



Crisis Helplines/Distress Centres/Support Services Etobicoke

AGENCY NAME	CONTACT	DESCRIPTION
Advocacy Centre for the Elderly (ACE) 2 Carlton St, Suite 701 Toronto, ON M5B 1J3 www.ancelaw.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-info/line/	1-800-668-2437 416-392-2437 Mon-Fri 10 am-10:30 pm Sat-Sun 11 am-3 pm French speaking counsellors Mon-Fri 10 am-5 pm eChat Mon-Fri 10 am-5 pm Mainline: 1-800-686-7544	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 options, sexual orientation, referral to appropriate clinics and community agencies, support in crisis situation The mainline deals with issues related to harm reduction, injection drug use, and needle exchange programs

AGENCY NAME	CONTACT	DESCRIPTION
Anishnawbe Health Toronto (24 hour) Aboriginal Mental Health and Addiction Services 225 Queen St E Toronto, ON M6G 2N1 www.aht.ca	Mental Health Crisis Line: 416-891-8606 Office: 416-360-0486	Mental health and addiction services based on Aboriginal culture and traditions, assessment for substance, counselling, support groups, traditional ceremonies, holistic care plans, art therapy, nutrition counselling, and recreation. Some aspects of health and wellness explored in the program include: stress management, anger management, coping with triggers, coping with relapse, and improving communication skills
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	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 Provides: crisis counseling, emotional support, safety planning, information and referral to emergency shelters, legal services, counsellors and community services
Birthright International (24 hour) Toronto Office 777 Coxwell Ave Toronto, Ontario M4C3C birthright.org/en/our-services	Helpline: 1-800-550-4900 Office: 647-560-0261	24/7 free and confidential helpline providing support for women facing unplanned pregnancies regardless of age, race, religion, marital status or financial situation
Black Youth Helpline (BYH) 1111 Finch Ave W, Ste 411 Toronto, ON M3J 2E5 blackyouth@bellnet.ca www.blackyouth.ca	416-285-9944 1-833-294-8650 Helpline hours: 9 am-10 pm	Open to all youth and families, focus on Black youth, their parents and significant others, particularly at-risk youth. Focus on activities to help Black youth remain and succeed in school
Canadian Centre for Victims of Torture 194 Jarvis St, 2nd Fl Toronto, ON M5B 2B7 www.ccv.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 * crisis counselling and general information not provided over the phone 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

AGENCY NAME	CONTACT	DESCRIPTION
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
Centre francophone de Toronto 20 Lower Spadina Ave Toronto M5Y 2Z1 www.centrefranco.org	416-922-2672	The Centre francophone de Toronto offers primary health care services and mental health counselling to Francophones who live in and around Toronto. Our services are confidential and free of charge. <ul style="list-style-type: none"> • Health Clinic • Mental Health Counselling and Therapy Services • Children's Mental Health and Espace jeunesse
Children's Aid Society of Toronto Protection Services (24 hour) 30 Isabella St Toronto, ON M4Y1N1 www.torontocas.ca	416-924-4640	Helps protect children from abuse and neglect. Make every effort to protect children without removing them from their homes. Strive to achieve this through professional expertise and relationship building, crisis-oriented intervention, counselling, other supportive services and referrals to community resources
416 Community Support for Women 416 Dundas St E Toronto, ON M5A 2A8 info@bellnet.ca www.416dropincentre.com	416-928-3334	Drop-in crisis centre for women 16 years and older. The centre offers following programs: Life skills training and speaker series, Health care services, Drop in services, Case management services Open daily: 8:30-4:30, open statutory holidays
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
Distress Centres (24 hour) PO Box 243 , Stn Adelaide Toronto, ON M5C 2J4 info@torontodistresscentre.com www.torontodistresscentre.com	416-408-HELP (4357) TTY: 416-408-0007	Distress Centres provides a twenty-four hour anonymous and confidential Crisis line for anyone who needs a compassionate and non-judgmental listening ear, emotional support or just having difficulty coping in life. 151-language interpreter service

AGENCY NAME	CONTACT	DESCRIPTION
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
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
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) 1-888-321-0339 (Patient Ombudsman) 416-597-0339 (in Toronto)	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
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)

AGENCY NAME	CONTACT	DESCRIPTION
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.
Ontario Victim Services Victim Support Line (24 hour) www.attorneygeneral.jus.gov.on.ca/english/ovs/s/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

AGENCY NAME	CONTACT	DESCRIPTION
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	<p>ReportON is a telephone line and email address to report actual or suspected abuse or neglect of adults with a developmental disability</p> <p>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.</p>
Rexdale Women's Centre Violence Prevention and Crisis Intervention 925 Albion Rd, Ste 309 Etobicoke, ON M9V 1A6 www.rexdalewomen.org/index.html	416-745-0062	<p>The Rexdale Women's Centre provides one-on-one assistance to women who are experiencing domestic violence and dealing with a crisis in their lives. Counsellors assist women to understand the cycle of abuse and help women to develop safety plans and strategies to live a life free of violence for themselves and their children</p>
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
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>
Toronto Police Services	Non-Emergency Line: 416-808-2222	<p>Prevents and investigates offences against persons and property, works with members of the public to solve community problems, apprehends offenders, preserves the peace, handles certain noise complaints such as loud parties, collision reporting centres, missing persons, parking enforcement, public information, community mobilization, crime prevention, victims services, crime stoppers, abuse, domestic violence, youth and volunteer services, etc.</p>

AGENCY NAME	CONTACT	DESCRIPTION
Toronto Rape Crisis Centre: Multicultural Women Against Rape (24 hour) Stn A, Box 6597 Toronto, ON M5W 1X4 crisis@trccmwar.ca www.trccmwar.ca	Crisis Line accepts collect calls 416-597-8808	Crisis intervention and culturally sensitive counselling, confidential support and referral for all survivors of rape/sexual assault/incest, support for families and friends of survivors, self-help groups for sexually assaulted women, information on alternatives to the legal justice system, court support, accompaniment and advocacy program, support groups, research, public education, workshops, library related to women's issues, comprehensive volunteer training, trans-positive environment
Victim Services Toronto (24 hour) 40 College St Toronto, ON M5G 2J3 info@victimservicestoronto.com www.victimservicestoronto.com	Crisis phone: 416-808-7066	Victims of domestic violence, sexual assault and stalking at high risk of repeated violence or death, criminal charges must be before the courts or an enforceable order in place, client must be 19 years or older and reside in Toronto Services offered in over 35 languages
YMCA of Greater Toronto Youth Substance Abuse Program 7 Vanauley St Toronto, ON M5T 2V9 memberservices@ymcagta.org ymcagta.org	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 safely. Information for youth aged 14-24 Mon-Fri 9 am-5 pm, evening appointments available
Mobile Crisis Support Team (24 hour) 227 Victoria St Toronto, ON M5B 1T8 management@youthdale.ca www.youthdale.ca	Psychiatric Crisis Services: 416-363-9990	Crisis Services will determine what action to take based on the assessment: <ul style="list-style-type: none"> • Low Risk - The Crisis Support Team will provide telephone support and refer to an appropriate community resource for further assistance • Moderate Risk - The Crisis Support Team will develop a safety plan, provide mobile crisis response to the home, and help with daily telephone support until the crisis is resolved (about one week) or the need for more intensive intervention (such as admission to our 10-bed Transitional Psychiatric Unit) becomes clear High Risk - The Crisis Support Team will facilitate admission to our 10-bed Secure Treatment Unit or other psychiatric unit