

# CRISIS SERVICES

## Where to go when you're looking for help

Generally, you'll know you're in crisis if you feel like you can't cope and are not in control, are having a hard time with day-to-day functioning or are thinking of harming yourself or someone else. You may be having difficulty sleeping, eating, paying attention or carrying on your normal routine at home, work or school. You may have had a serious setback or be wondering if you can keep going.

A crisis could result from losing your housing, problems with money, worries about your child's well-being or a problem or difficult situation that doesn't clear up and becomes more serious. What is a difficult situation for one person may be a crisis for another, depending on your support system and how you interpret and cope with the problem.

Some people show no signs when they are in crisis. Other people may act differently and may not think clearly, making it more obvious when they are having a hard time.

If you need help in an emergency or are in crisis, visit your local emergency department or call 911.

For general information about where to go in a crisis, contact:

### ConnexOntario

[www.connexontario.ca](http://www.connexontario.ca)

1 866 531-2600 (phone or chat)

**Services offered:** Free, confidential health services information for people with alcohol or other drug problems, and/or people with mental health or gambling issues.

For suicide prevention and support, contact:

### Crisis Services Canada

[www.crisisservicescanada.ca](http://www.crisisservicescanada.ca)

1 833 456-4566 (phone)

45645 (text)

**Services offered:** Phone support available 24/7 and text support from 4:00 p.m. to midnight

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If any of this information is incorrect or outdated, or if there are additional organizations or programs that would be helpful to include, please e-mail the information to us at [access.resources@camh.ca](mailto:access.resources@camh.ca).

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## Hospital Emergency Departments

If you need help, you can go to a hospital's emergency department. However, unless you are assessed as being a danger to yourself or others, the health care professional at the hospital (e.g., doctor, nurse) is unlikely to admit you as an inpatient. Instead, they may suggest that you return home or stay with a friend or family member as long as you have someone with you for support.

Some people find it stressful to be in a hospital where they are separated from their usual supports and must follow rules, regulations and structured programs. However, others may find that this is the safest place for them to be in a severe crisis.

## Mobile Crisis Intervention Teams and Other Mobile Crisis Services

In Toronto, mobile crisis intervention teams pair a specially trained police officer with a mental health nurse to respond to crises involving people with mental health issues. Outside of Toronto, crisis outreach and support teams have a similar function to mobile crisis intervention teams, but involve a plain clothes officer rather than a police officer in uniform. Like many other health care services, mobile crisis teams are more likely to operate in cities and larger communities than in rural areas. Some mobile crisis teams don't involve a police officer, but may just consist of crisis workers.

To reach a mobile crisis intervention team, call 911, or contact your local hospital, community mental health agency or a Community Care Access Centre.

The following are listings by region:

### Toronto

#### **Gerstein Centre Crisis Line**

[416 929-5200](tel:4169295200)

**Services offered:** Non-medical crisis intervention for people experiencing a mental health or substance use-related crisis who either don't need hospitalization or don't want to be hospitalized

**Eligibility:** Must live in the catchment area south to the lake, north to Eglinton, west to Jane St., east to Victoria Park

#### **St. Mike's Hospital Mobile Crisis Team**

[Accessed by calling 911 \(no direct phone number\)](#)

**Services offered:** A mobile crisis team that consists of a police officer and mental health nurse who work 11:00 a.m. to 9:00 p.m., seven days a week

#### **WoodGreen, Crisis Outreach Service for Seniors (COSS)**

[www.woodgreen.com/ServiceDetail.aspx?id=192](http://www.woodgreen.com/ServiceDetail.aspx?id=192)

[416 217-2077](tel:4162172077), [1 877 621-2077](tel:18776212077)

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**Services offered:** On-call mobile crisis intervention and outreach service, including crisis counselling

**Eligibility:** Seniors who have a suspected or diagnosed addiction or mental health problem, including dementia

**Referral:** Self-referral or referral by a social worker, hospital staff, physician, family member, friend, community member or anyone else is concerned about a senior's well-being

## North York/Etobicoke

### St. Elizabeth Health Care

416 498-0043

### St. Joseph's Hospital Mobile Crisis Team

Accessed by calling 911 (no direct phone number)

## Scarborough/East York

### Scarborough and Rouge Hospital Regional Mobile Crisis Team

[www.tsh.to/areas-of-care/mental-health/regional-crisis-programs](http://www.tsh.to/areas-of-care/mental-health/regional-crisis-programs)

Accessed by calling 911 (no direct phone number for mobile crisis intervention teams)

416 495-2891 (Community Crisis program)

**Services offered:** Mobile crisis intervention teams that respond to 911 dispatch or police radio calls from 1:00 to 11:00 p.m., seven days a week; community crisis program for people age 16 years or older who are experiencing symptoms of mental health problems

## York Region

### York Support Services Network—Community Crisis Response Service

905 310-COPE (2673), 1 855 310-COPE (2673)

**Services offered:** A crisis response service available 24 hours a day, seven days a week

## Peel Region

### Crisis Support Peel Dufferin

905 278-9036 (Mississauga, Brampton, Caledon)

**Services offered:** Over-the-phone or in-person crisis support (a team of registered health professionals may visit you at your home); outreach program offering mobile, short-term support to people who are homeless or at risk of homelessness; crisis services available 24/7

### Trillium Health Partners—Crisis Intervention Team

**Services offered:** Clinical assessment, intervention and referrals to community resources for people with a mental health and/or addiction issues

**Eligibility:** People registered in the emergency department at either Credit Valley Hospital or Mississauga Hospital

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## Hamilton

### **Crisis Outreach and Support Team—St. Joseph’s Healthcare Hamilton**

[www.stjoes.ca/health-services/mental-health-addiction-services/mental-health-services/coast](http://www.stjoes.ca/health-services/mental-health-addiction-services/mental-health-services/coast)

905 972-8338

[dmcgrath@stjoes.ca](mailto:dmcgrath@stjoes.ca)

**Services offered:** Phone support 24 hours a day, seven days a week: mental health workers respond to the crisis phone line and make preliminary assessments, then the crisis outreach and support team responds with phone support or a mobile visit; a mobile team, including a mental health worker and police officer, will visit the crisis situation between 8:00 a.m. and midnight if needed; mobile crisis rapid response team is available from 10:00 a.m. to 1:00 a.m., seven days a week, and assessment is immediate

## Durham

### **Durham Mental Health Services—Crisis Response**

[dmhs.ca/cause/crisis-response](http://dmhs.ca/cause/crisis-response)

905 666-0483, 1 800 742-1890

**Services offered:** 24-hour telephone support; community visits by a mobile team, which can support the person in their preferred environment and provide follow-up support, including links and referrals to other community supports; short-term stays in crisis beds

## Halton

### **Halton Regional Police Service Crisis Outreach and Support Team**

1 877 825-9011

**Services offered:** Immediate outreach and support to Halton residents (in Oakville, Milton, Georgetown, Acton and Burlington) who are over age 16: team consists of health care workers and Halton Regional Police Services

## Distress and Crisis Lines, Texting and Online Support

Distress lines offer free, anonymous support by telephone, and sometimes by text or online chats. You can call a distress line if you need someone to talk to about your own concerns, or are worried about a family member or other loved one who you think is in crisis. As these lines are run by trained volunteers rather than staff, their hours may vary, and the feedback tends to involve supportive listening rather than the counselling you might receive from a trained professional.

Crisis lines are slightly different than distress lines. They are generally available 24/7 and are staffed by trained crisis workers, with the capacity to go out into the community and meet with someone in crisis, if needed. They are usually connected with an emergency department or another mental health organization.

You can find emergency numbers by calling 211 in Toronto or 416 397-4636 if you are outside of Toronto.

For information on distress centres in Ontario, view

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## Distress and Crisis Ontario

[www.dcontario.org](http://www.dcontario.org)

741741 (text)

**Services offered:** Online live chat and text support: text support from 2:00 p.m. to 2:00 a.m. daily; online chat at <http://dcontario.org/ontx.html>

Here are listings of local distress and crisis lines by region:

## Toronto

### Distress Centres of Greater Toronto

<https://www.torontodistresscentre.com/408-help-line>

416 408- 4357

**Services offered:** Distress phone line available 24 hours

## Durham Region

### Distress Centre Durham Helpline

905 430-2522, 1 800 452-0688

**Services offered:** 24-hour crisis line

### Durham Mental Health Crisis Line

905 666-0483

**Services offered:** 24/7 hotline, mobile crisis unit, crisis beds

## Peel

### Spectra Helpline

905 459-7777

**Hours:** 24 hours a day, seven days a week

**Languages:** English, Punjabi, Hindi, Urdu, Spanish, Portuguese

### Distress Centre Peel

905 278-7208

### Peel Children's Centre, Crisis Response

[www.peelcc.org/en/services/family-crisis](http://www.peelcc.org/en/services/family-crisis)

416 410-8615

**Services offered:** Phone line will connect you to a trained mental health worker who can talk to you about your concerns and decide what needs to be done; they can also visit the home or school if needed

**Eligibility:** People in Peel who have mental health needs and are under age 18 and/or their parents who may be struggling with these needs

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### **Peel Crisis Capacity Network**

905 273-4900

**Eligibility:** People with a developmental disability or dual diagnosis (development disability and mental health problem) who are 11 years of age or older

### **Scarborough and Rouge Valley Hospital**

416 495-2891

### **Spectra Multilingual Distress Lines**

[www.spectrahelpline.org](http://www.spectrahelpline.org)

905 459-7777 (Brampton and Mississauga)

1 877 298-5444 (Caledon)

905 278-4890 (TTY)

**Hours:** English helplines are open 24 hours a day, seven days a week; multilingual helplines are open Monday to Friday, 10:00 a.m. to 10:00 p.m.

**Languages:** English, Cantonese, Mandarin, Portuguese, Spanish, Hindi, Punjabi, Urdu

## Halton

### **Distress Centre Halton**

905 849-4541 (Oakville)

905 681-1477 (Burlington)

905 877-1211 (North Halton)

## For Specific Groups

### Women

#### **Assaulted Women's Helpline**

416 863-0511, 1 866 863-0511 (toll-free)

#### **Fem'aide**

1 877 336-2433

**Services offered:** Francophone helpline for women coping with violence

#### **Toronto Rape Crisis Centre**

416 597-8808

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## Kids

### Kids Help Phone

[kidshelpphone.ca](http://kidshelpphone.ca)

1 800 668-6868 (and chat via the Always There app)

**Services offered:** 24-hour bilingual and anonymous phone counselling, as well as web counselling

## LGBTQ

### LGBT Youth Line

[www.youthline.ca](http://www.youthline.ca)

1 800 268-9688, 647 694-4275 (for two-spirit, lesbian, gay, bi, trans and queer youth)

**Hours:** Sunday to Friday, 4:00 to 9:30 p.m.

### Toronto PFLAG

[www.torontopflag.org](http://www.torontopflag.org)

416 406-6378

**Services offered:** 24-hour phone line operated by volunteers who provide support and suggest community resources and reading material

**Eligibility:** People who are LGBTQ, their parents, family and friends

**Note:** Leave a message on the phone line, and they will return your call

### Trans Lifeline (Transgender Crisis Hotline)

1 877 330-6366 (for transgender people, and others with gender identity-related struggles)

**Hours:** Daily from 10:00 a.m. to 4:00 a.m. EST

## Seniors

### Seniors Crisis Access Line (SCAL)

416 619-5001

**Hours:** Monday to Friday, 10:00 a.m. to 9:30 p.m.; weekends, 10:00 a.m. to 6:00 p.m.

### Toronto Seniors Helpline (Crisis Outreach Service for Seniors)

[www.loftcs.org/programs/supports-for-seniors/4918-2](http://www.loftcs.org/programs/supports-for-seniors/4918-2)

416 217-2077

**Services offered:** Crisis support services to seniors, provided by LOFT, WoodGreen Community Services and Reconnect Community Health Services, that include co-ordinated crisis intervention and psychogeriatric case management

**Eligibility:** Seniors and anyone concerned about a senior (e.g., family, friend, neighbour)

**Hours:** Seven days a week: Monday to Friday, 9:00 a.m. to 8:00 p.m.; weekends and holidays, 10:00 a.m. to 6:00 p.m.

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## Warm Lines

You can also chat online, text or call a warm line when you are feeling lonely or distressed and need someone to talk to. A warm line is a confidential and anonymous service that connects you with peers who have also experienced mental health issues. Anyone can call a warm line as long as they have a phone to receive a call. But warm lines are not crisis lines. If you are in crisis, contact a crisis support line or call 911.

### Krasman Centre—Warm Line and Peer Crisis Support Service

[krasmancentre.com/programs/warm-line](http://krasmancentre.com/programs/warm-line)  
1 888 777-0979

**Hours:** 24 hours a day

### Margaret's

See website for addresses

[margarets.ca/crisis-intervention-program](http://margarets.ca/crisis-intervention-program)

416 463-1481 (main line), 416 463-1481 ext. 117 (warm line)

**Services offered:** A 24-hour, seven day a week warm line that provides information and referral support, as well as other crisis services; short-term crisis management to address issues such as housing, income, parenting and legal concerns; psychiatric clinics; food, clothing and shoe security programs Tuesdays and Sundays from noon until 6:00 p.m. for registered clients; crisis/respite beds for women

**Eligibility:** Women age 18 and older who have been diagnosed with severe mental illness or who identify themselves as experiencing a crisis

**Referral:** Referrals for crisis services accepted through Access Point, 416 640-1934; people can also self-refer for women's crisis beds

### Progress Place

[www.warmline.ca](http://www.warmline.ca)

416 960-WARM (9276), 647 557-5882 (text)

**Services offered:** A peer support line available from 8:00 p.m. to midnight

**Eligibility:** 18 years and older

### Hearing Every Youth Through Youth (H.E.Y.Y.)

416 423-4399

**Services offered:** Confidential phone line designed and operated by youth for youth, available Monday to Friday, from 6:00 p.m. to 9:00 p.m.

## Safe Houses, Food and Shelter

Shelters offer a safe, temporary place to live during a crisis, and workers can give you advice and support. Shelters and safe houses often provide services to specific groups of people; for example, women only, women

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and children, men only or youth. They may offer housing services, counselling and other supports along with providing a bed and a meal. Note: Some shelters or safe houses have policies that exclude people with mental health or substance use problems.

The **Out of the Cold** program provides shelter, food and warm clothing for people without homes and people with low incomes. Meals and shelter are offered during the colder months and, in some cases, year-round. These programs are run in Toronto, Hamilton, Kitchener-Waterloo, St. Catharines, Barrie and other larger cities in Ontario.

Food banks, community kitchens and other food services are also available in some communities for people who need them.

**Safe Beds Toronto** (416 248-4174) is available for people with mental health issues. They also have other beds for people who may be involved with the criminal justice system.