

# CRISIS SUPPORT/DISTRESS LINES

## In an emergency

### Call 9-1-1

- At home, you can dial 9-1-1 direct.
- At a business or other location, you may need to dial an outside line before dialing 9-1-1.
- At a pay phone, dial 9-1-1. The call is free.
- When using a cellular phone be prepared to give the exact location of the emergency. The call is free.
- For TTY access (Telephone Device for the Deaf), press the space bar announcer key repeatedly until a response is received.

**If you do not speak English, you must stay on the line while the call taker contacts telephone translations service.**

### Tips When You Call

- Remain calm and speak clearly. Identify which emergency service you require (police, fire or ambulance) and be prepared to provide the following information:
  - a description of what is happening
  - the location
  - your name, address and telephone number
- Please remain on the line to provide additional information if requested to do so by the call taker.
- Do not hang up until the call taker tells you to do so.

## CRISIS SUPPORT/DISTRESS LINES

### 1. Crisis Services Canada, Suicide Prevention and Support

Call 1-833-456-4566 or text at 45645 (Crisis and suicide prevention line 24/7 Suicide Prevention Hotlines)

### 2. Distress Centre: 416-408-HELP (4357)

Offers access to emotional support from the safety and security of the closest telephone. Callers can express their thoughts and feelings in confidence. Callers' issues can include problems related to domestic violence, social isolation, suicide,

addictions, mental and physical health concerns. The Distress Centre offers emotional support, crisis intervention, suicide prevention and linkage to emergency help when necessary.

**3. Gerstein Centre: (416) 929-5200**

Provides crisis intervention to adults, living in the *City of Toronto*, who experience mental health problems. The service has three aspects; telephone support, community visits and a ten-bed, short-stay residence. All three aspects of the service are accessed through the crisis line.

**4. Senior Crisis Access Line 416-217-2077**

**5. Anishnawbe 24/7 Mental Health Crisis Management Service: 416-891-8606 (Aboriginal clients) 416-891-8606**

**6. Distress Lines Crisis Centre (Downtown) 416-929-5200**

**7. Good2Talk (post-secondary student mental health helpline) 1-866-925-5454**

**8. Youthdale's Crisis Support Team: (416) 363-9990**

**9. Kids Help Phone 1-800-668-6868 (Kids Help Phone is a national charity that operates three counselling centres and offers community engagement initiatives through staff and volunteers in eleven regions across Canada. 24/7 Crisis, information, and referral)**

**10. For You Telecare Family Service, 24 Hour Crisis Line: Telephone counselling (24-hour distress line)/ A trained counsellor is available at (416) 241-5456, 24 hours a day, 7 days a week to listen to and provide emotional support to those who may be experiencing grief, loneliness, illness, conflict or other crisis in their lives or in the lives of a loved one. Your anonymity is guaranteed.**

**11. Toronto Rape Crisis Centre 416-597-8808**

**12. Warm Line (8pm - 12am) 416-960-9276 (Are you feeling lonely? Distressed? Isolated? Did you have a bad day and need someone to talk to? Chat online, text or call a Warm Line peer support worker, every day from 8pm to 12 midnight)**

**13. Youthdale's Crisis Support Team 416-363-9990**

**14. LGBTQ Youth Line: 1-800-268-9688, Text: 647-694-4275**

**15. Trans Lifeline: 1-877-330-6366**

- 16. Ontario Victim Services** -Victim Support Line (24 hour): 1-888-579-2888
- 17. Birthright International** (24 hour) 1.800.550.4900 (24/7 free and confidential helpline providing support for women facing unplanned pregnancies regardless of age, race, religion, marital status or financial situation)
- 18. Assaulted women's help line:** 1-800-268-9688  
  
Text 647-694-4275 if you or someone you know is being abused, you can reach us by calling: **416-863-0511; Toll Free 1-866-863-0511 or text #SAFE (# 7233).**  
Pour les services en français, veuillez appeler FEM'AIDE (Ligne de soutien pour femmes violentées): **1.877.336.2433 or 1.866.860.7082 (ATS)**
- 19. Chrysalis Anti-Human Trafficking Hotline** 1-866-528-7109
- 20. 2-1-1** If you need information and referral helpline to **community, social, government and non-emergency health services**, please dial 211, they provide services in different languages.

## For Non-Emergency Medical Issues

Telehealth Ontario: 1-866-797-0000.

## Other Important Numbers and Websites

**3-1-1:** Information on City services and programs

**Emergency Shelter:** Central Intake at 416-338-4766 or Toll Free at 1-877-338-3398