

# A Guide to Finding Crisis and Same Day Counselling Services



*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 resource does not include 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 crisis counselling?**

Highly-trained volunteer responders and 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.

### **Distress phone lines**

- Suicide Crisis Helpline: Call or text 988
- Toronto Distress Centres: 416 408 4357 or 408 HELP
- Gerstein Centre: 416 929 5200
- Assaulted Women's Helpline: 416 863-0511 or Toll-free: 1 866 863 0511
- Canadian Human Trafficking Hotline: 1 833 900 1010
- Kids Help Phone: 1 800 668 6868
- First Nations Crisis Line 1 855 242 3310
- Trans Lifeline: 1 877 330 6366

### **Mobile Crisis Response Teams (24 hours a day, 7 days a week) Toronto**

- Gerstein Centre Crisis Line: 416 929 5200 service borders: south to the lake, north to Eglinton, and then north to Highway 401 (between Bathurst and Bayview), east to Bayview to Danforth and then to Victoria Park, west to Islington Ave.
- St. Mike's Hospital Mobile Crisis Team via Police Department (911) accessible through police (no direct number). Response team consists of a police officer and a mental health nurse.
- St. Joseph's Hospital Mobile Crisis Team via Police Department (911) accessible through police (no direct number).
- Toronto Community Crisis Service: Call 211 or 911. A mobile crisis team provides support for people who are in crisis or need a wellbeing check, without involving the police.
- Woodgreen Crisis Outreach Services for Seniors: 416 217 2077

## What is same day counselling?

Children, youth and adults can get counselling from these organizations without an appointment. Counselling may be offered virtually or in-person. Call or visit the websites to find out the days and times that the same day counselling service is available.

Same Day Counselling Services	
<b>Catholic Family Services</b> (all ages)	<ul style="list-style-type: none"><li>• Call 647 249 9059 and leave voicemail with name and contact information</li><li>• Free for same day single counselling session</li><li>• <b>Sliding-scale</b> (pay according to your income) for ongoing counselling</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>
<b>Stella's Place</b> (free for ages 16 to 29)	<ul style="list-style-type: none"><li>• Call 416 4612345, ext. 1</li><li>• <a href="http://www.stellasplace.ca">www.stellasplace.ca</a></li></ul>
<b>"What's-Up" Walk-in Clinics</b> (free for ages 0 to 29)	<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>
<b>Woodgreen Community Services</b> (free for ages 16 and older)	<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>

## Same Day Counselling Services

**Yonge Street Mission**  
(free for ages 16 and older)

- Ages 16 to 24: Call 416 929 9614, ext. 2269
- Ages 25 and older: Call 416 929 9614, ext. 3235 or 3239
- [www.ysm.ca](http://www.ysm.ca)



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