

# Mental Health and Addictions Community Support Resources



## Information for patients and families

Read this information to learn who to call if:

- you are having a mental health crisis
- you need housing
- you need financial help
- you need food
- you need mental health or addictions resources

**If you need emergency help, call 911 or visit the closest emergency department.**





## **Mental health crisis**

If you are in crisis, you can get help on the telephone or in your home or community. Call one of these crisis resources for help:

### **Distress Centres of Toronto**

Phone: 416 408 HELP (4357)

Hours: 24 hours a day, 7 days a week

Area: Toronto

- Provide emotional support over the phone
- Provide help if you are in a crisis
- Connect you to emergency help if you need it

### **The Gerstein Centre**

Phone: 416 929 5200

Hours: 24 hours a day, 7 days a week

Area: Toronto

- Provide emotional support over the phone
- Provide a short-term place to stay in some crisis situations

### **Toronto Seniors Helpline**

Phone: 416 217 2077

Hours: Monday to Friday 9:00 am to 8:00 pm, Saturday and Sunday 10:00 am to 6:00 pm

- Provide supportive counselling over the phone
- Provide crisis services
- Connect you to services in your community
- Provide support and resources to caregivers



## Housing

If you need a free emergency shelter bed call:

### **The City of Toronto's Central Intake Line**

Phone: 1 877 338 3398

Hours: 24 hours a day, 7 days a week

- A service for people and families who are homeless and need emergency shelter
- Can refer or place you at a hostel or other shelters

If you need affordable housing call:

### **Housing Connections**

Phone: 416 397 7400

Hours: 8:30 am to 4:30 pm, Monday to Friday

- Will add you to the central waiting list for subsidized rental units in Toronto

### **The Access Point**

Phone: 416 640 1934

Hours: 9:00 am to 5:00 pm, Monday to Friday

Website: [www.theaccesspoint.ca](http://www.theaccesspoint.ca)

- Provides a centralized application service for supportive housing, and other mental health and addictions services
- Supportive housing is for people with mental health and/or addictions problems who need help with things like taking their medicine, doing housework, and making meals.
- If you need help filling out the application, talk to your social worker or another member of your treatment team



## Financial help

### Ontario Works

Website: [www.mcsc.gov.on.ca/en/mcsc/programs/social/ow](http://www.mcsc.gov.on.ca/en/mcsc/programs/social/ow)

- If you are in financial need and are unable to afford basic living expenses, contact your local **Ontario Works** Support Program office. Use their website to find the office closest to you or talk to your social worker.
- To apply for Ontario Works financial help you will need information including:
  - your name, date of birth and address
  - your Social Insurance Number (SIN) and/or health card number
  - information about your housing
  - information about your employment
  - a list of your monthly expenses (for example, rent, water, heat, food)
  - a list of your assets
  - information about others in your household (for example, their income, assets and age)
- Please see the website for a more detailed list of information you need to apply
- Once you have applied and your application has been processed, the Ontario Works office will let you know if you qualify or not



## Food

If you need to find a food bank or want information about other food programs call:

### Foodlink Hotline

Phone: 416 392 6655

Hours: 10:00 am to 4:00 pm, Monday to Friday

- For help outside these hours call 211. You can call 211 for free from any payphone.



## Other resources for mental health and addictions

If you are looking for other resources related to mental health and/or addictions call one of these ConnexOntario helplines:

**Drug and Alcohol Helpline:** 1 800 565 8603

**Mental Health Helpline:** 1 866 531 2600

**Gambling Helpline:** 1 888 230 3505

Hours: 24 hours a day, 7 days a week

Website: [www.connexontario.ca](http://www.connexontario.ca)

### 211 Ontario

If you need information about community or social services in Ontario call 211 or visit [www.211ontario.ca](http://www.211ontario.ca)

- 211 is a helpline and online database of Ontario's community and social services. This helpline is available 24 hours a day, 7 days a week. You can call for free from any payphone.

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



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