

SURVIVORS OF DOMESTIC VIOLENCE

Where to go when you're looking for help

Last Updated: February 2023

If you are in a situation where you are experiencing domestic violence, help is available. Your immediate safety is most important. You can seek medical treatment at any hospital or call 911 if you need to.

Crisis Lines

The crisis lines listed below are free of charge and available 24 hours a day, seven days a week. They can provide emotional support, crisis counselling, safety planning, referrals, information and assistance with urgent moves.

Anishinabe Women's Crisis Line: 1 888-200-9997

Assaulted Women's Helpline: 1 866 863-7868 or 416 863-0511 or TTY 1 866-863-0511

Hope 24/7 / Peel Rape Crisis Centre Line: 1 800-810-0180

La Maison Toronto Crisis Line (French speaking): 647 777-6433

Femaide (for French-speaking women): 1 877-336-2433 or TTY 1 866-860-7082

The Redwood 24/7 Crisis Line: 416 533-8538

Toronto Rape Crisis Centre: 416 597-8808

Sexual and Domestic Assault Treatment Centres

Scarborough Centre for Healthy Communities - Sexual Assault & Domestic Violence Care Centre

629 Markham Rd., Unit 2, Scarborough, ON

2660 Eglinton Ave E., Scarborough, ON

1333 Neilson Rd., Suite 320, Scarborough, ON

schcontario.ca/sexual-assault-and-domestic-violence-care-centre

416 847-4144

Services offered: Up to 18 sessions of one-to-one counselling for people who have experienced sexual assault, domestic violence, or childhood sexual abuse

Eligibility: People of all genders and sexual orientations; people 12 years and older; everyone accepted regardless of whether they have immigration status or an OHIP card

Referral: Call to set up an appointment or visit the emergency department of The Scarborough Hospital

Note: Services are free and the centre has an all-female team of counsellors

If any of this information is incorrect or outdated, or if there are additional organizations or programs that would be helpful to include, please e-mail the information to us at access.resources@camh.ca.

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Scarborough Health Network - Sexual Assault and Domestic Violence Care Centre

3030 Birchmount Rd., 4th Floor, Toronto, ON

shn.ca/areas-of-care/sexual-assault-and-domestic-violence-care-centre/

416 495-2555

Services offered: 24-hr emergency care, counselling, crisis intervention, medical care (testing and treatment for sexually transmitted illnesses, plan B, and HIV post-exposure prophylaxis), forensic care (documentation and evidence collection), risk assessment, safety planning, referral to community services, follow-up counselling, emergency mobile response

Eligibility: Female, male and transgender individuals, 12 years and older, who have been sexually assaulted or have experienced intimate partner violence

Referral: Services are provided to individuals who arrive at the emergency departments; call for more information

Note: Services are free

Women's College Hospital - Sexual Assault / Domestic Violence Care Centre

76 Grenville St., Ground Floor (in the AACU), Toronto, ON

womenscollegehospital.ca/programs-and-services/sexual-assault-domestic-violence-care-centre

416 323-6040

Services offered: 24/7 services with no appointment necessary; crisis support, risk assessment, safety planning, assessment and documentation of injuries/assault history, testing and treatment for sexually transmitted infections, emergency contraceptive options, testing for drugs that may have been used to commit the assault, referral to community resources, follow-up supports, ongoing supports and referrals, nurse mobility team that supports other Toronto emergency departments; the collection of medical and legal evidence at the request of the client

Eligibility: Women, men, and trans people, over the age of 14, who are victims/survivors of sexual assault and domestic/intimate partner violence

Note: All services are free and provided by registered nurses

Women's Shelters

Access CAMH Centralized Information Line

camh.ca/en/your-care/access-camh

416 535-8501, option 2

Services offered: Access will provide callers with a resource list of shelters for abused women; also provide information, intake, and scheduling for most of CAMH's services

Language: Interpreters are available to assist callers in their language of choice

Note: Phone calls are answered Monday - Friday, 8:30AM - 4:30PM and closed on weekends and statutory holidays

Sheltersafe Directory

sheltersafe.ca/ontario/

Services offered: Directory of women's shelters and transition homes; includes search categories such as pets allowed, accessible, children's programs, sexual orientations, and gender identities

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City of Toronto - Central Intake Line

toronto.ca/community-people/housing-shelter/homeless-help/shelters/#shelters

416 338-4766

Services offered: This helpline will provide callers with assistance in finding a shelter that meets their needs, including sites that serve people who have experienced intimate partner violence

Interval House - Residential Program

intervalhouse.ca/residential-program/

416 924-1491 or 1 888-293-5516 (Crisis support)

416 924-1411 or 1 888-801-7337 (General information)

Services offered: Safe housing in a family-style living environment; provide essential items (food, toiletries, emergency medicine, and baby supplies), one-on-one and group counselling, women's program (expressive art group, parenting workshops, ESL and cultural interpreters, court support and legal aid, social activities), children's program (fun activities, family activities, child-specific counselling, educational groups), safepet program

Eligibility: Women and children escaping abuse/violence

Note: Services are provided for free

The Redwood Shelter for Women and their Children

theredwood.com/get-help-now/

416 533-8538 (24/7 line)

416 533-3736 (TTY)

Services offered: Secure housing, counselling, legal support, housing support services, referrals to subsidized daycare and school registration, job readiness training and employment counselling, legal support (family law, immigration, and legal aid), referrals to community services

Language: Translation services are available for those who need them

Note: Services are provided for free

Women's Habitat Shelter

womenshabitat.ca/shelter/

416 252-5829 (24-hr crisis line)

Services offered: Safe and confidential location with everything a woman needs to rebuild her life; housing and legal supports, each woman has her own room to share with her children, welcome package, counselling, help securing child care, support for children with special needs, and recreational programming for children

Languages: Staff speak many languages and offer interpreter services to any woman in need

Referral: Call then 24/7 crisis line to speak with a counsellor

Note: Services are provided for free

Yorktown Family Services - Women and their Children Shelter

yorktownfamilyservices.com/programs/shelter-services/

416 394-2950

416 394-2999 (24-hr crisis line)

Services offered: A supportive, community-based emergency shelter and support services for women and their children who have experienced abuse; shelter, crisis intervention, counselling, safety planning, and support groups

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Eligibility: Women 16 years of age and older who have been abused by their partners, significant others (incl. caregiver or immediate family household member) and their dependent children

Language: English; translation services are available if need be

Referral: Centralized referral provided by Assaulted Women's Helpline @ 416 863-0511 or 1 866-863-0511

Note: Services are provided for free

YWCA Emergency Shelters from Violence (YWCA Arise Shelter & Women's Shelter)

ywcatoronto.org/OurPrograms/shelterandhousing/emergencyshesterfromviolence

416 929-3316 (24-hr line)

Services offered: Furnished rooms for every woman and her children, shared bathrooms, meals and snacks, welcome kits, secure buildings, YWCA staff available at all times, access to clothing bank, community garden, assistance applying for a personal needs allowance, counselling services, safety planning, help with finding affordable housing, referrals to community resources (incl. lawyers, doctors), accompaniment to appointments if requested, family-based activities and celebrations, ongoing support after leaving the shelter

Language: Support in many languages through staff and cultural interpreters; specific languages vary by location, contact for more detail

Note: The shelter is free for women and their children fleeing violence/abuse

Victims of Abuse Support Programs

KCWA Family and Social Services - Transitional Housing and Support Program for Survivors of Domestic Violence

5075 Yonge St., Suite 401, Toronto, ON (North York Centre office)

540 Finch Ave W., 2nd Floor, Toronto, ON (Bathurst-Finch office)

kcwa.net

416 340-1234

kcwa@kcwa.net

Services offered: Counselling services, transitional and housing support, safety planning, support with securing legal assistance, finding and maintaining housing, applying for social housing, securing financial assistance, parenting support, education and job training, connecting with community resources and other support programs

Eligibility: Women and their dependents who have experienced violence and/or abuse

Language: Translation services are available for those who require them

Note: Services free; geared towards the Korean community but all are welcome

Shelter Movers - Greater Toronto

sheltermovers.com

1 855-203-6252

info@sheltermovers.com

Services offered: Provide free moving and storage services to survivors of gender-based violence

Eligibility: Anyone who has either found a space in a shelter and are ready to leave an abusive relationship or who are already living in a shelter or safe place

Language: Language interpreters are available if need be

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Referral: Reach out by email or phone; clients may be referred by any person of authority (social worker, doctor, police, crisis counsellor, teacher, etc.) or public agency (shelter, hospital, school, workplace, place of worship, sexual assault centre, etc.)

Note: Services are offered for free; the organization works with pet fostering agencies if you need a temporary home for your pets

Victim Services Toronto

40 College St., Toronto, ON

victimservicestoronto.com

416 808-7066

416 808-7694 (High Risk Support Services program)

info@victimservicestoronto.com

Services offered: 24/7 Victim crisis response program (immediate on-scene support services, crisis intervention, practical assistance, referrals to a wide range of programs/services/counselling), high risk support services for those at a high risk of experiencing violence by an intimate ex-partner (safety planning, reassessing safety options, court accompaniment, referrals to community supports), case management services (emotional support, systems advocacy, financial assistance, safety planning, personal safety devices, accompaniment, assistance with accessing and navigating programs - e.g., Toronto Community Housing, ODSP, Ontario Works, child care services, etc.), teens ending abusive relationships program (T.E.A.R), trauma dog program

Eligibility: Families and communities affected by crime and sudden tragedies, including domestic violence, sexual assault, human trafficking, assault, homicide, suicide, elder abuse, workplace or motor vehicle accident, gun violence, sudden death, community disaster or crisis, home invasion, robbery, fraud, abduction, hate crime; children 16 years and younger require consent from a parent or guardian

Note: Services are offered for free

Counselling and Other Support Services

Barbara Schlifer Commemorative Clinic

489 College St., Suite 503 Toronto, ON

schliferclinic.com

416 323-9149

Services offered: Provide legal support (help address safety needs, identify legal issues, make informed decisions about legal action, and find the right legal help), counselling supports (brief and long-term counselling, individual and group counselling, trauma-informed expressive arts programming, transitional housing and support services), and interpretation services

Eligibility: Women (self-identified), non-binary, intersex, and Two Spirit people who are survivors of violence and abuse

Language: If spoken English is not your first language, the clinic can provide free language interpretation or sign language interpretation

Referral: Speak to someone on the clinic's integrated intake team at [416 323-9149 ext. 1](tel:4163239149)

Note: Services are free

Catholic Family Services Toronto - Women Abuse Services

1155 Yonge St., Suite 200, Toronto, ON (Central Toronto office)

245 Fairview Mall Dr., Suite 201, Toronto, ON (North Toronto office)

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cfstoronto.com

416 921-1163 (Central Toronto office)

416 222-0048 (North Toronto office)

info@cfstoronto.com

Services offered: Women abuse services - individual and group counselling, assessments and service plans, support, education, transitional housing and support, and information about other community resources

Eligibility: Women who have been abused and their families

Referral: Call the program to determine what services best fit your needs

Family Service Toronto - Abuse and Violence Supports

355 Church St., Toronto, ON (Main location)

Services are provided at several locations across Toronto - see website for more details

familyservicetoronto.org

416 595-9618

Services offered: Violence Against Women program (individual and group counselling services, transitional and housing support, community-based groups and workshops, partner contact telephone support program); sexual assault initiative (individual counselling for women who are survivors of childhood sexual abuse); male survivors of sexual abuse program; elder abuse program; Pat's Place - residential program for older people experiencing abuse; counselling services; trauma services; LGBTQ+ counselling services; HIV/AIDS community counselling program

Eligibility: Violence against women program - women-identified people who have experienced abuse during the course of their lives; Pat's Place - people 60 years and older who are being abused emotionally, physically, sexually, financially, or in other ways; LGBTQ+ services are open to those who identify as lesbian, gay, bisexual, trans, or queer; see website for specific eligibility requirements for other programs

Language: Specific language capacities vary by program; contact for more information

Note: Certain services have fees; contact for more information

Greek Orthodox Family Services and Counselling Services

40 Donlands Ave., Toronto, ON

wwhealthline.ca/display/service.aspx?id=133020

416 462-1740

Services offered: Violence Against Women program (counselling, safety planning, crisis intervention, advocacy, legal referrals), referrals to counselling groups for abusive men, preventative community education about domestic violence, counselling, referrals to anger management programs, newcomer program (referrals for housing, employment, language, training, and settlement services)

Eligibility: Violence Against Women program - women in an abusive relationship and their children; priority for all services is given to individuals who are victims of domestic violence and abuse as well as seniors and newcomers; specific eligibility criteria varies by service

Languages: English and Greek

Referral: Referrals are required to access services - call for an appointment

Note: Services are offered for free

Jewish Family & Child Services - Women Abuse Services

4600 Bathurst St., 1st Floor, Toronto, ON

jfundcs.com/woman-abuse-services

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416 638-7800 (ask for intake)

info@jfandcs.com

Services offered: Counselling; emergency financial assistance; court accompaniment; groups for assaulted women and abusive men; Here to Help, a group program for children (and their mothers) exposed to abuse; short-term accommodation with kosher kitchen for assaulted women, with or without children

Eligibility: Women who have been abused and their children

Referral: Call Intake to request services

La Maison Toronto - French Support Services for Francophone Women and Children

lamaison-toronto.org/tous-nos-services

647 777-6419 (Administration)

647 777-6433 (Accommodation)

info@lamaison-toronto.org

Services offered: Accommodation and support (temporary emergency accommodation, emotional support, meals, emergency transport, security risk management and planning), accompaniment (support in legal and administrative procedures, information, orientation, and access to external services and resources, defense of rights, post-housing follow-up), individual and group meetings, thematic and creative workshops for women and their children, leisure and entertainment activities, from immigration to integration program, education and training programs, Children Witnesses program (PET), employment and social development program, and Mobilize Jeunes youth engagement project

Eligibility: Francophone women and children victims of domestic violence; specific eligibility criteria varies by service

Note: All services are free and provided in French

North York Women's Centre

116 Industry St., Toronto, ON

nywc.org

416 781-0479

info@nywc.org

Services offered: Women's empowerment program (skills-development program promoting empowerment and self-confidence); steps to work program; one-on-one support services (help accessing counselling, housing, and legal services); empowered migrant mother program (supportive program for newcomer migrant mothers to identify and manage the challenges of parenting), in-person and online women's lounge, job readiness workshops,

Eligibility: Women, regardless of age, income level, cultural background, race or sexual orientation

Note: All programs are free; all registration information and forms are available on their website

Oasis Center des Femmes - French Support Services

465 Yonge St., Toronto, ON (Toronto Office)

oasisfemmes.org/services

416 591-6565

services@oasisfemmes.org

Services offered: Counselling, family court support, economic autonomy program, transitional support and housing program, immigration services (incl. support with housing, social services, and medical and legal

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appointments), community prevention and awareness programs, community activities (incl. movie nights, elder group, english lessons, support groups, legal workshops, housing workshops, and computer lessons)

Eligibility: Francophone women (16 years and up) who have experienced or are experiencing domestic violence and/or sexual assault

Referral: Call to make an appointment

Note: All services are free and confidential and for the most part, provided in French

Riverdale Immigrant Women's Centre - Violence Against Women Program

1326 Gerrard St E., Toronto, ON

riwc.ca/vaw-program/

416 465-6021 (General line)

647 395-3605 (Violence Against Women counselling line)

info@riverdalehub.ca / vawcounselling@riverdalehub.ca

Services offered: Violence against women and their children program (safety planning, in-person or online crisis counselling, advocacy support, sexual assault counselling, long-term therapeutic counselling, goal-focused counselling, outreach to services including housing and legal supports)

Eligibility: Women (16 years and older) and their children who are victims of violence, assault, and/or abuse; while they are particularly sensitive to the needs of immigrant and refugee women, ALL women are welcome

Languages: English, Hindi, and Urdu; contact for more details about translation services

Note: All services are free and confidential

Women's College Hospital - Women Recovering from Abuse Program (WRAP)

76 Grenville St., 7th floor, Toronto, ON

womenscollegehospital.ca/care-programs/mental-health/

416 323-6230

Services offered: W.R.A.P - intensive group therapy program with accompanying individual therapy for women (trans and cis), non-binary, and gender diverse people who have experienced physical, emotional, sexual abuse and/or neglect in childhood (0-18 years old); W.R.A.P. is part of the Trauma Therapy Program (TTP)

Eligibility: Women (trans and cis), non-binary, and gender diverse people who have experienced physical, emotional, sexual abuse and/or neglect in childhood (0-18 years old); more detailed eligibility criteria noted on their website

Referral: Must be referred by a physician or nurse practitioner for services

Women's Health in Women's Hands - Community Health Centre

2 Carlton St., Suite 500, Toronto, ON

whiwh.com

416 593-7655

info@whiwh.com

Services offered: Mental health counselling services, referrals to community supports, mental health information/education, primary health care services, and emergency food access

Eligibility: Women who are 16 years and older

YWCA Toronto - Supports for Women and Girls Healing from Trauma

87 Elm St., Toronto, ON (Main location)

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Other service locations in Toronto are listed on their website

ywcatoronto.org/OurPrograms/supportservices

416 487-7151

info@ywcatoronto.org

Services offered: Parenting after Abuse program (12-week parenting program for mothers and their children who have been exposed to abuse); Choices for Living program (support group for women); Healing Through the Arts Breakthrough program (variety of arts groups for women who have been abused or harmed by violence); interest-free loans and grant programs

Eligibility: Parenting after Abuse program - children 4-18 years of age and their mothers who have been exposed to abuse; Choices for Living program - women who are dealing with mental health issues, are feeling isolated and struggling to cope, may have a psychiatric diagnosis, are interesting in receiving and giving support; Healing Through the Arts Breakthrough program - women who have experienced violence or abuse; interest-free loans and grants program - women, girls, and gender diverse people healing from trauma with more specific eligibility criteria noted on their website

Note: Services are provided for free

Resources for Male Victims of Domestic Violence

Canadian Centre for Men and Families - Domestic Abuse, Violence, and Trauma Support for Men

26 Mansur Terrace., Toronto, ON

menandfamilies.org/trauma-services/

647 479-9611

services@menandfamilies.org

Services offered: One-on-one trauma counselling, support groups, emergency shelter (see resource below), legal support, fathering programs, access to essential items (e.g. clothing, winter items, hygiene products, toys, etc. for men and their children), support with referrals to other community services/programs

Eligibility: Men who have experienced abuse or violence

Note: Services are provided for free

Canadian Centre for Men and Families - Family Shelter for Men and Children

menandfamilies.org/familyshelter/

647 - 479-9611 ext. 5

shelter@menandfamilies.org

Services offered: Temporary living spaces and residential support, emergency case management, emergency trauma counselling, support groups, food and clothing, legal aid, drop-in peer support groups, assistance with housing applications, outreach and advocacy on behalf of men and their children, referrals to additional external resources

Eligibility: Single men as well as fathers with children who have experienced any form of domestic abuse

Note: Services are provided for free

Family Service Toronto - Male Survivors of Sexual Abuse Program

128A Sterling Rd., suite 202, Toronto, ON

familyservicetoronto.org/our-services/programs-and-services/male-survivors-of-sexual-abuse/

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416 595-9618

Services offered: Counselling services available through the counselling service program and David Kelly LGBTQ/HIV AIDS program for male survivors of sexual abuse

Eligibility: A male survivor must - be 16 years of age or older at the time of service, be a resident of Ontario, and have experienced historical sexual abuse or be a victim of a recent sexual assault, including an incident of sexual activity without consent; the family of a male survivor may also be eligible for services - contact to discuss

Note: Confidential counselling services are provided free of charge for up to 8 sessions; should there be a further need for services, a sliding scale fee will be applied

2SLGBTQ+ Supports

The 519 - Anti-Violence Initiatives

519 Church St., Toronto, ON

the519.org/programs/category/anti-violence-initiatives-avi/

416 392-6874

info@the519.org

avi@the519.org (Anti-violence initiatives)

Services offered: Support group: living with grief; F.L.O.W drop-in group for female-identified and non-binary survivors of human trafficking (16 years and older); anti-violence initiatives workshops, self-defense workshops, healing together support group for 2SLGBTQ+ women, 2 Spirit, and non-binary folks living with trauma; friendly check-ins over the phone or by email

Eligibility: Folks with individual and systemic experiences of violence and trauma; specific program eligibility varies, see website for more details

Note: Services are provided for free

Pet Resources

HelpingPawsTO

toronto.ca/community-people/housing-shelter/homeless-help/pet-services-in-homeless-shelters/

Services offered: Provide free pet services, including spay and neuter, vaccination, microchipping, flea control, health exams, and free pet food, coats, leashes, crates, carriers, and other supplies as available; the Toronto Humane Society also offers free behaviour training and discounted dental services

Eligibility: Clients a shelter or 24-hour homeless service in Toronto and have a pet

Referral: Speak to a staff member at the shelter or homeless service to access resource

SafePet Ontario

safepet.ca/

Services offered: Temporarily care for the beloved pets of survivors escaping abuse

Eligibility: Survivors of abuse, family violence, or human trafficking

Referral: The information of a professional (e.g., caseworker, nurse, police officer, counsellor, doctor, Violence Against Women worker, etc.) who can verify you are a survivor of family violence or human trafficking is needed during the application process

Note: The program is not an emergency service; will respond to applications asap - usually within 24 hours

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