



Crisis Helplines/Distress Centres/Support Services Woodbridge

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
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) Vaughan Office 2780 Highway 7, Unit 108 Vaughan, ON L4K 3R9	Helpline: 1-800-550-4900	24/7 toll-free helpline providing support and hope to women facing unplanned pregnancies Services include: <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
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
Canadian Mental Health Association - Assertive Community Treatment - South West York Region - Vaughan (24-hour) 240 Hanlan Rd Vaughan, ON L4L 3R7 www.cmha-yr.on.ca/	905-841-3977 1-866-345-0183	Assertive Community Treatment (ACT) is designed to provide comprehensive, community-based psychiatric treatment, rehabilitation and support to people with serious and persistent mental illness. ACT teams include multi-disciplinary health care professionals: case managers, nurses, employment specialists, social workers, peer support workers, occupational therapists, addiction specialists and psychiatrists.

AGENCY NAME	CONTACT	DESCRIPTION
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
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.

AGENCY NAME	CONTACT	DESCRIPTION
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
Mackenzie Health - Emergency Department (24 hour) 10 Trench St Richmond Hill, ON L4C 4Z3 www.mackenziehealth.ca	Hospital Main number: 905-883-1212 DASA number: 905-883-1212 ext 0	24-hour Urgent & Emergent Care York Region Domestic Abuse & Sexual Assault Care Centre: Sexual Assault Care Services. The Sexual Assault Care Team of specially trained nurses and physicians can help anyone who has been sexually assaulted within the previous 72 hours
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

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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/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
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
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>
The TLC Life Centre 615 Davis Dr, Suite 202 Newmarket, ON L3Y 2R2 www.tlcthelifecentre.ca	Crisis Phone: 905-836-5433	<p>Supports women and their families of all ages, facing difficult life issues:</p> <p>Free pregnancy tests</p> <p>Information about parenting, adoption and abortion</p> <p>Clothing closet (baby clothing up to size 2 and baby supplies.</p> <p>Post-abortion healing program</p>
Victim Services of York Region (24 hour) 16640 Yonge St, Unit 1 Newmarket, ON L3X 1A3 info@victimservices-york.org www.victimservices-york.org	1-866-876-5423 ext 6790 Crisis Line 905-953-5363	<p>On-site, short term, crisis and trauma services for victims of crime or sudden tragic event * emotional support * practical assistance * referrals to community resources for continued support</p>
Women's Support Network of York Region (24 hour) 1110 Stellar, Unit 109 Newmarket, ON L3Y 7B7 www.womenssupportnetwork.ca	Crisis Phone: 1-800-263-6734 905-895-7313	<p>Provides free, confidential and accessible services to all women of York Region.</p> <p>Services and Programs:</p> <ul style="list-style-type: none"> • Individual Counselling • Public Education Program • Volunteer 24 Hour Crisis Line, Anti-Human Trafficking Crisis Line and Support - Individual counselling for sexual violence

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<p>York Support Services Network Community Crisis Services (24-hour) 50 MacIntosh Ave, Suite 239 Markham, ON L3R 9T3 webmaster@yssn.ca www.yssn.ca</p>	<p>Crisis Line: 1-855-310- COPE (2673) 905-898-6455</p>	<p>Support Services Network offers the Community Crisis Response Service for persons living in York Region or South Simcoe who are having a mental health crisis, and their family or friends.</p> <p>YSSN's Community Crisis Response Service includes:</p> <ul style="list-style-type: none"> Telephone Response Mobile Response Mental Health Support Team Short-Term Crisis Beds Crisis Peer Support