WHAT YOU CAN EXPECT

WHEN YOU CALL EMAIL/LINK-IN

1. CATHOLIC CROSS CULTURAL SERVICES
   - An employee will speak with the caller for five minutes during business hours and try to arrange an appointment within 24 hours for the person in crisis to come to the Next Steps to the conversation going.
   - Information related to services in the community will be provided.
   - Walk-ins can also be welcomed.

2. DISTRESS CENTRE PEEL
   - Volunteer staffed distress line.
   - Person/worker provided by high-trained volunteers skilled in active-listening and crisis intervention.
   - Callers may request an answering service during busy times.
   - Confidential: Caller does not need to provide identifying information.
   - Note: If the caller indicates that they are in a crisis, they will be referred to the appropriate community.
   - The team provides crisis intervention, support, assessment and assistance developing follow-up plans to the community or the caller.
   - Follow-up may include brief monitoring/support, referral to appropriate community organizations, support networks or collaboration with existingsupportive organizations.
   - Clients can request a full mental health assessment which may bring them into care under the Community Support Program (CSP) if they are deemed to be at risk to themselves or others.

3. FAMILY TRANSITION PLACE
   - Callers will reach twojudgmental and supportive counselors for support and information.
   - Additional information about a program will be offered.
   - All services at free and confidential.

4. HOPE 24/7
   - Callers will talk with a regulated health professional for support with their problems and referral in person services.
   - Online chatting is available overnight and frequently/periodically throughout the day.
   - Service is available 24/7, 365 days a year.

5. INDIA RAINBOW COMMUNITY SERVICES OF PEEL
   - Callers will reach a screener during business hours who will refer the client to the Child Health and Parenting line.
   - If still undefined a message will be left.
   - Depending on the nature of the crisis, effects will be made to have a trained counselor visit the individual in the community to provide support.
   - Information related to services in the community will be provided.

6. KIDS HELP PHONE
   - Callers will hear a message: “Welcome to Kids Help Phone.”
   - Caller is asked to choose their option on the right.
   - Message and counsellor.
   - Callers are put through to a counselor who will call the caller a couple of weeks after their call.
   - Child minding is available (call in advance to arrange for childcare).
   - Fees determined on sliding scale based on family income.
   - Counsellors work together with individual, couple or family to determine steps to begin crisis intervention.
   - First hour spent talking to a counselor about whatever youth or family member feels is important.
   - Follow-up may include brief monitoring/support, referral to appropriate community.
   - Information related to services in the community will be provided.

7. NASEEBA MUSLIM YOUTH HELPLINE
   - Callers will hear a pre-recorded message prompting them to press 1 now if they feel they need support.
   - Callers will speak with a live counselor in Arabic.
   - All services are youth driven (between 16-30 years old).

8. PCC - CRISIS RESPONSE SERVICE
   - The child and youth 24/7 Access 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 a child is called) for crisis worker for assessment and support from the police.
   - Coping strategies provided either in person or on a telephone appointment.
   - Mobile crisis intervention can be arranged the same day so call or next day depending on volume of calls and urgency.
   - Follow-up can be provided as an in need based model.
   - Information related to services in the community will be provided.
   - Fees determined on sliding scale based on family income.

9. PEELED CRISIS CAPACITY NETWORK
   - Callers will either speak to someone or get a voice recording prompting them to leave a message.
   - Calls are returned within one business day.
   - If callers require 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.

10. PEEL CRISIS SERVICES
    - Community Cross Cultural Services will provide support and/or referral to a network of mental health professionals when called.
    - Referral is made to a local high risk mental health crisis service.
    - The response to crisis is coordinated by COAST Peel which consists of a referral to a local high risk mental health crisis service.
    - The response to crisis is coordinated by COAST Peel which consists of referrals to a local high risk mental health crisis service.
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11. SUPPORTIVE HOUSING IN PEEL (SHIP)
    - In order to access the Short Term Crisis Support program the person must be referred through Peel Crisis Services, hospital or community agency.
    - Once referred and intake has been completed the individual in crisis typically stays for a maximum of 14 days.
    - Beds are available on a first come basis. Rock will not be held.
    - Workers are provided with crisis de-escalation, risk assessment, case management, housing as well as other issues.

12. PUNJABI COMMUNITY HEALTH SERVICES (PHCS)
    - Receptionist answers call and directs caller to the respective case manager (depending on the issue).
    - 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 plans, programs and monitoring), client support, supportive counseling and referrals to support groups and programs available in and outside the Peel.
    - Phone home may be arranged in certain situations.

13. HEALTH CARE CONNECT
    - Call is registered with Health Care Connect and confirm the following information is accurate.
    - Three persons being registered should not already have a valid access.
    - The person being registered has a valid health card.
    - The person being registered has been confirmed. CRA address.

14. MENTAL HEALTH SERVICES FOR CHILDREN AND YOUTH
    - Service for children and youth (under 16) accessing services for youth age 14-24.
    - Parent, youth or any adult who may call directly to access community based mental health services.
    - Callers will be asked to bring in to the person in crisis any other relevant information.
    - If previous calls or services are available for youth age 14-14, 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.
    - Information related to services in the community will be provided.

15. TANGENT-WALK IN SERVICE
    - FREE counseling service for any concern with trained staff, talked about 2 hours.
    - First hour spent talking to a counselor about whatever youth or family member feels is important.
    - Follow-up may include brief monitoring/support, referral to appropriate community.
    - Information related to services in the community will be provided.
    - Fees determined on sliding scale based on family income.
    - Counselling is available (call in advance to arrange for childcare).

16. FAMILY SERVICES OF PEEL
    - FREE, professional and confidential counseling services.
    - Meet with professional and qualified multicultural staff for support, advocacy and referral to other available services.
    - Immediate interventions and support to crises.
    - Information related to community services and supports.

17. CATHOLIC FAMILY SERVICES- PEEL DUFFERIN
    - Family can walk in at front timekeeper or call in advance to register for an appointment.
    - Counsellor works together with individual, couple or family to determine steps to begin crisis intervention.
    - Services are available on a first come basis.
    - Information related to services in the community will be provided.

18. PSYCHIATRIC EMERGENCY DEPARTMENT
    - A nurse, doctor or crisis worker will assess the current medication, any existing diagnosis and what is happening to bring the child/youth to the ED.
    - In a non-emergency assessment may fall, and does by nature, a crisis worker, a child and youth worker or a clinician staff depending on the age of the child/youth, the hospital they are visiting, the nature of the incident and staffing availability.
    - Assessment may be conducted by telephone, in the emergency department, or other hospital facilities.
    - Child Health will be asked for permission to speak with family if/after professional involved.
    - All information provided by a nurse, doctor or crisis worker will be used to determine the most appropriate hospital for mental health.
    - If the hospital does not have an appropriate Child/Adult Mental Health Unit, every effort will be made to transfer the most appropriate hospital bed within the Peel region.
    - More than one youth who present to the hospital are referred to our partners and community services.

NOTES

TIPS

1. IF YOU'RE A CAREGIVER...
   - ASK, LISTEN, BE THERE:
     - Listen with an open mind. Ask for permission to talk about what they are thinking or feeling, including suicide.
   - 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 about referral to other support person in the family who might help them through this. You can help them think of the names of those to talk to and help them reach out.
   - TAKE CARE OF YOURSELF: Talk about the situation with someone you trust, or call a professional organization.

2. IF YOU'RE IN CRISIS...
   - ASK FOR HELP: If you already have a safety plan, follow the steps in the plan.
   - If you don't have a safety plan, please do the following:
     - Read about safety plans that I have done before. Family member, teacher, faith leader, counselor:
     - Contact your doctor or mental health worker if you have one.
     - If you feel it's important, consider the access of the resources mentioned.
   - If you're afraid you may hurt yourself or someone else, or are at no other options available, call 911 or go to the nearest emergency room.

3. TAKE CARE OF YOURSELF: Talk about the situation with someone you trust, or call a professional organization.

4. DISCRIMINATION:
   - "Always stay emergency help if the person's life is in immediate danger. Call 911, take them to the closest hospital Emergency Room. Do not leave them alone."

5. CRISIS:
   - Mobile, Walk-in or phone
   - WALK IN COUNSELLING
   - WALK IN 24/7 (No appointment needed)
   - INFORMATION /REFERRAL SERVICE
   - EMERGENCY BUSINESS COLLABORATIVE
   - EMERGENCY DEPARTMENT OF A HOSPITAL

6. THIS CARD HAS BEEN PUT TOGETHER BY THE PEEL SERVICE COLLABORATIVE
# PEEL REGION: NO WAIT-LIST

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

<table>
<thead>
<tr>
<th>ORGANIZATION/AGENCY</th>
<th>AGE</th>
<th>POPULATION/SERVED</th>
<th>TYPE OF SERVICE</th>
<th>WEEKDAY HOURS</th>
<th>WEEKEND HOURS</th>
<th>PHONE NUMBER/ADDRESS FOR CALL (IN)</th>
<th>WEBSITE</th>
<th>LANGUAGES SPOKEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>CATHOLIC CROSS CULTURAL SERVICES</strong></td>
<td>0-20</td>
<td>Newcomers to Canada</td>
<td>Phone and walk-in support</td>
<td>BRAMPTON OFFICE 9 AM - 5 PM</td>
<td>Mississauga Town/9 AM - 5 PM</td>
<td>905-437-7740</td>
<td><a href="http://www.catholiccrosscultural.ca">www.catholiccrosscultural.ca</a></td>
<td>English, Polish, Portuguese, Punjabi and Spanish</td>
</tr>
<tr>
<td>2. <strong>DISTRESS CENTRE PEEL</strong></td>
<td>12-29</td>
<td>People in crisis</td>
<td>Crisis, suicide, and those simply finding it difficult to cope</td>
<td>Mississauga Town/9 AM - 5 PM</td>
<td>905-273-4140</td>
<td><a href="http://www.distresscentre.ca">www.distresscentre.ca</a></td>
<td>English and French</td>
<td></td>
</tr>
<tr>
<td>3. <strong>FAMILY TRANSITION PLACE</strong></td>
<td>ALL AGES</td>
<td>All</td>
<td>Crisis phone line</td>
<td>24/7</td>
<td>1-800-810-0180</td>
<td><a href="http://www.famil-transition.ca">www.famil-transition.ca</a></td>
<td>English and Italian, however can access translation service if needed</td>
<td></td>
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<tr>
<td>4. <strong>INDIA RAINBOW COMMUNITY SERVICES OF PEEL</strong></td>
<td>12-29</td>
<td>Youth and parents/guardians</td>
<td>Phone and outreach</td>
<td>9 AM - 4:30PM</td>
<td>905-275-2369</td>
<td><a href="http://www.indiaofpeel.org">www.indiaofpeel.org</a></td>
<td>English, Gujarati, Hindi, Punjabi, Mandarin</td>
<td></td>
</tr>
<tr>
<td>5. <strong>KIDS HELP PHONE</strong></td>
<td>0-20</td>
<td>Children and youth residing in Canada.</td>
<td>Phone counselling, walk-in message board, mobile app</td>
<td>24/7</td>
<td>1-800-668-6868</td>
<td><a href="http://www.kidshelpphone.ca">www.kidshelpphone.ca</a></td>
<td>English and French</td>
<td></td>
</tr>
<tr>
<td>6. <strong>NAQEEZA MUSLIM YOUTH HELPLINE</strong></td>
<td>18-30</td>
<td>Muslims youth</td>
<td>Phone line</td>
<td>6PM - 9PM</td>
<td>1-866-6273342</td>
<td><a href="http://www.nuam.ca">www.nuam.ca</a></td>
<td>General languages, depends on the comfortability of the caller</td>
<td></td>
</tr>
<tr>
<td>7. <strong>PCC - CRISIS RESPONSE SERVICES</strong></td>
<td>0-18</td>
<td>Any children, youth and adults aged 0-18, and their families, residing in the Region of Peel</td>
<td>Phone &amp; Mobile Response</td>
<td>9 AM - 9PM</td>
<td>416-410-8615</td>
<td><a href="http://www.peelregion.ca/community">www.peelregion.ca/community</a></td>
<td>English, possibly French, Spanish, Urdu and Hindi (depending on staff working)</td>
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<tr>
<td>8. <strong>PEEL CRISIS SERVICES (INCLUDES COAST)</strong></td>
<td>16+</td>
<td>Crisis service for youth, young adults &amp; adults (18 years and older) who are experiencing crisis, especially involving mental health concerns, as well as their family members.</td>
<td>Phone and Mobile Crisis Support</td>
<td>Monday - Friday 9 AM - 7 PM</td>
<td>905-278-9036</td>
<td><a href="https://peelcrisis.ca">https://peelcrisis.ca</a></td>
<td>English however can access a professional service if needed</td>
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<tr>
<td>9. <strong>PEEL CRISIS CAPACITY NETWORK</strong></td>
<td>Individuals in crisis with a developmental disability or a critical illness (mental health and development). Peel residents only.</td>
<td>Time limited crisis and transitional phone and mobile supports to help people manage their situation until they are able to connect with the contact person.</td>
<td>9 AM - 5 PM</td>
<td>905-273-4900</td>
<td><a href="http://www.mustlink.org">www.mustlink.org</a></td>
<td>English, French and Arabic. Intake services can be accessed imprisoned</td>
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<tr>
<td>10. <strong>SUPPORTIVE HOUSING IN PEEL (SHIP)</strong></td>
<td>Residency in Peel and from youth with mental illness in a crisis situation who have placed them, or could potentially place them, in conflict with the contact person system.</td>
<td>Ship's Short Stay Crisis Support program - CentraWhite</td>
<td>9 AM - 5 PM</td>
<td>905-867-8460</td>
<td><a href="http://www.ship.ca">www.ship.ca</a></td>
<td>General languages, depends on what language is needed and will be arranged accordingly</td>
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<td>11. <strong>PUNJABI COMMUNITY HEALTH SERVICES (PCHS)</strong></td>
<td>South Asian youth and their families</td>
<td>Supportive counselling, care management and support group</td>
<td>24/7</td>
<td>905-677-0898</td>
<td><a href="http://www.pchshc.ca">www.pchshc.ca</a></td>
<td>English, Punjabi, Hindi and Urdu</td>
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<tr>
<td>12. <strong>HEALTH CARE CONNECT</strong></td>
<td>ALL AGES</td>
<td>All residents of Ontario with a valid health card.</td>
<td>Information + Support</td>
<td>9 AM - 5 PM</td>
<td>1-800-445-1822</td>
<td><a href="https://healthcareconnect.on.ca/en">https://healthcareconnect.on.ca/en</a></td>
<td>English and French however translation services can be accessed if required</td>
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<tr>
<td>13. <strong>MENTAL HEALTH SERVICES FOR CHILDREN AND YOUTH</strong></td>
<td>0-18</td>
<td>Children and youth experiencing a mental health issue. Primarily to the Region of Peel, as for some services, Service, Peel Region, Alberta Region and Thunder Bay.</td>
<td>Intake Service</td>
<td>Monday - Thursday 9 AM - 4:30 PM</td>
<td>905-451-4655</td>
<td><a href="http://www.peelchildrens.ca">www.peelchildrens.ca</a></td>
<td>English and French, interpreters can be made available for other languages requested.</td>
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<tr>
<td>14. <strong>CATHOLIC FAMILY SERVICES -PEEL-DUFFIN</strong></td>
<td>ALL AGES</td>
<td>Families looking for support regarding family issues and conflicts.</td>
<td>Walk-in Counselling, Peer for Service (sliding scale)</td>
<td>BRAMPTON OFFICE</td>
<td>3660 Hurontario St. Suite 9</td>
<td><a href="http://www.chep.ca">www.chep.ca</a></td>
<td>English and Spanish</td>
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<td>15. <strong>FAMILY SERVICES OF PEEL</strong></td>
<td>Individuals/couples and families experiencing crisis and seeking supports to manage</td>
<td>Walk-in Counselling</td>
<td>24/7</td>
<td>905-453-5775</td>
<td><a href="http://www.hope.ca">www.hope.ca</a></td>
<td>English and Spanish</td>
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<tr>
<td>16. <strong>TANGIERINE WALK-IN SERVICE</strong></td>
<td>0-18</td>
<td>Families, youth and young adults (regardless of age) who are residents of the Region of Peel and in seeking counseling services.</td>
<td>Walk-in Counselling</td>
<td>12-30 PM</td>
<td>519-941-Help (4357)</td>
<td><a href="http://www.tangerine.ca">www.tangerine.ca</a></td>
<td>English and Spanish</td>
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<tr>
<td>17. <strong>HOSPITAL EMERGENCY DEPARTMENT</strong></td>
<td>ALL AGES</td>
<td>All individuals regardless of residence who are experiencing a crisis.</td>
<td>EMERGENCY DOCTOR ASSESSMENT, REFERRAL TO CRISIS WORKER, AS NEEDED</td>
<td>24/7</td>
<td><a href="http://www.hope.ca">www.hope.ca</a></td>
<td>English and Spanish</td>
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### CRISIS SERVICES at 905 278-9036.
- Ship’s Central Intake at 905 795-8742
- PEEL Crisis Services at 905 278-9036.
- Crisis Services at 905 278-9036.
- 24/7 Services available.

### IMPORTANT INFORMATION:
- Services are provided in many different languages, depending on staff availability. Interpreter services are also available.
- To call for language assistance, dial 905-278-9036.