



camh

What to Expect When Calling Access CAMH

**A step-by-step guide to starting your mental health
or addiction care journey at CAMH**



What is Access CAMH?

Access CAMH is the front door to care at the Centre for Addiction and Mental Health (CAMH). Their phone line and website provide you with the information you need to begin services at CAMH.

Phone:

416 535-8501 or 1 800 463-2338 and then press 2

Website:

camh.ca/access-camh



In crisis? Read this first.

Access CAMH is not a crisis line and does not provide counselling.

If you're in danger or need urgent help:

- 1** call 911
- 2** visit your nearest emergency department
- 3** call or text 9-8-8—the Suicide Crisis Helpline for 24/7 support



Connecting with Access CAMH

Why should you call?

- 1 Get information about CAMH services for you or someone you know.
- 2 Find out if you're eligible for services.
- 3 Ask how you or someone else can get referred.

Who can call?

- 1 Anyone can call including patients, family, friends or health care providers.
- 2 Interpreter services available for your preferred language.

When is Access CAMH available?

Call Monday to Friday, 8:30 a.m. to 4:30 p.m.

Phone line is closed on weekends and holidays.

Website is always available with information about CAMH services and referrals.



How do you call Access CAMH?

- 1 Dial one of these numbers:
In Toronto: 416 535-8501 Toll-free in Ontario: 1 800 463-2338
- 2 Press 2 to reach Access CAMH.
- 3 You will then be given options based on the help you need.

Need help with mental health?

- 1 Press 2, then press 3 or stay on the line to speak to an Access CAMH representative.
- 2 Referrals are needed for most services.

Need help with substance use or addiction?

- 1 You can refer yourself for most addiction services.
- 2 Just call, press 2, then press 4 or stay on the line to speak to an Access CAMH representative.
- 3 If you're already getting medication to treat a substance use disorder, you need to get a referral from the doctor or nurse practitioner prescribing those medications.

Worried about a family member or friend?

- 1 Press 2, then press 3 or stay on the line to speak to an Access CAMH representative.
- 2 Ask to be transferred to the family line.



What happens next?

Be ready to share your contact info and reason for calling. Once you're connected, Access CAMH staff will do their best to:

- > **answer your questions.**
- > **help figure out what services you may be eligible for.**
- > **explain the next steps, including the referral process.**

they will guide you through everything. It's okay if you're nervous—the staff are there to help.



How can your doctor or nurse practitioner refer you?

- 1 Your provider will fill out the referral forms.
- 2 They will fax it to: 416 979-6815 or send it online using the eReferral system.
- 3 CAMH will review the referral and notify your doctor or nurse practitioner about next steps.
- 4 If you need an update on your referral, contact your doctor or nurse practitioner.



What kind of help does CAMH offer?

The following services may be offered depending on the situation and clinical recommendations:

- > **Medications**
- > **Integrated care pathways**
- > **One-time consults**
- > **Brain interventions (e.g., rTMS, MST and ECT)**
- > **Short-term group and/or individual psychotherapy (e.g., CBT, coping skills)**
- > **Intensive case management and assertive community treatment**



Where can you find more resources and support?

The Patient and Family Learning Space (PFLS) is an interactive hub for patients, families, and the community to find trustworthy easy-to-read information about mental health, substance use, and recovery. Visit the PFLS to find helpful resources, engaging workshops and webinars and information about community-based supports and services.

The Family Resource Centre (FRC) offers family-focused information and supports including pamphlets, guides and books on mental illness, substance abuse and addiction. The FRC team can help you navigate resources and connect you with the right supports. If you need assistance in finding specific family supports, you can reach them at pfe@camh.ca.

To learn more about other agencies that provide support with mental health services, **call 211**, or contact **ConnexOntario**.

Check out our Community Resource Sheets for lists of available services at CAMH and in the community to address various conditions and support needs.

For more information on addiction and mental health issues, or to download a copy of this pamphlet, visit our website:

www.camh.ca

For other formats of this pamphlet, to order multiple copies or to order other publications, contact CAMH Publications:

Toll-free: 1 800 661-1111

Toronto: 416 595-6059

publications@camh.ca

store-camh.myshopify.com

If you have questions or feedback about services at CAMH, contact the Patient and Family Experience (PFE) Office:

416 535-8501, ext. 32028

pfe@camh.ca

Family members can access the Family Resource Centre (FRC) and the RBC Patient and Family Learning Space (PFLS) for support, resources and help connecting to services.

1025 Queen St. W. (McCain Complex Care and Recovery Building)

FRC: 416 535-8501, ext. 32028; pfe@camh.ca

PFLS: 416 535-8501, ext. 33995; pfls@camh.ca

www.camh.ca/pfls

To make a donation, please contact the CAMH Foundation:

416 979-6909

foundation@camh.ca

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