

CRISIS SERVICES

Where to go when you're looking for help

Updated: May 2024

In a crisis, you might feel overwhelmed and unable to handle daily activities, or you might think about harming yourself or others. Signs of a crisis can include trouble sleeping, eating, focusing or maintaining your routine at home, work or school. Some people in crisis don't show signs, but others act out or seem confused. Crises can be caused by serious personal setbacks, housing issues, financial troubles or problems that worsen over time. What is a difficult situation for one person may be a crisis for another, depending on your support systems and coping abilities. If you are struggling, it is important to seek help.

General Information about Crisis Support

Emergency Services

Tel.: 911

Services: Immediate help from police, firefighters or ambulance if people's safety is at risk

Hours: 24/7

ConnexOntario

Tel. or chat: 1 866-531-2600

www.connexontario.ca

Services: Free, confidential health services information for people with substance use, mental health or gambling problems

Hours: 24/7

Suicide Prevention and Support

9-8-8 Crisis Services Canada

Tel. or text: 988

988.ca

Services: Free, confidential mental health support; connection to trained responders who offer support, guidance and links to local resources

Hours: Phone support available 24/7; text support available 4:00 pm–12:00 am

If any of this information is incorrect or outdated, or if there are additional organizations or programs that would be helpful to include, please email the information to us at access.resources@camh.ca.

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Hospital Emergency Departments

You can go to the emergency department at a hospital, where a doctor or nurse will see you. Unless it's a severe emergency where you might harm yourself or others, you probably won't be admitted as an inpatient. Instead, the health care provider 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 hospitals stressful due to the rules and being away from home, but others feel it's the safest place to be during a crisis.

Mobile Crisis Intervention Teams and Other Mobile Crisis Services

In the GTA, mobile crisis intervention teams pair a specially trained police officer with a mental health nurse to respond to crises that involve people with mental health issues. Outside of Toronto, crisis outreach and support teams have a similar function, but involve a plain-clothes officer rather than a police officer in uniform. Mobile crisis teams are more common in cities and larger communities than in rural areas. Some mobile crisis teams don't have a police officer, and just consist of crisis workers.

To reach a mobile crisis intervention team, call 911 or 211, or contact your local hospital, community mental health agency or a Community Care Access Centre. This resource sheet lists these mobile teams by region.

Mobile Crisis Intervention Teams in the GTA

Tel.: 911 or 211 (no direct phone number)

Services: Partnership between hospitals and Toronto Police Service that teams up mental health nurse and trained police officer to handle 911 calls involving mental health crisis; evaluation and connection to follow-up services

Partnered health care networks and hospitals: Humber River Hospital, Michael Garron Hospital, North York General Hospital, Scarborough Health Network, St. Joseph's Health Centre, St. Michael's Hospital

Areas covered: Toronto, North York, Etobicoke, York Region, Scarborough, East York

Hours: 24/7

Toronto

Gerstein Centre Crisis Line

Tel.: 416 929-5200

Services: Crisis intervention for people in mental health or substance use-related crisis who don't need or want hospitalization

Eligibility: Must live in catchment area south to Lake Ontario, north to Eglinton Avenue, west to Jane Street, east to Victoria Park

Hours: 24/7

Toronto Community Crisis Services

Tel.: 911 (no direct phone number)

www.toronto.ca

Services: Free, confidential, in-person mental health support provided by mobile crisis worker teams

Eligibility: Toronto residents age 16+

Hours: 24/7

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WoodGreen Community Services – Crisis Outreach Service for Seniors

Tel.: 416 217-2077 or toll-free: 1 877 621-2077

www.woodgreen.org/programs/crisis-outreach-service-for-seniors

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

Eligibility: Seniors with suspected or diagnosed addiction or mental health problem, including dementia

Hours: 9:00 am–5:00 pm, every day of the year

Peel Region

Canadian Mental Health Association – Peel Dufferin Mobile Crisis Intervention Team

Tel.: 911 (no direct phone number)

Hours: 24/7

Trillium Health Partners – Crisis Intervention Team

Tel.: 911 (no direct phone number)

www.thp.ca/patientservices/mentalhealth/acuteCareInpatientServices/Pages/Crisis-Intervention-Team.aspx

Services: Clinical assessment, intervention, referrals to community resources for people with mental health or addiction issues

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

Hours: 24/7

Hamilton Region

St. Joseph’s Healthcare Hamilton – Crisis Outreach and Support Team

www.stjoes.ca

Tel.: 905 972-8338

Services: Phone line operated by mental health workers who assess the crisis and connect the person with the crisis outreach and support team that responds with phone support or a mobile visit; mobile team includes a mental health worker and a police officer

Hours: 24/7 phone support; rapid response team available 10:00 am–1:00 am, seven days a week

Durham Region

Durham Mental Health Services – Crisis Response

www.dmhs.ca/cause/crisis-response

Tel.: 905 666-0483 or toll-free: 1 800 742-1890

Services: Phone support; community visits and follow-up support, including links to other community supports; short-term stays in crisis beds

Hours: 24/7

Halton Region

Halton Regional Police Service – Crisis Outreach and Support Team

Tel.: 1 877 825-9011

Services: Immediate outreach and support to Halton residents (Oakville, Milton, Georgetown, Acton, Burlington) age 16+; team consists of health care workers and Halton Regional Police Services

Hours: 24/7

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Distress and Crisis Lines, Texting and Online Support

Distress lines offer free, confidential support by phone, text or online chat. You can call if you need someone to talk to about your own concerns or are worried about someone else you think is in crisis. Distress lines rely on trained volunteers, so their hours may vary, and the help tends to involve supportive listening rather than the counselling you might receive from a trained professional.

Crisis lines are slightly different from distress lines. They are generally available 24/7 and are staffed by trained crisis workers who can go out into the community and meet with someone in crisis. They are usually connected with an emergency department or a mental health organization.

You can find emergency numbers by calling 211 in Toronto or 416 397-4636 outside of Toronto. You can also call 988 for trauma-informed and culturally supportive help if you have suicide-related concerns about yourself or someone else.

Distress Centres in Ontario

Distress and Crisis Ontario

www.dcontario.org

Services: Instant support for people who feel lonely or depressed, struggle with suicide-related concerns or need other emotional support; website shows local offices and helplines

Hours: Most offices operate 24/7

Toronto

Centre for Addiction and Mental Health – Virtual Urgent Care

www.camh.ca/en/your-care/programs-and-services/virtual-urgent-care

admin.virtualurgentcare@camh.ca

Services: Same-day consultations with a mental health provider via phone, computer, tablet

Eligibility: Toronto residents age 16+

Hours: Monday to Friday, 1:00 pm–9:00 pm

Distress Centres of Greater Toronto

Tel.: 416 408- 4357

www.torontodistresscentre.com/408-help-line

Services: A crisis response service through phone

Hours: 24/7

York Support Services Network – Community Crisis Response Service

Tel. or text: 1 855 310-2673

www.yssn.ca/310-cope

Services: A crisis response service through phone, text or online chat

Eligibility: Resides in York Region, South Simcoe, and North York

Hours: 24/7

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Durham Region

Distress Centers of Greater Toronto

Tel.: 416 408-4357

www.torontodistresscentre.com/408-help-line

Services: Phone-based crisis response

Hours: 24/7

Distress Centre Durham Helpline

Tel.: 905 430-2522 or toll-free: 1 800 452-0688

Services offered: A crisis response service through the phone

Hours: 24/7

Durham Mental Health Crisis Line

Tel.: 905 666-0483

Services: Hotline with mobile crisis units and crisis beds

Hours: 24/7

Peel

Crisis Support Peel Dufferin

Tel.: 905 278-9036 or toll-free: 1 888 811-222 (Mississauga, Brampton, Caledon)

Services: Phone crisis support to de-escalate, stabilize and support people in mental health or addiction crisis; delivered in partnership with Peel Regional Police and Ontario Provincial Police

Eligibility: Residents of Peel region

Hours: 24/7

Distress Centres of Greater Toronto

Tel.: 416 408-4357 (Toronto)

Tel.: 905 459-7777 (Brampton and Mississauga)

Tel.: 1 877 298-5444 (Caledon)

TTY: 905 278-4890

www.torontodistresscentre.com/408-help-line

Services: Distress phone line

Hours: English helplines open 24/7; multilingual helplines open Monday to Friday, 10:00 am–10:00 pm

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

Every Mind – Crisis Support Services

Tel.: 905 278-9036

everymind.ca/service-information

Services: Phone line operated by trained mental health workers who provide support and help to decide next steps

Eligibility: Peel residents under age 25 who have mental health needs, or their parents

Hours: 24/7

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Scarborough Health Network Community Crisis Program

Tel.: 416 495-2891

www.shn.ca

Services: Phone crisis support for people with mental health concerns

Eligibility: Residents of Scarborough and East York age 16+

Hours: 24/7

Halton

Distress Centre Halton

Tel.: 905 849-4541 (Oakville)

Tel.: 905 681-1488 (Burlington)

Tel.: 905 877-1211 (Milton/Halton)

Tel.: 905-561-5800 (Hamilton)

Services: Phone-based emotional support, suicide risk assessment and prevention

Eligibility: Residents of Halton region

Hours: 24/7

Specific Groups

Women

Assaulted Women's Helpline

Tel.: 416 863-0511 (GTA)

Toll-free tel.: 1 866 863-0511

Services: Free, confidential phone and TTY crisis line for women in Ontario who have experienced abuse; crisis counselling, safety planning, emotional support, information and referrals

Hours: 24/7

Fem'aide

Toll-free tel.: 1 877 336-2433

Services: Francophone helpline for women coping with violence

Hours: 24/7

Men

Men & Healing

Toll-free tel.: 1 833 327-6367

Services: Specialized therapy, including individual and group therapy, focused on trauma recovery, anger management, emotion regulation, relationship challenges

Hours: 24/7

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Children

Good2Talk Ontario

Toll-free tel.: 1 866 925-5454

www.good2talk.ca/ontario

Services: Free, confidential helpline for post-secondary students in Ontario; counselling, information, referrals for mental health, addiction and well-being issues through phone and text; support for challenges such as stress, anxiety, academic pressure, relationship issues

Hours: 24/7

Languages: Over 100 languages

Kids Help Phone

Toll-free tel.: 1 800 668-6868

Text: 686868

kidshelpphone.ca

Services: Confidential mental health support and counselling; free phone, text, online chat offering guidance on issues such as mental health, relationships, bullying; educational resources

Hours: 24/7

Languages: Over 100 languages, including Plains Cree, Severn Ojibwe, Ukrainian, Russian, Pashto, Dari, Mandarin, Arabic

2SLGBTQ+

LGBT Youth Line

Text: 647 694-4275

askus@youthline.ca

www.youthline.ca

Services: Confidential peer support for 2SLGBTQ+ youth in Ontario; available via text, chat, email; support, information, referrals for issues such as coming out, mental health, relationships, discrimination; operated by trained 2SLGBTQ+ youth volunteers

Hours: Sunday to Friday, 4:00 pm–9:30 pm

Toronto PFLAG

Tel.: 416 406-6378

www.torontopflag.org

Services: Confidential phone support for parents, families, friends of LGBTQ+ people; guidance, information, support around issues such as coming out, family acceptance, understanding LGBTQ+ identities from trained volunteers

Hours: 24/7

Trans Lifeline (Transgender Crisis Hotline)

Tel.: 1 877 330-6366

translifeline.org/hotline

Services: Confidential peer support hotline run by and for trans people; support for trans and questioning individuals; information, resources and support for issues such as identity, mental health, social challenges

Hours: Monday to Friday, 1:00 pm–9:00 pm

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Older Adults

Seniors Crisis Access Line

Tel.: 416 619-5001

Services: Immediate phone support for seniors facing mental health or addiction crises

Hours: Monday to Friday, 10:00 am–9:30 pm; weekends, 10:00 am–6:00 pm

Languages: Services in over 100 languages

Toronto Seniors Helpline (Crisis Outreach Service for Seniors)

Tel.: 416 217-2077

[www.woodgreen.org/programs/crisis-outreach-service-for-seniors#:~:text=For%20assistance%2C%20please%20call%20Toronto,416\)%%20217%2D2077](http://www.woodgreen.org/programs/crisis-outreach-service-for-seniors#:~:text=For%20assistance%2C%20please%20call%20Toronto,416)%%20217%2D2077)

Services: Crisis support for seniors provided by LOFT, WoodGreen Community Services and Reconnect Community Health Services; includes coordinated crisis intervention and psychogeriatric case management

Eligibility: Toronto seniors (age 65+ or 55–64 with geriatric conditions)

Hours: Seven days a week: Monday to Friday, 9:00 am–8:00 pm; weekends and holidays, 10:00 am–6:00 pm

Warm Lines

You can 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

Tel.: 1 888 777-0979

krasmancentre.com/programs/warm-line

Hours: 24/7

Progress Place

Tel.: 416 960-9276

Text: 647 557-5882

www.warmline.ca

Services: Trained peer support for people who feel lonely, anxious or depressed; not a crisis line

Eligibility: Ontario residents age 18+

Hours: Support line available 6:00 pm–12:00 am, 7 days a week

Safe Houses, Food and Shelter

Shelters provide a secure, temporary living environment for people in crisis. Staff offer guidance and support. Specialized shelters and safe houses cater to specific groups such as women, men, youth or families. Alongside a bed and meals, many shelters offer housing services, counselling and other support. Some shelters or safe houses don't accept people with mental health or substance use issues.

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The **Out of the Cold** program provides shelter, food and warm clothing for people without homes those with low incomes. It provides meals and shelter 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 available in some communities for people who need them.

Safe Beds Toronto (416 248-4174) offers short-term residential support for people age 16+ with serious mental illness who are in crisis and cannot stay in their current environment. The program has two streams:

- Safe Bed Generic: 24/7 support for up to 30 days, including crisis support, counselling, basic needs, daily living skills
- Safe Bed Mental Health & Justice: For people involved in the criminal justice system