

## ABOUT THE SERVICES

ALL SERVICES ARE FREE  
UNLESS OTHERWISE SPECIFIED

## WHAT YOU CAN EXPECT WHEN YOU CALL/EMAIL/WALK-IN

### CATHOLIC CROSS CULTURAL SERVICES

- A worker will speak with the caller on the phone during business hours and try to arrange an appointment within 24 hours for the person in crisis to come in and speak with a trained counsellor.
- Information related to services in the community will be provided.
- Walk-ins are also welcome.

## DISTRESS CENTRE PEEL

- Volunteer staffed distress line.
- Phones answered by highly trained volunteers skilled in active listening and crisis intervention.
- Caller may get an answering service during busy times.
- Confidential - Caller does not need to provide any identifying information.
- Note that if the caller indicates that they are at high risk to harm themselves or other, emergency services will be contacted.

### FAMILY TRANSITION PLACE

- Callers will reach non-judgemental and supportive counsellors for support and information.
- Additional information about agency services will be offered.
- All services are free and confidential.

### HOPE 24/7

- Callers will talk with a regulated health professional for support with their problems and referral to in-person services.
- Online chatting is available overnight and frequently/periodically throughout the day.

- Caller will reach a receptionist during business hours and be referred to the Child Youth and Parenting staff.
- If staff are unavailable a message can be left.
- Depending on the nature of the crisis, efforts will be made to have a trained counsellor visit the individual in the community to provide support.

## KIDS HELP PHONE

- Caller hears message: "Hi! Welcome to Kids Help Phone."
- Caller asked to choose for service in either Eng/Fr.
- Message about prank calls is played.
- Caller is put through to a counsellor who will ask the caller a couple of questions to get the conversation going.

## NAASEEHA MUSLIM YOUTH HELPLINE

- Caller will first hear an automated message prompting them to press **1** for Male or **2** for Female.
- Caller will then speak with a live trained counsellor. Confidentiality is assured.
- All counsellors are youth (between 18 - 30 years old).

### **PCC - CRISIS RESPONSE SERVICE**

- For children and youth age 0 - 18 residing in Peel. Access to further services are available.
- Service is available 24/7, 365 days a year.
- Quick access (approx. 15 - 20 minutes from time of initial call) to crisis worker for assessment and support over the phone.
- Coping strategies provided either over the phone or at an in-person appointment.
- Mobile crisis response can be arranged (either the same day as call or next day depending on volume of calls and urgency).
- Follow-up can be provided on an as-needed basis.
- Bridging to other resources available.

## NOTES

## PEEL CRISIS CAPACITY NETWORK

- Caller will either speak to someone or get a voice recording prompting them to leave a message.
- Calls are returned within one business day.
- If caller requires someone to come to their home (mobile response), this usually occurs within 2 business days.
- Crisis stabilization provided through assessing support needs and connecting individuals and their families to appropriate services.

## PEEL CRISIS SERVICES

- Community Crisis Workers triage calls & provide support/develop a plan for intervention either on phone or through mobile visit to clients who voluntarily wish to receive assistance from the team.
- If it is a high risk mental health crisis, calls will be triaged to COAST Peel which consists of a regulated mental health professional (nurse, social worker or therapist) paired with a specially trained police officer who responds to crisis in the community.
- The police officer is in plain clothes and drives an unmarked police car.
- The team provides crisis intervention, support, assessment and assistance developing follow-up plans to clients in the community who are in crisis.
- Follow-up may include: brief monitoring/support, referral to appropriate community organizations/support networks or collaboration with existing supportive organizations.
- Clients can also receive a full mental health assessment which may bring them into hospital by the COAST Peel team if they are deemed to be at risk to themselves or others.

### SUPPORTIVE HOUSING IN PEE (SHIP)

- In order to access the Short Stay Crisis Support program the person **must be referred through Peel Crisis Services, hospitals or community agencies.**
- Once the referral and intake have been completed the individual in crisis typically stays for a maximum stay of 14 days.
- Beds are available on a first come basis. Beds are not able to be held.
- Workers can provide support with crisis de-escalation, risk assessment, case management, housing as well as other issues.

### PUNJABI COMMUNITY HEALTH SERVICES (PCHS)

- Receptionist answers call and directs caller to the respective case manager (depending on availability).
- The case manager schedules an appointment and/or connects the caller to crisis services available in the community.
- Services include case management (determining client needs, treatment care plan, programs and monitoring client progress) supportive counselling and referrals to support groups and programs within and outside PCHS.
- Home visits may be arranged in certain situations.

## HEALTH CARE CONNECT

- Call to register with Health Care Connects and confirm the following information:
  1. The person being registered is not already enrolled with a family doctor.
  2. The person being registered has a valid health card.
  3. The person being registered has a confirmed Ontario address.

### MENTAL HEALTH SERVICES FOR CHILDREN AND YOUTH

- Service for children and youth age 0-18, access to individual counseling for youth age 14-24.
- Parents, youth or young adults may call directly to access community based mental health services. Callers will be asked several questions to help find the best service to meet their needs.
- If parent calls to access services for a youth age 16 or older, verbal consent must be received from the youth to proceed.
- Services are provided by appointment.
- Physicians, school staff and other community service providers are also welcome to call.

### TANGERINE WALK-IN SERVICE

- FREE counselling service - for any concern - with trained staff, takes about 2 hours.
- First hour spent talking to a counsellor about whatever youth or family member feels is important.
- After a brief break, counsellor provides youth or family member verbal and written feedback.
- The service is confidential with the exception of a child under 16 who is deemed at risk of harm or any person over 16 where there is concern they might hurt themselves or someone else.

### FAMILY SERVICES OF PEEL

- FREE, private and confidential counselling service.
- Meet with professional and qualified multicultural staff for support, advocacy and referrals to other available services.
- Immediate Interventions and support for crisis.
- Information and referral to community services and supports.

### CATHOLIC FAMILY SERVICES -PEEL DUFFERIN

- Families can walk-in at listed times/locations or call in advance to register for an appointment.
- Counsellors work together with individual, couple or family to determine steps to begin desired change.
- For additional services after walk-in, client placed on core programs wait list.
- Fees determined on sliding scale based on family income.
- Child minding is available (call in advance to arrange for childcare).

## 911/HOSPITAL EMERGENCY DEPARTMENT

- A nurse, doctor or crisis worker will inquire about current medication, any existing diagnosis and what is happening to bring the child/youth to the ED.
- A more in depth assessment may follow and be done by a nurse, a crisis worker, a child and youth worker or other ED staff depending on the age of the child/youth, the hospital they are visiting, the nature of the incident and staff availability.
- All children/youth in a crisis will be seen by the ED doctor and sometimes, the psychiatrist on-call.
- Child/Youth will be asked for permission to speak with family/other professionals involved. Under some circumstances hospital staff are able to seek information from family and/or other professionals without consent. The child/youth will be advised of these circumstances
- If further stabilization and support is required the psychiatrist may recommend an admission to a hospital bed. If the hospital does not have an appropriate Child/Youth Mental Health Unit, every effort will be made to transfer to the most appropriate hospital bed within Peel or the surrounding area.
- Most children/youth who present to the hospital are referred to out-patient and/or community services.

## TIPS

## IF YOU'RE A CAREGIVER...

**ASK. LISTEN. BE THERE:** Listen with an open mind. Ask for permission to talk about what they are feeling or thinking, including suicidal thoughts\*.

**LEARN:** Educate yourself about mental health. Awareness can help you provide support and recognize the signs that someone might be struggling.

**INVOLVE OTHERS:** If needed, encourage the person to talk to a mental health worker and/or other support person in their life who might help them through this. You can help them list their supports on the notes section of this card and help them reach out.

**TAKE CARE OF YOURSELF:** Talk about the situation with someone you trust, or call a professional counsellor for advice.

**\*Always seek emergency help if the person's life is in immediate danger. Call 911 or take them to the closest hospital Emergency Room. Do not leave the person alone.**

**IF YOU'RE IN CRISIS...**

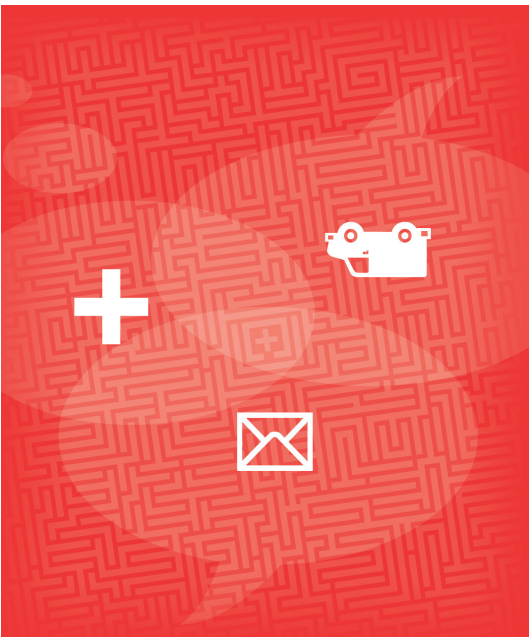
**ASK FOR HELP.** If you already have a safety/crisis plan, follow the steps in the plan.

If you don't have a safety/crisis plan:





- Reach out to someone you trust, like a friend, family member, teacher, faith leader, counsellor.
- Contact your doctor or mental health worker (if you have one).
- Contact one of the resources listed on this card.







If you're afraid you may hurt yourself or someone else, or there are no other options available, you can call 911 or go to the nearest emergency room.

After a crisis, it can be helpful to look at your safety/crisis plan. If you don't already have one, this is an opportunity to create one. Reflecting on what worked or what didn't can help to create a new plan or improve an existing one. This plan can help you through a possible future crisis. If you need help, a mental health worker can support you through the safety/crisis planning process.

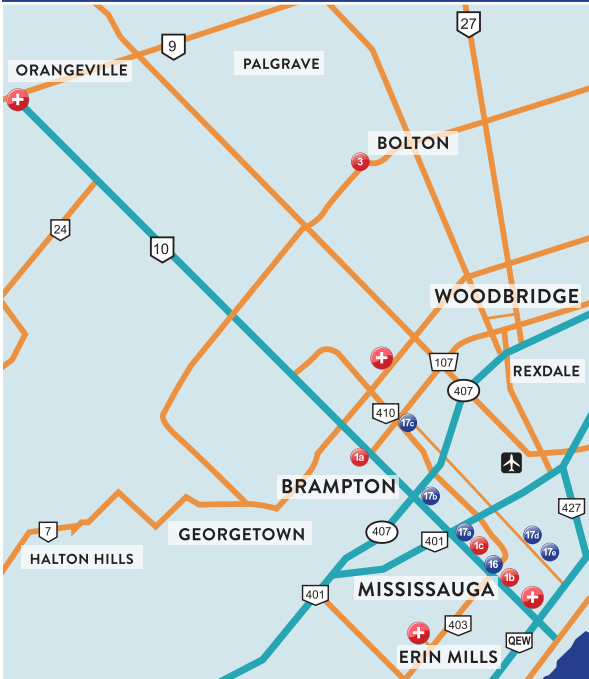


## KEY

-  **CRISIS**  
(Mobile, Walk-In or Phone)
-  **WALK IN COUNSELLING**  
(No appointment needed)
-  **INFORMATION  
/REFERRAL SERVICE**
-  **EMERGENCY**

-  OFFERS SUPPORT OVER THE **PHONE**
-  SUPPORT PROVIDED **IN THE COMMUNITY**  
(WILL COME TO YOU)
-  YOU CAN **WALK-IN** AND SPEAK WITH SOMEONE  
DURING OFFICE HRS. WITHOUT AN APPOINTMENT
-  OFFERS INSTANT CHAT **ONLINE SUPPORT**
-  OFFERS EMAIL **ONLINE SUPPORT**
-  **EMERGENCY DEPARTMENT** OF A HOSPITAL.  
WALK IN 24/7 OR CALL 911

THIS CARD HAS BEEN PUT TOGETHER BY  
THE PEEL SERVICE COLLABORATIVE



**FOR INFORMATION ABOUT EMERGENCY HOUSING,  
LOCAL FOOD BANKS AND OTHER SOCIAL SERVICES IN  
THE PEEL REGION CALL**

 **2-1-1**

24/7, FREE/CONFIDENTIAL/LIVE ANSWER

**OR GO TO: [www.211ontario.ca/](http://www.211ontario.ca/)**

PEEL REGION: NO WAIT-LIST

CRISIS SUPPORT, COUNSELLING AND INFORMATION SERVICES  
FOR CHILDREN, YOUTH AND FAMILIES.

	ORGANIZATION/ AGENCY	AGE	POPULATION SERVED	TYPE OF SERVICE	WEEKDAY HOURS	WEEKEND HOURS	PHONE NUMBER/ ADDRESS (FOR WALK IN)	WEBSITE	LANGUAGES SPOKEN		
1	CATHOLIC CROSS CULTURAL SERVICES	18+	Newcomers to Canada	Phone and walk-in support  <b>BRAMPTON OFFICE</b>  <b>MISSISSAUGA LOCATIONS</b>	<div><div></div><div>Mon/Thu/Fri Tue/Wed</div></div> <div><div>9 AM - 5 PM</div><div>9 AM - 8 PM</div></div>	<div><div>9 AM - 5 PM</div><div>9 AM - 8 PM</div></div>	8 Nelson Street West, Unit 302 <b>905-457-7740</b> <div>1a</div> 3660 Hurontario St <b>905-273-4140</b> <div>1b</div> 4557 Hurontario St <b>905-272-1703</b> <div>1c</div>	www.cathcrosscultural.org/ vaw.html	English, Polish, Portuguese, Punjabi and Spanish.		
2	DISTRESS CENTRE PEEL  A program of Spectra Community Support Services	16+	Peel residents	Crisis; suicide; and for those simply finding it difficult to cope - Volunteer staffed phones	<div><div></div><div>24/7</div></div>	<div><div></div><div>24/7</div></div>	<b>ENGLISH:</b> Mississauga: <b>905-278-7208</b> Brampton: <b>905-459-7777</b> Caledon: <b>1-800-363-0971</b> <b>CHINESE: 416-920-0497</b> <b>PORTUGUESE/ SOUTH ASIAN LANGUAGES/ SPANISH:</b> <b>905-459-7777</b> (and follow prompts)	www.spectrasupport.org	Services provided in 8 languages: English, Hindi, Urdu, Punjabi, Cantonese, Mandarin, Portuguese and Spanish		
3	FAMILY TRANSITION PLACE	ALL AGES	All	Crisis Phone line	<div><div></div><div>24/7</div></div>	<div><div></div><div>24/7</div></div>	<b>519-941-HELP (4357)</b> <b>905-584-HELP (4357)</b> <b>1-800-265-9178</b>	http://familytransitionplace. ca/get-help-now/24-hour- crisis-info-line/	English and Italian, however can access translation services if needed		
4	HOPE 24/7	12+	Youth and adults who have experienced sexual assault or sexual trauma.	Phone-line, online chat and intake service. In-person services available within 5 business days.	<div><div></div><div>24/7</div></div> <div><div></div><div>24/7</div></div>	<div><div></div><div>24/7</div></div> <div><div></div><div>24/7</div></div>	<b>1-800-810-0180</b>  2250 Bovaird Drive East, Unit 610 Brampton. Business line (Mon - Fri 8am-8pm): 905-792-0821	www.hope247.ca	English. Interpreters can be made available for other languages requested.		
5	INDIA RAINBOW COMMUNITY SERVICES OF PEEL	12- 29	Youth and parents/guardians	Phone and outreach	<div><div></div><div>9 AM - 4:30 PM</div></div>		<b>905-275-2369</b>	www.indiarainbow.org/ services.php?id=4	English, Gujarati, Hindi, Punjabi, Bengali		
6	KIDS HELP PHONE	0-20	Children and youth residing in Canada.	Phone counselling, online message board, mobile app	<div><div></div><div>24/7</div></div> <div><div></div><div>24/7</div></div>	<div><div></div><div>24/7</div></div> <div><div></div><div>24/7</div></div>	<b>1-800-668-6868</b>	www.kidshelpphone.ca	English and French		
7	NASEEHA MUSLIM YOUTH HELPLINE	18-30	Muslim youth	Phone line	<div><div></div><div>6PM - 9 PM</div></div>		<b>1-866-6273342</b> <b>(1-866-NASEEHA)</b>	naseeha.net	Several languages, depends on the counsellors available at the time of the call. Arrangements can be made to speak with the appropriate counsellor.		
8	PCC - CRISIS RESPONSE SERVICE (Scheduled appointment home visits ONLY)	0-18	Any children & youth ages 0-18, and their families, residing in the Region of Peel.	Phone & Mobile Response	<div><div></div><div>24/7</div></div> <div><div>9 AM - 9 PM</div></div>	<div><div></div><div>24/7</div></div> <div><div>9AM-9PM</div></div>	<b>416-410-8615</b>	www.peelcc.org/en/services/ family-crisis	English, possibly French, Spanish, Urdu and Hindi (depending on staff working) interpretation service available		
9	PEEL CRISIS SERVICES (INCLUDES COAST)	16+	Crisis service for youth, young adults & adults (16 years and older) who are experiencing crisis, especially involving mental health concerns, as well as their family members.	Phone and Mobile Crisis Support 24/7	<div><div></div><div>24/7</div></div> <div><div>11 AM - 11 PM</div></div>	<div><div></div><div>24/7</div></div> <div><div>Saturday 11 AM - 11 PM</div><div>Sunday 3:30PM-10:30PM</div></div>	<b>905-278-9036</b>	https://peel.cmha.ca/ find-help/information/cris- sis-services/	English however can access a professional service if needed.		
10	PEEL CRISIS CAPACITY NETWORK	11+	Individuals in crisis with a developmen- tal disability or dual diagnosis (mental health and developmental). Peel residents only.	Time limited crisis and transitional phone and mobile supports (if eligibility require- ments are met) within Peel.	<div><div></div><div>9AM - 5 PM</div></div> <div><div>9AM - 5 PM</div></div>		<b>905-273-4900</b>	www.peelcrisiscapacitynet- work.ca/contact.htm	English, French and Arabic. Inter- pretation services can be accessed if required		
11	SUPPORTIVE HOUSING IN PEEL (SHIP)	16+	Residents of Mississauga and Brampton with mental illness in a crisis situation which has placed them, or could potentially place them, in conflict with the criminal justice system.	SHIP's Short Stay Crisis Sup- port program- Central Intake	<div><div></div><div>24/7</div></div>	<div><div></div><div>24/7</div></div>	To access the Short Stay Crisis Support Program call, from 8:30 am - 4:30pm, SHIP's Central Intake at 905 795-8742 ext 326. After 4:30pm, please call Peel Crisis Services at 905 278-9036.	www.shipshey.ca	Several languages, depends on what language is needed and will be arranged accordingly.		
12	PUNJABI COMMUNITY HEALTH SERVICES (PCHS) Better Families Program	12-24	South Asian youth and their families	Supportive counselling, case management and support group	<div><div></div><div>24/7</div></div>	<div><div></div><div>24/7</div></div>	11730 Airport Rd., Brampton <b>905-677-0889</b>	www.pchs4u.com	English, Punjabi, Hindi and Urdu		
13	HEALTH CARE CONNECT	ALL AGES	All residents of Ontario with a valid health card	<b>INFORMATION SERVICE</b> Helps Ontarians who are without a family health care provider (family doctor or nurse practitioner) to find one.	<div><div></div><div>9AM-5PM</div></div> <div><div></div><div>24/7</div></div>	<div><div></div><div>24/7</div></div>	<b>1-800-445-1822</b>	https://hcc3.hcc.moh.gov. on.ca/HCCWeb/faces/lay- outHCCsplash.jsp	English and French however translation services can be accessed as required.		
14	MENTAL HEALTH SERVICES FOR CHILDREN AND YOUTH	0-18	Children or youth experiencing a mental health issue. Primarily in the Region of Peel or, for some services, in Dufferin County, Halton Region and Etobicoke.	<b>INTAKE SERVICE</b> Telephone based (in person intakes are also available)	<div><div></div><div>9 AM - 4:30 PM</div></div>		<b>905-451-4655</b>	www.peelcc.org/en/ services-for-professionals/ prof-centralized	English and French. Interpreters can be made available for other languages requested.		
15	CATHOLIC FAMILY SERVICES -PEEL DUFFERIN	ALL AGES	Families looking for support regarding family issues and conflicts.	Walk-in Counselling <b>Fee for Service</b> (sliding scale)  <b>BRAMPTON OFFICE</b>  <b>MISSISSAUGA</b> *Building doors lock at 6 p.m. Buzz for entry.	<div><div></div><div>Thursdays  12:30 - 7:30 PM</div></div> <div><div></div><div>Tuesdays  12:30 - 7:30 PM</div></div>		60 West Drive, Unit 201 <b>905-450-1608 EXT. 112</b>  The Emerald Business Centre 10 Kingsbridge Garden Circle, Suite 400	www.cfspd.com/walkin2.html	Call for languages at each location		
16	FAMILY SERVICES OF PEEL	Individ- uals/ couples and families	Individuals, couples and families experiencing crisis and seeking supports to manage.	Walk-in Counselling <b>MISSISSAUGA</b>	<div><div></div><div>Wednesday  12 PM – 8 PM</div></div>	<div><div></div><div>Saturday  9 AM - 12 PM (excl. holidays)</div></div>	151 City Centre Drive, Suite 501 <b>905-453-5775</b> <div>16</div>	www.fspeel.org/counselling. html	Services are provided in many different languages, depending on staff availability. Interpretive services are also available.		
17	TANGERINE WALK-IN SERVICE	0-18   up to 21	Families, youth and young adults (Rapport serves up to age 21) who are residents of the Region of Peel and are seeking counselling services.  Youth over the age of 12 may access this service without parental consent	Walk-in Counselling  ► <b>ASSOCIATED YOUTH SERVICES OF PEEL</b>  ► <b>PEEL CHILDREN'S CENTRE</b>  ► <b>RAPPORT YOUTH &amp; FAMILY SERVICES</b>  ► <b>DIXIE BLOOR NEIGHBOURHOOD CNTR.</b>  ► <b>MULTICULTURAL INTERAGENCY GROUP OF PEEL</b>	<div><div></div><div>Tuesdays  9 AM - 8 PM (LAST WALK-IN SESSION IS AT 6:00 P.M.)</div></div> <div><div></div><div>Wednesdays  9 AM - 8 PM (LAST WALK-IN SESSION IS AT 6:00 P.M.) *Cet endroit offre le service en français.</div></div> <div><div></div><div>Thursdays  9 AM - 8 PM (last walk-in session is at 6:00 p.m.) * This location serves youth up to their 21st birthday</div></div> <div><div></div><div>Thursdays  1 PM - 7 PM</div></div> <div><div></div><div>Wednesdays  9 AM - 8 PM * Accessed by appointment only</div></div>	<div><div></div><div>9 AM - 8 PM</div></div> <div><div></div><div>9 AM - 8 PM</div></div> <div><div></div><div>9 AM - 8 PM</div></div> <div><div></div><div>1 PM - 7 PM</div></div> <div><div></div><div>9 AM - 8 PM</div></div>	160 Traders Blvd. East, Suite 100 Mississauga <div>17a</div> 85 Aventura Court (SE corner of Huron- tario St./Derry Rd. intersection) Mississauga <div>17b</div> 155 Clark Blvd., Unit 11 Brampton <div>17c</div> 3650 Dixie Rd. Mississauga <div>17d</div> 3034 Palstan Rd. Suite M3 Mississauga <b>905-270-6252</b> <div>17e</div>	www.tangerinewalkin.com/			
+	911/HOSPITAL EMERGENCY DEPARTMENT	ALL AGES	All individuals regardless of residence who are experiencing a crisis.	<b>EMERGENCY DOCTOR ASSESSMENT, REFERRAL TO CRISIS WORKER, AS NEEDED</b>  ► <b>WILLIAM OSLER HEALTH SYSTEM</b> ► <b>TRILLIUM HEALTH CNTR.</b> ► <b>CREDIT VALLEY HOSPITAL</b> ► <b>HEADWATERS HEALTH CARE CTR.</b>					<div><div></div><div>24/7</div></div> <div><div></div><div>24/7</div></div> <div><div></div><div>24/7</div></div> <div><div></div><div>24/7</div></div> <div><div></div><div>24/7</div></div> <div><div></div><div>24/7</div></div> <div><div></div><div>24/7</div></div> <div><div></div><div>24/7</div></div>	Brampton Civic Hospital 2100 Bovaird Drive East 100 Queensway West Mississauga 2200 Eglinton Ave West, Mississauga 100 Rolling Hills Drive Orangeville	Interpreter services available as needed.