

Emergency and Crisis Support Resources

Mental Health Crisis Lines and Response Teams:

NOTE: If an individual is actively experiencing a mental health crisis, they should be directed to their nearest hospital emergency department.

Mental Health Crisis Lines in the GTA:

Toronto: Distress Centres of Greater Toronto: 416-408-HELP (4357)

York: Community Crisis Response Service: 1-855-310-COPE (2673)

Durham: Distress Centre Durham: 1-800-452-0688

Peel: Spectra Helpline: 905-459-7777

- **9-8-8 Suicide Crisis Helpline**: A 24-hr crisis helpline in Canada. Call or text 9-8-8.
- **Assaulted Women's Hotline**: A 24-hr crisis counselling line for women in crisis or domestic situations. Contact: 1-866-863-0511, available in 200+ languages.
- **Black Youth Helpline**: Black youth-specific service, culturally appropriate support for youth and families. Contact: 416-285-9944 || Toll-free 1-833-294-8650.
- **Kids Help Phone**: Provides counselling via phone, text and live chat to children and youth and parents. Online resources also available. 24hrs per day support. Contact 1-800-668-6868.
- **Telehealth Ontario**: Nurses will provide answers to health-related questions with the appropriate care via telephone, or will connect you to an appropriate health professional. Contact: 811 || Toll-free 1-866-797-0000.

Free Virtual Mental Health Counselling:

- **What's Up Walk In**: Mental health counselling for children, youth, young adults and their families. To connect with a counsellor for a telephone or online video session, please call **Help Ahead** at 1-866-585-6486, Monday to Friday 9am-7pm, Saturday 9am-5pm.
- **One Stop Talk**: Mental health counselling for children and youth of aged 17 or under. Contact: 1-855-416-8255, Monday to Friday 12pm-8pm, Saturday 12pm-4pm

Holland Bloorview Kids Rehabilitation Hospital

150 Kilgour Road, Toronto ON Canada M4G 1R8 T 416 425 6220 T 800 363 2440 F 416 425 6591 www.hollandbloorview.ca

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- **Family Service Toronto**: Provides walk-in single in-person, telephone or video-counselling session. Contact: 416-595-9618
- **Community Family Services of Ontario**: Provides culturally appropriate counselling in English, Vietnamese and Chinese for families. Contact: 416-979-8299 ext. 1

Emergency Food Access:

- **Daily Break Food Bank** – 416-203-0050 ext. 1
- **Red Cross** – Toronto Region Branch Mobile Food Bank – Food deliveries to persons not able to access a food bank due to a disability and/or other barriers. Contact: 416-236-3180

Emergency Housing Resources:

- **Toronto Shelters - Central Intake** – To access a shelter call 311 or Central Intake at 416-338-4766 or 1-877-338-3398.
- **Toronto Community Housing** – Residents can call Client Care Centre Info Line at 416-981-5500 or Community Safety Unit at 416-921-2323.
- **Tenant Hotline** – All tenants can call the Federation of Metro Tenant's Association's hotline to ask questions about rights or options under the law at 416-921-9494.

Respite Care:

*Criteria-based eligibility for potential day and overnight respite options

- **Respite Care at Holland Bloorview** – Overnight and Day Respite Options, contact Robyn Sanford at ext. 6406.
- **Community Living Toronto** – Criteria-specific respite options – for more details contact 647-729-0450.
- **Emily's House** – Criteria-specific respite options – for more details contact 416-363-9196.
- **Geneva Centre for Autism** – Criteria-specific respite options – for more details contact 416-322-7877.
- **Safehaven Toronto** – Criteria-specific emergency respite options – for more details contact 416-535-8525.



Child Welfare Concerns:

If a member of the public or a professional have a concern about the safety and/or well-being of a child or youth under 18, they should immediately contact their local Children's Aid Societies or Indigenous Child and Family Well-Being Agency. List of all local agencies available [Here](#).

- [Toronto Children's Aid Society \(Metro\)](#) – 416-924-4646
- [Catholic Children's Aid Society of Toronto](#) – 416-395-1500
- [Jewish Family and Child Service of Greater Toronto](#) – 416-638-7800
- [Native Child and Family Services of Toronto](#) – 416-969-8510

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