

# A Guide to Finding Drop-In Therapy or Over-the-Phone Crisis Counselling



*Toronto Western*  
**Family Health Team**  
*Garrison Creek*  
*Bathurst*

You may be dealing with a mental health crisis that is not life-threatening but needs attention. Getting help now may lead to fewer issues in the future.

Read this handout if you need immediate and short-term therapy to deal with a mental health crisis. If you have questions or need support, please speak to your health care provider.

**If you have a mental health emergency, call 911 or go to your nearest hospital Emergency Room.**

**Important:** This is not a full list of agencies and organizations. The University Health Network does not recommend one organization over another and is not responsible for the care and services provided. Some information may change. Please contact agencies or organizations directly to make sure the information is correct or to find out more about their services.



Patient Education



**UHN**

Toronto General  
Toronto Western  
Princess Margaret  
Toronto Rehab  
Michener Institute

## What is over-the-phone crisis counselling?

Highly-trained volunteer responders (with the support of professional staff) provide emotional support and crisis counselling for people in distress. Phone lines are open 24 hours a day, 7 days a week, 365 days a year.

- Toronto Distress Centres: 416 408 4357
- Gerstein Centre: 416 929 5200
- Assaulted Women’s Helpline: 416 863 0511 or 1 866 863 0511
- Toronto Rape Crisis Centre: 416 597 8808

## For children and youth

- Kids Help Phone: 1 800 668 6868
- Youthdale Psychiatric Crisis Services: 416 363 9990

## What is drop-in therapy?

Children, youth and adults can get therapy from these organizations without an appointment. Due to the recent Covid-19 pandemic, therapy is and may continue to be offered only by phone or video. Call or visit the websites to find out the days and times that the drop-in therapy is available.

Drop-in therapy	
<b>Catholic Family Services</b> (all ages)	<ul style="list-style-type: none"><li>• Call 416 921 1163 or 416 222 0048 and leave voicemail with name and contact information</li><li>• <b>Sliding-scale</b> (pay according to your income)</li><li>• <a href="http://www.cfstoronto.com">www.cfstoronto.com</a></li></ul>
<b>Family Services Toronto</b> (free for ages 18 and older)	<ul style="list-style-type: none"><li>• Call 416 595 9618</li><li>• Can use maximum 3 times per year</li><li>• <a href="http://www.familyserVICEToronto.org">www.familyserVICEToronto.org</a></li></ul>

Drop-in therapy	
<p><b>Stella’s Place</b> (free for ages 16 to 29)</p>	<ul style="list-style-type: none"> <li>• Call 416 416 2345, ext. 1</li> <li>• <a href="http://www.stellasplace.ca">www.stellasplace.ca</a></li> </ul>
<p><b>Wellness Together Canada</b> (free for adults and youth)</p>	<ul style="list-style-type: none"> <li>• Call 1 866 585 0445 or text WELLNESS to 741741 (adults) or 686868 (youth)</li> <li>• Also has an app called PocketWell</li> <li>• <a href="http://www.wellnesstogether.ca">www.wellnesstogether.ca</a></li> </ul>
<p><b>“What’s-Up” Walk-in Clinics</b> (free for ages 0 to 29)</p>	<ul style="list-style-type: none"> <li>• Call Help Ahead at 1 866 585 6486 to be connected to a counselor</li> <li>• <a href="http://www.whatsupwalkin.ca">www.whatsupwalkin.ca</a></li> </ul>
<p><b>Woodgreen Community Services</b> (free for ages 16 and older)</p>	<ul style="list-style-type: none"> <li>• Call 416 645 6000, ext. 1990 starting at 4:00 pm. Registration closes at 6:15 pm</li> <li>• <a href="http://www.woodgreen.org">www.woodgreen.org</a></li> </ul>
<p><b>Yonge Street Mission</b> (free for ages 16 and older)</p>	<ul style="list-style-type: none"> <li>• Ages 16 to 24: Call 416 929 9614, ext. 2269</li> <li>• Ages 25 and older: Call 416 929 9614, ext. 3235 or 3239</li> <li>• <a href="http://www.ysm.ca">www.ysm.ca</a></li> </ul>



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