



Finding Help

If you need help in an emergency or are in crisis:

- visit your local emergency department, call 911, or call 211 (for a crisis expert including indigenous-led initiatives)
- contact a distress centre in Ontario near you (phone numbers provided below).
- If you are looking for Information & Referral Services in Ontario: ConnexOntario offers province-wide information and referral services for those experiencing mental health issues, drug or alcohol addiction, or problem gambling. You can visit their website at: www.connexontario.ca or you can call the following number which operates 24 hours a day, 7 days a week: 1-866-531-2600.

Distress lines

When in need of someone to talk to. Operated by various agencies. Open 24 hours a day (unless otherwise indicated):

- Crisis Services Canada: call 1 866 456-4566 or text 45645 <https://talksuicide.ca/>
- Toronto Distress Centres: 416 408-4357 or 408-HELP <https://www.dcoqt.com/408-help-line>
- Gerstein Centre: 416 929-5200
- Spectra Helpline: 416 920-0497 or 905 459-7777 for Brampton and Mississauga residents. TTY: 905 278-4890; Languages: English, Punjabi, Hindi, Urdu, Spanish, Portuguese
- Assaulted Women's Helpline: 416 863-0511; Toll-free: 1 866 863-0511
- Kids Help Phone: 1 800 668-6868; Languages: English and French
- Community Crisis Line Scarborough and Rouge Hospital: 416 495-2891 for 24/7 telephone crisis support. Service borders: south to the lake, north to Steeles Avenue, east to Port Union Road, and west to Victoria Park
- Durham Crisis and Mental Health Line: 905 666-0483
- Distress Centre Halton: For Residents of the Halton Region (Burlington, Halton Hills, Milton, and Oakville). Oakville: 905-849-4541; Burlington: 905-681-1488; Milton/Halton Hills: 905-877-1211
- Toronto Seniors Helpline: 416-217-2077 is a specialized service for seniors in Toronto which provides assistance in stabilizing age-related mental health and addiction crises, risk and safety assessments, immediate referrals to community mobile crisis units, and support for families and caregivers.

Mobile Crisis Response Teams (24 hrs/7 days)

Toronto

- Gerstein Centre Crisis Line: 416 929-5200 service borders: south to the lake, north to Eglinton, and then north to Highway 401 (between Bathurst and Bayview), east to Bayview to Danforth and then to Victoria Park, west to Islington Ave.
- St. Mike's Hospital Mobile Crisis Team via Police Department (911) accessible through police (no direct number). The response team consists of a police officer and a mental health nurse.
- St. Joseph's Hospital Mobile Crisis Team via Police Department (911) accessible through police (no direct number).



Scarborough/East York

- Scarborough Hospital Regional Mobile Crisis Team via Police Department (911) accessible through police or 416-495-2891. Provides Telephone Crisis Response and community crisis response to individuals over 16 years of age who are experiencing a mental health crisis in Scarborough and East York.

York Region

- Community Crisis Response Service, Distress Centre: Toll-Free: 1 855 310-COPE (2673)

- York Support Services Network: 905-898-6455 If you, or someone you care about, are depressed, distressed, lonely, anxious, scared, or angry, you can call York Support Services 24/7. They have been serving York Region for over 15 years and have now expanded their telephone support to include North York.

Peel Region

- Mobile Crisis of Peel: 905 278-9036, 24 hours, 7 days a week (Mississauga, Brampton, Caledon)

- Credit Valley Hospital: Emergency Department: 905 813-4141. Hours: Monday-Friday, 9:00 a.m. to 11:00 p.m. Saturday, Sunday, and statutory holidays, 11:00 a.m. to 11:00 p.m. The mobile crisis team only meets with individuals who are registered in the emergency departments at either Credit Valley Hospital or Mississauga Hospital. Note: The emergency Department is unable to offer medical advice over the phone. Please call Telehealth for medical advice at 1 866 797-0000.

Hamilton

- St. Joseph's Hospital Crisis Outreach and Support Team (COAST): 905 972-8338

Halton

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

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.

Specialized Resources

• Multilingual Distress Line

Provides emotional support, crisis intervention, and suicide prevention, intervention & postvention in English, Cantonese, Mandarin, Portuguese, Spanish, Hindi, Punjabi, and Urdu, Monday to Friday from 10:00 am to 10:00 pm EST. For at-risk and vulnerable individuals in Peel Region. Phone: 905-459-7777

• Trans Lifeline

Provides peer support by trans people for trans and questioning callers. Crisis and other supports and resources are provided in both English and Spanish from 10:00 am to 4:00 am EST. Phone: 1-877-330-6366



• LGBT YouthLine

Provides peer support by and for 2SLGBTQ+ people 29 and under across Ontario.

Trained peer support volunteers with a diversity of 2SLGBTQ+ identities provide a range of supports, including questioning gender identity/sexual orientation; coming out; mental health; relationships; social isolation; and referrals to further support. Phone, text, and chat are available from Sunday to Friday, 4:00 pm to 9:30 pm EST.

This is not a crisis line. Those in immediate crisis will be referred to their local distress center, Kids Help Phone, or Trans Lifeline.

Please note that the phone line is currently unavailable, but text and chat support remain available. Check youthline.ca for updates. Text: 647-694-4275, Chat: youthline.ca, Phone: 1-800-268-9688

• Naseeha

An international hotline that provides youth and particularly Muslim youth with the tools needed to address a range of issues including mental health, drugs and alcohol, bullying, religion, marriage and divorce, domestic issues, pornography, and career or work-related issues.

Peer counselors provide immediate, anonymous, and confidential support over the phone from 12:00 pm to 9:00 pm, 7 days a week, and text support from 12:00 pm to 9:00 pm, Monday to Friday.

Phone: 1-866-627-3342 (NASEEHA), Text: 1 (866) 627-3342 (NASEEHA)

• Black Youth Helpline

This multicultural youth helpline and service serves all youth and specifically responds to the needs of Black youth. Contact with the helpline results in a professional, culturally relevant assessment aimed at identifying the root causes of problems and informing the next steps. The helpline can be accessed by youth, families, schools, and other stakeholders. Service is provided in English. French and other languages are available upon request. Other languages are available upon request. This is not a crisis line.

The helpline is open from 9 am to 10 pm, 7 days a week. Clients can also submit service requests 24 hours a day using the 'contact us form on the website blackyouth.ca Toronto phone: 416-285-9944, National phone: 1-833-294-8650, Email: info@blackyouth.ca

• Toronto Seniors Helpline/ Woodgreen Crisis Outreach Services for Seniors

The helpline provides information about home care and community care and offers over-the-phone supportive counseling, de-escalation, and safety planning to seniors in emotional distress or crisis from 9:00 am to 8:00 pm Monday to Friday and 10:00 am to 6:00 pm on weekends.

The helpline can connect callers to Woodgreen's mobile crisis intervention and outreach service for adults 65+ with dementia, addictions, or mental illness who need temporary, short-term support.

The mobile service is staffed by crisis workers who can provide in-person assessment, crisis counseling, short-term intensive case management, harm reduction and concurrent disorder services, mental health and addictions support, and referrals to other services.

The mobile crisis team is available 365 days a year from 9:00 am-5:00 pm. Phone: 416-217-2077

• Talk 4 Healing

Provides support and resources for Indigenous women, by Indigenous women, across Ontario, 24 hours a day, 7 days a week. Services are grounded in Indigenous culture, wisdom, and tradition and are available in Oji-Cree, Ojibway, Cree, Algonquin, Inuktitut, Mohawk, Oneida, Odawa, Potawatomi, Micmac, Black Foot, Anishinaabe, Moose Cree, Swampy Cree, and English and French.

Phone: 1-855-554-HEAL (4325), Text: 1-855-554-HEAL (4325), Chat: talk4healing.com, Visit Talk4Healing on Facebook & Twitter



- National Indian Residential Schools Crisis Line

This national service provides support to former Residential School students in crisis 24 hours a day, 7 days a week. Support is provided by trained crisis counselors, many of whom are Indigenous.

Phone: 1-866-925-4419

- Toronto Rape Crisis Centre/Multicultural Women Against Rape

Provides private and confidential crisis intervention and support services 24 hours a day, 7 days a week to anyone who has been raped, sexually assaulted, or experienced physical, sexual, emotional, psychological, ritual, or financial abuse; anyone who has had unwanted sexual touching; incest survivors; survivors of childhood and adult sexual assault and family and/or friends. Referrals can be made to other services.

Phone: 416-597-8808

- Assaulted Women's Helpline

Provides anonymous and confidential crisis counseling, safety planning, emotional support, information, and referrals 24 hours a day, 7 days a week for all women in Ontario who have experienced any form of abuse. Services are also available at all times for women who are deaf, deaf-blind, and hard of hearing.

Phone: 1-866-863-0511, TTY: 1-866-863-7868

- Victim Services Toronto

The Victim Crisis Response Program provides immediate on-scene crisis response, intervention, and prevention services to victims, survivors, family members, and witnesses of crime and sudden tragedies 24 hours a day, 7 days a week. Also provides follow-up referrals to a wide range of programs, services, and counseling. The Crisis Response team pairs a Crisis Counsellor with expertise in trauma management and crisis intervention with a trained volunteer. The Crisis Response Program is reflective of the diverse communities in Toronto and provides services in over 35 languages. Please note that some of these services have been modified during COVID-19. Phone: 416-808-7066

- Warden Woods Community Centre COVID-19 All-in-One Support line

Provides complete support in one place for anyone in need, Monday to Friday from 10:00 am to 2:00 pm. Services include crisis support, mental health support, harm reduction, homelessness prevention, eviction prevention, LGBTQ+ support, seniors support, conflict resolution, homework help, food safety, and access to government support.

Phone: 647-327-0206, Email: Supportline@wardenwoods.com

- Anishnawbe 24/7 Mental Health Crisis Management Service

(Aboriginal clients) Not only promotes Traditional Aboriginal practices but has affirmed and placed them at its core. Its model of health care is based on Traditional practices and approaches and is reflected in the design of its programs and services.

Phone: 416-891-8606

Emergency Shelter

Central Intake: 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.