

GENERAL CRISIS Resources for ADULTS and YOUTH

Use these services if in a crisis. Available 24/7 - unless indicated, and free.

IN AN EMERGENCY, if a person's unusual behaviour suggests that they are a danger to themselves or others, **Call 911** ...but ask for the Mobile Crisis Team to come with the police (duty hours of the Mobile Crisis Team 11:00 a.m. to 9:00 p.m.) (In 2017, Mitchell Till of the 52 Division Mobile Crisis Team was helpful.)

Wellness Together Canada: Newest service since April 2020 for adults and youth.

on-line: wellnesstogether.ca

phone (for adults): 1-866-585-0445 phone (for youth): 1-888-668-6810

Toronto Distress Centre: 416-408-HELP (4357)

Gerstein Centre: 416-929-5200 Gerstein Crisis Centre provides crisis intervention, wellness and recovery activities, and training and education.

Assaulted Women's helpline: 1-866-863-0511

Talk for Healing: 1-855-554-4325 Dedicated to aboriginal people - but they make exceptions.

CAMH:(Centre for Addiction and Mental Health) CAMH's 24/7 Psychiatric Emergency Department is located in the Crisis & Critical Care Building at 1051 Queen Street West and provides 24/7 emergency assessment and treatment for adults with mental health and substance use issues. 416-979-6885

Kids Help Phone: Phone and web counseling for youth (20 and under) 24/7. 1-800-668-6868

Youthdale Crisis Service CRISIS HOTLINE: 416-363-9990 Agency dedicated to serving children, youth, young adults and families struggling with complex mental health needs.

LGBT Youth Line: 1-800-268-9688. Text 647-694-4275. Chat www.youthline.ca Peer support by and for people 29 and under.

Good2Talk: Confidential and anonymous helpline for youth 17 to 25. Open 24/7.

Call: 1-866-925-5454 to speak with a professional counsellor.

Lesbian Gay Bi Trans Youth Line: A phone and online peer support for LGBTQ youth (26 and under) including text, chat, and email support. 416-962-9688 (GTA), or 1-800-268-9688 Sun-Fri 6pm-9pm, text: 647-694-4275 Sun-Fri 4pm-9:30pm. E-mail: askus@youthline.ca

Trans Life Line: Call 1-877-330-6366. 11am-5am EST.

211 Community and Social services helpline.

Seniors Safety Line: 24 hour crisis and support line for seniors in Ontario who have experienced any type of abuse or neglect. Callers receive emotional support, safety planning, information and referrals. Call us 1-866-299-1011.

**The remainder of this resource is organized according to:
ADULT needs, and CHILDREN/YOUTH needs.**

Most importantly: REACH OUT to what you need. Outdated stigma and fear only too often cause people to suffer in silence. Reach out to family, neighbors (we are good at that here on the islands), a service, a distress line, or a professional.

Costs: The services identified are often **free**, have a nominal charge or may cost a typical rate. The resources are organized from no cost (at the top of each sub section) to expected cost.

IF you need an OHIP covered psychiatrist/psychotherapist for mental health support:

- (1) Contact your family doctor, they are good resources, and can be seen relatively quickly.
- (2) If you don't have a family doctor, a number that can be called to find one in your area is 416-967-2626 or www.cpso.on.ca.
- (3) Ambulance services are trained in mental health crisis issues if there is an emergency, as is the emergency department of any hospital. The island is in the catchment area of: St Michael's Hospital, Sick Kids Hospital and Women's College Hospital.

For excellent Mental Health Information:

Mayo Clinic: mayoclinic.org for reviewing a diagnosis or the side effects of drugs.

CAMH McLaughlin Information Centre: This information centre provides help with referrals, specialists and a telephone support line staffed by volunteers providing informal and/or peer support, on-line information and print materials.

Tel: 416 595-6111 or toll free 1-800-463-6273. mclaughlininformation@camh.net

Seniors: The Home and Community Care Support Services (now HCCSS was once known as the LHIN) is the provincial agency that assesses people in their homes for on-going assistance, such as, Personal Support Workers, nursing, and ultimately placement assistance in long-term care institutions. The HCCSS has an assessor available for mental health situations. Our long-time co-ordinator Lilibeth Paulino is our island contact. Telephone for "intake" at HCCSS - Central Toronto is 416 506-9888. (Jennifer Thomas is replacing Lilibeth at the moment.)

Please note: This directory was compiled by volunteers. We are not liable for any mishaps. Please use your own discretion when it comes to confidentiality issues and entrusting sensitive information to external sources. Please take responsibility for your choices and actions. There may be wait lists given the demand of support needed during these Pandemic days. Resources also change over time. Video conferencing now means you can join a group anywhere in the world.

This list was put together by mental health professionals and others who are interested in this field, who live on the island. They can be addressed as neighbours, but will not be able to provide any mental health services, due to the regulations of the different colleges, which don't allow dual relationships.

ADULT RESOURCES:

General Addiction Support:

RAAM = Rapid Access Addiction Medicine at Women's College Hospital:

Free immediate addiction support covered by OHIP, for men and women. **Walk-in only** (no phone) to the hospital on a Monday, Tuesday or Thursday between 10am and 12pm (but before 11:30am for registration). Any kind of addiction, including alcohol.
<https://www.womenscollegehospital.ca/care-programs/substance-use-service>

Salvation Army: Offers addiction services for men and women including a residential setting through the Harbour Light Ministries. Office: 160 Jarvis St. 416-363-5496.
salvationarmy.ca/what-we-do/in-your-community/social-services/addiction-services/

Rainbow Services: 416-535-8501 CMH support for LGBTQ persons looking for drug and alcohol counseling.

Recovery Dharma: Using Buddhist practices and principles to heal addiction.
<https://recoverydharma.org/>

Smart Recovery Toronto: Helps families learn about addiction, and develop strategies.
<https://smartrecoverytoronto.com/get-started/>

Refuge Recovery: (Buddhist inspired.)
<https://refugerecovery.org/>

Canadian chapter has open meetings at the Shambhala Meditation Centre of Toronto. Go to:
<https://toronto.shambhala.org/programs/>

Crystal Meth Anonymous
<https://crystalmeth.org/>

Marijuana Anonymous Toronto
<http://matoronto.org/>

Narcotics Anonymous Toronto
<https://www.torontona.org/>

Sexaholics Anonymous
<https://www.sa.org/>

MAARS = The Metro Addiction Assessment Referral Service at the Centre for Addiction and Mental Health (CAMH) offers substance use assessment and referral services **free** of charge to anyone who lives in Toronto. At MAARS they serve adults of all ages, backgrounds, orientations and cultures, and place special emphasis on reaching out to people who may have difficulty finding the right resources. 416-535-8501 and press 2,

Alcoholism:

Alcoholics Anonymous: Greater Toronto Area.

<https://www.aatoronto.org/>

AA Toronto Agnostics: Alcoholics Anonymous minus God.

<https://www.aatorontoagnostics.com/>

Adult Children of Alcoholics: Toronto

<https://acatoronto.org/>

Al-anon and Alateen (Al-anon supports families and loved ones suffering from alcoholism. Alateen is a TEEN group. For Southern Ontario.<http://al-anon.alateen.on.ca/>

Options for Addiction Detoxification and Treatment:

Detoxification is often a prerequisite for treatment. No referral is required for detoxification.

Detoxification:

St. Michael's Withdrawal Management: This program offers residential, day and community withdrawal management services to support individuals through withdrawal from alcohol or other drugs. We offer counselling, assessment and referral to various treatment programs. 1-866-366-9513

Women's Own Withdrawal Management Centre: University Health Network :This Centre provides withdrawal support to women aged 16 and over who are in an acute state of intoxication or withdrawal from alcohol or other substances and whose condition can be safely managed in a non-medical residential setting. Our Case Management, Community or Day programs provide a range of supports, including detoxification, accompaniment, assessment, referral, group and individual counselling. Self referral. Residential: 416 603 1462. Day: 416 392 9281. Or by calling Central Access at 1-866-366-9513.

Ossington Men's Withdrawal: University health Network: The Ossington Men's Withdrawal Management Centre provides withdrawal support to men, 16 years and older who are in an acute state of intoxication or withdrawal from alcohol or other substances and whose condition can be safely managed in a non-medical residential setting. The Centre provides assessment, referral, group and individual counseling and support. Self referral. 416-533-7945. Or by calling central access at 1-866-366-9513. Available 24/7.

Treatment:

North Bay Recovery Home: North Bay Recovery Home is an long-term addiction treatment center located in North Bay, Ontario. North Bay Recovery Home primarily focuses on treating men and women ages 16 or older suffering from an alcohol and/or drug addiction. Their facility has 22 Ministry of Health & Long Term Care **FREE** funded beds and 5 fee for service beds totally a capacity of 27 patients. 1-705-472-2873

Renasant Wright Centre: Renasant offers evidence-based, trauma-informed care that addresses drug and alcohol addiction and concurrent mental health issues providing comprehensive treatment programs to give clients and their families support from the detox process through to aftercare. Fee for service. 1-844-340-8765

Bellwood Health Services: Treatment at Bellwood is holistic, and addresses psychological wellbeing, physical health, ones social world, and spiritual life. This comprehensive biopsychosocial approach is reflected in their inter-professional team of counsellors, doctors, nurses, occupational therapists, nutritionists, family therapists, and physical health staff. Fee for service. EXPENSIVE. 1-866-943-0760

Inexpensive Low Cost or No Cost Therapy and Counseling:

Mood Disorders Association of Ontario:

Free support programs for individuals/families living with anxiety, depression or bipolar disorder.
<https://mooddisorders.ca/>

Sherbourne Health Centre:

Open to all but committed to underserved populations, particularly LGBTQ, **free**.
<https://sherbourne.on.ca/>

Woodgreen Community Services:

Free Virtual Phone Counseling - 416-645-6000x1990. On Tuesdays and Wednesdays call between 4:15pm and 6:30pm. Intake person takes details and counsellor will call client back - latecomers get put over to next day's session. Offers opportunity to talk to a licensed mental health professional for 45min. They have 5 counsellors on staff. First come first served. No catchment area barrier.

(Before Covid this was a walk-in service. They expect to resume this as a walk-in asap at 815 Queen St E. (That's the other side of the bridge where King and Queen come together. In the old Edwin Hotel across from Mary Macleod's shortbreads. Queen Car stops right in front)

AbilitiCBT:

Fill-in a 7 minute on-line form and a therapist will respond within a few days. **Free**. This program was designed in response to the Pandemic and helps with anxiety, depression, grief, loss. On-line modules are set to your own pace, and check-ins are made by your assigned therapist. This is a Cognitive Behavioral Therapy program.

<https://abiliticbt.com/home>

Family Service Association of Metro Toronto: (416) 595-9618

Provide professional counseling for individuals and families living in Toronto. Services available in languages other than English. Fees are sliding scale based on income and begin at \$10 per hour. LGBTQ arm of FST is called David Kelley Services.

www.familyservicetoronto.org <http://www.familyservicetoronto.org>

Affordable Therapy Network: Cost is: \$50 - \$65 for numerous listed therapists

<https://affordabletherapynetwork.com>

Low cost therapy through Toronto Training Institution student clinics:

Gestalt Institute of Toronto: (\$40) 416-964-9464 x18

<https://gestalt.on.ca/low-cost-therapy-clinic/>

Toronto Institute for Relational Psychotherapy: (\$25 to \$80) No phone, go to website.

<https://www.tirp.ca/>

Centre for Training in Psychotherapy: (\$40-45) No phone.

Referral service address: ctpsytherapyreferralservice@gmail.com

LGBTQ support:

The 519 Community Centre Counselling:

Free. <http://www.the519.org/programs/community-counselling>

PFLAG (Toronto chapter) Phone and group-based support for parents, family, and friends of LGBTQ youth. 416-406-6378 (support); 416-406-1727 (general inquiries).

Out & Proud Program: Children's Aid Society of Toronto supports the inclusive and positive services for LGBTQ children and youth served by CAS of Toronto, as well as LGBTQ families and care providers. 416-924-4640.

HIV/AIDS:

Toronto People with AIDS Foundation: Since 1987, the Toronto PWA Foundation has been helping men, women, trans men, trans women, and children live with HIV/AIDS. Telephone: (416) 506-1400 Email: info@pwatoronto.org

AIDS Committee of Toronto (ACT): 416-340-2437

Free counseling and support for people living with HIV/AIDS or friends/family of those needing information and understanding. Drop-in Counselling M-F on first come first served basis or, or call and book an appointment. Located at 543 Yonge Street, 4th floor.

www.actoronto.org/counselling

David Kelly Services: for LGBTQ+ individuals, couples and families living with or affected by HIV/AIDS: 416-595-9618. Parkdale Community Health Centre: 416-537-2455.

Elder Services:

Pat's Place: Temporary short-term safe haven for people 60 years of age and older who are being abused emotionally, physically, sexually, financially or in other ways by a family member

can use Pat's Place. Pat's Place is open to women, men and transgendered persons. People who move to Pat's Place must be able to care for themselves. People who move to Pat's Place can stay for up to 60 days. To make a referral, either for yourself or someone else, call our Service Access Unit: 416 595 9618

Sex Abuse:

The Gatehouse: For those recovering from sex abuse, some programs have a cost, as do the therapists in their clinic. <http://thegatehouse.org/>

Violence against Women:

The VAW Program: works from a feminist, intersectional, anti-oppressive and trauma-informed framework, to promote non-violence and to work towards the eventual elimination of violence against women. The VAW Program assists women who have experienced abuse during the course of their lives. Abuse may have occurred in childhood, during a past relationship, or it may be an ongoing concern in a current relationship.

Service Access Unit: 416-595-9618 to arrange an appointment with a VAW counsellor or register for an in-house group program.

If you are in an abusive same-sex relationship, for services supporting **LGBTQ+** individuals, couples and families: you can contact: **Service Access Unit:m 416-595-9618**

<https://familyservicetoronto.org/our-services/programs-and-services/violence-against-women/>

ShelterSafe: An online resource for women and their children seeking safety from violence and abuse. The clickable map serves as a quick resource to connect women with the nearest shelter that can offer safety, hope, and support.

Our objective is to ensure that women can seek safety when they need it. Sheltersafe.ca allows you to quickly identify a shelter in a specific geographic area along with its 24-hour emergency phone number. We want to ensure that women get the services they need as quickly as possible. Abused women are most at-risk of extreme violence when they are preparing to leave an abusive relationship. Women do not need to stay at a shelter to receive services, such as safety planning. sheltersafe.ca

Trauma programs:

Women's College Hospital Trauma Therapy Program:

Free for men/women identifying with a history of trauma, covered by OHIP, referral required.

<https://www.womenscollegehospital.ca/care-programs/mental-health/trauma-therapy-program/>

Women's College Hospital's Women Recovery from Abuse (WRAP):

Free for women only, OHIP covered, no referral required. Gold standard in trauma informed care.

[WCH WRAP](#)

Intellectual Disability:

Community Living Toronto: <https://cltoronto.ca/supports-and-services/>. Offer a wide range of supports and services for people with an intellectual disability, and their families. Information and Membership Services : 647-426-3220 . Please note: All applications for adult (18 and over) residential, community participation and case management must go through Developmental Services Ontario, who can be reached at: 1-855-372-3858.

Head or Brain Injury:

Community Head Injury Resource Services: Toronto.

<http://www.chirs.com>

Bereavement:

Bereaved Families of Ontario (BFO): Toronto is a local charitable organization offering support to a person(s), family or group dealing with grief from the death of a loved one. <https://www.bfotoronto.ca/>. Intake: (416) 440-0290

CHILDREN'S and YOUTH RESOURCES:

These resources often, if not always involve family support along with the children/youth. They are FREE for kids and youth.

General support: (see descriptions)

Hincks-Dellcrest Centre: Phone: 416-924-1164 ext 8708

<https://www.ontario.ca/locations/health/locationDetails.php?location=31225186&lang=en>

The Hincks-Dellcrest Centre works to promote optimal social, emotional, and behavioural well-being in infants, children, youth, and their families, and to contributing to the achievement of healthy communities. Offers **FREE** in-patient, outpatient and psychiatric assessment services

for women, men, adolescents, families, LGBTQ, individuals, families and groups. Most services available by self-referral. Services do not have fees but a health card may be required.

Central Toronto Youth Services (CTYS):

CTYS' Community Counseling Programs offer support to youth ages 12-17 and their families through outreach, individual counseling, family counseling and group work. Intake - CALL 416-924-2100 ext. 245

Covenant House: Phone: 416-598-4898 x 5824

<https://covenanthousetoronto.ca/the-problem/sex-trafficking/>

Covenant House offers a range of support, housing and aftercare, awareness and prevention presentations, early intervention training, for youth aged 16 to 29, who are experiencing or are at risk of homelessness and sex trafficking; also for their family and natural supports.

Oolagen Youth Outpatient Services: 416-395-0660 Oolagen, a University of Toronto teaching facility, provides out-patient mental health treatment services (individual and family therapy and group counseling) to adolescents (ages 13 to 18) and/or their families in order to help them resolve conflicts/emotional problems that exist in their lives.

<http://www.selfhelp.on.ca/2014/07/oolagen-community-services/>

Sick Kids Centre for Community Mental Health: 416-924-1164, ext. 8708

For Children and Youth

“We encourage you to call us and speak to one of our intake workers.

You do not need permission or consent from a parent or guardian to contact us if you are 12 years of age or older. All of our services are free, and unless we are concerned about your safety or someone else’s, any conversation you have with SickKids CCMH staff will be kept confidential. Please call 416-924-1164, ext. 8708.”

For Children, Youth and Families

SickKids Centre for Community Mental Health is a child and youth mental health centre integrated with The Hospital for Sick Children. They provide a full range of mental health services for infants, children and youth (to 18 years of age) and their families with a comprehensive range of early intervention and prevention programs, as well as child and family therapy, outreach, and intensive services. Our intensive services include in-home, day treatment, community transition and live-in supports for children and youth.

SickKids Centre for Community Mental Health is part of the The Hospital for Sick Children (SickKids) continuum of mental health services for children and youth along with the SickKids Brain and Mental Health Program, SickKids TeleLink Mental Health Program, the SickKids CCMH Learning Institute and our online resources through AboutKidsHealth.

<https://sickkidscmh.ca/>

Skylark: 416-482-0081 and press 6. A leading Toronto-based charity dedicated to children, young people and their families struggling with complex mental health and developmental needs. The ‘What’s up’ walk-in is a partnership with 6 other mental health organizations, and provides immediate service for children, youth and families from birth to age 26. We provide free mental health services for children, youth and their families – no health card required and no appointment necessary.

“What’s up” virtual walk-in hours: (Church and Wellesley location)
Monday – 2-6pm (last session at 5)

Tuesday – 10-2pm (last session at 1)

Wednesday – 12 – 8pm (last session at 7)

Thursday – 2-6pm (last session at 5)

Friday – 10-3pm (last session at 2) ** phones open 30 mins prior to service start times **

WRAP AROUND SERVICES:

<https://youthlink.ca/services/familysupports/wraparound-family-services/>

The Wraparound model has proven to produce positive results, based on these unique factors:

*Each family directs its own plan, making it very specific to it.

*Each plan is made to be flexible, allowing for it to be adjusted as time goes on.

*Any aspect of a plan, or the entire plan, that does not meet the needs of the family are changed.

The individual/family always has:

*A choice about the services they receive.

*A voice in the manner in which they receive services.

*The ownership of decisions that affect their lives.

Wraparound is offered through Skylark:

<https://www.skylarkyouth.org/what-we-do/programs-counselling-services/wraparound/>

There's a video about this service here: <https://www.youtube.com/watch?v=AEL0L7KpfR0>

Phone: 416 482-0081.

Strides Toronto: 416-438-3697 or 416-321-5464 to speak to someone directly

Strides Toronto offers a variety of programs and services for children, youth and families.

Resources for many childhood challenges, including autism supports, gender-based violence, parenting supports, pre-natal and infant support services, tele-psychiatric consultation for service providers and families, youth outreach for 12 – 24 year olds & their families re employment, housing, counseling and food banks. <https://stridestoronto.ca/programs/>

“As a child or young person receiving our services, you have rights outlined by the Ontario government. Read about those rights here or visit ontario.ca/RightsResource. “

Turning Point Youth Services: 416-925-9250

Turning Point Youth Services is an accredited, not for profit children’s mental health centre serving youth (12-24 years of age) and their families. <https://turningpoint.ca/>

Youthdale: Intake Coordinator at 416-363-3751, ext. 2000. Youthdale is a leading Toronto-based government funded, non-profit and charitable community agency dedicated to serving children, youth, young adults and families struggling with complex mental health needs. They serve children, youth, emerging adults (ages 6 to 24) and families from diverse backgrounds in the Greater Toronto Area, and offer a range of both community and inpatient resources. Families can self-refer.

Red Door: Mission is to help to create a world where children with Autism Spectrum Disorder (ASD) and their families are able to access quality services and support irrespective of financial constraints. <http://reddoor4autism.org>

LGBTQ Youth:

In-person services for Youth:

Gender Independent Groups (GIG): This is a trans support group that aims to provide a safe, supportive, and affirming space for children who identify as gender independent, trans, or still exploring their gender identity. The children's playgroup and youth drop-in group are divided into two subcategories: GIG for kindergarten to Grade 5 and GIG2 for Grade 6 to 9 where they are given a chance to express themselves without fear of judgement. Parents and guardians are able to discuss and share their experiences in navigating gender independence for their kids. Phone: 416-898-0895

The 519: This downtown Toronto's LGBTQ community centre, is a City of Toronto agency that offers a comprehensive range of services and programs for the continually changing needs of the LGBTQ2S communities. They provide **free** counseling services and queer parenting resources to coming out groups, trans programming, and senior's support.

Phone: 416-392-6874. <https://www.the519.org/>

The Trans Youth Mentorship Program, a unique trans support group geared towards trans, two-spirit, non-binary, and gender diverse youth ages 16 to 29. In addition to creating a safe space for trans youth to socialize, they also provide meaningful and empowering skills and training to increase their employment opportunities. Info@The519.org

Supporting Our Youth (SOY): <https://soytoronto.com/> Led by Sherbourne Health, it provides holistic support for all queer and trans spectrum youth ages 29 years old and under. They offer free mental health and primary care services, nutrition and housing support, and individual or group mentorship programs to help them thrive while transitioning.

As an innovative community development program, this trans support group prioritizes the most marginalized sectors in the community and those who need it the most, such as: racialized/BIPOC youth, someone experiencing homelessness, youth from another country or small town or someone who has been in the child welfare system. Phone - 416-324-5077

Pride & Prejudice Program: Supported by the Central Toronto Youth Services for Individual, group, and family counseling and services for LGBTQ youth (13-24). 416- 924-2100.

Queer Asian Youth: Asian Community AIDS Services, workshops, forums, and social events for LGBTQ Asian youth (14-29). 416-963-4300 ext. 229.

Queer Youth Arts Program: Supported by Buddies in Bad Times Theatre. **Free** professional training and mentoring for queer & trans youth (30 and under) who have an interest in theatre and performance. 416-975-9130.

Stars @ The Studio: Supported by the Deslile Youth Services (DYS) offering a social drop-in space created by and for youth (13-21); an LGBTQ drop-in takes place monthly. 416-482-0081. DYS also provides a LGBT Youth Outreach Worker.

The Triangle Program: Supported by the Oasis Alternative Secondary School TDSB's alternative school program dedicated exclusively to LGBTQ youth (21 and under). 416-393-8443.

Housing and Employment for LGBTQ Youth:

YMCA Sprott House: Supported residential living dedicated exclusively to LGBTQ youth (16-24), including education and employment programming. 647-438-8383.
<https://ymcagta.org/find-a-y/ymca-sprott-house>

Health and Medical Care for LGBTQ Youth:

AIDS Committee of Toronto: Programs and resources for LGBTQ youth (16-29) living with, affected by, at risk or concerned about HIV. 416-340-2437.

Hassle Free Clinic: Medical and counseling services in areas of LGBTQ sexual health. Cis gender youth and AIDS tests. 416-922-0566.

Planned Parenthood Toronto: Health & community services for LGBTQ youth (29 and under). 416-961-0113.

Sherbourne Health Centre: Community health centre specializing in LGBTQ, newcomer, and urban health. 416-324-4180.

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