



CENTRE FOR INNOVATION IN PEER SUPPORT
DISTRESS & CRISIS SUPPORTS

How to Use This Resource

Intention

The intention of this resource is to provide people in Ontario, Canada with a range of 24/7 support options when they are in distress or crisis. We recognize there may be additional local distress and crisis resources not listed here.

These supports are not Support House programs.

We encourage anyone who wishes to engage with one of these supports to do their own research into which services might best suit their needs. Use the options that feel most comfortable to you.

Legal

The views represented herein solely represent the views of the Centre for Innovation in Peer Support. Information in this document should not replace your own research and due diligence. The information used to create this resource draws on the experience of the Centre and public sources, referenced throughout. The materials in this resource are general guidelines only. This resource is not intended to provide legal advice. If there is a discrepancy between this document and any applicable legislation, the legislation will always prevail.

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Centre for Innovation in Peer Support (Centre) is embedded in Support House. The Centre promotes & facilitates the meaningful engagement, empowerment and enhanced capacities of people with lived experience and families, as well as effective peer support services regionally, provincially, nationally and internationally. Copyright 2022© by Support House and Centre for Innovation in Peer Support.

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If this is an emergency, please dial 9-1-1, your local emergency line, or visit your nearest emergency department.

National/International Crisis Lines

CANADA

Crisis Services Canada

1-833-456-4566

<https://www.crisisservicescanada.ca/en/>

988 Canada Suicide Crisis Helpline

9-8-8 (talk or text)

<https://988.ca/>

Kids Help Phone

1-800-668-6868

<https://www.kidshelpphone.ca/>

National Overdose Response Services (NORS)

1-888-688-6677(NORS)

<https://www.nors.ca/>

INTERNATIONAL CRISIS LINES

Suicide Stop

A list of international hotlines

https://www.suicidestop.com/call_a_hotline.html

Ontario Local Distress & Crisis Lines

[Click here for a map of Ontario Regions](#)

BRANT:

Brant Community Healthcare System

1-519-751-5544

<https://www.bchsys.org/en/care-services/mental-health-and-addiction.aspx>

CHATHAM-KENT:

CMHA Lambton Kent - Chatham Kent Mental Health Crisis Line

519-436-6100 or 1-866-299-7447

<https://lambtonkent.cmha.ca/programs-services/crisis-services/>

COCHRANE-TIMISKAMING:

CMHA Cochrane-Timiskaming

In Timmins & Area:

Weekdays from 8:30 a.m. to 4:30 p.m: 705-267-8100

Evenings and weekends: 705-264-3003 or 1-888-340-3003

<https://cmhact.ca/contact-us/>

CMHA Cochrane-Timiskaming

In the Timiskaming District (Kirkland Lake, Englehart, Temiskaming Shores, Cobalt, Latchford):

24 hours: 1-888-665-8888

<https://cmhact.ca/contact-us/>

DURHAM:**Durham Mental Health Services**

905-666-0483 or 1-800-742-1890

<https://dmhs.ca/cause/crisis-response/>

Distress Centre Durham

905-430-2522

<https://distresscentredurham.com/>

ESSEX:**Hôtel-Dieu Grace Healthcare**

519-973-4435

<https://www.hdgh.org/crisis>

ELGIN, MIDDLESEX, OXFORD:**Reach Out**

519-433-2023 (call or text)

<https://reachout247.ca/>

GREY-BRUCE:**Grey Bruce Mental Health Crisis Line**

1-877-470-5200

<https://greybruce.cmha.ca/>

HALTON:**COAST - CMHA Halton**

1-877-825-9011

<https://halton.cmha.ca/our-services/in-a-crisis/>

Distress Centre Halton

Oakville: 905-849-4541

Burlington: 905-681-1488

Milton/Halton Hills: 905-877-1211

www.dchalton.ca

HALDIMAND-NORFOLK:**Crisis Assessment and Support Team**

1-866-487-2278

<https://www.camhs.ca/programs/crisis-assessment-and-support-team/>

HALIBURTON, PETERBOROUGH, KAWARTHA LAKES, NORTHUMBERLAND:

CMHA Haliburton, Kawartha, Pine Ridge

705-745-6484 or 1-866-995-9933

<https://cmhahkpr.ca/programs-services/four-county-crisis/>

Telecare Distress Centre of Peterborough

705-745-2273

<https://www.telecarepeterborough.org/>

HAMILTON:

COAST – CMHA Hamilton

1-844-972-8338

<https://coasthamilton.ca/>

HASTINGS-PRINCE EDWARD:

Addictions and Mental Health Services Hastings Prince Edward

613-969-7400, EXT. 2753

<https://hopedreamrecover.ca/>

HURON-PERTH:

Huron-Perth Helpline and Crisis Response Team

1-888-829-7484

<https://www.hpcentre.on.ca/need-help-now>

KENORA:

Crisis Response Services

1-866-888-8988

<https://www.cmhak.on.ca/index.php/mental-health>

KINGSTON, FRONTENAC, LENNOX, ADDINGTON:

AMHS KFLA

Kingston & Frontenac – 613-544-4229

Lennox & Addington – 613-354-7388

<https://www.amhs-kfla.ca/programs-services/crisis/>

LANARK, LEEDS AND GRENVILLE:

Lanark, Leeds and Grenville Addictions and Mental Health

1-866-281-2911

<https://llgamh.ca/247-crisis-line.php>

LAMBTON:**CMHA Lambton Kent - Lambton Mental Health Crisis Line**

519-336-3445 or 1-800-307-4319

<https://lambtonkent.cmha.ca/programs-services/crisis-services/>**Family Counselling Centre Sarnia-Lambton**

519-336-3000 or 1-888-DISTRES (1-888-347-8738)

<https://www.familycounsellingctr.com/>**MUSKOKA-PARRY SOUND:****CMHA Muskoka - Parry Sound***Bracebridge:* 705-645-2262 or 1-800-245-5036*Parry Sound:* 705-746-4264 or 1-866-829-7049*Sundridge:* 705-384-5392 or 1-866-829-7050*Huntsville:* 705-789-8891<https://mps.cmha.ca/programs-services/crisis-intervention-service/>**NIAGARA:****Niagara Crisis Line**

1-866-550-5205

<https://niagara.cmha.ca/programs-services/crisis-support/>**Distress Centre Niagara***St. Catharines, Niagara Falls and Area:* 905-688-3711*Port Colborne, Wainfleet and Area:* 905-734-1212*Fort Erie and Area:* 905-382-0689*Grimsby, West Lincoln:* 905-563-6674<https://distresscentreniagara.com>**NIPISSING:****Nipissing Crisis Intervention Services**

1-800-352-1141

<https://nbrhc.on.ca/programs-services/mental-health-programs-services/mental-health-addictions/crisis-24-hours-7-days-per-week-outpatient/>**OTTAWA, RENFREW COUNTY, PRESCOTT & RUSSELL, STORMONT,
DUNDAS & GLENGARRY, AKWESASNE:****Crisis Line**

Within Ottawa: 613-722-6914

Outside Ottawa: 1-866-996-0991

<https://crisisline.ca/>

Distress Centre Ottawa & Region

Distress Line: 613-238-3311

Crisis Line: 613-722-6914

www.dcottawa.on.ca

PEEL-DUFFERIN:**PEEL 24.7 - CMHA Peel**

905-278-9036

<https://cmhapeeldufferin.ca/programs-services/24-7-crisis-support-peel/>

THUNDER BAY:**CMHA Thunder Bay**

Thunder Bay: 807-346-8282,

District / Toll-Free: 1-888-269-3100

<https://thunderbay.cmha.ca/programs-services/crisis-response-services/>

RENFREW:**Pembroke Regional Hospital – Mental Health Services of Renfrew County**

1-866-996-0991

<https://www.pemreghos.org/mhsr-crisis-management>

SIMCOE:**CMHA Simcoe: Crisis Services**

705-728-5044 or 1-888-893-8333, TTY Services Available

https://cmhastarttalking.ca/adult-services/crisis-services/#.YiO_aHrMJPY

SUDBURY-MANITOULIN:**CMHA Sudbury-Manitoulin**

705-675-4760 or 1-877-841-1101

<https://sm.cmha.ca/mental-health/find-help/>

TORONTO AREA:**Gerstein Centre**

416-929-5200

<https://gersteincentre.org/our-crisis-services/telephone-crisis-support/>

Toronto Distress Centre

1-833-456-4566

<https://www.torontodistresscentre.com/>

Toronto Crisis Services

(Individuals and/or Families (aged 16 years or older)

Call 211 or (416) 929-5200

<https://www.toronto.ca/community-people/public-safety-alerts/community-safety-programs/toronto-community-crisis-service/>

Youthdale Crisis Support Team

(Families of/and Youth under 16 years old)

(416) 363-9990

<https://www.youthdale.ca/crisis-support>

Toronto - Scarborough/ East York**Mobile Crisis Scarborough**

(Individuals and/or Families aged 16 years or older)

(416) 495-2891

<https://www.shn.ca/areas-of-care/mental-health-care/>

Toronto - York Region**Your Support Service Network**

(Individuals and/or Families aged 16 years or older)

1-855-310-COPE (2673)

<https://yssn.ca/our-services/>

WATERLOO-WELLINGTON:**CMHA Waterloo-Wellington: Here 24/7 Crisis Support**

1-844-437-3247 (HERE-247), TTY: 1-877-688-5501

www.here247.ca

YORK REGION, SOUTH SIMCOE, NORTH YORK:**Krasman Centre Warm Line & Peer Crisis Support Services**

1-888-777-0979

<https://krasmancentre.com/what-we-do/warm-line-peer-crisis-support/>

Person-Specific Distress & Crisis Lines

2SLGBTQ+ YOUNG PEOPLE**LGBT Youthline Ontario**

647-694-4275

<https://www.youthline.ca/>

CAREGIVERS**Ontario Caregiver Helpline**

1-833-416-2273

<https://ontariocaregiver.ca/>

ELDERS/SENIORS**Seniors Safety Line**

1-866-299-1011

<https://eapon.ca/>

INDIGENOUS PEOPLES OF CANADA:

Hope for Wellness Help Line

1-855-242-3310

<https://hopeforwellness.ca/home.html>

National Indian Residential School Crisis Line

1-866-925-4419

<https://www.sac-isc.gc.ca/eng/1581971225188/1581971250953>

INDIGENOUS WOMEN

Talk4Healing

1-888-200-9997

<https://www.talk4healing.com/>

POST-SECONDARY STUDENTS:

Good 2 Talk

1-866-925-5454

<https://good2talk.ca/>

TRANS PEOPLE

Trans Lifeline

(877) 330-6366

<https://translifeline.org/>

VETERANS, FORMER RCMP MEMBERS, FAMILY MEMBERS & CAREGIVERS:

Veterans Affairs Canada's Mental Health Professionals

1-800-268-7708

<https://www.veterans.gc.ca/eng/contact/talk-to-a-professional>

WOMEN WHO HAVE EXPERIENCED ANY TYPE OF ABUSE

Assaulted Women's Helpline

1-866-863-0511

<https://www.awhl.org/home>

About the Centre

Support House's Centre for Innovation in Peer Support provides wellness based, peer-led self-help and social connections programming to community members; and support to organizations who have peer staff, through training in peer-support program implementation, capacity-building, evaluation, research, knowledge brokerage, and quality improvement. The Centre is dedicated to building the capacity of People with Lived Experience, Family/Caregivers, Peer Support Workers, Peer Support Supervisors, Health Service Providers, Regional Mental Health & Addiction Systems, and Provincial Healthcare Systems.

Our History

Growing from its original identity as a Consumer Survivor Initiative in 1999, then known as TEACH (Teach, Empower, Advocate for Community Health), the need for the support and training of agencies providing authentic peer support was identified. As a result, the Centre has evolved to become a "Benchmark of Excellence" in peer support and the meaningful engagement of lived experience and family/caregiver co-design. The Centre for Innovation in Peer Support has been engaging and supporting 11 Mississauga Halton LHIN funded & accredited Health Service Providers (HSPs) plus regional, provincial, national, and international collaborators. The HSPs include hospital psychiatric inpatient units, addictions residential treatment, supportive housing programs, central access, employment support programs, justice, community mental health and addiction providers, and self-help education and support groups.

Supporting People Engaging in Services

The Centre's Peer Programming stream offers quality regional programs that are designed, developed, implemented, and evaluated by people with lived experience. This stream is focused on both peer-led psychosocial rehabilitative programming. Together, we build community and connection through creating safe spaces to heal and grow for people navigating mental health and substance use/addiction challenges, as well as the supporters/families.

Supporting Provincial Systems & Partners

The Centre's Provincial, Systems & Partner stream continues to evolve, listening to input from our stakeholders across the province, and using QI processes to pivot, pilot, evaluate and then scale and spread; we have been able to identify gaps and needs within the system. Our full programming is offered through our Virtual Learning Centre & Resource Hub which support the most current, best practices in Peer Support.

Through our Virtual Learning Centre, we offer trainings, consultation, our Peer Professional Development webinar series, and provincial communities of practice. Our Resource Hub is home to our toolkits, models, and resources. These offerings support the practice and implementation of Peer Support within Ontario.

About Support House:

Support House is directed by our core values. They guide our agency's decisions and actions, unite our staff, define our brand, and inspire our culture. We put people first – our supports are person directed. We connect and engage and start conversations to build and maintain relationships. We focus on health and wellness practices to inspire our culture. All employees are required to adhere to our values-based Oath of conduct.

See more of what the Centre has to offer!

Support House's Centre for Innovation in Peer Support provides wellness-based, peer-led self-help and social connections groups to community members with mental health and/or addictions challenges.

Our self-help programming provides a safe, non-judgmental space for supportive conversations about our individual wellness journeys. Together we explore the impacts of mental health and/or substance use challenges on our lives and share resources, tools and strategies that have been of support.

Our social connections programming is focused on building community and relationships through safe spaces to have light-hearted, fun, exploratory conversations, share creative experiences and play games.

[CLICK HERE TO VISIT OUR VARIOUS PEER SUPPORT OFFERINGS](#)

[CLICK HERE TO VISIT OUR SELF-HELP RESOURCE HUB](#)