



Crisis Helplines/Distress Centres/Support Services Brampton, Caledon, Malton

AGENCY NAME	CONTACT	DESCRIPTION
24.7 Crisis Support Peel Dufferin (24 hour) Canadian Mental Health Association Peel Dufferin 7700 Hurontario St, Unit 314 Brampton, ON L6Y 4M3 cmhapeeldufferin.ca/247csp/	Crisis: 905-278-9036 Caledon and Dufferin 1-888-811-2222 Office: Non-crisis information and referral 905-451-2123	Community crisis service offering timely response to adult experiencing <ul style="list-style-type: none"> • mental health or addictions crisis • individuals having difficulties coping • family, caregivers and friends needing support Crisis team may include: mental health workers, nurses, social workers, specially trained plain-clothes police officers Note: not an emergency response unit * in a life-threatening emergency call 911 Program offered in partnership with the Peel Regional Police Service and Caledon OPP detachment
Advocacy Centre for the Elderly (ACE) 2 Carlton St, Ste. 701 Toronto, ON M5B 1J3 www.acelaw.ca	416-598-2656 1-855-598-265 Intake: Mon, Wed, Fri	Specialty community legal clinic provides a range of legal services to low income seniors 60 and over Focuses on elder law issues such as health care consent, substitute decision making, long term care, community care, retirement home tenancies, seniors consumer issues and elder abuse * legal services include advice, representation, education and law reform activities * works with local community legal clinics in Ontario to provide legal services to seniors * education programs on elder law topics
AIDS and Sexual Health InfoLine and eChat www.toronto.ca/community-people/health-wellness-care/aids-sexual-health-infoline/	1-800-668-2437 416-392-2437 Mon-Fri 10 am-10:30 pm Sat-Sun 11 am-3 pm	Anonymous and free telephone service or eChat with live counsellors-- current information and support on HIV/AIDS, counselling and referral to Point of Care HIV Rapid Test sites, pre-test and post-test options, safer sex, risk assessment, sexually transmitted diseases, birth control options, emergency contraception, sexuality, relationship concerns, pregnancy and

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AIDS and Sexual Health InfoLine and eChat (Contd)	French speaking counsellors Mon-Fri 10 am-5 pm eChat Mon-Fri 10 am-5 pm Mainline: 1-800-686-7544	<p>options, sexual orientation, referral to appropriate clinics and community agencies, support in crisis situation</p> <p>The mainline deals with issues related to harm reduction, injection drug use, and needle exchange programs</p>
Assaulted Women's Helpline (24 hour) www.awhl.org	Crisis Line: GTA: 416-863-0511 1-866-863-0511 GTA TTY: 416-364-8762 TTY: 1-866-863-7868	<p>Anonymous, confidential 24-hour telephone service and TTY crisis telephone line to all women in the province of Ontario who have experienced any form of abuse</p> <p>Provides: crisis counseling, emotional support, safety planning, information and referral to emergency shelters, legal services, counsellors and community services</p>
Birthright International (24 hour) Brampton Office 60 West Drive, Suite LL1 Brampton, Ontario L6T 3T6	Helpline: 1-800-550-4900	<p>24/7 toll-free helpline providing support and hope to women facing unplanned pregnancies</p> <p>Services include:</p> <ul style="list-style-type: none"> • emotional support • free pregnancy test • maternity and baby clothes • referral to: medical support, financial and employment resources, housing, legal referrals, social assistance and professional counselling • information on: childbirth, prenatal development and care, parenting skills, child care, child safety, career development/continuing education, community programs/social assistance, adoption
Caledon Community Services 55 Healey Rd Bolton, ON L7E 15A2 www.ccs4u.org	289-966-1715 905-951-2300 905-584-2300	<p>Counselling and Care Coordination</p> <p>Service for Caledon clients</p> <p>Offers supportive counselling and a range of resources that target specific needs</p> <p>People are provided with a myriad of support services and resources that assist them in dealing with:</p> <ul style="list-style-type: none"> • tragedies and illness • food insecurity • family violence, parent/child conflicts • separation and divorce • financial hardship • other circumstances that compromise their health and well-being

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Caledon\Dufferin Victim Services (24 hour) 15924 Innis Lake Road Caledon East, ON L7C 2Z1 www.cdvs.ca	Crisis Line: 905-951-3838 1-888-743-6496	Serving the town of Caledon and County of Dufferin Provides: Short term crisis support, practical assistance, and information and referral program to victims of crime, tragic circumstance and disaster. The agency offers one-to-one confidential assistance
Canadian Centre for Victims of Torture 194 Jarvis St, 2nd Fl Toronto, ON M5B 2B7 www.ccvvt.org	1-877-292-2288 416-363-1066	Aids survivors to overcome the lasting effects of torture and war Programs includes: Mental Health, support group, settlement services, children and violence, international projects Mon-Fri 9-6 , after hours by appointment
Centre for Addiction and Mental Health Emergency Services (24 hour) 250 College St Toronto, ON M5T 1R8 www.camh.ca/en/hospital/care_program_and_services/Eergency_Department/Pages/guide_emergency_service.aspx	416-979-6885	24/7 emergency assessment and treatment for adults with mental health and substance use issues Extended observation, assessment and treatment services to adults assessed in the Emergency Service or those who are awaiting an inpatient bed Works collaboratively with other hospital emergency and community mental health services to achieve client-centered care The Emergency Services do not provide crisis counseling or general information over the phone
Centre for Addiction and Mental Health Main Switchboard (24 hour) www.camh.ca	416-535-8501 1-800-463-2338	Provincial system provides up-to-date information on mental health and addiction problems, trends, facts, programs, treatments, and prevention strategies through a toll-free information and support line, a website, confidential and anonymous telephone support
ConnexOntario- Helpline (24 hour) www.connexontario.ca	1-866-531-2600	Telephone service providing confidential information about addiction, mental health and problem gambling resources in Ontario, including how to access them Web chat with information and referral specialist available * email form available on website * operated by ConnexOntario Health Services Information
Elder Abuse Ontario (24 hour) 2 Billingham Rd, Suite # 306 Etobicoke, ON M9B 3W9 www.elderabuseontario.com	Senior Safety Line: 1-866-299-1011	Non-profit organization dedicated to raising awareness about the abuse and neglect of older adults, under the Ontario Strategy to Combat Elder Abuse Senior Safety Line - Free confidential support line for seniors suffering abuse including physical, mental, sexual, neglect, and financial

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Family Services of Peel Immediate Intervention Services Brampton Office 60 West Dr, Suite 209 Brampton ON, L6T 3T6 Malton Office 6870 Goreway Dr, Unit 201 Mississauga ON, L4V 1P1 www.fspeel.org	Intake: 905-453-5775 Mississauga Office: 905-897-2467	Provide immediate intervention for abused individuals in crisis in order to stabilize, inform support and provide referral and resource information Develop safety plan and work to create security and well-being of women and children who have been victimized Respond primarily to women and children who experiencing domestic violence Provide support for people in crisis such as bereavement, accidents, overwhelming events Free walk –in counselling services every Wed from 12 noon-8 pm and Sat from 9 am- 12 noon
Fem'aide : Francophone helpline for women dealing with violence (24 hour) www.femaide.ca	1-877-336-2433	Provincial telephone helpline for French-speaking women dealing with violence, who have experienced violence in an intimate relationship or who have been sexually assaulted * while primarily for women, also offers support services to people who are touched by violence against women
Hope 24/7 10 Gillingham Dr, Suite 305 Brampton, ON L6X 5A5 www.hope247.ca	1-800-810-0180	Crisis intervention to people who are impacted by sexual abuse or assault. Crisis Line is Available Mon to Fri from 8 am to 6 pm. After hours calls will be transferred to the Spectra Helpline at 905-459-7777
Indian Residential Schools Survivors Society (IRSSS) (24 hour) www.irsss.ca	Crisis Line: 1-800-721-0066	Crisis Line is available 24 hours a day for anyone experiencing pain or distress as a result of his or her residential school experience. The Society assists survivors with counselling, court support, information, referrals, workshops and more. Call for location information throughout BC.
Kids Help Phone: (24 hour) www.kidshelpphone.ca	Crisis Phone: 1-800-668-6868	Canada's only toll-free, 24-hour, bilingual and anonymous phone counselling, referral and internet service for children and youth. Every day, professional counsellors provide immediate, caring support to young people in urban and rural communities across the country
Long-Term Care Action Line www.health.gov.on.ca	1-866-434-0144 416-326-6777 (outside of Ontario) TTY: 1-800-387-5559 416-327-4282 (outside of Ontario)	The Action Line is a service to hear concerns and complaints from persons receiving service from Long-Term Care Homes and Community Care Access Centres (CCAC) The Action Line offers service in English and French If no satisfactory resolution is reached after contacting the long term care home and the action line, the Patient Ombudsman can be contacted Hours of operation: 8:30 a.m.-7 p.m., 7 days a week

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Long-Term Care Action Line (Contd)	1-888-321-0339 (Patient Ombudsman) 416-597-0339 (in Toronto)	
National Runaway Safeline (24 hour) www.1800runaway.org	Crisis Phone: 1-800-786-2929 (1-800-RUNAWAY)	The federally-designated national communication system (hotline, online chat and website) for runaway, homeless and at-risk youth as well as their families or concerned individuals. The organization is located in the United States but assists if a teen is missing in Canada and the parents suspect they may have fled to the States (Ages: 12-21years)
Oasis Centre des femmes (24 hours) Head Office 465 Yonge St Toronto, ON M4Y 1X0 www.oasisfemmes.org	Crisis Line: 1-877-336-2433 Office: 416-591-6565	Free and confidential services to Francophone women (16 years and over) in the GTA Area. Offers: counselling services, transitional support, self-defense classes and education and awareness programs * a provincial support line which is confidential and open for French speaking women who have experienced violence - provides crisis intervention, referrals to community resources and support
Ontario Poison Centre (24 hour) 555 University Ave (Hospital for Sick Children) Toronto, ON M5G 1X8 www.ontariopoisoncentre.ca/	1-800-268-9017	Treatment and prevention information by telephone regarding actual or potential exposures to poisonous or toxic substances, does not provide information regarding injured animals
Ontario Provincial Police (24 hour) www.opp.ca	1-800-310-1122	The Emergency Response Team (ERT) is made up of front-line police officers who have additional specialized training. They are strategically located at Detachments throughout the province, ready to respond on-demand. Canine Unit- Teams (at least one dog and handler) are stationed at strategic points across the province and provide canine support for search and rescue operations, tracking wanted persons, detecting narcotics, explosives, cadavers and physical evidence. The teams are also involved in community service work, fund raising events and public demonstrations.

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Ontario Victim Services Victim Support Line (24 hour) www.attorneygeneral.jus.gov.on.ca/english/ovss/programs.php	Victim Support Line: 1-888-579-2888	Provides information, assistance and support to victims and witnesses of crime to increase their understanding of, and participation in, the criminal court process. Services are provided on a priority basis to the most vulnerable victims and witnesses of violent crime, such as domestic violence, child abuse, sexual assault, homicide and hate crime * services begin once police have laid charges and continue until the court case is over
Operation Come Home www.operationcomehome.ca	Crisis Line: 1-800-668-4663	Organization works to reunite runaways with their families and offers supports to get homeless youth off the streets into a safe environment * information and referral, drop-in centre, education courses, housing and employment assistance, social enterprises * if family reunification is not possible, referrals are made to other agencies or social services
EveryMind - Mental Health Services Crisis Response (24 hour) www.peelcc.org	Crisis line: 416-410-8615 Office: 905-795-3500	Crisis response service for children under 18 years and living in the Region of Peel * Service for children having a serious mental health problem and needing immediate help, or for parents struggling with a child's mental health needs
Peel Elder Abuse Prevention Network (PEAPN) 60 West Dr, Suite 201 Brampton, ON L6T 3T6 www.peapn.ca	Seniors Safety Line 1-866-299-1011	Provides public education on topics affecting the well-being of older adults living in Peel Region Focuses on elder abuse awareness and prevention and elder abuse protocol training, scams and fraud prevention, community safety, healthy aging and well-being
Peel Regional Police-Victim Services and Resources 7750 Hurontario St Brampton, ON L6V 3W6 www.peelpolice.on.ca	Automated Phone Line: 905-453-2121 Office: 905-453-3311	The goal of the Special Victims Unit is to protect and support children by conducting detailed investigations into allegations regarding child abuse. It has full cooperation from the Peel Regional Police, the Children's Aid Society and the community.
ReportON (24 hour) for adults with developmental disabilities www.mcass.gov.on.ca/en/mcass/programs/developmental/reportON/	1-800-575-2222 TTY 416-916-0549 or 1-844-309-1025 e-mail: reportONdisability@ontario.ca	ReportON is a telephone line and email address to report actual or suspected abuse or neglect of adults with a developmental disability The abuse or neglect might be at the hands of the person's family, friends, care giver or a stranger. Even if you're not absolutely certain you're witnessing abuse or neglect we would encourage you to call. There will be no consequences for you and you might make a significant difference in someone's life.

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Retirement Homes Regulatory Authority (RHRA) www.rhra.ca/en/	1-855-ASK-RHRA (1-855-275-7472)	<p>The RHRA administers the Act on behalf of the government. In keeping with its mandate to improve the lives of residents in Ontario's retirement homes, staff perform a range of duties related to the RHRA's strategic objectives, which include:</p> <ul style="list-style-type: none"> • Informing and educating the retirement home sector, residents, and the public about the Act, regulations and role of the RHRA • Licensing retirement homes and maintaining a Public Register • Inspecting retirement homes, overseeing compliance with the regulations and care standards and enforcing the Act for the protection of residents
Distress Centre for Greater Toronto (24 hour) 7700 Hurontario St Unit 402, 2nd Fl Brampton, ON L6Y 4M3 www.spectrahelpline.org	905-459-7777 Crisis line: Mississauga and Brampton 1-877-298-5444 Crisis line: Caledon	<p>Provides free telephone support in 8 languages, for the diverse population of the Region of Peel through the following programs and services:</p> <ul style="list-style-type: none"> • Multilingual distress line- 24/7 • Mandarin and Cantonese distress lines • Peel Elder Abuse Support Program -24/7 • Touching base program (16+) • Telecheck Seniors program (55+) <p>For more information and/or to register call 289-569-1200 Services provided via TTY, and Online Text and Chat</p>
Telehealth Ontario (24 hour) in English and French, translation support in 110 languages www.ontario.ca/page/get-medical-advice-telehealth-ontario	1-866-797-0000 TTY: 1-866-797-0007	<p>Free, confidential telephone service for health advice or general health information provided by a Registered Nurse. The service provides round-the-clock access to a qualified health professional. It can help you decide whether to care for yourself, make an appointment with your doctor, go to a clinic, contact a community service or go to a hospital emergency room</p>
Trillium Health Partners Regional Sexual Assault and Domestic Violence Services (24 hour) 100 Queensway W Mississauga, ON L5B 1B8 http://trilliumhealthpartners.ca/patientservices/womens/Pages/sexualassault.aspx	Assault Women's Helpline 1-866-863-0511	<p>Help for individuals who have been sexually assaulted or have been victims of domestic violence within the Peel Region (Mississauga, Brampton and Caledon area).</p> <p>If you have been sexually assaulted within the last 168 hours (7 days), please go to Trillium Health Partners Sexual Assault and Domestic Violence Services, accessed through the Mississauga Hospital Emergency Department (map), 24 hours a day, 7 days a week</p>

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Victim Services of Peel (24 hour) 7750 Hurontario St Brampton, ON L6V 3W6 Email: info@vspeel.org www.vspeel.org	Crisis line: 905-568 -1068	Provides immediate crisis intervention to persons victimized by crime or tragic circumstances in all communities in Brampton and Mississauga. While the majority of clients are victims of domestic abuse and other kinds of family violence, critical response services are also available to persons victimized by sexual assault, homicide, suicide, sudden death, traffic/fire fatalities, armed robberies, etc. The Program offers: <ul style="list-style-type: none"> • Around the clock crisis intervention • Critical incident debriefing • Short term counseling • Witness support • Transitional and housing support • Resource, education, advocacy and community help (REACH) • SAFE – South Asian Family Enrichment Program
William Osler Health Systems - Mental Health - Emergency/crisis Services (24 hour) 2100 Bovaird Dr E Brampton, ON www.williamoslerhs.ca/patients-and-families/programs-services/mental-health-and-addictions/mental-health-services-for-adults	Emergency Department Brampton: 905-494-2120	Go to the Emergency Department for this service. Provides assessment and intervention to those who have severe and persistent mental illness, mental health problems, and/or who are in distress because of psychosocial stresses. Family and/or significant others are included in the intervention. The Team collaborates with the Emergency Team, staff from other hospital services, as well as with its community partners to develop and implement appropriate treatment strategies. Consultation to the community is provided on mental health issues and psychosocial issues
YMCA of Greater Toronto Youth Substance Abuse Program 1100 Central Park Dr Brampton, ON L6S 2C9 Email: memberservices@ymcagta.org https://ymcagta.org/youth-programs/youth-substance-abuse-program	416-928-9622 1-800-223-8024	Free and confidential counselling available to support youth with substance use issues, options to make healthier choices and practice safety Information for youth aged 14-24 Mon-Fri 9 am-5 pm, evening appointments available