



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

About the Centre

Recognized provincially for its award-winning services, Support House Centre for Innovation in Peer Support (the Centre) has evolved into a "Benchmark of Excellence" in peer support and experience-based engagement and co-design. The Centre is dedicated to implementing innovative best practices for meaningful and equitable engagement and partnerships with individuals who have lived/living experience, as well as their family/caregivers, across Ontario.

Our History

Originally established as a Consumer Survivor Initiative in 1999 under the name TEACH (Teach, Empower, Advocate for Community Health), the need for support and training for agencies providing authentic peer support was identified. As a result, in 2015, the Centre received new base funding from the legacy Mississauga Halton LHIN to offer regional and provincial system support for Health Service Providers (HSPs). This support includes hospital psychiatric inpatient units, addiction residential treatment, supportive housing programs, central access, employment support programs, justice, community mental health and addiction providers, and self-help education and support groups. This scope has since expanded to encompass regional, provincial, national, and international collaborations.

Supporting People Engaging in Services

Our service offerings include wellness-based, peer-led self-help and social connection programs for community members. These programs are designed, developed, implemented, and evaluated by individuals with lived/living experience. We work together to foster community and connection by creating safe spaces where people navigating mental health and substance use/addiction challenges, can heal and grow.

Supporting Provincial Systems & Partners

The Centre's Provincial, Systems & Partner stream is continually evolving to support organizations that provide peer support services and to foster meaningful, equitable engagement, co-design, and partnership with individuals who have lived/living experience, as well as family/caregivers for roles on advisory tables, working groups, committees, and government boards. We create learning opportunities through co-design, education and training, consultations, capacity building, collaborations and partnerships, and the development of resources and toolkits, drawing on our expertise in engagement stewardship.

Additional learning resources are available in our Virtual Learning Centre and Resource Hub, where you can explore information about our provincial communities of practice, toolkits, models, and other resources. The Centre is committed to enhancing the capacity of individuals with lived/living experience, family/caregivers, peer support workers, supervisors, health service providers, and regional and provincial healthcare systems. We aspire to co-design and co-create an inclusive and equitable healthcare response, regardless of complexity.

About Support House

Support House is guided by our core values, which shape 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, starting 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.

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:* 613-722-6914www.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/mhsrcc-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>

Additional Resources to Explore

To learn more about additional learning opportunities offered by Support House's Centre for Innovation in Peer Support's, visit our Virtual Learning Centre & Resource Hub for Peer Supporters & Organizations.

Support House's Centre for Innovation in Peer Support's full programming is offered through our Virtual Learning Centre & Resource Hub which supports 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 educational toolkits, documents and videos. These offerings support the practice and implementation of Peer Support within Ontario.

Products on our Resource Hub:

- ***Guiding Standards of Peer Support*** (from Mental Health Commission of Canada, Peer Support Canada & Centre for Innovation in Peer Support)

[CLICK HERE TO VISIT OUR VIRTUAL LEARNING CENTRE & RESOURCE HUB](#)