Youth Agency and Niiwin Wendaanimak / Four Winds Indigenous Health and Wellness Program
- **Northwest Toronto** – in partnership with Canadian Mental Health Association Toronto, Addiction Services of Central Ontario, Black Creek Community Health Centre, Black Health Alliance, CAFCAN, Jane/Finch Community and Family Centre, Rexdale Community Health Centre

You can access the Toronto Community Crisis Service if you are in the above parts of Toronto by calling 2-1-1 or 9-1-1 and requesting this service, or directly by contacting the Gerstein Crisis Centre or the 2-Spirited

People of the 1st Nations. **Phone-based Information & Referral services are also available through Findhelp 211.**