



Community  
Resource  
Connections  

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of Toronto

# MAKING CHOICES

CRCT's Guide to Adult Mental Health Services  
and Supports in Toronto

# CRCT PROGRAMS AN OVERVIEW

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## Health Promotion Program

Health Promotion Program staff works with groups and organizations in the planning, development and delivery of services. The team also provides education, and develops and disseminates information about mental health issues, services and resources.

## Community Support Services

Community Support Services assists adults (16 and over) who are having significant difficulty in day-to-day living as a result of severe and persistent mental health issues. Services are provided in English, Tamil, Somali and several other languages. CSS's catchment area is East North York, Scarborough and Central/West Toronto.

Community Support Services assists clients to:

- meet basic needs such as food, housing, clothing, health care
- manage crises
- learn the skills clients need to meet their goals
- connect to resources and services clients need and want

## Outreach Programs (HOP, STOP)

The Hostel Outreach Program (HOP) is a community mental health program for homeless women in Toronto who have significant mental health problems and difficulties functioning in the community. HOP provides long term support, advocacy and community service co-ordination—usually called comprehensive case management.

The Street Outreach Workers provide this service to women who are homeless and sleeping outside, and the Hostel Outreach Workers provide it to those in the shelter system. We accept referrals from the women's shelter system, drop-in centers as well as other services, and the public at large.

## Mental Health Court Support Services

The purpose of the Mental Health Court Support Program is to assist people charged with low-risk criminal offenses to access and utilize mental health services and other supports. The Program recognizes that some individuals who face criminal charges would be better served by the Mental Health System rather than by the Criminal Justice System (CJS). Individuals are diverted out of the regular stream of the CJS, by virtue of their voluntary participation in the program, and the agreement of the court.

## Culturally Oriented Psychosis Education and Early Intervention—COPE Program

COPE provides culturally appropriate case management for people who are experiencing their first episode of psychosis and the people who care about them.

*Program Criteria Include:*

- People experiencing a first episode of psychosis;
- People between the ages of 14 to 35;
- Those who have never received treatment for psychosis, or have received treatment for less than one year

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**DISCLAIMER** Inclusion in this publication of any information does not imply endorsement by Community Resource Connections of Toronto, nor does exclusion indicate lack of endorsement. If you have any comments about this publication, or know of any errors or omissions, we would appreciate a call from you at (416) 482-4103.

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# THE BASICS

This section gives some information on obtaining basic income, food, shelter, and health care.

## Types of Income

Social assistance and income support can be quite complex, so don't hesitate to ask for help in applying for or maintaining benefits.

### Ontario Works (OW)—General and Special Welfare Assistance

(a City of Toronto Government Service)

**(416) 392-2956**

*Short term financial assistance for people who are:*

- unemployed (without, or at the end of, Employment Insurance benefits)
- unable to work temporarily, waiting for ODSP
- youth in school who have left home

You can find information about Ontario Works on the City of Toronto's web site [www.toronto.ca](http://www.toronto.ca), including the addresses of the Social Services offices, and phone lines for information in different languages.

### Ontario Disability Support Plan (ODSP)

(through the Ministry of Community and Social Services, an Ontario Government Service)

Long term financial assistance for people who can't work permanently or for a long time, (e.g. single parents and people with disabilities). You can refer yourself (with the proper documentation) or be referred through Ontario Works.

*Some Tips:*

- **Make an Appointment:** Workers may not be able to see you without an appointment at the office or at your home.
- **Call Ahead:** Ask what type of documents and information you need to bring, such as bank statements, identification, official papers.
- **Go Early:** Be on time for your appointment, and be prepared to wait.

Note: It may take a while for ODSP to come through—apply as soon as possible. Information about ODSP may be found at the following web site: [www.mcass.gov.on.ca](http://www.mcass.gov.on.ca).

## Information About and Assistance Getting Ontario Works or ODSP

If you need information or have problems or questions with government assistance, try the following services:

### Client Services and Information Unit—Ontario Works

**(416) 392-2956**

### Client Services and Information Unit—ODSP

**(416) 325-5666**

Staff at these units act as a go-between for clients, the general public and decision makers. They can provide you with information if...

- you don't know what services are offered
- you don't know what the policy and regulations are
- you don't understand how the regulations affect you
- you can't solve a problem with your worker

They cannot change existing legislation, provide an emergency cheque, or take sides with a client against Social Services.

You have the right to apply for Ontario Works or ODSP—but this does not mean you will automatically be eligible to get it.

Different professionals (e.g. doctors) need to fill out different forms to support your application for social assistance. It is a good idea to base your application on your worst case scenario (i.e. How bad can your health get?)

## How to Appeal an Ontario Works or ODSP decision—Social Benefits Tribunal

**(416) 326-0978**

Appeals are considered by the Social Benefits Tribunal.

You have the right to appeal (i.e. complain) if you are refused welfare or ODSP, or your payments are cut off, or reduced, for any reason.

You must first request an internal review from your OW/ODSP office. You must ask in writing for an internal review within 10 days of the date you received the decision. If you are not satisfied with the results of the review, you can appeal to the Social Benefits Tribunal. You must do so within 30 days of the date of the decision from the internal review.

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## Canada Pension Plan (CPP)

**1-800-277-9914**

If you worked in the past...you can apply for CPP disability benefits. The website [www.hrsdc.gc.ca](http://www.hrsdc.gc.ca) contains information on Canada Pension Plan (CPP) disability benefits.

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## Workplace Safety and Insurance Board (WSIB)

**(416) 344-1000 | [www.wsib.on.ca](http://www.wsib.on.ca)**

- If you are still employed, but unable to return to work because of illness;
- Find out that there is a group disability insurance plan with your company, or coverage under the Workplace Safety and Insurance Board;
- If you can prove that job stress led to your illness, this may be your best option. Talk to someone at the company who deals with finances and benefits;
- You may also qualify for sick benefits through the Employment Insurance program (formerly known as UI).

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## Community Legal Education Ontario (CLEO)

**(416) 408-4420**

119 Spadina Ave, Suite 600, Toronto, ON.  
M5V 2L1

Provides free, easy to understand pamphlets.

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## Income Tax

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### Canada Revenue Agency—General Inquiry

**1-800-959-8281**

Call with questions about your tax return. Income Tax Clinics Call one of the following services for information about where to get your income tax return completed at low cost or for free, if you are on a low income.

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### Institute of Chartered Accountants of Ontario

**(416) 962-1841**

Referral for free income tax returns for people with low incomes. Book early as there is a high demand for this service. Dial ext. 462 for location of clinics.

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## Consumer/Survivor Information Resource Centre

**(416) 595-2882**

Free income tax preparation for consumer/survivors on low income.

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## GST (Goods and Services Tax) Refund Cheque Information

To find out information about when you can expect your GST refund cheque, call Canada Revenue Agency at **1-800-959-1953**.

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## Financial Counselling/Money Management

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### Credit Counselling Service of Toronto

**(416) 228-3328**

27 Carlton Street, Suite 301

[ccsmt@creditcanada.com](mailto:ccsmt@creditcanada.com)

[www.creditcanada.com](http://www.creditcanada.com)

Free credit counselling at eleven locations across Toronto. Evening and Saturday appointments available.

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### Financial Consumer Agency of Canada

**1-866-461-3222 | [www.fcac.gc.ca](http://www.fcac.gc.ca)**

This is the organization to contact for information if you have difficulty opening a bank account.

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### Ministry of the Attorney General (OPGT)

Office of the Public Guardian and Trustee

**(416) 314-2800**

595 Bay Street, Suite 800, Toronto

The OPGT manages the financial affairs of people who have been found incapable and for whom no one else is authorized to do so. In this role, which is called “guardian of property”, the OPGT makes all the financial decisions and transactions that these individuals would otherwise handle themselves. This includes receiving and depositing income, making investments, maintaining and selling property, applying for benefits, filing tax returns, paying bills and acting in legal proceedings if required.

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## Information About Food Services

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### Foodshare Foodlink Hotline

**(416) 392-6655**

**www.foodshare.net**

Foodshare will tell you what food services (food banks and places that offer free or cheap meals) are available in your area, when they are open, and what information you need to bring. (Many places will ask you to bring identification and proof of income, such as a welfare statement).

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### Food Clubs

#### Field to Table/The Good Food Box

**(416) 363-6441 ext. 234**

The Good Food Box is a program that provides inexpensive fresh fruit and vegetables to groups of people, regardless of their income. Groups of 5 or more individuals or families can purchase a box of goods delivered weekly at a price of \$17 per box. Other options include: the Wellness Box (\$12), a Fruit Basket (\$12) and the Organic Food Box (Large \$32, Small \$22).

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### Free/Cheap Meals

The following are just a few places which provide meals at no cost or low cost:

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#### 519 Church Street Community Centre

**(416) 392-6874**

519 Church Street

Free meals on Sundays only at 10am, 12:00pm and 4:30pm in winter, 1:00pm in summer.

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#### St. Francis' Table

**(416) 532-4172**

1322 Queen Street West

Meals for \$1.00! Call to find out about date and times. Meals on Wheels Call to find out about local agencies, which provide meals at home for people who are elderly or disabled. Self-referral. Cost of meals varies. Subsidies available.

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### Meals on Wheels

Call 211 to find out about local agencies, which provide meals at home for people who are elderly or disabled.

Self-referral. Cost of meals varies. Subsidies available.

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## Free Clothing and Clothing Exchanges

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### 519 Church Street Community Centre

**(416) 392-6874**

519 Church Street (Church & Wellesley)

Tuesday nights and Thursdays during the day.

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### Cheap Clothing

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#### St. Vincent de Paul Society

**(416) 364-5577**

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#### Goodwill Thrift Shops

**(416) 362-4711**

Call to find out the location of a thrift store near you. Other sources of clothes include: drop-in centres, volunteer departments of hospitals, community centres, churches, and housing offices. Call **FindHelp Toronto 211** for information.

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## Personal Identification

You need basic identification to get medical services, a job or welfare. Basic I.D. includes a birth certificate, a social insurance number (S.I.N.) card and a health insurance card.

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#### Street Health Clinic

**(416) 921-8668**

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#### Homeless ID Clinic

12:30–2pm Tuesdays at All Saints Church, 315 Dundas Street East.

**Birth Certificate:** free

**Social Insurance Number (S.I.N.):** free

**Health Card:** free

To get your S.I.N. card, you first need either a Canadian birth certificate or proof of Canadian citizenship or landing papers.

You can have your ID mailed to you at Street Health if you have no permanent address.

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## Medical Information

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### Emergencies

In case of a medical emergency, call **911**.

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### How to Find a Family Doctor or General Practitioner (G.P.)

Call the College of Physicians and Surgeons below to ask for the names of doctors who are accepting new patients, in the area where you live, or go to their web site to do an online search at [www.cpso.on.ca](http://www.cpso.on.ca).

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#### College of Physicians and Surgeons

**(416) 967-2626**

Community Health Centres are often able to assist people without health cards and can access psychiatrists on a consultant basis. Information about

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### Ontario Health Care Coverage and Health Cards

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#### Ontario Ministry of Health and Long-Term Care

Visit the web site [www.health.gov.on.ca](http://www.health.gov.on.ca) for information about how and where to get an Ontario Health Insurance Plan card. You will need to bring some identification.

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### Home Visits by Medical Services

For ongoing home medical care, call your local Community Care Access Centre to inquire if they can arrange and pay for the care. The CCAC phone numbers are available by calling FindHelp Toronto at **211**.

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### Public Health Departments

Call Toronto Health Connection at **(416) 338-7600** for information and referral to all Toronto Public Health programs and services.

Most community health centres will make house calls. Call **211** for the phone number of your local community health centre.

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### Medvisit Doctors House Call Service

**(416) 631-3000 | [www.medvisit.ca](http://www.medvisit.ca)**

Doctors make home visits, fully covered by OHIP. A copy of the medical report can be provided on request, and prescriptions can be phoned in to your pharmacy on request. No emergency service!

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### Health Hotlines

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#### Telehealth Ontario

**1-866-797-0000**

This is a round-the-clock, 7 days a week toll free health information line. Callers receive free, confidential advice from registered nurses. Callers can ask nurses questions about health concerns, or describe symptoms to help determine whether they should head immediately to an emergency room or walk-in clinic, whether their condition can wait for a visit to their health care professional later, or whether they can look after themselves at home. You can call Telehealth Ontario anonymously, and no address or health card is needed. Calls can be placed from pay phones without any charge.

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### Health Clinics (No Health Card Needed)

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#### Central Toronto Community Health Centre: Queen West Site

**(416) 703-8482**  
168 Bathurst Street

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#### Birth Control and STD Clinic

**(416) 789-4541**  
2828 Bathurst Street, Suite 501

Counselling on birth control, sexually transmitted diseases, pregnancy, unplanned pregnancy. No health card needed. Anonymous HIV testing.

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### Street Health—Community Clinic

**(416) 921-8668**

Needle exchange, free condoms, other health services. No health card needed. Phone for clinic locations.

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### Hassle Free Clinic

**(416) 922-0566** women and Trans Clinic  
**(416) 922-0603** men and Trans Drop In Clinic  
 66 Gerrard St. East 2nd Floor

Focus on sexually transmitted diseases, anonymous HIV testing. No health card needed.

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## Other Ways to Obtain Health Care For Women

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### Adelaide Resource Centre for Women

**(416) 398-5003**

The Resource Centre has a shared care health team for homeless women.

You can also find out about other health clinics by calling **211**.

If you are staying in a shelter, check with staff to see if the shelter has visiting doctors eg. G.P., psychiatrist.

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## Dental Emergency Services

The list below includes a few centrally located dental clinics. For information on other dental clinics, call FindHelp Toronto at **211**.

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### Dental Emergency Service

**(416) 485-7121**

1650 Yonge Street (north of St. Clair)  
 Hours: 8am–12 midnight, 7 days a week  
 Fee for service.

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## Free/Low Cost Dental Services

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### Public Health Clinic

**(416) 392-6683**

791 Queen Street East

Free dental services for children and seniors available at various clinics throughout Toronto. Check at [www.toronto.ca](http://www.toronto.ca) for locations of other clinics.

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### University of Toronto Dental School

**(416) 979-4927**

101 Elm Street

Low cost dental services

Some Community Health Centres, such as Regent Park and Queen West, have a dentist on site who can provide care to people on assistance.

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## Staying at a hostel, leaving hospital or getting out of jail...

You may be eligible for “community start-up” or “employment start-up” money from an Ontario Works worker to help you get back on your feet. Ask the staff of the facility where you are staying (e.g. Hostel, hospital or jail) about getting an appointment with a worker.

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### Assessment and Referral Centre, City of Toronto Hostel Services

**(416) 338-4766, toll-free 1-877-338-3398**

24 hours a day for info on shelters

Walk-ins: 8:30pm–7:00am

Open 7 days a week

67 Adelaide St. East (Adelaide & Church)

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## Trying to find a place to live or a job, but don't have a phone or answering system...

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### Metro Voice Mail Project

**(416) 925-4363**

Homeless and low-income persons can get a telephone number and voice mail service at a cost of just \$10 for three months—much less than the cost of a phone and answering machine.

This program is run by participating agencies and co-ordinated by Central Neighbourhood House. Find out whether any agency from which you receive services is involved in this project.

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## Getting Around Town

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### Toronto Transit Commission (TTC)

(416) 393-4636 | [www.ttc.ca](http://www.ttc.ca)

Call to find out how to get anywhere in Toronto by TTC and for schedules for buses, streetcars and subways.

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### WheelTrans

Information TTC (for application)

(416) 393-4111

Provides transportation for people with physical disabilities who are unable to use public transit.

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## Getting Out of Town

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### Go Train Information

(416) 869-3200 Union Station

[www.gotransit.com](http://www.gotransit.com)

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### Greyhound—Bus Terminal

(416) 594-1010

fares & schedules: 1-800-661-8747 (TRIP)

610 Bay Street

[www.greyhound.ca](http://www.greyhound.ca)

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## Getting Computer or Internet Access

There are a number of places you can try to get use of a computer, and/or access to the Internet:

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### Public Libraries

Most public libraries now have computer and Internet access.

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### Toronto Public Library

[www.torontopubliclibrary.ca](http://www.torontopubliclibrary.ca)

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### Mental Health Organizations

Virtually all mental health organizations have computers, with many also having Internet access.

Ask your worker if his/her agency can provide you with access.

# HOUSING

## Information Guides

Most people would agree that where you live has a major impact on your life. Finding good, safe, affordable housing can be a challenge. Knowing where to begin your search is often half the battle, so two resources have been developed to help you.

*Making Choices* is a guide to help people in their search for good, safe, affordable housing as well as other services, supports and resources that they choose. In this guide, you'll find information about:

- Private housing
- Social housing
- Emergency shelter
- Your housing rights

Additional copies of *Making Choices* can be obtained from Community Resource Connections of Toronto (CRCT). It is also available online at [www.crct.org](http://www.crct.org).

*The Housing Guide 2004–2006: A Comprehensive Guide for people with Mental Health and Substance Use Concerns* was developed by the Community Support and Research Unit of the Centre for Addiction and Mental Health to better share information about housing available for people with mental health and addiction concerns in the City of Toronto. A PDF version of the guide is available for printing at [www.camh.net/housingguide](http://www.camh.net/housingguide).

## Income Support

If you are receiving social assistance, and are moving to a new place, you may be eligible for money through the Community Start-up Benefit. This could cover things like furniture and moving expenses. It is available to some people who are moving from an institution (hospital, group home, jail, hostel), an abusive home or one which is harmful to their health, or a more expensive home. Your counselor, therapist, or doctor can help with letters of support. Ask your benefits worker for details.

## Private/For-Profit Housing

Private/for-profit housing is housing whose cost does not depend on your income, does not qualify for government subsidy, and/or for which the cost includes a profit for the owner of the housing.

In the private market, there is often a shorter waiting period for units. An individual or company may own the property and they make decisions regarding the management of the building.

Some types of private/for-profit housing include:

## Market Rent Housing

Market rent housing involves private landlords renting out rooms, flats, apartments, houses or apartment buildings. It is the most common kind of housing. Landlords can charge whatever they choose, but they must adhere to the provincial government's annual guidelines for rent increases.

**WHAT TO DO:** Check the classified ads section in newspapers. Look for notices in supermarkets and community centres, and "For Rent" signs in windows of places in the neighbourhood you want to live in. Go to some of the places which keep lists of lower cost rental units.

## Rooming Houses and Boarding Homes

Rooming houses and boarding homes are operated privately by individuals who usually profit from running them. A number of people live together in one house or building, and often share their room with another person. In rooming houses, you arrange your own meals; in boarding homes, meals are provided. The boarding home operator decides how much to charge for room and board (meals), which is often paid weekly, instead of monthly. There are also regulated boarding homes.

**WHAT TO DO:** Check before you sign an agreement that you are covered by the Residential Tenancy Act (RTA). Although many rooming and boarding homes are covered by the RTA, some are not. The RTA applies to rooming and boarding homes except in cases where the owner, or his/her parent or child shares the kitchen or bathroom with a tenant.

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## Shared Accommodation/ Home Sharing

Home sharing offers an affordable housing option, and refers to housing where a few people get together to rent a place, or they use a home-sharing service, which matches people who have extra space in their home with people who are looking for housing. Homesharing services interview people about their lifestyle (for example, whether you smoke or not) and preferences, in order to suggest a possible match.

Usually you have your own room in an apartment or house, and use of a common living space, in return for sharing costs and household duties. Sometimes you can provide services such as childcare or cleaning in exchange for lower rent, or instead of paying rent.

**WHAT TO DO:** Shared accommodations are listed in newspapers and on bulletin boards. They are also accessed through agencies that have home-sharing services, which help to match people. To find out information on shared accommodations registries, call **211** or go to [www.211toronto.ca](http://www.211toronto.ca).

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## Social Housing

Many people who receive social assistance (for instance, Ontario Works or Ontario Disability Support Plan) apply and live in subsidized units in social housing because their income is limited. The advantage of social housing is that the portion of your income that goes towards your rent is never more than 30%. For this reason, it is sometimes called “rent-geared-to-income”. Private market housing could easily cost you more than half of your income, leaving little money for the other costs of living. Unfortunately, there is a shortage of social housing, and it can take years on a waiting list to get a subsidized unit.

**\*\*In special instances where people’s safety is at risk because of an abusive family member, priority is given to these applicants.\*\***

Applying for “rent-geared-to-income” housing is easy as there is a centralized application system called “Housing Connections” This means you can apply to many different places in just one application, instead of having to go to each

housing provider to complete applications. Prospective tenants can apply to all the types of housing described above, which include most supportive housing units in Toronto.

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## Housing Connections

Toronto Social Housing Connections, otherwise known as “Housing Connections” manages the wait list for approximately 200 housing providers involved with social housing in the City of Toronto. Housing Connections offers a one-stop application service for a lot of rent-geared-to-income housing.

**WHAT TO DO:** Many people are on the waiting list for years, so call Housing Connections at **(416) 981-6111**. Put your name on the list now and continue to search for housing that suits your needs.

**There are a number of advantages for your housing search offered through Housing Connections:**

- you only need one application to apply for any number of housing locations
- you can get the same housing information and applications at many different locations
- your basic eligibility for rent-geared-to-income housing will only be assessed once
- after you apply, you can update your information with only one contact at Housing Connections

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## How to Apply

To get an application, phone **(416) 981-6111** or go to one of the Access Centres listed on the Housing Connections web site (see below).

Housing Connections Office  
176 Elm Street Toronto, ON  
**(416) 981-6111** | Fax: (416) 981-6112

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## Toronto Social Housing Connections Access Centres

Log on to this website for a list of Access Centres where you can receive an application form and get help filling out the form:

**[www.housingconnections.ca/pdf/AccessCentres.pdf](http://www.housingconnections.ca/pdf/AccessCentres.pdf)**

**WHAT TO DO:** Visit the Housing Connections website at **[www.housingconnections.ca](http://www.housingconnections.ca)**. Download the social housing application form



frequently asked questions. You can also view the latest housing statistics.

In addition to the above offices, community links such as shelters, drop-ins and community centres have staff who assist their own clients to find housing. Housing providers can also offer information and hand out applications for their own housing locations. Once you have filled out an application the best thing to do is to send it to one of the Housing Connections Offices, or drop it off.

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### Toronto Community Housing Corporation

Housing providers CityHome, the Toronto Housing Co., the Metro Toronto Housing Co. Ltd., and the Metro Toronto Housing Authority (MTHA) have merged into a single entity called the Toronto Community Housing Corporation. This is North America's second largest housing provider, with 58,500 units occupied by approximately 164,000 people.

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### Types of Social Housing

Social housing is available in several different forms, all of which have special needs units available:

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#### Private Non-Profit

Don't be confused by the word "private" here, since it refers to private groups such as community groups, labour unions, or churches which manage and own the buildings. The organization is run by a Board of Directors which often has tenants on it. It is run on a non-profit basis with rent-geared-to-income. The organization is sometimes geared towards particular groups such as consumer/survivors or seniors. In this case, its units are called "supported or supportive housing" (see below), and there is staff available to assist tenants.

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### Co-operative Housing (A Non-Profit Company)

In co-operative housing, all residents are members of the co-op and make decisions through the board of directors. Applicants are interviewed by a committee of the co-op. Funding assistance is received from the government.

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### Supportive and Supported Housing

"Supportive housing" offers non-profit, independent, permanent living arrangements for tenants. Supportive housing also offers support workers to keep in touch with you and help you to continue to live in your home. Much of the available supportive housing involves shared living space, including the kitchen and bathroom. There are also self-contained apartments.

Most services offer "flexible" support that changes with your needs and preferences. In supported housing, there are also support services that are "portable". This means if you decide to move, you can continue to receive support at your new location. Often a definition of who can apply to supportive housing includes a person with one or more of the following:

- a diagnosis of a major mental illness;
- a minimum number of admissions to one or more psychiatric facilities;
- a minimum amount of time spent in one or more psychiatric facilities

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### Different housing has different levels of support available:

**High support:** 24-hour-a-day staff support. This is often offered in group living situations.

**Medium support:** Daily staff support (not overnight).

**Low support:** Once a week staff support.

**On call:** Staff available on an on-call basis. It is expected that tenants do not need much support, or have other supports.

**Variable support:** Support which can vary from time to time, depending on your needs and preferences.

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### Public and Non-Profit Housing

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#### Homes for Special Care

(see elsewhere in this guide for phone numbers) A housing option open to people who are patients at one of the psychiatric hospitals (e.g., Centre for Addiction and Mental Health, Ontario Shores Centre for Mental Health Sciences (formerly Whitby Mental Health Centre), etc.) is Homes for Special Care. These are high-support residential

homes for patients leaving psychiatric hospitals. Room and board (meals) are provided.

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## Toronto Christian Resource Centre Rooms Registry

(416) 363-4234 | Fax: (416) 363-7006  
16 Blevins Place

The CRC maintains a listing, updated weekly, of affordable rooms and apartments. It is distributed to other agencies and to housing workers. People can pick up copies of the list at the CRC 6am to 5pm. It is also available online at [www.crcconnect.ca](http://www.crcconnect.ca).

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## Emergency Shelters

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### Emergency Housing

Sometimes it's not possible to wait for new accommodation. You may find yourself without housing, and without enough money to pay market rent. There are a number of shelters and hostels throughout the city where you can stay on short notice (usually the same day).

**WHAT TO DO:** For the most up-to-date information on available beds in shelters and housing, you should phone **211** or **TTY # 1-888-340-1001** (free from any payphone). Families (parents with children) who are seeking shelter should call 211 or the Central Family Intake at **(416) 397-5637**.

You can approach drop-in centres or other community facilities to ask whether you can use their address as a mailing address until you have your own. They may also agree to take telephone messages for you.

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### Out of the Cold Program

Some churches provide shelter and a meal to homeless people during the fall/winter months. Visit [www.ootc.ca](http://www.ootc.ca) for the most current site schedule.

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## Housing Options Outside the City of Toronto

For housing in areas outside Toronto, call the Canadian Mental Health Association office in your area. Look for them in the white pages of your

phone book, or call the CMHA Ontario office in Toronto at **(416) 977-5580** for information about local CMHA branches.

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## Knowing Your Rights

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### Your Legal Rights

Knowing your rights as a tenant—and knowing what obligations your landlord should honour—is extremely important. Some important legislative changes were made with the proclamation of the *Residential Tenancy Act* in 2007.

The following excerpt from the Psychiatric Patient Advocate Office's (PPAO) info guide on the *Residential Tenancies Act* (reprinted with permission) gives a summary of changes introduced with the new *Residential Tenancy Act*:

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### What is the Residential Tenancies Act?

- The *Residential Tenancies Act (RTA)* is a provincial law that sets out the rights and responsibilities of landlords and tenants in most types of rental situations. Other laws may also apply to rental situations, including municipal by-laws and common law rules.
- The *RTA* took effect on January 31, 2007 and replaces the *Tenant Protection Act (TPA)*.

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### How is the RTA different from the TPA?

- Default evictions have been eliminated—every tenant facing eviction will now be able to have either mediation or a hearing before the Landlord and Tenant Board (formerly the Ontario Rental Housing Tribunal). Tenants no longer have to file a written dispute to have a hearing as all eviction applications will proceed to a hearing regardless of whether or not a tenant disputes the application. The Board can prohibit landlords from raising the rent if there are serious outstanding work orders or maintenance concerns. The tenant may pay outstanding rent arrears and costs to void an eviction after it becomes enforceable (but only once per tenancy)
- Under the *TPA*, when the Sheriff enforced an eviction order, tenants had 48 hours to dispose of their property. Tenants now have 72 hours to do so under the *RTA*.

- The definition of tenant now includes spouses and immediate family members.
- There is a shorter eviction process for tenants who cause wilful or excessive damage to a rental unit or building.

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### Am I covered by the rules in the *RTA*?

- The *RTA* applies to many types of rental situations. You may be covered by the *RTA* if you rent an apartment (whether it's in a building or a house) or if you rent a room in a boarding house, care home or retirement home.
- Some tenancies are not covered by the *RTA* e.g., if you rent a room in your landlord's house and share the kitchen or bathroom with the landlord. If the *RTA* does not apply to you, there are still certain laws that may apply.

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### What types of issues are covered by the *RTA*?

- The *RTA* describes rules that apply to most areas of tenancies. Some examples of the areas covered are:
- Rent—e.g., how much and how often a landlord can increase rent, post-dated cheques, rent receipts
- Eviction—e.g., reasons to evict a tenant, the eviction process, notice periods
- Repairs and maintenance—e.g., obligations of the landlord to make repairs, what a tenant can do to make sure the repairs are done
- Privacy—e.g., when landlords can enter property without your consent, notice to tenants
- Care homes

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### I live in subsidized housing. Does the *RTA* apply to me?

- Some aspects of the *RTA* apply to subsidized housing. But, the *RTA* does not allow the Board to make decisions about social housing subsidies or determinations concerning the amount of geared-to-income rent.
- The *Social Housing Reform Act* may also apply, particularly to issues about the amount of your subsidy and reporting requirements.

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### How do I find out information about my rights and obligations?

- **Information Pamphlets:** Your PPAO Patient

Advocate Office can provide you with pamphlets prepared by Community Legal Education Ontario about the *RTA*. You may also access their website at: [www.cleo.on.ca](http://www.cleo.on.ca).

- **Community Legal Clinics:** Your PPAO Patient Advocate Office can provide you with the telephone number of your local community legal clinic. Clinics often provide information about the *RTA* and some clinics may be able to act on your behalf. To find your local clinic, contact Legal Aid Ontario toll free at **1-800-668-8258** or within Toronto at **(416) 979-1446**. You may also see a list of all clinics on their website at: [www.legalaid.on.ca/en/getting/clinic.asp](http://www.legalaid.on.ca/en/getting/clinic.asp).
- **Landlord and Tenant Board:** The Board is a quasi-judicial body that adjudicates disputes between landlords and tenants. The Board can give you information about the law and about how and where to make applications or defend applications. You may contact the Board at **1-888-332-3234** or within Toronto at **(416) 645-8080**. You may also access their website at: [www.ltb.gov.on.ca](http://www.ltb.gov.on.ca).

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### Questions?

- If you have questions contact your local Patient Advocate or Rights Adviser or call the central Psychiatric Patient Advocate Office at **1-800-578-2343**.

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### Who To Contact

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#### Federation of Metro Tenants' Association Hotline

**(416) 921-9494**

The Federation helps tenants with information and advice. They can also help you to organize a tenants' association in your building.

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#### Community Legal Clinics

These offices may provide free legal help or advice to low-income tenants. The community legal clinic nearest you can usually be found under "Legal Aid" or "Legal Clinics" in the white pages of the phone book, or under "Lawyers" in the yellow pages.

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## Inspectors

To get an inspection, phone your local property standards department or your city hall, municipal office, or local councillor. Look under “Buildings and Inspections” in the Local Municipal Government section of the blue pages of your phone book.

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## Housing—Program Listings

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### Accommodation, Information and Support Inc.

**(416) 504-3610 ext. 28**

Toronto, ON

ahallgren@ais-inc.ca

Permanent affordable housing for singles and families recovering from mental illness who have experienced homelessness. Support services include case management and community development initiatives. Some units are accessible and some are designed for hearing impaired clients. Model of service is psychosocial rehabilitation. Average length of stay is over 10 years.

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### Adam’s House COTA HEALTH

**(416) 785-9230 EXT 3**

425 Sherbourne Street, Toronto, ON M4X 1K5

Supportive/Transitional housing complex at 423/435 Sherbourne Street for 27 individuals with mental health issues who are homeless or at risk of becoming homeless. Partnership with VHS Home Care Health who is acting as landlord and COTA Health which provides the support service. Rent subsidies and operating dollars funded by the Ministry of Health and Long-Term Care (MOHLTC) via Phase II Homeless Housing Initiative. Model of service is recovery. Average length of stay is two years.

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### Bailey House COTA HEALTH

**(416) 785-9230 EXT 3**

1330 King Street W, Toronto, ON M6K 1H1

Shared living with 17 adult men with mental illness at 1330 King Street West. Established first private-public venture at COTA Health.

Negotiated lease agreements with private landlord, tenancy and service agreements, as well as the City of Toronto licensing requirements. Space on the main floor dedicated to COTA Health satellite office/drop-in for service providers. Funded by the Ministry of Health and Long-Term Care as part of Phase I of the Homelessness Initiative—was formerly operated as Second Hope. Model of service is recovery.

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### Bayview Cooperative

**BAYVIEW COMMUNITY SERVICES INC.**

**(416) 495-7778 ext. 22**

North York, ON

A low support, co-ed group home in North Toronto with a capacity of six people. A residential counsellor is available two evenings per week, with staff on call for emergencies 24 hours a day. Residents must be motivated toward peer support and want to live in a group setting. Residents have their own bedrooms. Model of service is client-directed and recovery using psychosocial rehabilitation principles. Average length of stay is twelve years.

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### Bayview House

**BAYVIEW COMMUNITY SERVICES INC.**

**(416) 495-7778 ext. 22**

North York, ON

knazar@bayviewservices.ca

A medium support, co-ed group home in North Toronto with a capacity of 10 people. Residential counsellors are available weekdays in the afternoon and evening, and afternoons on most weekends. Staff is on-call for emergencies 24 hours a day. Residents must be able to live in a group setting with this amount of support. Residents share bedrooms. Model of service is client-directed recovery using psychosocial rehabilitation principles. Average length of stay is four years.

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### Beverley House

**EDEN COMMUNITY HOMES**

**(416) 977-3655**

196 Beverley St., Toronto, ON M5T 1Z1

This program is for women who have been homeless with serious mental health problems.

On-site staff provide practical daily support, crisis intervention, facilitate a meal program and collaborate with our partner agencies who make referrals to the program. This is a dry house and non-smoking. Model of service is based on psychosocial rehabilitation. It has been designed for people who require more support but want less structure. A residential phone is provided, a computer with internet, social recreation programming, and monthly house meetings. The average length of stay is long-term.

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**Brother Joseph Dooley Apartments/  
McNeil House/Housing Outreach and  
Support Team (HOST)**

**GOOD SHEPHERD NON-PROFIT HOMES**

**(416) 869-3974** | Fax: (416) 869-3610  
10 Tracy St., Toronto, ON M5A 4P2

Supportive and supported permanent housing for single men and women (16–65 years of age) who are homeless, or at risk of homelessness, and are consumer/survivors of the mental health system. Housing includes bachelor and one-bedroom apartments. Rent geared to income. Staff provide assistance with life skills, advocacy, and information and referral. Staff are available 12 hours per day and 8 hours with Brother Joseph Dooley Apts. on weekends. Wheelchair access to building. Eviction is under the Tenant Protection Act. Scattered apartments across the city of Toronto are supported by HOST (Housing Outreach and Support Team). Psychosocial rehabilitation and mental health recovery provide the basis of the support relationship.

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**Evangel Hall**  
**COTA HEALTH**

(416) 785-9230 Toronto, ON

This program is for individuals with mental health issues with a desire to receive supports. Thirty units are dedicated to individuals experiencing mental health problems, and six are dedicated to individuals with an acquired brain injury. Average length of stay is permanent.

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**Gatesview House**

**ROUGE VALLEY HEALTH SYSTEM**

**(416) 284-8131 ext. 4219**

50 Gatesview Avenue,  
Scarborough, ON M1J 3G5  
smcilveen@rougevalley.ca

Long-term housing and support for adults with serious mental illness who are or have been homeless. Average length of stay is permanent housing.

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**GEORGE HERMAN HOUSE**

**(416) 924-2539**

158 Madison Avenue, Toronto, ON M5R 2S5

The George Herman House has a unique, holistic and wellness philosophy reflected in its promotion of healthy eating, overall nutritional awareness and complementary health care practices.

The residents are encouraged and mentored in developing the life skills necessary to live a healthy productive life. Average length of stay: one to two years.

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**GOOD SHEPHERD NON-PROFIT HOMES  
INC.**

**(416) 203-2711 ext. 300**

Toronto, ON

Good Shepherd Non-Profit Homes Inc. provides on-site housing support services. We strive to provide services that will support individuals to recover from the effects of mental illness, homelessness and poverty. All services are offered using a recovery model of psychosocial rehabilitation practice. All tenants have access to an emergency on-call person after hours. All housing support workers provide direct skills teaching, supportive counselling, liaison with other community resources, individual functional and resource assessment leading to skill development and goal attainment, advocacy, social and recreational events, and crisis prevention and intervention. Average length of stay is three and a half years.

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## Habitat Services

### HABITAT SERVICES (MENTAL HEALTH PROGRAM SERVICES OF METROPOLITAN TORONTO)

**(416) 537-2721**

Toronto, ON

Habitat Services enters into contractual relationships with selected owners of boarding homes and provides funding to them. It monitors the provision of quality care based on contractual obligations. It refers and matches eligible clients to funded boarding homes. It provides support services to tenants. COTA Health provides site support to the other houses in the portfolio. Average length of stay is five years.

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## Hillholm House

### EDEN COMMUNITY HOMES

**(416) 481-5652**

1 Hillholm Rd., Toronto, ON M5P 1M1

This program which is part of Eden Community Homes has offered support, counselling and life skills development to individuals with mental health problems since 1983, when it opened its first house for five men and five women. It provides permanent housing with rent-geared-to-income. It offers on-site support as well as individualized support to residents of the program. Residents participate in house meetings and use this time to develop house guidelines, organize and plan social and recreational activities. The house is not accessible for people in wheelchairs. The house is a dry house and non-smoking. It is under the Residential Tenancies Act. Average length of stay is five years.

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## GERSTEIN CRISIS CENTRE

### TRANSITIONAL SUPPORT PROGRAM INTAKE

**(416) 222-1153**

200 King Street, Toronto, ON

Housing program for individuals who are developmentally delayed or dually diagnosed. Clients must be homeless or at risk of being homeless. Clients participate in a day program during the day and are at the group home in the evening. If client is not already in a day program before coming to the Homebase program, a day program will be provided for them either by the Griffin

Community Support Network, or by another partnering organization. Average length of stay is up to one year.

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## Homelessness Initiative Phase 1

### REGENERATION HOUSING AND SUPPORT SERVICES

**(416) 606-6461**

2600 Eglinton Avenue W, Toronto, ON M6M 1T5  
1335 King St. W., Toronto, ON M6K 1H2

Skills training and assistance with activities of daily living, crisis intervention, medication monitoring, and social/recreational activities, employment skills training. Average length of stay is variable from six months to four years.

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## Homes for Special Care

### (HSC) ONTARIO SHORES CENTRE FOR MENTAL HEALTH SCIENCES (FORMERLY WHITBY MENTAL HEALTH CENTRE)

**1-905-668-5881 ext. 6158** Fax: 1-905-430-4032

700 Gordon St., Whitby, ON L1N 5S9

Kidda@ontarioshores.ca

<http://ontarioshores.ca>

Provides residential opportunities and support to enable seriously mentally ill adults in need of assistance to live in the community rather than in hospital. Accommodation is available in privately operated homes throughout the Ontario Shores (Formerly Whitby Mental Health Centre) catchment area. The service operates under the authority of the Homes For Special Care Act. Toll free community line: **1-800-341-6323**

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## Homes For Special Care Program (HSC)

### QUEEN ST. OFFICE

### CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

**(416) 583-4315** | Fax: (416) 583-4359

1001 Queen St. W., Toronto, ON M6J 1H4

The Homes for Special Care program is part of the Community Support and Research Unit at CAMH. HSC manages and monitors the program established by and for the Ministry of Health and Long-Term Care. Homes for Special Care was established to provide high support and supervision for people with chronic and severe mental health problems with limited daily living

skills. The CAMH HSC program operates from the Queen Street site and has over 400 licensed residential beds in 23 homes. The majority are located north of Toronto in York Region, three are in Peel Region and one in Toronto. These are group home settings often in rural areas, with an average of 17 beds. Most are shared bedrooms with some singles.

The homes are licensed annually following formal inspections conducted by the Fire Marshall, Public Health and the HSC Community Support Workers (CSWs) at CAMH. The CSWs have the responsibility and mandate to closely monitor the homes and ensure the residents' needs are being met. They also handle the referral and placement process, and work with residents on an ongoing basis to facilitate their continued rehabilitation, recovery and well-being.

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### **HOUSELINK COMMUNITY HOMES HOMELESSNESS INITIATIVE**

**(416) 539-0690 ext. 254**

805 Bloor Street W, Toronto, ON M6G 1L8

Houselink provides housing and support to people recovering from mental illness. It serves single adults and a small number of families with dependent children. It is funded by the Ministry of Health and Long-Term Care. Some units are dedicated to partner agencies through the Homeless Initiative Fund and the Mental Health and Justice Program. Average length of stay is four years.

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### **HOUSELINK COMMUNITY HOMES MENTAL HEALTH AND JUSTICE:**

**(416) 539-0690**

805 Bloor Street W, Toronto, ON M6G 1L8

Houselink provides housing and support to people recovering from mental illness. It serves single adults and a small number of families with dependent children. It is funded by the Ministry of Health and Long-Term Care. Some units are dedicated to partner agencies through the Homeless Initiative Fund and the Mental Health and Justice Program. Of all the units, 16 are supported through Community Resource Connections of Toronto. Average length of stay is long-term or permanent.

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### **Houselink Community Homes—Support Program**

#### **HOUSELINK COMMUNITY HOMES**

(416) 539-0690 ext. 254

805 Bloor Street W, Toronto, ON M6G 1L8

Houselink provides housing and support to people recovering from mental illness. It serves single adults and a small number of families with dependent children. It is funded by the Ministry of Health and Long-Term Care. Some units are dedicated to partner agencies through the Homeless Initiative Fund and the Mental Health and Justice Program. Average length of stay is four years.

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### **Housing and Case Support Services SISTERING—A WOMEN'S PLACE**

**(416) 926-1946**

962 Bloor Street West, Toronto, ON

This program provides information and referral for housing. It assists women in securing shelter and housing and will find types of dwellings that fit the women's needs.

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### **Housing Outreach and Support Team (HOST)**

#### **GOOD SHEPHERD NON-PROFIT HOMES INC.**

**(416) 203-2711 ext. 300**

10 Tracy Street, Toronto, ON M5A 4P2

The HOST program provides mobile housing support services. It strives to provide services that will support individuals in recovering from the effects of mental illness, homelessness and poverty. All services are offered using a recovery model of psychosocial rehabilitation practice. All tenants have access to an emergency on-call person after hours. All housing support workers provide direct skills teaching, supportive counseling, liaison with other community resources, individual functional and resource assessment leading to skill development and goal attainment, advocacy, social/recreational events, and crisis prevention and intervention. Average length of stay overall is three and a half years.

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## Housing Services

CANADIAN MENTAL HEALTH ASSOCIATION  
(CMHA) TORONTO BRANCH

**(416) 789-7957 ext. 282**

Toronto, ON

tgordon@cmha-toronto.net

Housing Services secures modest, affordable, permanent accommodations for eligible individuals. The Canadian Mental Health Association (CMHA) enters into arrangements with private landlords to lease self-contained apartment units that it, in turn, subleases. CMHA tenants pay rent based on Ontario Works (OW). The difference between what the tenants are able to pay and the actual rent is made up by this program through funds from the Ministry of Health and Long-Term Care. Referrals come from a variety of sources including shelters, court programs, community organizations, hospitals and self-referrals. The key to housing retention appears to be the support provided by housing workers (including 24-hour on-call support), community support staff and the cooperation of building management and neighbours.

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## Housing Support Intensive Case Management

NORTH YORK GENERAL HOSPITAL

**(416) 632-8701**

North York, ON

Housing Support Intensive Case Management program serves adults experiencing mental health difficulties currently involved in the legal system who are homeless or otherwise in need of housing. The program is offered in partnership with the Canadian Mental Health Association, Toronto Branch, and provides the following services: initial assessment, engagement and development of recovery plan; skills teaching and support to maintain successful tenancy; legal system support and advocacy; crisis intervention; psychiatry; support network development and linkages to financial, social, vocational and recreational programs.

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## Ingles House

LOFT COMMUNITY SERVICES

**(416) 977-6250** | Fax: (416) 977-5757

344 Dundas St. W., Toronto, ON M5T 1G5  
ingles@loftcs.org

Supportive residential program for young women aged 16 to 24 years of age who are in recovery from substance abuse issues and who have a goal of abstinence; designed to help them with life skills and to support them in their treatment goals in the community. A nine bed home with single and shared rooms with 24 hour staff support. Cause for possible discharge prematurely: illegal activities, drug and alcohol use, physical and verbal aggression. Residents are expected to attend weekly house meetings and life skills sessions and to participate in their own individual daily program which could include addiction treatment, education, job preparation and employment. Young women share household responsibilities. Residents can remain in the program up to 12 months.

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## John Gibson House Supportive Housing Program

LOFT COMMUNITY SERVICES

**(416) 537-3477** | Fax: (416) 537-1389

227A Crawford St., Toronto, ON M6J 2V5

John Gibson House provides permanent supportive housing for 50 vulnerable older adults and seniors (men and women) who are at risk in the community. The majority of residents are 60 years of age and over who have unique special needs including those with mental health issues. Services include support with personal care, and the activities of daily living for the elderly. All activities are optional, including a wide range of social activities, and assistance with accessing medical/dental care. Residents value their home as a safe, secure place to live, where their dignity is respected, and where they have the opportunity to age in place. Rent is geared-to-income.

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## L. L. Odette Place

ST. STEPHEN'S COMMUNITY HOUSE

**(416) 964-8747 ext. 266**

260 Augusta Avenue, Toronto, ON M5T 2L9  
grobin@ststephenshouse.com



Supportive housing for 12 single adult males, who have recently experienced homelessness and have experience with severe mental illness. Supportive housing provides safe, stable housing with affordable rent. It also provides one-to-one supports to help tenants stay healthy and maintain housing. Supports range from: helping tenants find a doctor or a psychiatrist; to escorting them to community activities; to teaching them to plan and prepare their own meals; to helping them work towards finding a job or getting involved in volunteer work. Average length of stay is three years.

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### **Liberty Housing** **SALVATION ARMY**

**(416) 531-3523 ext. 2222**

248 Dufferin Street, Toronto, ON M6K 1Z3  
salvationarmydufferin@bellnet.ca

Two-phase residential rehabilitation program with 24-hour support. Transitional home, 27 single rooms, supportive environment, inhouse chores, life skills program, social recreation, cooking class. Average length of stay is up to 12 months per phase.

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### **Livonia Place** **ROUGE VALLEY HEALTH SYSTEM**

**(416) 284-8131 ext. 4219**

201–30 Livonia Place,  
Scarborough, ON M1E 4W7  
smcilveen@rougevalley.ca

Permanent housing for adults with serious mental illness who have been or are about to be homeless. Residents live independently in self-contained units with staff on site for support Monday to Friday 08:30–16:30 and on call evenings and weekends. Average length of stay is permanent.

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### **MADISON COMMUNITY SERVICES**

**(416) 977-1333** Toronto, ON

garry@madisoncs.org

Madison provides community support, case management, referral and supportive housing. Model of service is recovery-based. Most clients stay in our housing for several years.

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### **MAINSTAY HOUSING**

**(416) 703-9266** | Fax: (416) 703-9265

761 Queen St. W. Suite 301,  
Toronto, ON M6J 1G1

info@mainstayhousing.ca

**http://www.mainstayhousing.ca**

Mainstay Housing owns and manages affordable housing, primarily for consumer/survivors of the mental health system. Wheelchair access available in some units. People who are clients of mental health agencies should apply for housing through those agencies.

The Residential Tenancies Act covers most properties. **TTY: (416) 703-9267**

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### **Manse Road Residential Support Services** **SCARBOROUGH HOSPITAL**

**(416) 286-0766**

125 Manse Road, Scarborough, ON M1E 3V2

Long Stay: Manse Road is a transitional supportive housing program for clients of the mental health system who are suffering from a severe and persistent mental illness. Program focus is on psychosocial rehabilitation through client-centered goal planning and life skill teaching. The clients need to demonstrate a need for high support and for learning housing skills and activities of daily living skills. Respite care: clients can come for a short stay. They must have a return address. Average length of stay is up to two or three years for the long stay and two to three weeks for the respite care.

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### **McEwan Housing and Support Services** **LOFT COMMUNITY SERVICES**

**(416) 929-6228**

Toronto, ON

McEwan House offers supportive housing for men and women living with HIV or AIDS. Model of service is recovery, peer support, and psychosocial rehabilitation. Average length of stay is over two years.

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## **Mental Health & Justice Supportive Housing**

### **COTA HEALTH**

**(416) 757-6454**

3–3471 Kingston Road,  
Scarborough, ON M1H 3C3

Appointed one of four lead organizations for Ministry of Health and Long-Term Care (MOHLTC) and the new initiative with LOFT Community Services, Houselink and the Canadian Mental Health Association (CMHA). Acquisition of 64 units for COTA Health as landlord, creation of bed registry. This program provides rapid coordinated access to housing and support for individuals with mental health issues and recent involvement in the criminal justice system. Model of service is recovery.

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## **Mental Health and Justice Housing Support**

### **COMMUNITY RESOURCE CONNECTIONS OF TORONTO**

**(416) 482-4103**

Housing support is offered to clients who have serious mental illness, have current involvement with the criminal justice system. Rent subsidies are offered. Model of service is case management and recovery based. To determine eligibility and how to apply contact LOFT Community Services at **(416) 757-6454**.

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## **Mental Health and Justice Housing Support**

### **RECONNECT MENTAL HEALTH SERVICES**

**(416) 979-1994 ext. 224**

Housing support is offered to clients who have serious mental illness, have current involvement with the criminal justice system and are homeless. Housing units are accessed through the Canadian Mental Health Association Toronto branch and rent subsidies are also offered. Model of service is case management and recovery.

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## **Mental Health and Justice Initiative Program**

### **ACROSS BOUNDARIES: AN ETHNOCULTURAL MENTAL HEALTH CENTRE**

**(416) 787-3007**

51 Clarkson Avenue, North York, ON M6E 2T5  
martha@acrossboundaries.ca

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## **Mental Health and Justice Program**

### **CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) TORONTO BRANCH**

**(416) 757-6454** Fax: (416) 916-2383  
205 Richmond Street West, Room 301,  
Toronto, ON M5V 1V3

The Canadian Mental Health Association (CMHA) Toronto, Mental Health and Justice Initiative provides supportive housing and intensive case management services for individuals with serious mental illness and recent or current involvement with the criminal justice system. CMHA Toronto is one of four lead organizations with service and supports accessed through the Unit Registry housed by LOFT. The Unit Registry also provides information on eligibility criteria, program descriptions, unit locations and descriptions and contact numbers. Model of service is intensive case management. Average length of stay is indefinite.

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## **Mental Health and Justice Program**

### **TORONTO NORTH SUPPORT SERVICES**

**(416) 499-5969 ext. 240**

2–132 Rainside Road, North York, ON M3A 1A3

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## **Mental Health and Justice Rent Supplements**

### **LOFT COMMUNITY SERVICES**

**(416) 757-6454**

Toronto, ON

Model of service is recovery, psychosocial rehabilitation and peer support. Average length of stay is six months for most clients.

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## **MY BROTHER'S PLACE**

**(416) 533-9767**

739 Dufferin Street, Toronto, ON M6H 3K5

My Brother's Place is a co-operative living, supported housing program for men 18 to 60

years of age, who have had some experience with the mental health system. Average length of stay is four years.

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### **PILOT PLACE SOCIETY**

**(416) 368-5832**

70 Lombard Street, Toronto, ON M5C 2W2

The program is a 24-hour high support residential program for adults with a primary diagnosis of schizophrenia. It provides meals, carries out the medical treatment plan, obtains and administers medications, arranges and assists with attendance at all appointments, life skills training in relation to hygiene, room cleaning, laundry, financial management, recreational activities, vocational referrals, and case management.

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### **Progress Place Homelessness Housing and Support Initiative**

#### **PROGRESS PLACE**

**(416) 924-5393**

Toronto, ON

Progress Place operates a homelessness housing and support initiative in partnership with St. Michael's Hospital Mental Health Services Contact team and Community Connections team. The program is a rent supplement program funded by the Ministry of Health and Long-Term Care, as a phase one housing program. The model of service is recovery and psychosocial rehabilitation. The average length of stay is permanent.

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### **ACCOMMODATION, INFORMATION AND SUPPORT INC.**

**(416) 504-3610**

Toronto, ON

ahallgren@ais-inc.ca

Permanent affordable housing for singles and families recovering from mental illness who have experienced homelessness. Support services include case management and community development initiatives. Some units are accessible and some are designed for hearing-impaired clients. Model of service is psychosocial rehabilitation. Average length of stay is over 10 years.

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### **Rent Supplements**

#### **COMMUNITY RESOURCE CONNECTIONS OF TORONTO (CRCT)**

**(416) 757-6454**

Toronto, ON

The purpose of the Rent Supplements program is to assist people charged with low-risk criminal offences access/maintain their housing. The Rent Supplements program is community-based, in partnership with Houselink and CMHA Toronto. Model of service is psychosocial rehabilitation. Average length of stay is indefinite.

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### **Rent Supplements**

#### **YWCA TORONTO**

**(416) 469-0774 Ext: 222**

Etobicoke, ON

pgawn@ywcatoronto.org

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### **Residential Program**

#### **REGENERATION HOUSING AND SUPPORT SERVICES**

**(416) 703-9645 ext. 25**

Toronto, ON M5V 2R4

rledrew@regenerationhouse.com

Provides community support as part of a variety of housing models. Regeneration Housing and Support Services units are in coop houses with predominately individual rooms and shared common spaces. Independent units are provided in partnership with Mainstay. Average length of stay is seven years.

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### **Savards Women's Shelter— Life Skills Program**

#### **HOMES FIRST SOCIETY**

**(416) 395-0932 | Fax: (416) 395-0933**

1322 Bloor Street W, Toronto, ON M6H 1P2

The Life Skills Program operates within Savards Women's Shelter (A project of Homes First Society). It assists women staying at the shelter, most of whom have long-term street involvement and mental health or addiction issues, to stabilize and begin to prepare for living independently in appropriate housing. This program is designed to allow homeless women who have not been successful, because of extreme behaviours,

in the general hostel system to stay in the shelter long enough to stabilize. Most of these women, when they arrive, are not medication compliant, but do not usually present enough of a risk to themselves or others to be hospitalized. This program is low demand, high support, and is intended to create an environment where women can stay. Average length of stay is 17 months—based on client's need.

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### **Scarborough Step by Step Program** COTA HEALTH

**(416) 267-9400**

3–3471 Kingston Road,  
Scarborough, ON M1H 3C3

Provides housing and mental health support services in Scarborough via a collaboration with the Scarborough Housing Consortium which includes COTA Health (Lead Organization), Community Support Services East Team (CRCT), Canadian Mental Health Association (CMHA), Scarborough Hospital and Ontario Shores Centre for Mental Health Sciences (formerly Whitby Mental Health Centre). Rent subsidies for 25 units (apartments and townhouses). Presently supports 23 individuals and two families. Funded via MOHLTC's Mental Health Homelessness Initiative—Phase II. Model of service is recovery.

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### **Site Support—Boarding Home Program** COTA HEALTH

**(416) 537-2771**

Partners with boarding home operators (at 39 housing sites) to promote the development and maintenance of supportive home environments that enable people with mental health challenges to achieve heightened levels of life and independence. Partnership with Habitat Services and Mainstay Housing to provide site support to more than 700 units across the City of Toronto. Model of service is recovery and psychosocial rehabilitation.

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### **St. Francis Residence** SOCIETY OF ST. VINCENT DE PAUL

**(416) 603-4340** | Fax: (416) 603-7675  
229 Manning Ave., Toronto, ON M6J 2K8

High support boarding home for 24 adults (18–60) with mental health problems, on low

income. Mostly single rooms. Meals plus snacks are provided. Residents may participate in some voluntary activities.

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### **St. George House** LOFT COMMUNITY SERVICES

**(416) 323-3416** | Fax: (416) 323-9938  
316 St. George St., Toronto, ON M5R 2P5

St. George House, a Habitat boarding home, provides housing to 26 adults, 16 years and over (22 single rooms, and 2 shared rooms) with mental health disabilities. There is 24 hour a day staff support. Meals are provided. Residents have keys to their own rooms. Residents are expected to follow house rules and maintain personal hygiene. There are smoking and non-smoking common areas in the house. Cause for eviction includes ongoing threats of violence or extremely disruptive behaviour. Optional activities include social/recreational activities and committee work: food committee, membership committee, intake committee.

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### **ST. JUDE COMMUNITY HOMES**

**(416) 359-9241 ext. 221**

270 Milan Street, Toronto, ON M5A 3Z6  
431 Dundas Street E, Toronto, ON M5A 2B1

St. Jude Community Homes provides quality supportive housing to single individuals in Toronto area living with severe mental illness. The organization follows a community development model of housing that promotes individual as well as community development to help with recovery and improve quality of life. Model of service is psychosocial rehabilitation and recovery. The average length of stay is 10 years.

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### **Street Haven Supportive Housing Program** STREET HAVEN AT THE CROSSROADS

**(416) 967-6060 ext. 230**

St. Clair Avenue W, Toronto, ON M6C 1A3  
mbouzanne@streethaven.com There are 15 bachelor and one-bedroom units providing supportive housing for women with mental health and/or addiction issues (dry housing, must have six months clean time).

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### **Street Haven Supportive Housing Program** **STREET HAVEN AT THE CROSSROADS**

**(416) 967-6060 ext. 230**

Pembroke Street, Toronto, ON M5A 2N9  
mbouzanne@streethaven.com

Joubert House has six units for women with histories of mental health issues and homelessness (dry house, six months clean time required). There are also 12 bachelor and one-bedroom units providing supportive housing for women with mental health and/or addiction issues (dry housing, must have six months clean time).

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### **Support Within Housing** **UNIVERSITY HEALTH NETWORK**

**(416) 603-5974**

399 Bathurst Street, Toronto Western Hospital,  
East Wing, 9th Floor, Toronto, ON M5T 2S8

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### **Support within Housing Program** **ACROSS BOUNDARIES: AN** **ETHNOCULTURAL MENTAL HEALTH CENTRE**

**(416) 787-3007 ext. 24**

51 Clarkson Avenue, North York, ON M6E 2T5  
martha@acrossboundaries.ca

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### **Support Within Housing Program** **CANADIAN HEARING SOCIETY, THE**

**(416) 928-2500 ext. 407**

271 Spadina Road, Toronto, ON M5R 2V3  
kfrayn@chs.ca

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### **Support Within Housing Program** **MAINSTAY HOUSING**

**(416) 703-9266 ext. 247**

301–761 Queen Street W, Toronto, ON M6J 1G1  
vpeters@mainstayhousing.ca

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### **Supportive Housing** **MARGARET FRAZER HOUSE**

**(416) 463-1481**

138 Pears Avenue, Toronto, ON M5R 3K6  
301 Broadview Avenue, Toronto, ON M4M 2G8  
25 Leonard Avenue, Toronto, ON M5T 2R2  
diane@margaretfrazerhouse.org

Margaret Frazer House provides a continuum of supports and housing for women between

the ages of 18–64 years of age with psychiatric issues. It provides supportive housing in a group home setting and housing and supports in independent units in the community. The program and services are as follows; informal counselling, advocacy, social/recreational programs, art group, re-establishing family links and supports, a crisis (safe bed) for ex-residents who are seeking a restorative break. It provides services in seven languages. Average length of stay is two years in the supportive housing transitional housing, and in the independent units until the client decides to move.

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### **Supportive Housing Case Management** **HONG FOOK MENTAL HEALTH ASSOCIATION**

**(416) 493-4242**

Toronto, ON  
info@hongfook.ca

The supportive housing service is to help people with serious mental health problems who are homeless, or at risk of becoming homeless, to gain access to affordable housing. This provides them and their families with the required supports to enable these individuals to live in the community. The service works on a ‘head lease’ model with case management support to allow consumers to live in public market units. Hong Fook Mental Health Association rents the apartment units or house units in the private market for their consumers then provides them with services such as: problem solving, crisis management; coping with emotions; managing mental health problems; linking to community resources; developing positive relations; and life skills training. The average length of stay is two and a half to three years.

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### **Supportive Housing Etobicoke/York** **RECONNECT MENTAL HEALTH SERVICES**

**(416) 248-2050 ext. 242**

Etobicoke, ON  
lbarnes@reconnect.on.ca

Supportive Housing Etobicoke/York is a partnership between Reconnect, the Trillium Health Centre and Supportive Housing in Peel (SHIP). Through the SHEY program, housing and individual supports are offered to individuals who have a severe and persistent mental illness and have utilized the hostel or shelter system due

to homelessness or who are at imminent risk of homelessness. Units are leased on behalf of individuals by SHIP and support services are offered by a case manager and housing support worker through the Trillium Health Centre or Reconnect. Model of service is case management and recovery. Average length of stay is two and a half years (permanent housing).

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## **SUPPORTIVE HOUSING IN PEEL**

**(905) 795-8742 ext. 233**

Toronto, ON

[intake@shipshey.ca](mailto:intake@shipshey.ca)

To optimize quality of life for individuals with mental illnesses in Peel and West Toronto by providing housing including independent living and group home living. Model of service is psychosocial rehabilitation and recovery. Length of stay is unlimited.

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## **Turk Fellowship Home**

**CHAI-TIKVAH FOUNDATION, THE**

**(416) 665-0482**

37 Stonedene Boulevard,

North York, ON M2R 3C6

[chaitikvahct@aol.com](mailto:chaitikvahct@aol.com)

Chai-Tikvah provides residential and community housing. Chai-Tikvah in Hebrew means 'life and hope'. The Chai-Tikvah Foundation believes that people who have experienced psychiatric problems must have the opportunity to participate in the life of the community and must be provided with appropriate services to enhance their quality of life to the greatest extent possible. It is the foundation's belief that by providing housing, support and education to people who use the services, it can help integrate them into society. Chai-Tikvah's philosophy has been shaped by the fact that the foundation was organized by a group of parents whose children required housing that allowed them to live more independently within the community and receive emotional support as needed. Average length of stay is 10 to 15 years, to an indefinite period of time.

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## **Wilkinson Housing and Support Services: Homeless Initiative**

**LOFT COMMUNITY SERVICES**

**(416) 461-5629 ext. 24**

Toronto, ON

The program was developed to provide a continuum of supportive housing to those who are seriously mentally ill and homeless or at risk of becoming homeless. It utilizes a peer support model to encourage natural support networks and includes clients in the decision-making process. Supportive housing is offered to individuals in various community settings. Model of service is recovery and psychosocial rehabilitation. Average length of stay is five years.

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## **Wilkinson Housing and Support Services: Housing Program**

**LOFT COMMUNITY SERVICES**

**(416) 461-5629 | Fax: (416) 461-5927**

62 Brooklyn Avenue, Toronto, ON M4M 2X5

[www.loftcs.org](http://www.loftcs.org)

Wilkinson Housing and Support Services was founded in 1984 to provide supportive housing to individuals with mental illness. Wilkinson has a variety of homes throughout Toronto for individuals who wish to obtain permanent housing. All houses differ in structure, size and support. All clients of Wilkinson are supported through a 24-hour on-call system for emergencies.

# WORKING & LEARNING

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Work, learning, and other meaningful activities can be very beneficial to an individual's mental health. This section discusses how consumer/survivors can be involved in work and learning, and ways they can tailor that activity to their symptoms of psychiatric disability (a process known as accommodation). Fortunately, our society is moving toward a more flexible sense of what it means to be "working". We are learning to appreciate a wide range of worktime options and volunteer activities as valuable sources of skills and experience. This opens important points of access for those of us managing the symptoms of mental health problems, and dealing with the barriers that result from stigma. We must continue to advocate for access to work opportunities which are flexible, and can accommodate our abilities at different points in time. This will provide us with a range of ways to make sure that we have adequate income during periods of disability.

Many people concentrate their efforts on finding a "full-time, nine-to-five" job. These jobs can be hard to find, and for some people, this rigid structure is difficult to maintain. You might consider different options, alone or in combination: volunteer activities, educational pursuits and part-time, casual or seasonal employment. These options are described briefly in this introduction. You may be interested in employment, but unsure of what you want to do, or in need of support and/or training to make the transition. In this case, you may want to use one of many employment services that can assist you.

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## Work and Learning Options

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### General Volunteering

Considering volunteer work? You may be surprised at the number of quality skills you can learn while donating your time. Volunteering is rewarding, and it's also a good way to make connections with people who can assist you in finding employment. There are many ways and places to find out about volunteer opportunities, including listings

in local community newspapers, and on library and community centre bulletin boards. There are many non-profit organizations that regularly make use of volunteers (for example, the Canadian Mental Health Association).

Often the best approach is to identify any organizations you would like to volunteer for, and then see if they have any available volunteer positions, or even if they could create a volunteer position tailored to your skills/needs.

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### Volunteer Toronto

**(416) 961-6888**

[www.volunteertoronto.on.ca](http://www.volunteertoronto.on.ca)

Volunteer Toronto provides ways to connect people to volunteer opportunities. An alternative website which lists many volunteer opportunities with non-profit organizations is [www.charityvillage.ca](http://www.charityvillage.ca)

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### Education

Learning can take many forms. Within the school system, you can opt to pursue an academic program, undertake job training, or take general interest courses just for pleasure.

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### Literacy, Up-grading and Continuing Education

For those who want to work on language and literacy skills, including English as a Second Language (ESL), there's a central source of information:

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### Literacy Access Network

**(416) 961-5557**

General interest courses are available through your local Board of Education. Tuition is sometimes free for people receiving social assistance—ask when you call.

Contact the Toronto District School Board at **(416) 397-3000**, or the Toronto Catholic District School Board at **(416) 222-8282**.

Interested in upgrading to an Ontario Secondary School Diploma? The Toronto District School Board's Continuing Education programs offer credit courses towards the Diploma. The Board publishes a special calendar listing all the continuing education credit courses.

The calendar is available on their web site [www.creditprograms.ca](http://www.creditprograms.ca) (click on night school or summer school). Ontario high school credit courses can also be taken by distance education. For information visit the web site of the Independent Learning Centre at [www.ilc.org](http://www.ilc.org). The ILC also administers Ontario's General Educational Development (GED) testing program which allows adults to earn the Ontario High School Equivalency Certificate.

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## Post-Secondary Schooling

Colleges and universities offer a wide variety of programs. While most are offered on-site, you can also take courses right in your own home, by correspondence. "Distance education", as it's often called, is available through many colleges and universities. Most colleges and universities have counseling or student services departments, which may have services designed for, or sensitive to, people with disabilities (sometimes called "Special Needs Services"). Inquire about the availability of supports at the school you are attending or planning to attend. Canadian Mental Health Association National Office has produced an excellent guide to postsecondary education for persons with psychiatric disabilities, which may be purchased from them at [www.cmha.ca](http://www.cmha.ca).

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## Ontario Student Assistance Program (O.S.A.P.)

OSAP provides financial assistance to people attending college, university or another private institution. If you are interested in funding for pursuing post-secondary studies, you may want to look into the following two bursaries available through OSAP:

Ontario Special Bursary Plan  
(for part-time students)

Bursary for Students With Disabilities

Information about these bursaries is generally available through post-secondary institutions' student financial services offices, and can also be found on the web at <http://osap.gov.on.ca>

For information about other bursaries, scholarships and awards, contact the student awards office at the post-secondary institution(s) you are interested in attending. The CMHA National Office resource on postsecondary education, mentioned

above, also has some good information about funding your education including such special considerations as paying for your medications while at school.

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## Training

For information on training programs, including computer training, call Findhelp Toronto at 211.

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## Employment Resource Centres

There is insufficient space here to list many, let alone all, of the training and job search resources in Toronto. For full information visit the Possibilities Project web site at [www.possibilitiesproject.com](http://www.possibilitiesproject.com).

This site also gives information about Employment Assessment Centres, Employment Resource Centres, job finding clubs, job search workshops, etc.

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## Employment

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### The Changing Structure of Work

The traditional workplace is changing, and this is good news for those of us who need more flexible employment options. The following are some worktime options currently in practice:

**Job Sharing:** The hours, duties, salary and some benefits of one full-time job are shared between two employees.

**Leaves:** Leaves are used in high stress jobs to prevent burn-out. Many work places have one or more kinds of leave (sick leave, educational leave, unpaid leave).

**V-time:** Voluntary time/income trade-off programs offer the option of cutting back on work time for corresponding pay cutbacks.

**Banked overtime:** Take time off rather than receive overtime pay, or save up overtime hours for periods of disability.

**Permanent part-time:** Permanent work with less than full-time hours.

**Flexible hours:** Workplace policy which offers some choice in the hours of the day that you work.

**Phased retirement:** Programs where older workers can gear down to three or four days a week.



**Self-employment:** Choose the times and hours you work based on your needs, and the needs of your business.

**Temp work:** For an employer for just a temporary period.

**Relief or casual work:** Get on the list an employer can call on to fill in when an employee is ill.

**Seasonal work:** For certain specified periods of the year—for instance, helping the Post Office deal with the large volume of mail just before Christmas.

There are also some workplaces which make it a priority to balance employees' needs with business needs on an ongoing basis.

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### Employment Options for Consumer/Survivors

Consumer/survivors interested in their employment options should familiarize themselves with what are known as “workplace accommodations”—ways of tailoring the job and work environment to make allowance for symptoms related to having a psychiatric disability. An excellent resource in this area is available from Canadian Mental Health Association National Office at [www.cmha.ca](http://www.cmha.ca). Another great source of information is CMHA Ontario Division’s “Mental Health Works” web site: [www.mentalhealthworks.ca](http://www.mentalhealthworks.ca).

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### “Mainstream” Employment

The majority of employers have limited experience with hiring and providing support to consumer/survivors. They may be familiar with making adjustments for people who have physical disabilities, but not for people with “invisible” disabilities, such as a mental health problem. If you work in mainstream employment, you have the right to “accommodation” for your disability.

Requesting accommodation means asking for changes in the workplace, or in the way things are done, that will allow you to keep your job. You must, however, be able to perform the essential tasks of the job with appropriate accommodations.

In order to ask for accommodation, you must tell your employer about your disability. You should think carefully about the possible results, positive

and negative, of telling your employer that you have a mental health problem.

If you are looking for mainstream temporary or contract (as well as permanent) employment, look in the Yellow Pages under “Employment Agencies”.

Another useful Yellow Pages heading is “Employment Contractors—Temporary Help.”

Some good web sites for mainstream employment job postings are:

[www.workopolis.com](http://www.workopolis.com)

[www.charityvillage.com](http://www.charityvillage.com)

<http://jobbank.gc.ca>

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### Employment in Mental Health Services

An increasing number of mental health agencies are hiring consumers/survivors. In some agencies, this is a specific objective of their employment opportunity policy. If you are considering working for a mental health agency, your experience with the mental health system will be a valuable addition to their agency. Some agencies are changing the requirements for jobs, with less emphasis on an academic degree, and more on skills and relevant experience. Be an advocate for equitable salary, benefits and job accommodations.

To find work in the mental health field, one of the best sources of job postings is the twice monthly Bulletin available free to consumer/survivors from the Consumer/Survivor Information Resource Centre of Toronto. For a subscription (by Canada Post or e-mail), call the Centre at **(416) 595-2882**.

You may also wish to visit the C/S Info Centre, as they have many more job postings on their bulletin board than can fit into the Bulletin newsletter.

The web site [www.workinginmentalhealth.ca](http://www.workinginmentalhealth.ca) lists jobs available in the community mental health sector.

There are a number of courses taught at community colleges in Toronto, or by distance education, which can help prepare you for work in mental health or related fields.

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### Employment in Consumer/Survivor-Run Businesses

There are a number of businesses that are operated by consumers/survivors that are geared

to: (1) providing flexible working hours to suit the needs of consumer/survivors, and (2) providing enough hours for each individual to supplement their financial assistance without being penalized. Many of us have had the experience of finding jobs that did not provide enough income to cover the costs associated with our disability. And the loss of extended medical coverage made us poorer than when we were on social assistance. Many consumer/survivor-driven businesses successfully address that problem by limiting the number of hours required to work, and by providing appropriate health benefits and salary scales to some full- and part-time employees.

For further information about the advantages of working in a consumer/survivor-run business, the Ontario Council for Alternative Businesses (OCAB) has made an excellent video called “Working Like Crazy.”

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## Self-Employment

Many consumer/survivors find that the solution to the employment question is to become self-employed.

Some types of work that consumer/survivors can do on their own include: web page design, gardening, arts and crafts, and consulting. This option allows either part- or full-time employment. As with consumer/survivor-run businesses (which means working with other consumer/survivors, usually under the oversight of a Board of Directors) you can work just enough to supplement your financial assistance without being penalized.

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## Earning Money While Receiving Government Assistance

For people who receive ODSP, Ontario Works or CPP there are restrictions on how much you can work and earn and still continue to receive benefits. This can be a real “double bind” for consumer/survivors who would like to work, but are concerned about losing their income support. Some workplaces are realizing this, and are structuring jobs and payment for work in a way that safeguards the individual’s income support. It is important to keep up to date with changes being made which make it less of a risk to return to work and allow people to keep more of their

earnings. These changes particularly apply to people on ODSP or CPP Disability. Another option for earning money is to get involved in committee work and special projects with mental health agencies, which pay an honorarium for your participation.

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## Legal Information

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### Workers’ Action Centre

**(416) 531-0778**

720 Spadina Avenue

Provides information, workshops, counseling service, and other resources on work-related issues.

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## Work And Learning Options— The Mental Health System

This section describes services and supports which assist adult consumer/survivors in Toronto in preparing for or getting suitable work. The vocational support system in Toronto is large and complex, and it’s undergoing change. The web site <http://www.charityvillage.com> generally carries postings of jobs available in the non-profit sector, including mental health.

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## Learning

These programs, offered at community colleges, focus on helping you to define vocational or educational goals, while learning a variety of life skills. Areas of study include: interpersonal relationships, work habits, job search, academic subjects, and practical living. Individual counseling may be available, but you will do most of the learning as part of a group, with other students.

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## Preparing for Work

Many employment programs have recently undergone changes. Rather than prevocational activities, they now focus more on helping people develop action plans to prepare for work, and then assist people find and maintain employment. The Job Opportunity Information Network for Persons with Disabilities (JOIN) is an initiative of agencies that deliver ODSP Employment

Supports services in Toronto. JOIN agencies share job leads and offer assistance with: preparing for work, job search, job placement/career advancement, self-employment, assistance with accommodation and job coaching and support. For more information, call **(416) 241-5646** or visit [www.joininfo.ca](http://www.joininfo.ca)

There are programs outside of JOIN which also assist people prepare for employment and offer various combinations of the following services:

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### Assessment and Counselling

- Vocational assessment aptitude testing
- Career counseling
- Individual supportive counseling groups which focus on life skills and employability skills
- Help with job search skills. Job Training and/or Placement
- Assistance with enhancing employability skills further education or skill training
- Financial support for training
- Transitional employment
- Job placement and employment support

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### Work Activity

Ongoing, structured daily work activity in a sheltered environment

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### Some Questions You May Want To Ask

Is there a waiting list to get into the program?  
How long would I have to wait?

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### Assessment and Counselling

How will your program help me find the right kind of work?

Do I get to explore and find out what kind of a job I would be good at? How?

Who will be working with me? How often?

What kind of support do they offer?

Do the counselors work in partnership with me, giving me control of my goals and decisions?

How is the final decision made about what I should do?

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### Job Training and Placement

Do I get paid at any point during the training or work experience? If so, how much?

Do I still get my other income (Ontario Works, ODSP, etc.)?

Is my transportation paid?

How long is the training/placement?

Is there any flexibility if I'm not feeling up to participating some of the time?

What is your success rate in placing people in jobs?

How many months of working is considered to be a success?

Do counselors help with placement (marketing) of their clients?

Will someone help me to keep a job, once I'm working?

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### Learning—Program Listings

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#### Psychiatric Dis/Abilities Program YORK UNIVERSITY COUNSELLING & DEVELOPMENT CENTRE

**(416) 736-5297** | Fax: (416) 736-5633  
4700 Keele St., Rm 127, Behavioral Science  
Building, Toronto, ON M3J 1P3  
[eweiner@yorku.ca](mailto:eweiner@yorku.ca)

<http://www.yorku.ca/cdc/pdp>

Educational support program for York University (Keele Campus) students with psychiatric disabilities; individual support; peer support groups; peer mentor program; arrange academic accommodations for exams, deferrals, etc.; linkage to community resources; advocacy and self-advocacy. Documentation from mental health professional required. Call for an appointment, or email: [eweiner@yorku.ca](mailto:eweiner@yorku.ca).

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#### Redirection Through Education SENECA COLLEGE

**(416) 491-5050 ext. 2910**

1750 Finch Avenue E, North York, ON M2J 2X5  
[denise.brody@senac.on.ca](mailto:denise.brody@senac.on.ca)

Redirection Through Education at Seneca College is a 24-week program involving academics, counselling, recreational activities,

career direction and volunteer work placement. The goals of the program are to build greater self-confidence, develop social and interpersonal skills, establish realistic academic and career goals and move towards fuller community life. Model of service is supported education.

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## **Redirection Through Education (RTE)**

### **GEORGE BROWN COLLEGE**

**(416) 415-5000 ext. 2315**

528A–200 King Street E, St. James Campus,  
Toronto, ON M5A 3W8  
sconnors@gbrownc.on.ca

Redirection Through Education is a full time supported education program that helps adults return to work, school or training. This program is designed for people with mental health or addiction histories in order to prepare them to better perform in academic environments, enter the workforce, and further their personal development. It uses groups, classes, individual counseling, and work placements to assess and develop effective interpersonal relationships, communications, and vocational skills. Follow up counseling is available to assist with transitions to employment training, education, or other activities. Students can complete college credits, assess their academic potential, complete vocational testing and a work placement. The program is three semesters in length with start dates in September, January, and April. Model of service is supported education and recovery.

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## **Preparing for Work—Program Listings**

### **Ability Works: Intake Line**

#### **JVS TORONTO**

**(416) 787-1151 ext. 247** | Fax: (416) 787-4624

74 Tycos Dr., Toronto, ON M6B 1V9

abilityworks@jvstoronto.org

<http://www.jvstoronto.org>

AbilityWorks helps people with mental health, intellectual, learning and physical disabilities find work. In addition, we can help people retain the jobs they have, obtain more hours of work or advance to a different job altogether. We also offer self-employment support and training to those people

who have a viable business idea. Specific supports include: meetings to help determine work readiness and a realistic job goal to pursue, job trials, working interviews, job coaching, and a wage subsidy.

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## **Assessment and Transition to Employment Program**

### **CORBROOK**

**(416) 245-5565** | Fax: (416) 245-5565

581 Trethewey Drive, Toronto, ON M6M 4B8

Industrial setting used for vocational assessment and transition to competitive employment. Supported community-based non-vocational programs. For people (aged 18–55) with physical disabilities, with or without a secondary disability. Employment planning service for persons who qualify for ODSP-Employment Supports.

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## **Assessments and Employment Planning Program**

### **CORBROOK, SCARBOROUGH SITE**

**(416) 431-9000** | Fax: (416) 431-4227

710 Progress Avenue, Unit 3–6,  
Toronto, ON M1H 2Z7

Assessment in janitorial and clerical setting. Employment Planning Service for ODSP-ES qualified clients. REVEL—a social/recreational program for people aged 18–55 with a disability.

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## **Assistant Cook Extended Training**

### **GEORGE BROWN COLLEGE**

**(416) 415-5000 ext. 6790** | Fax: (416) 415-2870

Box 1015, Station B, Toronto, ON M5T 2T9

auged@georgebrown.ca

<http://www.georgebrown.ca>

This employment-focused program offers people with mental health and addiction histories, who see work as part of the recovery process, the choice and the opportunity to receive training and employment in the food service industry.

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## **Booth Industries**

### **SALVATION ARMY**

**(416) 255-7070** | Fax: (416) 255-7064

994 Islington Ave., Toronto, ON M8Z 4P8

Llewellyn68@hotmail.com

Offers vocational rehabilitation services Monday to Friday, 8:30am–4pm. Services include: assessment of work skills; goal-oriented counselling; work adjustment training through light assembly and packaging work; crisis intervention; continuing education classes with Toronto Board of Education; and spiritual services. For adults with a diagnosed psychiatric disability. Individuals dual-diagnosed with developmental disability and a psychiatric disability may be eligible. Applicants must be monitored by a medical practitioner, not be a hazard to self or others, and be free from alcohol and street drug use for at least six months.

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### **Construction Craft Worker Extended Training (CCWET)**

#### **GEORGE BROWN COLLEGE**

**(416) 415-5000 ext. 6790** | Fax: (416) 415-2432  
Box 1015, Station B, Toronto, ON M5T 2T9  
auged@georgebrown.ca

The Construction Craft Worker Extended Training (CCWET) program is a new Augmented Education program at George Brown College, launched in partnership with the Centre for Addiction and Mental Health (CAMH). The goal of the program is to help people with an addiction and/or mental health history take the first steps toward a job in Toronto's construction industry.

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### **Employment Services**

#### **CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) TORONTO BRANCH**

**(416) 789-7957 ext. 231**  
500–1200 Markham Road,  
Scarborough, ON M1H 3C3

480–700 Lawrence Avenue W, Lawrence Square,  
North York, ON M6A 3B4

Employment Services provides comprehensive employment assistance to people with mental illness through programs funded by Human Resources Skills Development Canada (HRSDC) and the Ontario Disability Support Program (ODSP). It develops entry-level competitive employment opportunities to assist people to return to the workforce. Employment preparation focuses on developing relationships with individuals and supporting them to plan and implement a job search strategy. Employment placement focuses on developing relationships

with employers to create and develop access to opportunities in the labour market and assisting clients to secure job placements. Job coaching focuses on providing work-site support to individuals.

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### **Employment Support and Development CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)**

**(416) 535-8501 ext. 4876** | Fax: (416) 979-4706  
250 College St., Toronto, ON M5T 1R8  
Esd\_info@camh.net | [www.camh.net](http://www.camh.net)

As part of the Community Support and Research Unit, this program provides career counseling and employment support services to people with mental health, substance use or concurrent disorders. An individualized, goal-oriented approach assists participants to prepare for and/or retain employment or training. The program provides vocational counselling, goal identification and development of employment plans, one-on-one assistance with job search, job development, job coaching, basic computer training and ongoing support to assist people to maintain employment. In addition, this program addresses broader employment issues through education, training and community partnerships. Education and awareness seminars are provided to employers, other professionals and students.

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### **Employment Support Services CORBROOK**

**(416) 245-5565** | Fax: (416) 245-5358  
581 Trethewey Drive, Toronto, ON M6M 4B8

Employment Support Services, including employment planning; prevocational program; employment readiness program; work ability assessment; vocational counseling; work hardening in industrial and business settings to evaluate and improve job readiness; job placement services; job coaching. Services provided to adults with a disability which is a barrier to employment.

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### **For You Program GEORGE BROWN COLLEGE**

**(416) 415-5000 ext. 4571**  
528A–200 King Street E, St. James Campus,

Toronto, ON M5A 3W8  
hmayers@gbrown.on.ca

The For You Program is a life skills training program that includes physical and health education, leisure opportunities and community reintegration. Students identify personal strengths and areas for future skill development to prepare for further training or school. Students also help to develop a personal support system. The For You Program is a dynamic, experience-based program for adults currently coping with the impact of mental or emotional health changes and addictions which presently interfere with employment, schooling, or training. The Program uses a varied approach and focuses on a broad range of mental health issues which enhance awareness and skill development in problem solving, general functioning, and living in a diverse community. Model of service is psychosocial rehabilitation and supportive education.

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### **People Learning Useful Skills (PLUS) Program**

#### **SALVATION ARMY**

**(416) 693-2116 ext. 211**

150 Railside Road, North York, ON M3A 1A3  
karen\_thorogood@can.salvationarmy.org

Assessment and work adjustment training. Work activity involves light assembly, packaging and the operation of industrial machinery in a factory setting. All participants receive an assessment which identifies employability and socialization skills. Achievable goals can then be set which serve to improve job readiness and increase self-confidence. Each participant receives an incentive allowance based on attendance and there is no time limit on the length of participation. Model of service is psychosocial rehabilitation. Average length of stay is three years.

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### **Pre-Employment Development Programs**

#### **FRED VICTOR CENTRE**

**(416) 364-8986 ext. 550** | Fax: (416) 364-4728  
102–100 Lombard Street, Toronto, ON M5C 1M3  
<http://www.fredvictor.org>

Ten week programs in Career Directions and Computer Literacy; Career Directions in Hospitality; and Career Exploration are offered.

Eligibility: Ontario Works recipient. Call to attend the next orientation session.

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### **Reconnect/JVS Toronto Employment Support Program**

#### **RECONNECT MENTAL HEALTH SERVICES**

202–2150 Islington Avenue,  
Etobicoke, ON M9P 3V4

Clients of Reconnect can access vocational rehabilitation services funded by Ontario Disability Support Program Employment Supports (ODSP/ES) through JVS Toronto at Reconnect's office location. Model of service is employment support and recovery.

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### **Employment Centre (COSTI)**

#### **COSTI**

**(416) 789-7925** | Fax: (416) 789-3499  
700 Caledonia Rd., Toronto, ON M6B 4H9  
employ@costi.org

Vocational evaluation and rehabilitation of adults with physical, social, medical and emotional barriers to employment; work assessment; skills training; job search skills; employment preparation; job placement. Must be referred by fee-paying sponsor. (Service provided in Italian, Portuguese, Spanish, as well as English).

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### **Support Services for Community Activities**

#### **CORBROOK**

**(416) 245-5565** | Fax: (416) 245-5358  
581 Trethewey Drive, Toronto, ON M6M 4B8  
Support services for activities in recreation, leisure and volunteer settings. Services provided for adults with a disability which is a barrier to employment.

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### **The Salvation Army Transitional Employment Program**

#### **SALVATION ARMY**

**(416) 693-2116 ext. 212**

150 Railside Road, North York, ON M3A 1A3

Empowers individuals with mental health issues by providing personalized support, facilitating employment opportunities and access to community resources. Model of service is psychosocial rehabilitation. Average length of stay is 15 years.

## Toronto Employment Services: Intake ONTARIO MARCH OF DIMES

(416) 425-3463 ext. 7227 | Fax: (416) 425-8832  
10 Overlea Boulevard, Toronto, ON M4H 1A4  
[www.dimes.on.ca](http://www.dimes.on.ca)

Ontario March of Dimes Employment Services offers free, comprehensive employment services to persons with disabilities. Our program is funded by the Ministry of Community and Social Services (ODSP Employment Supports) and Employment Ontario. It offers case management and job placement services, as well as employment preparation workshops which include a six-week, 12-session Job Search Group. Self-referrals are welcome. For further information and/or to book a seat for our weekly orientation session, please contact Lou-Ann Whiteway at (416) 425-3463

## Trinity Square Cafe Inc. TRINITY SQUARE CAFE

(416) 599-9315  
6 Trinity Square, Toronto, ON M5G 1B1  
[trinitysquare@bellnet.ca](mailto:trinitysquare@bellnet.ca)  
<http://www.trinitysquarecafe.webs.com>

Trinity Square Enterprises operates the Trinity Square Café which provides a work orientation and training program for people recovering from mental health problems, in order to develop work skills within a small business cafe environment. It is believed that people who have experienced mental health problems can progress toward their individually defined goals by participating in a supportive transitional-work environment. Model of service is vocational training in a teamwork setting, running a catering business.

## Women's Employment Development OPPORTUNITY FOR ADVANCEMENT

(416) 787-1481  
1095 Queen Street West, Toronto, ON  
[info@ofacan.com](mailto:info@ofacan.com) | <http://www.ofacan.com>

The Women's Employment Development (WED) program is designed to give women on social assistance the tools they need to make the successful transition from welfare to work. This program provides ongoing bridging support for women moving from welfare to self-sufficiency.

This is a full-time six-week program focusing on job search skills, career assessment, communication skills, work/training expectations, and information on training and education programs. This program is open to women receiving social assistance. Free childcare and transit fare are provided.

## Work on Track SENECA COLLEGE

(416) 491-5050 ext. 2210  
1750 Finch Avenue E, North York, ON M2J 2X5  
[debbie.bleier-waters@senecac.on.ca](mailto:debbie.bleier-waters@senecac.on.ca)

Work on Track is an innovative employment preparation program. Its goal is to enable persons with psychiatric histories to enter and participate in the labour market. Work on Track helps job seekers and prospective employers to work together. Model of service is supported education.

## Working in a Consumer/Survivor Run Business—Program Listings

### A-WAY EXPRESS COURIER SERVICE

(416) 424-2266  
2168 Danforth Avenue, Toronto, ON M4C 1K3  
[personnel@awaycourier.ca](mailto:personnel@awaycourier.ca)

A-Way Express Courier Service provides meaningful and supportive employment to people with mental health issues (consumer/survivors). Model of service is community economic development based on recovery.

### FRESH START

(416) 504-4262 ext. 225 | Fax: (416) 504-3429  
761 Queen St. West, Suite 207,  
Toronto, ON M6J 1G1  
[fresh@freshstartclean.com](mailto:fresh@freshstartclean.com)  
<http://www.freshstartclean.com>

A property services business operated by psychiatric survivors of the mental health system. Employment for psychiatric survivors doing professional office, industrial and outdoor maintenance services (including groundskeeping). Working hours are flexible. Call to inquire or to apply for work.

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## **INSPIRATIONS STUDIO: A WOMEN'S ENTREPRENEURIAL INITIATIVE**

**(416) 367-2728** | Fax: (416) 926-1932  
761 Queen St. W., Toronto, ON M6J 1G1  
inspirations@look.ca | [www.sistering.org](http://www.sistering.org)

Inspirations is a women's art studio which offers both artistic and business training to marginalized women who wish to develop an art-based micro-business to supplement their income.

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## **Out of This World Café ONTARIO COUNCIL OF ALTERNATIVE BUSINESSES**

**(416) 535-8501 ext. 3006**  
1001 Queen Street W, Toronto, ON M6J 1H4  
outofthisworldcafe@hotmail.com

Originally a vocational rehabilitation program run by the Centre for Addiction and Mental Health (CAMH), Out of This World Café and Espresso Bar (OTW) was divested to the Ontario Council of Alternative Businesses in 2002 to be operated as an alternative business. Over the past seven years, OTW has expanded its service and revenue base and currently provides employment opportunities to over 40 individuals with mental health and addiction histories. With the support of CAMH, OTW has become a shining example of how consumer/survivor run initiatives can thrive in a hospital setting. Model of service is alternative business.

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## **Parkdale Green Thumb Enterprises ONTARIO COUNCIL OF ALTERNATIVE BUSINESSES**

**(416) 537-9551 ext. 237**  
203-1499 Queen Street W, Toronto, ON M6R 1A3

Parkdale Green Thumb Enterprises (PGTE) was founded in order to reduce the unacceptable high rate of unemployment in Toronto's consumer/survivor community. In 2001, PGTE obtained its first contract providing a plant maintenance and streetscaping service to a local Business Improvement Association. PGTE now employs over 35 consumer/survivors on a part-time basis, and manages multiple streetscaping and maintenance contracts for public and private sector customers. Model of service is alternative business.

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## **The Raging Spoon ONTARIO COUNCIL OF ALTERNATIVE BUSINESSES**

**(416) 504-6128**  
761 Queen Street W, Toronto, ON M6J 3G1  
ragingspoon@bellnet.ca

The Raging Spoon is a restaurant and catering business located at 761 Queen Street West, Toronto. For almost 10 years, the Raging Spoon has provided work opportunities for well over 100 psychiatric consumer/survivors who have an interest in food-service-related employment. With hundreds of customers in the non-profit and for-profit sectors, the Raging Spoon continues to expand its services and stay current in the ever-evolving world of food service. Model of service is alternative business.

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## **Employment Development— Program Listings**

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### **Ontario Council of Alternative Businesses ONTARIO COUNCIL OF ALTERNATIVE BUSINESSES**

**(416) 504-1693** | Fax: (416) 504-8063  
1499 Queen St. West, Suite 203,  
Toronto, ON M6R 1A3  
ocab@on.aibn.com  
<http://www.icomm.ca/ocab>

The Ontario Council of Alternative Businesses (OCAB) is a provincial organization committed to increasing employment opportunities for psychiatric consumer/survivors. OCAB has assisted groups of psychiatric survivors in the development of survivor-run businesses using a Community Economic Development approach. OCAB has created a handbook for Alternative Business development entitled "Working for a Change" which is available to groups interested in starting the process in their communities. OCAB owns and operates three businesses in Toronto: the Raging Spoon restaurant, Out of This World Café & Espresso Bar and Parkdale Green Thumb Enterprises. The Council's current mandate is to sustain and strengthen existing businesses and to advocate for increased economic opportunities for consumer/survivors.



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## Work and Learning—Other— Program Listings

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### Employment Works!

CENTRE FOR ADDICTION AND MENTAL  
HEALTH (CAMH)

(416) 535-8501 ext. 2403 | Fax: (416) 583-4316  
1001 Queen Street West, Toronto, ON M6J 1H4  
Diana\_Capponi@camh.net | [www.camh.net](http://www.camh.net)

Employment Works! is a CAMH Human Resources  
recruitment and retention initiative targeted to  
recruit people with lived experience of mental

health and/or addiction challenges, into vacant  
CAMH positions. This initiative was created in  
order for CAMH to “walk the talk”, demonstrating to  
other employers that people do recover from poor  
mental health and that most can return to work in a  
dignified and productive manner.

For further information, do not hesitate to contact:

Diana Capponi  
Employment Works! Coordinator  
Centre for Addiction and Mental Health  
Tel: (416) 535-8501 ext 2403  
Fax: (416) 583-4316  
Diana\_Capponi@camh.net

# SOCIAL ACTIVITIES

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Social relationships and leisure activities are an important part of our lives. Sometimes it's difficult to make friends in a big city like Toronto, and it can be challenging to find interesting things to do on a limited income.

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## Social Activities—General LOCAL ATTRACTIONS

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### Art Gallery of Ontario (AGO) AND THE GRANGE

**(416) 979-6648**  
317 Dundas Street West  
[www.ago.net](http://www.ago.net)

The newly renovated and expanded Art Gallery of Ontario has free admission every Wednesday evening from 6pm to 8:30pm.

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### Royal Ontario Museum (ROM)

**(416) 586-5549**  
100 Queen's Park Crescent

Admission is half-price Friday nights after 4:30pm, and free for the last 45 minutes of every day. Recorded 24-hour message (416) 586-8000.

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### Bata Shoe Museum

**(416) 979-7799**  
327 Bloor Street West  
Free admission: Thursdays 5pm–8pm.

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### Riverdale Farm

**(416) 392-6794**  
201 Winchester Street (Carlton & Parliament)  
Free admission. Open every day of the year.

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### Harbourfront

**(416) 973-3000**  
235 Queen's Quay West at York Quay Centre  
Activities include: art exhibits, craft studio, plays and performances, concerts, lectures, and outdoor ice-skating.

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## Community Activities

Look in the blue pages of your local phone book for a list of the recreation centres in your area.

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### Toronto Public Library

The Toronto Public Library has many branches across the city, and many branches have social events such as Tea and Books, movies and knitting—not just the computer classes and ESL that you might expect from a library!. To find the library branch nearest you, visit their website at [www.torontopubliclibrary.ca](http://www.torontopubliclibrary.ca) or call **(416) 393-7131**.

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## Public Parks and Gardens

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### Parks, Forestry and Recreation

**(416) 392-1111**

By calling the above number, you can get information on parks, The Islands, garden allotments, ferry services, rinks, pools, and trails. You can also obtain parks brochures and register to get on the mailing list for the Toronto Fun Guide.

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### Allan Gardens

**(416) 392-7288**  
Carlton & Sherbourne  
Greenhouse with tropical plants. Open 10am to 5pm everyday.

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### Toronto Botanical Garden

**(416) 397-1340**  
Lawrence & Leslie  
Garden park with walking and biking trails.

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### High Park

**(416) 392-6599**  
Bloor & Parkside  
Nature trails, historic Colbourne Lodge, restaurant.  
Free performances “Shakespeare in the Park” during the summer.

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## Historical Sites

For information about Toronto's historical sites, visit [www.city.toronto.on.ca/culture/museums.htm](http://www.city.toronto.on.ca/culture/museums.htm).

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## Arts Resource Centres

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### Art Heart

**(416) 203-0034**

237 Sackville St.

Art Heart uses art to build bridges between the individual and the community, by providing free access to studio space, instruction, art supplies, and ties with similar organizations.

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### VanDuzer Art Studio

**(416) 977-3655**

196 Beverley St. Toronto, ON M5T 1Z1

In association with Eden Community Homes, the VanDuzer Art Studio offers classes, workshops and rental space to artists, both professional and amateur. All fees are waived for mental health groups and individuals with mental health issues. Self-expression through art can play an important role in life and contribute significantly to the process of recovery from mental illness. Groups and individuals are expected to bring their own materials, however there are some donated supplies on hand. The facility has a washroom and small open kitchen.

To book time for a group, apply to join a workshop, or volunteer please call:

**Tamara Wilen,**

**VanDuzer Art Studio Coordinator**

**Cell: 647-280-4931**

[tamarawilen@rogers.com](mailto:tamarawilen@rogers.com)

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## Entertainment

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### MOVIES

Most major movie theatres—such as Famous Players, Cineplex Odeon, Rainbow and AMC, which show new “first-run” movies—have lower rates on Tuesday evenings, Saturday and Sunday mornings, and/or for afternoon “matinee” showings.

Check local newspapers for locations and times, and call to ask about which showings have discounted admission charges.

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### Harbourfront

**(416) 973-3000**

“Free Flicks” under the stars during the summer months.

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### PLAYS

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### Theatre Canada

[www.theatrecanada.com](http://www.theatrecanada.com)

Many theatres offer Pay-What-You-Can (PWYC) performances during certain times of the week, often on Sunday afternoons. PWYC means exactly that: you pay what you can afford. (Sometimes there is a suggested amount, but a smaller amount is acceptable.) There are often long line-ups for these shows, so it's best to get there quite early.

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### TO Tix

**(416) 536-6468 | [www.TOtix.ca](http://www.TOtix.ca)**

Located in new Dundas Square (southeast corner of Yonge and Dundas). Sells half-price tickets, on the day of performance, to a wide variety of theatre, dance, comedy, opera and music events. For a recorded daily list of halfprice shows, call **(416) 536-6468 ext. 40**.

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### MUSIC

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### Canadian Broadcasting Corporation (CBC)

**(416) 205-5555**

<http://glenn Gould Studio.cbc.ca/>

250 Front Street West

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### Roy Thomson Hall

**(416) 872-4255**

[www.roythomson.com](http://www.roythomson.com)

Corner of King & Simcoe Streets. Free noon hour choir and organ concerts.

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## Harbourfront

(416) 973-3000

Has various free outdoor concerts during summer.

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## COMEDY

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### Second City

(416) 343-0011

51 Mercer Street

Free student performances.

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### Yuk Yuk's

(416) 967-6425

224 Richmond St. West (west of University Ave.)

Amateur night Tuesdays at 7:30 and 9:30. Two shows for \$3. Not wheelchair accessible.

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## RADIO AND TV SHOW TAPING SESSIONS

Be part of the audience at the taping of your favourite radio or TV show. Tickets are free, but must be reserved in advance.

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## OTHER PLACES TO WATCH FOR FREE AND LOW-PRICED EVENTS

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### University of Toronto Events

[www.newsandevents.utoronto.ca](http://www.newsandevents.utoronto.ca)

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### York University Events

[www.yorku.ca/yuevents/index.asp](http://www.yorku.ca/yuevents/index.asp)

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### University of Toronto Bookstore

(416) 640-5828

[www.uoftbookstore.com](http://www.uoftbookstore.com)

Readings by authors.

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### Toronto.com

[www.toronto.com](http://www.toronto.com)

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## Newspapers and Magazines

Check weekly listings in Toronto daily and weekly newspapers, neighbourhood newspapers and specialty newspapers and magazines.

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## NOW magazine (weekly)

[www.nowtoronto.com](http://www.nowtoronto.com)

Every Thursday. Free.

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## EYE magazine (weekly)

[www.eye.net](http://www.eye.net)

Every Thursday. Free.

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## The Toronto Star "What's On" on Thursdays.

Price varies.

Read newspapers and magazines at the library... for free!

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## Tourist Information Services

Tourist information services can tell you about local special events such as parades and fairs, the C.N.E., etc.

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## Toronto Convention & Visitors Association

[www.torontotourism.com](http://www.torontotourism.com)

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## Travel Ontario

1-800-668-2746 or 1-800-ONTARIO

[www.ontariotravel.net](http://www.ontariotravel.net)

Provides information about activities and events in Toronto and across Ontario. Hotline is in operation seven days a week.

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## Publications for Consumer/Survivors

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### Holiday Happenings: Affordable Things to Do in Toronto in December

This annual publication is put out by Community Resource Connections of Toronto. Available late November. Free to consumer/survivors.

Call (416) 482-4103. It is also put up on CRCT's web site at the same time as it is published in paper format.

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## Bulletin

This is a newsletter published twice a month year-round by the Consumer/Survivor Information Resource Centre of Toronto, which can be reached at **(416) 595-2882**.

Free. Contains listings of upcoming free and low cost events.

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## Social Activities—The Mental Health System

There are a variety of alternatives offered to consumer/survivors through mental health related services and supports on the next several pages.

One of the benefits of these programs is that survivors don't have to spend a lot of money to participate.

You could call around to the places listed in this section that sound interesting to you. By asking a few questions, like the ones suggested below, you may save yourself some frustration, and narrow down the list of places that might be a good “match” with what you're looking for.

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## Some Questions You May Want To Ask

- What kind of activities happen at this program or group? (Ask whether they have the kind of activity you're most interested in, such as a particular sport)
- Will it cost anything? Is there help to cover the cost for special events or trips if I can't afford them?
- Who are the people who run the program or group?
- Do I have to come regularly?
- What age are most of the people there?
- What days and times are you open?
- How would I get there? Is it close to the TTC? Will someone introduce me to people, and help me get started?
- If you feel you have a lot of difficulty in social situations, you might consider joining a support group or therapy group which focuses on developing social skills and dealing with social anxiety, or taking a course in life skills or assertiveness training.

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## For More Information

### If you're interested in

- information about taking courses, see the Work and Learning section.
  - other consumer/survivor-run groups, see the Selfhelp/Mutual Aid section, and the Advocacy section.
  - To obtain a more extensive list of social recreation programs than what is listed in Making Choices, go to the web site **www.211toronto.ca** and search for the term “social recreation”.
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## Drop-Ins—Program Listings

### 416 Drop-In Centre

#### 416 COMMUNITY SUPPORT FOR WOMEN

#### (416) 928-3334

416 Dundas Street E., Toronto, ON M5A 2A5

Staff are available to provide crisis intervention and prevention support. Individual and group counselling available. Model of service is psychosocial rehabilitation.

The 416 Drop-In Centre provides support and services to women dealing with mental health issues who are homeless, street-involved, dually-diagnosed, and socially isolated. The program also offers a medical component which includes two family physicians for two half days per week and a half-time staff nurse attending to various medical and psychiatric concerns. Program capacity is 25 clients per day. Model of service is medical.

The program offers short-term case management services to access community services through a coordinated and holistic approach. The 416 is known for working with women whom other agencies find very difficult to serve. The program also offers a trustee program to help clients with money management.

Drop-in services include: breakfast and lunch daily; food bank once per week; clothing; telephone/fax/email services; showers and tub facilities; washrooms; laundry; ID Clinic; social/recreational activities; addiction counseling; referrals to community service. Model of service is psychosocial rehabilitation.

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**Drop-In Centre and Outreach**  
**SISTERING—A WOMEN'S PLACE****(416) 588-3939**

220 Cowan Avenue, Toronto, ON M6K 2N6

**(416) 926-1946**

962 Bloor Street W, Toronto, ON M6H 1L6

Sistering is a women's organization that offers practical and emotional support to women through programs which enable them to take greater control over their lives. Sistering provides information and referral to housing, education, health care, therapists, drug and alcohol treatment, legal services, and other community agencies and organizations. In addition to our practical services—daily hot meals, clothing, laundry and shower facilities—Sistering also provides counselling, crisis intervention, advocacy and emotional support to women who have experienced violence and trauma. It also provides a variety of social and recreational programs to women who are homeless or under-housed, living in poverty and isolation, which promote opportunities for inter-personal development. The model of service is drop-in. The average length of stay is day program, with unlimited attendance.

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**THE GATHERING SPOT****(416) 924-1121 ext. 5**c/o Walmer Rd. Baptist Church,  
188 Lowther Ave., Toronto, ON M5R 1E8

Recreation and full course meal on Tuesday evenings (4 to 10pm), with shared preparation and clean-up; visitation; follow-up; counseling; devotionals (optional). Dinner is at 6:30pm. Activities include: games, music, crafts, and occasional outings.

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**The Meeting Place Drop-In,**  
**ST. CHRISTOPHER HOUSE****(416) 504-4275**588 Queen Street W, Toronto, ON M6J 1E3  
briansa@stchristhouse.org

The Meeting Place Adult Drop-in provides services and programs for a diverse group of people, primarily members of our community who are homeless, living in poverty and socially isolated. We offer a relaxed atmosphere where people

can meet and socialize in a non-stigmatizing environment and participate in a variety of activities and become part of a community where they feel accepted and valued. We provide a range of services where people's basic health and hygiene needs can be met by accessing our laundry, showers, storage services, and kitchen facilities. Staff work closely with members to help them gain access to needed external resources and assist with information and referrals for housing, health, employment, legal assistance, addiction counselling and social assistance. Members and staff meet to talk about pertinent issues, make plans for recreational activities, inform one another about events in the drop-in and community, and lend support to one another in various ways. Through a community development approach, the drop-in works to improve people's lives above and beyond the basics and re-connect with the broader community. Member-driven activities include the community kitchen, arts, crafts, welding programming, the camera club, odd jobs and courier programs. Members can become more involved with their community through social networks, advocacy and community economic development initiatives. Model of service is adult drop-in that emphasizes community development/community empowerment, individual peer support, leadership development and community economic development programming. Average length of stay is two and a half years.

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**Social Rehabilitation/Recreation Program**  
**PARKDALE ACTIVITY—RECREATION**  
**CENTRE (PARC), THE****(416) 537-2262 ext. 241**1499 Queen Street W, Toronto, ON M6R 1A3  
brose@parc.on.ca

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**St. Stephen's Corner Drop In**  
**ST. STEPHEN'S COMMUNITY HOUSE****(416) 964-8747 ext. 266**260 Augusta Avenue, Toronto, ON M5T 2L9  
grobin@ststephenshouse.com

This drop-in program is open six days per week and provides homeless, marginally-housed and socially isolated individuals living with mental illness, addictions and concurrent disorders with an open social setting. Here they can develop

inter-personal, social and leadership skills, through access to social opportunities, a social setting in which all are accepted as they are, opportunities for participant involvement in program direction. They can access supports building social integration, including meals (breakfast and lunch), basic needs (showers, laundry, behavioural counselling, etc.), and social/recreational activities (including games, outings, a women's group, a men's discussion group, soccer in the summer, movie afternoons, and others). This program is set up to allow participants to access case management services and other supports (advocacy, housing support, addictions, mental health, trustee, and housing) in a safe and familiar setting as and when they are needed or desired.

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### **What Next! Peer Support Drop-In Centre CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) TORONTO BRANCH**

**(416) 449-4555**

1859 Leslie Street, North York, ON M3B 2M1

What Next! Peer Support Drop-in Centre is a meeting place where people recovering from mental health and/or addictions issues can share with others and gain social emotional support. Although the program has existed for 10 years, it has partnered with the Canadian Mental Health Association/Toronto Branch to expand its services to five days a week, to promote wellness and recovery for individuals with major mental illnesses living in the North York Community through meaningful activities, peer support, and advocacy. Model of service is peer support.

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### **WYCHWOOD OPEN DOOR**

**(416) 652-0857** | Fax: (416) 653-2995

c/o St. Matthew's United Church,  
729 St. Clair Ave. W., Toronto, ON M6C 1B2

This drop-in center provides: nutritious noon day meal; self-help group; recreational activities, sports, trips; movies and educational films; community and health information; outreach services; includes members in program planning and evaluation. Open Mondays and Wednesdays from 10am to 3pm. Lunch served 12–1pm.

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## **Social Clubs—Program Listings**

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### **Among Friends**

**LAKESHORE AREA MULTI-SERVICE  
PROJECT INC. (LAMP)**

**(416) 251-8666**

400–2970 Lakeshore Boulevard W,  
Toronto, ON M8V 1J7  
deborahq@lampchc.org

Among Friends provides social/recreational opportunities and health and wellness education for people with serious mental health problems. The program works in partnership with clients building on their individual strengths and supporting each person in realizing their goals. Model of service is recovery-based in partnership with members. Average length of stay is three years.

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### **FRIENDS AND ADVOCATES CENTRE**

**(416) 234-9245 ext. 223**

2340 Dundas Street W, G27,  
Toronto, ON M6P 4A9

The goal of the Friends and Advocates Centre is to provide an opportunity for members to regain self-esteem, learn from fellow members, take responsibility, and provide a safe and welcoming community for themselves and others who are experiencing mental or emotional distress. Members also have opportunities to improve social, communication, problem-solving and networking skills while learning about their rights and most importantly, develop lasting friendships. Model of service is peer support. Average length of stay varies according to individual self-determined need.

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### **Houselink Social Recreation Program HOUSELINK COMMUNITY HOMES**

**(416) 539-0690 ext. 222** | Fax: (416) 539-0693

805 Bloor Street W., Toronto, ON M6G 1L8

**<http://www.houselink.on.ca>**

This program provides ongoing social/recreation activities for the membership of Houselink, including residents, former residents and others who have applied for membership and been accepted. An opportunity for socialization, friendships and to make use of organizing abilities. The program is directed by members.

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**Our Place Community of Hope Centre**  
**OUR PLACE COMMUNITY OF HOPE CENTRE**  
**(METROPOLITAN TORONTO)**

**(416) 598-2919** | Fax: (416) 598-8912  
2A Elm St., Toronto, ON M5G 1G7  
info@ourplacecommunityofhope.com  
<http://www.ourplacecommunityofhope.com>

Our Place offers a variety of programs to help psychiatric consumers extend their social supports. It holds weekly dances, entertainment, bingo and many other meaningful activities. We are open 3:30–10:00pm Tuesday–Saturday.

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**Sistering—Outreach Program For Women**  
**SISTERING—A WOMEN'S PLACE**

**(416) 588-3939** | Fax: (416) 926-1932  
c/o Masaryk Cowan Community Centre,  
220 Cowan Ave., Toronto, ON M6K 2N6  
outreach@idirect.com

Social recreation day program with transportation, outreach, visiting, information and referral, advocacy and support. For women who are socially isolated and live in Parkdale.

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**SOUND TIMES SUPPORT SERVICES**

**(416) 979-1700** | Fax: (416) 979-8354  
280 Parliament St., Toronto, ON M5A 3A4  
info@soundtimes.com  
<http://www.soundtimes.com>

A member-driven, peer initiative offering support, educational opportunities and recreational activities, including creative workshops, discussion groups, computer access and instruction, and community outings. Activities are both scheduled in advance, and organized informally. Members are encouraged to contribute to decisions affecting all levels of the program. No membership fee.

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**The PLUS Social Recreation Club**  
**SALVATION ARMY**

**(416) 693-2116** | Fax: (416) 693-2119  
150 Railside Road, Toronto, ON M3A 1A3  
karen\_thorogood@can.salvationarmy.org  
<http://www.torontosalvation.ca/content/view/185/214/>

This PLUS (People Learning Useful Skills) social club offers a variety of activities including crafts;

music appreciation; cooking; fitness activities; and outings (eg. movies, bowling). Open to residents of Scarborough and East Toronto who are socially isolated. Not open to people who have recently been involved in substance abuse or aggressive behaviour. Call for an application form.

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**Social Groups—Program Listings**

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**After Care Program**

**TORONTO EAST GENERAL HOSPITAL**

**(416) 469-6580 ext. 6472** | Fax: (416) 469-6805  
c/o Psychiatry Dept.,  
825 Coxwell Ave., Toronto, ON M4C 3E7

Community-based therapeutic social/recreational program for adults with mental health disorders who are socially isolated. Consists of an afternoon Women's group (age range is 18 to 60 years) and an evening mixed group (age range is 18 to 60 years) held on Thursdays. Activities include: bowling, table games, outings, volleyball, etc. Groups meet at: Eastminster United Church, 310 Danforth Ave. Professional referral required by a worker who will provide follow-up.

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**Friendship Club**

**WOODGREEN COMMUNITY SERVICES**

**(416) 469-5211** | Fax: (416) 469-0825  
835 Queen St. E., Toronto, ON M4M 1H9  
<http://www.woodgreen.org>

The Friendship Club is a social recreation program for adults who are isolated, have mental health problems and/or a developmental disability. There are a variety of activities each week, mostly on weekday afternoons. The activities are both social and educational in nature and include programs such as lunch club, supper club, life skills, arts and crafts, women's groups, drop in, etc. Committee involvement is encouraged for those who are interested, and monthly business meetings are a forum for consumer input into program planning and decision-making. Call **(416) 469-5211**



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## Getting On With Life & Its Challenges

### FOUR VILLAGES COMMUNITY HEALTH CENTRE

**(416) 604-3361** | Fax: (416) 604-3367  
 1700 Bloor St. West, Toronto, ON M6P 4C3  
[www.4villageschc.ca](http://www.4villageschc.ca)

A mental health support and skill development program. Workshops are developed, planned and organized by a consumer/survivor steering committee. Workshop topics vary according to need and consumer identified issues. Workshop series are drop-in and usually 10 weeks in length. Workshops are offered twice a year, in the spring and fall. The workshops are offered to people who live in our catchment area: west to the Humber River; north to St. Clair Avenue; south to Lake Ontario; and east to Dundas/Roncesvalles.

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## Jane Finch Community Mental Health Program “Getting IN Touch”.

JANE FINCH COMMUNITY AND FAMILY SERVICES

**(416) 663-2733 ext. 296**  
 415 Driftwood Avenue, North York, ON M3N 2P7  
[wandam@janefinchcentre.org](mailto:wandam@janefinchcentre.org)

This is a social and recreational community mental health drop-in program for women and men who require mental health support. It offers a safe environment for learning and support in times of crisis, change, loneliness, and isolation. Group activities include a weekly community kitchen, monthly celebrity cook visits, exercise, cultural sharing, games, educational workshops, life skills, bingo, crafts, and outings. Model of service is the “Getting In Touch” model.

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## Keele Street Women’s Group

### CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) TORONTO BRANCH

**(416) 789-7957 ext. 282**  
 480–700 Lawrence Avenue W, Lawrence Square, North York, ON M6A 3B4  
 2700 Dufferin Street, North York, ON M6B 4J3  
[tgordon@cmha-toronto.net](mailto:tgordon@cmha-toronto.net)

Keele Street Women’s Group is a social support and rehabilitation program. Within a supportive environment, women who are socially isolated can increase their social support network,

enhance social interaction skills and develop life skills. The group also gives women an opportunity to share their thoughts and experiences. Model of service is social rehabilitation/recreation. Average length of stay is several years.

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## Let’s Discuss It/Multicultural Women’s Wellness Program

CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) TORONTO BRANCH

**(416) 289-6285**  
 1200 Markham Rd, Suite 500,  
 Toronto, ON M1H 3C3

Women’s support groups in partnership with settlement and community agencies in the Afghan, Greek, Hindi, Jamaican, Polish, Punjabi, Russian, Somali, Tamil and Italian communities.

The goal of the women’s groups, through a supportive group environment, is to promote the mental health of women who are socially isolated and experiencing cultural and linguistic barriers, and/or are at risk of mental health problems due to difficult life circumstances.

Most of the groups are language-specific and women discuss, in their own languages, topics they feel are important to their wellness. The groups cover wellness topics and community resources, and support women to develop leadership skills.

Supervised childcare is provided in some groups. The Let’s Discuss It/Multicultural Women’s Wellness Program is funded in part by the United Way of Greater Toronto and by the City of Toronto.

### **Contact Information:**

For Afghan, Greek, Hindi, Jamaican, Polish, Punjabi, Russian and Tamil groups in Toronto  
 Contact: **(416) 289-6285 ext. 307**

For Somali and Tamil groups in Scarborough, Italian group in North York and English Speaking groups at West Hill and Malvern Contact:  
**(416) 289-6285 ext. 301**

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**Social Resource Centre**  
**(SRC) CANADIAN MENTAL HEALTH**  
**ASSOCIATION (CMHA) TORONTO BRANCH**

700 Lawrence Ave. West, Suite 480,  
Toronto, ON M6A 3B4

The Social Resource Centre (SRC) is a community based program that facilitates the recovery of consumers who have serious and persistent mental illness living in Toronto, North York, Etobicoke and Scarborough by providing opportunities for peer support, skills development and leadership. The SRC offers an inclusive and supportive environment, allowing consumers to build new relationships and mutual experiences with others, to promote a sense of belonging. Through workshops and activities, which are facilitated by professionals and peers, consumers learn new skills to live healthier lifestyles and participate in social, cultural and recreational experiences.

***Toronto Location:***

2700 Dufferin Street, Unit 56

Hours: Monday–Friday 1:00pm to 4:00pm Phone:

**(416) 781-4199**

(Attendance at this location is restricted to clients of CMHA Toronto and Reconnect Mental Health Services).

***Scarborough Location:***

Pathways, 25 Neilson

Hours: Monday through Friday 1:00pm to 4:00pm

(Attendance at the Pathways location is restricted to CMHA and Step-by-Step clients)

Contact Information for Scarborough SRC:

**(416) 289-6285 ext. 308**

20 Gordonridge Place:

Hours: Friday 1:00pm to 4:00pm

Contact Information for Scarborough SRC:

kglover@cmha-toronto.net

**(416) 289-6285 ext. 308**

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**Social Activities—**  
**Program Listings**

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**BOUNDLESS ADVENTURES**

**(416) 658-7059**

203 Lonsmount Drive, Toronto, ON M5P 2Y6

Boundless offers five to 13 day educational credit courses to transitional youth and adults. Model of service is our own model of experiential education.

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**WORKMAN ARTS**

**(416) 583-4339** | Fax: (416) 583-4354

651 Dufferin St, Toronto, ON M6K 2B2

Lisa\_Brown@camh.net

**www.workmanarts.com**

Workman Arts is a not-for-profit professional arts company that has more than 15 years experience integrating artists who have experienced mental health and/or addiction issues with arts professionals. Workman Arts provides opportunities of training, development and employment for members and aims to increase public awareness of mental health and addiction issues through arts productions. Workman Art's five key artistic areas of interest are theatre, visual arts, film, music and literature. Workman Arts operates out of the Centre for Addiction and Mental Health including a 300-seat theatre and a 870 square foot artists studio.

# MENTAL HEALTH & WELLBEING

## Wellness & Recovery

The term “recovery,” as applied to mental health issues, has been the source of much discussion, system reform, and hope. As it is increasingly recognized that mental illness is not a permanent condition, the term “recovery” is often used to refer to an individual’s movement toward improved health and well-being. The process is generally self-managed, and may involve varying types and degrees of professional support.

Recovery is often viewed as a journey, not necessarily a final destination.

The possibility that many people with mental illness do in fact recover, has only been accepted within the last few decades. Researchers have done studies tracking the health over many years of large numbers of users of mental health services, and found that in many if not most cases the people being tracked did recover their mental health. The landmark study of this kind was published by Courtenay Harding et al in the 1980s; this study followed over a long period of time persons who had been inpatients at the Vermont State Hospital in the 1950s. Until these recent “longitudinal studies,” it was believed that mental illness was a permanent, chronic condition from which there was little possibility of recovery.

Recovery is now becoming a guiding principle for mental health services. The “Final Report of the Provincial Forum of Mental Health Implementation Task Force Chairs” said this: “A critical success factor for implementing mental health reform in Ontario is the philosophy that recovery—as defined by the individual, not by service providers—is possible for all people living with mental illness. With the appropriate treatment and supports in place, people living with mental illness can take charge of their lives, create new goals and aspirations, and engage in society as productive citizens.

The Provincial Forum believes the recovery philosophy must be embraced and endorsed as an integral tenet of a reformed mental health

system. Ontario’s mental health system must offer choices to persons with mental illness, allowing them to set and realize their personal goals, and acquire the skills and resources needed to achieve recovery, independence and well-being. The silo orientation of many professionals and service providers must be eliminated, to create the willingness to redefine shared treatment, service and possibilities for recovery.”

What is recovery? Perhaps it can best be summed up in the form of the ten fundamental components of recovery described in the “National Consensus Statement on Mental Health Recovery,” which was derived from expert panelist deliberations at a 2004 U.S. Department of Health and Human Services national conference. Here is what the Consensus Statement says about recovery as it pertains to mental health:

Mental health recovery is a journey of healing and transformation enabling a person with a mental health problem to live a meaningful life in a community of his or her choice while striving to achieve his or her full potential.

## The 10 Fundamental Components of Recovery

**Self-Direction:** Consumers lead, control, exercise choice over, and determine their own path of recovery by optimizing autonomy, independence, and control of resources to achieve a self-determined life. By definition, the recovery process must be self-directed by the individual, who defines his or her own life goals and designs a unique path towards those goals.

**Individualized and Person-Centered:** There are multiple pathways to recovery based on an individual’s unique strengths and resiliencies as well as his or her needs, preferences, experiences (including past trauma), and cultural background in all of its diverse representations. Individuals also identify recovery as being an ongoing journey and an end result as well as an overall paradigm for achieving wellness and optimal mental health.

**Empowerment:** Consumers have the authority to choose from a range of options and to participate in all decisions—including the allocation

of resources—that will affect their lives, and are educated and supported in so doing. They have the ability to join with other consumers to collectively and effectively speak for themselves about their needs, wants, desires, and aspirations. Through empowerment, an individual gains control of his or her own destiny and influences the organizational and societal structures in his or her life.

**Holistic:** Recovery encompasses an individual's whole life, including mind, body, spirit, and community. Recovery embraces all aspects of life, including housing, employment, education, mental health and healthcare treatment and services, complementary and naturalistic services, addictions treatment, spirituality, creativity, social networks, community participation, and family supports as determined by the person. Families, providers, organizations, systems, communities, and society play crucial roles in creating and maintaining meaningful opportunities for consumer access to these supports.

**Non-Linear:** Recovery is not a step-by-step process but one based on continual growth, occasional setbacks, and learning from experience. Recovery begins with an initial stage of awareness in which a person recognizes that positive change is possible. This awareness enables the consumer to move on to fully engage in the work of recovery.

**Strengths-Based:** Recovery focuses on valuing and building on the multiple capacities, resiliencies, talents, coping abilities, and inherent worth of individuals. By building on these strengths, consumers leave stymied life roles behind and engage in new life roles (e.g., partner, caregiver, friend, student, employee). The process of recovery moves forward through interaction with others in supportive, trust-based relationships.

**Peer Support:** Mutual support—including the sharing of experiential knowledge and skills and social learning—plays an invaluable role in recovery. Consumers encourage and engage other consumers in recovery and provide each other with a sense of belonging, supportive relationships, valued roles, and community.

**Respect:** Community, systems, and societal acceptance and appreciation of consumers—including protecting their rights and eliminating

discrimination and stigma—are crucial in achieving recovery. Self-acceptance and regaining belief in one's self are particularly vital. Respect ensures the inclusion and full participation of consumers in all aspects of their lives.

**Responsibility:** Consumers have a personal responsibility for their own self-care and journeys of recovery. Taking steps towards their goals may require great courage. Consumers must strive to understand and give meaning to their experiences and identify coping strategies and healing processes to promote their own wellness.

**Hope:** Recovery provides the essential and motivating message of a better future—that people can and do overcome the barriers and obstacles that confront them. Hope is internalized; but can be fostered by peers, families, friends, providers, and others. Hope is the catalyst of the recovery process. Mental health recovery not only benefits individuals with mental health disabilities by focusing on their abilities to live, work, learn, and fully participate in our society, but also enriches the texture of American community life. America reaps the benefits of the contributions individuals with mental disabilities can make, ultimately becoming a stronger and healthier Nation.

Resources: [www.samhsa.gov](http://www.samhsa.gov) National Mental Health Information Center **1-800-789-2647**, **1-866-889-2647** (TDD)

There are two predominant models of recovery in mental health: the Empowerment Model and the Psychosocial Rehabilitation (PSR) Model. Descriptions of these two models, which are too lengthy to reproduce here, may be found in the report "Out of the Shadows" available online at the web site of the Mental Health Commission of Canada at [www.mentalhealthcommission.ca](http://www.mentalhealthcommission.ca).

One of many self-help tools to help the individual in recovery, is the series of booklets by Mary Ellen Copeland which are available online at the web site of the U.S. Substance Abuse and Mental Health Services Administration (S.A.M.H.S.A.) [www.samhsa.gov](http://www.samhsa.gov). To locate these booklets on the web site, enter their contract number 99M005957 in the site search box.

A local Toronto recovery resource is the Wellness and Recovery Newsletter, which is published every three months. It is a joint project of the

Health Promotion Program of Community Resource Connections of Toronto (C.R.C.T.) and the Consumer/Survivor Information Resource Centre of Toronto. The newsletter is available at no charge and it can be received by either email or Canada Post. To obtain a subscription, contact the Info Centre at **(416) 595-2882** or **csinfo@camh.net**. Current and all past issues of the newsletter are available on C.R.C.T.'s web site [www.crct.org](http://www.crct.org), along with a Cumulative Table of Contents which lists all past articles together with a brief description of each.

Finally, it should be mentioned that supporting people with mental health issues who are in the recovery process requires of mental health workers some particular competencies. An especially thorough discussion of worker competencies is available in the following 95-page document, researched and written by Mary O'Hagan for the New Zealand Mental Health Commission: [http://www.mhc.govt.nz/documents/0000/0000/0037/RECOVERY\\_COMPETENCIES.PDF](http://www.mhc.govt.nz/documents/0000/0000/0037/RECOVERY_COMPETENCIES.PDF) (to view this document, copy the address and paste it into the address bar of your internet browser).

There are a number of specific programs for supporting the recovery process. Two that are most often used in Toronto are WRAP and Pathways to Recovery.

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## WRAP

WRAP stands for Wellness Recovery Action Plan. WRAP is a program which was initially developed in the 1990s in the U.S. by Mary Ellen Copeland. It has since spread to other countries, including Canada.

The WRAP program involves an educational and planning process that is grounded in mental health recovery concepts such as hope, education, empowerment, self-advocacy, and interpersonal support and connection. Within a group setting, individuals explore self-help tools (eg. peer counseling, focusing exercises, relaxation and stress reduction techniques) and resources for keeping themselves well and for helping themselves feel better in difficult times.

Web site: [www.mentalhealthrecovery.com](http://www.mentalhealthrecovery.com)

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## Pathways to Recovery

This is another group program which assists in the recovery process. It is based on a selfhelp workbook of the same name which was published out of the Kansas School of Social Welfare in 2002.

Pathways translates the evidence-based practice of a Strengths Approach to a person-centred self-help group. Pathways puts the process of setting goals and creating a personal recovery plan into a self-guided format.

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## Wellness and Recovery— Program Listings

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### Diabetes Self-Management Program for Mental Health Consumers/Survivors DIABETES EDUCATION COMMUNITY NETWORK OF EAST TORONTO (DECNET)

**(416) 461-9042**

South Riverdale Community Health Centre,  
955 Queen Street East, Toronto, ON M4M 3P3

DEC NET is pleased to offer a free Diabetes Self-Management Program for Mental Health Consumers/Survivors. Individual counselling/support and small group classes are led by a nurse and dietitian in a supportive community environment. Caregivers/case managers are also invited. Sessions are held at South Riverdale Community Health Centre, 955 Queen Street East (at Carlaw). For more info/to register, call **(416) 461-9042**.

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### PhACS (Physical Activities for Consumer/ Survivors) ACCENT ON ABILITY

**(416) 604-6973**

2168 Danforth Avenue, Toronto, ON M4C 1K3  
[phacs@accentonability.org](mailto:phacs@accentonability.org)

[www.accentonability.org/phacs.htm](http://www.accentonability.org/phacs.htm)

Physical Activity for Consumer Survivors (PhACS) is a caring community that has a fitness agenda. The purpose is to provide an outlet that promotes wellness through fitness and social activities. It is primarily a self-improvement group for consumer/survivors; however, others are welcome to attend. This group offers a flexible fitness program that

promotes a structured lifestyle and builds transferable skills. Members have the option of setting goals, and through peer support, strive to achieve them. We value diversity in our membership and provide financial support to needy members. This group meets regularly and those of all fitness levels are invited.

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**Preparing for Change**  
**OPPORTUNITY FOR ADVANCEMENT**

**(416) 787-1481** | Fax: (416) 787-1500  
1095 Queen St. West, Toronto, ON M6J 1J1  
info@ofacan.com | <http://ofacan.com>

This seven week program meets in four communities across Toronto. Information sharing, group support, and confidence building are used to help women of all ages set realistic goals which enable them to go on to educational upgrading, training, and active involvement in their community program.

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**Scarborough Wellness Group**  
**COMMUNITY RESOURCE CONNECTIONS OF TORONTO (CRCT)**

**(416) 208-9889**  
The Storefront, 4040 Lawrence Ave. East,  
Scarborough ON

The Wellness Group is a Peer-Support Group for adults who have mental health issues. This group meets once a week on Thursday afternoons from 1:00 to 3:30pm. The group is led by its members, who support each other in a safe, non-judgemental, confidential and accepting environment. There are opportunities for developing friendships, personal growth and learning about community events and other services. It is open to anyone and no referral is necessary. A healthy meal is offered on the last Thursday of each month and everyone takes home a meal, as well. In the past there have been guest speakers, several outings, Recovery based films, etc. Everyone is welcome.

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**Women Under Stress**  
**OPPORTUNITY FOR ADVANCEMENT**

**(416) 787-1481** | Fax: (416) 787-1500  
1095 Queen St. West, Toronto, ON M6J 1J1  
info@ofacan.com | <http://www.ofacan.com>

The Women Under Stress program offers an alternative to the traditional mental health approach to women living in stressful life situations. Women learn to manage their stress in their lives in a free 9-week program which meets 2 mornings per week. Working in small groups, women share experiences, receive information and support, and develop strategies to cope under pressure. They learn about helpful resources and gain support from other group members to assist them to make positive life changes and avoid (re) hospitalization. The program is open to all women, and free childcare and transit fare are provided.

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**Health Promotion—**  
**Program Listings**

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**Health Promotion Program (HPP)**  
**COMMUNITY RESOURCE CONNECTIONS OF TORONTO (CRCT)**

**(416) 482-4103 ext. 239**  
230–366 Adelaide Street E, Toronto, ON M5A 3X9

Health Promotion Program (HPP) works with organizations, consumer/survivor run initiatives and groups on a variety of systemic and organizational issues including strategic planning, community development, and creating meaningful partnerships with service users. All program activities relate to the goals of 1) increasing the knowledge of resources and service options for consumer/survivors and family members, 2) assisting to create partnership opportunities with consumer/survivors, mental health providers and other stakeholders, 3) working with and supporting people facing additional barriers, such as newcomer communities who are experiencing cultural alienation and acculturation stresses. Activities include providing resource information service, publication of resource directories including “Making Choices”, providing education and training, program evaluation as well as hands on and technical assistance to groups. HPP team is also involved in organizing, coordinating and/or running groups.

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## Health Promotion

### HONG FOOK MENTAL HEALTH ASSOCIATION

**(416) 493-4242 ext. 2246**

1065 McNicoll Avenue,  
Scarborough, ON M1W 3W6  
408–260 Spadina Avenue, Toronto, ON M5T 2E4  
llam@hongfook.ca

The Health Promotion Program aims at promoting mental well-being among individuals and in our target communities through enhancing knowledge of mental health and mental illness, addressing stigma, and building community capacity in cultivating an environment that promotes mental health. We adopt a wide range of approaches including groups of different types, mass media promotion, community development activities, community outreach through public presentations and displays, educational workshops and conferences, peer leadership and volunteer development. The program is a component of Hong Fook’s continuum of services based on Holistic Health and Recovery approaches.

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## Self-Help

Every one of us, at some time in our lives, experiences difficulties in coping with the large or small problems of everyday living. It may be the death of a loved one, a serious illness in ourselves or someone close to us, a family breakdown, problems with an addiction, or changes in our lives. For consumer/survivors there are the added difficulties of coping with mental health problems.

While the formal service system can help with some of these problems, it can do little to address the need we all have to feel that we belong within a caring community. Many people value the understanding that can only come from someone who has been through the same experience as ourselves. Self-help groups provide the opportunity for people to share their similar experiences and, in the process, to take charge of their own situation.

People in self-help/mutual aid groups get together on the basis of a common experience, to share information and ways of coping, and to give each other hope. The members use their individual strengths to support each other, and often use their strength as a group to advocate for social

change. Self-help groups rely on their members themselves to organize meetings and make decisions. In some cases, outside support from a staff person may be available.

Self-help is never thought of as “treatment”, but it certainly can be part of your overall plan to stay well. Self-help respects the whole person, and adds to the many other ways available to pursue and maintain wellness.

The following motto sums up the self-help approach:

“You alone can do it ... but you can’t do it alone.”

Self-help works, and it works in a variety of ways, including the following:

- reassurance that you are not alone
- a new way of thinking
- a safe place to let it all hang out
- a chance to get help and to give help
- a place to make friends and have fun

Each of the self-help/mutual aid groups in this section has a mental health focus. Each group has its own character—some have a set format they follow for meetings, others are less formal. Some are based on a particular philosophy, such as “twelve step” programs, others are not. Some groups are chapters of larger self-help organizations, while others are simply a small group of people who have come together on their own.

Most groups meet regularly, and you can join at any time. It’s a good idea to call ahead to talk to a contact person for the group, to find out more about it. You might want to ask them who attends the group, how large it is, where and how often they meet, and what the format is. Since self-help groups rely on their members to run the group, you may want to ask what, if anything, will be expected of you if you become a member. Try out a few different groups, to see where you feel most at home.

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## Self-Help—Program Listings

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### FREEDOM FROM FEAR FOUNDATION

**(416) 761-6006**

c/o 10 Lonborough Ave., Toronto, ON M6M 1X3

The Foundation was founded by people who successfully overcame anxiety disorders. It publishes a monthly newsletter and holds

monthly group meetings where people who experience panic, agoraphobia, social anxiety or obsessive-compulsive disorder can share their experiences. It helps sufferers by putting them in touch with doctors/therapists who treat anxiety disorders. The foundation is also involved in advocacy and education. Speakers available. Meeting locations in Etobicoke, Toronto, North York, Scarborough, Willowdale, and the former City of York. Call for locations. Wheelchair access at some locations.

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**Hong Fook Self-Help Program**  
**HONG FOOK MENTAL HEALTH ASSOCIATION**

**(416) 493-4242**  
 1065 McNicoll Avenue,  
 Scarborough, ON M1W 3W6  
 408–260 Spadina Avenue, Toronto, ON M5T 2E4  
 info@hongfook.ca

Hong Fook Self Help Program aims at providing a ‘Space for Connection’ and promoting self-help and mutual support among individuals with mental health issues in pursuit of wellness and enhanced quality of life. This program is part of Hong Fook’s continuum of services based on Holistic Health and Recovery approaches. We provide a wide range of services/activities which are of psycho-social nature, including different interest groups, workshops, lunch programs, volunteer and leadership development, educational social/recreational groups and activities.

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**ONTARIO PEER DEVELOPMENT INITIATIVE**

**(416) 484-8785**  
 614–1881 Yonge Street, Toronto, ON M4S 3C4  
 The Ontario Peer Development Initiative (OPDI) is a membership-based organization which represents Ontario’s Consumer/Survivor Initiatives (CSI) and organizations that work within the mental health system. OPDI members are CSI and Peer Support Organizations (PSO) who support consumer/survivors on their recovery and enable them to transition from mental health services back into their community. OPDI provides a strong and unified voice for these organizations, advocating on their behalf within the Ministry’s mental health reform process. Model of service is peer support.

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**MOOD DISORDERS ASSOCIATION OF ONTARIO**

**(416) 486-8046**  
 602–36 Eglinton Avenue W, Toronto, ON M4R 1A1  
 The Mood Disorders Association of Ontario (MDAO) provides peer support to individuals and families affected by depression, bipolar disorder and other related mood disorders. In addition MDAO offers telephone support, information and referral, public education, resource materials and anti-stigma workshops, and presentations in the community. Model of service is peer support.

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**INDIVIDUAL SUPPORT**

“Individual support” is a term used to describe a service for people who need ongoing community support. Some people prefer to use another term to describe this service—“community support”. A community support worker will spend time getting to know you, to determine, in partnership with you, what your needs are. Workers stay in touch with their clients on a regular basis.

**The individual support worker:**

- Gets to know where you would like assistance (whether in housing, relationships, work, recreation, finances, health care services, etc.);
- Provides an understanding ear;
- Knows the service and support options available to you, can describe them to you and refer you to them.

Some services have a staff person available 24 hours a day by “beeper” (so you can reach them in a crisis), some provide assistance with medication, some provide in-depth counselling. Staff can meet with you in the setting you prefer.

The common feature for all these services is that they work with people who need and want assistance, over time, in a number of areas of their lives.

Waiting lists for many of the individual support services in Toronto may be found on CRCT’s web site [www.crct.org](http://www.crct.org). The program listings for individual support programs are divided into three parts, with programs listed alphabetically. The three parts are: case management programs; early intervention programs; and assertive community treatment teams (ACTTs).



The definitions of these three types of individual support services, as provided by the Ontario Ministry of Health and listed on the Mental Health Services Information Ontario web site, are:

**Case management:** This type of service excludes counselling, psychotherapy or other clinical treatment interventions. Case managers provide at a minimum the following functions: individualized assessment and planning; service co-ordination (linking service recipients with services and supports); monitoring and evaluation of services provided to recipients; and systems advocacy/resource co-ordination.

**Early intervention:** Provision of specialized treatment and support services to service recipients experiencing a first psychotic episode, and their families.

**Assertive Community Treatment Teams (ACTTs):** Multidisciplinary treatment teams providing assertive outreach; individualized treatment; ongoing and continuous services; linkages; and including a monitoring and evaluation component.

## Individual Support— Program Listings

### Assertive Community Treatment Teams—Program Listings

#### Assertive Community Treatment (ACT) Team

TRILLIUM HEALTH CENTRE

**(416) 521-4051**

150 Sherway Drive, 4th Floor,  
Etobicoke, ON M9C 1A5

The Assertive Community Treatment (ACT) Team is a community program for people with severe and persistent mental illness, who require ongoing, comprehensive and individualized mental health services. This service is intended for people who have had a minimum of sixty hospital days in the previous two years. The team works in partnership with their clients to decrease the need for hospitalization and improve the client's quality of life. Assertive outreach is provided to clients who have had

difficulty maintaining contact with mental health services. This multidisciplinary team, which includes a psychiatrist, provides treatment, rehabilitation and support services in the client's home or in the community.

#### Assertive Community Treatment Team NORTH YORK GENERAL HOSPITAL

**(416) 632-8707**

555 Finch Avenue W, Toronto, ON M2K 1N5

Provision of community support, rehabilitation and treatment for individuals with a serious mental illness. Model of service is Ontario Program Standards for ACTT.

#### Assertive Community Treatment Team NORTH YORK GENERAL HOSPITAL

**(416) 632-8707**

4001 Leslie Street, North York, ON M2K 1E1  
cmyers@nygh.on.ca

Provision of community support, rehabilitation and treatment for individuals with a serious mental illness. Model of service is Ontario Program Standards for ACTT. Average length of stay is years.

#### Assertive Community Treatment Team SCARBOROUGH HOSPITAL

**(416) 431-8135**

J-1225 Kennedy Road,  
Scarborough, ON M1P 4Y1

The Assertive Community Treatment Team (ACTT) program is a multidisciplinary team of mental health professionals that provides community-based, intensive case management services to an adult population of severe, hard to serve and persistently mentally ill clients. The program incorporates the ACT model of varied service intensity, and service delivery including assessment, treatment, rehabilitation and support services in a community-based setting. The program incorporates principles that foster and encourage community integration and independent living for its clients. Model of service is community-based, intensive case management and psychosocial rehabilitation. Length of stay is unlimited.

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**Assertive Community Treatment Team (ACTT)**

**MOUNT SINAI HOSPITAL**

**(416) 586-9900 ext. 222**

204–260 Spadina Avenue, Toronto, ON M5T 2E4  
wchow@mtsina.on.ca

Assertive Community Treatment Team (ACTT) serves adults experiencing severe, persistent, and complex mental health problems, including: those with marked impairment in social, occupational, and daily functioning; and those with special needs such as high demand for services, substance abuse, homelessness, or involvement with the legal system. The program is committed to providing culturally sensitive mental health services for severely mentally ill people with various ethno-specific backgrounds. Model of service is Family Assisted.

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**Assertive Community Treatment Team (ACTT)**

**ST. JOSEPH'S HEALTH CENTRE**

**(416) 530-6000 ext. 3312**

30 The Queensway, 4th Floor, Sunnyside West, Toronto, ON M6R 1B5  
weissl@stjoe.on.ca

Provides ongoing and continuous support in the community for individuals living with severe and persistent mental illness. Offers support including: 24-hour crisis intervention; counseling; medication education; assistance with basic necessities of daily living (housing, food, finances); access to substance abuse services and criminal justice system. Model of service is assertive community treatment.

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**Assertive Community Treatment Teams (CMHA)**

**CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) TORONTO BRANCH**

**(416) 789-7957**

700 Lawrence Ave. West, Suite 480, Toronto, ON M6A 3B4

<http://www.toronto.cmha.ca>

The ACT teams provide the treatment, rehabilitation and support services that assist people with severe mental illness in their recovery and their desire to live in the community. The teams are

multidisciplinary; each having nurses, a social worker, vocational specialist, occupational therapist, psychiatrist, peer support specialist and an addictions specialist. ACT teams are able to provide services in the community, including people's homes. Support can be very intensive and a 24-hour on-call system is available to clients. CMHA Toronto has three ACT teams:

- West Metro ACT Team,
- East Metro ACT Team.
- New Dimensions ACT Team.

The East and West Metro ACT Teams are designated forensic, which means that they work with consumers who have been involved with the legal system and have been referred by the Ontario Review Board.

**Contact Information:**

For West Metro ACT Team  
tgordon@cmha-toronto.net

**(416) 789-7957 ext. 282**

For New Dimensions and East Metro ACT Teams  
tmckay@cmha-toronto.net

**(416) 289-6285 ext. 243**

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**Community Outreach Services—Compass ACTT**

**TORONTO EAST GENERAL HOSPITAL**

**(416) 461-2000 ext. 226**

203–177 Danforth Avenue, Toronto, ON M4K 1N2  
dvers@tegh.on.ca

A multidisciplinary team providing comprehensive psychiatric treatment and psychosocial rehabilitation from a client-centred perspective. Using a team approach, it will provide community-based treatment and support with 24-hour availability. Model of service is psychosocial rehabilitation. Length of stay is ongoing.

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**CONTACT Mental Health Service**  
**ST. MICHAEL'S HOSPITAL**

**(416) 864-5120**

30 Bond Street, Toronto, ON M5B 1W8

CONTACT is an outpatient, community-based mental health outreach program that works with adults who have serious and persistent mental illness. Individuals accepted to the program must live in the catchment area of St. Michael's Hospital in southeast Toronto. They must also

have multiple hospital admissions in the past two years. Model of service is assertive community outreach and psychosocial rehabilitation. Length of stay is indefinite for some clients.

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### **IMPACT UNIVERSITY HEALTH NETWORK**

**(416) 925-3350**

304–489 College Street, Toronto, ON M6G 1A5

IMPACT is an Assertive Community Treatment Team that provides service to individuals 16 years of age and over, with a history of high-level service needs caused by serious and persistent mental illness. Most of the clients have a primary diagnosis of schizophrenia, bipolar or schizoaffective disorder. Service is also offered to those with dual diagnosis. This multidisciplinary team provides long-term, community-based, and holistic care to clients with a focus on improving quality of life and facilitating community reintegration. The team also provides support and education to families. IMPACT operates with a recovery-based approach, which emphasizes each client’s ability to rebuild and further develop personal, social, environmental and spiritual connections. Model of service is assertive community treatment/recovery model. Average length of stay is life long.

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### **Interact Program**

**CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)**

**(416) 535-8501 ext. 2069**

1001 Queen Street W, Toronto, ON M6J 1H4  
Sheelah\_McGarry@camh.net

Interact provides intensive outpatient continuing care service to adults living with schizophrenia and related disorders, including medical and substance abuse issues. These teams, based on the assertive community treatment model of care, provide significant support and a holistic approach in assisting high-needs clients in wellness and community living. Model of service is continuing care. Average length of stay is three years.

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### **ProACT**

**CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)**

(416) 535-8501 ext. 2069

1001 Queen Street W, Toronto, ON M6J 1H4  
Sheelah\_McGarry@camh.net

ProACT provides intensive outpatient continuing care service to adults living with schizophrenia and related disorders, including medical and substance abuse issues. These teams, based on assertive community treatment model of care, provide significant support and a holistic approach in assisting high-needs clients in wellness and community living. Model of service is continuing care. Average length of stay is three years.

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### **Reconnect Assertive Community Treatment (ACTT)**

**RECONNECT MENTAL HEALTH SERVICES**

**(416) 248-2050 ext. 239**

202–2150 Islington Avenue,  
Etobicoke, ON M9P 3V4  
lmuoz@reconnect.on.ca

ACTT is an intensive community-based mental health service provided by a multidisciplinary team for people with severe and persistent mental illness, functional impairments and complex needs. The program provides psychiatric assessment and treatment, rehabilitative and support services including advocacy, life skills training and accessing housing, financial and legal services. Model of service is combination medical, psychosocial rehabilitation and recovery. Average length of stay is three years.

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### **SunPACT (Sunnybrook Program of Assertive Community Treatment)**

**SUNNYBROOK HEALTH SCIENCES CENTRE**

**(416) 480-6100 ext. 7079**

2075 Bayview Avenue, Toronto, ON M4N 3M5  
joel.roth@sunnybrook.ca

Sunnybrook Program of Assertive Community Treatment (SunPACT) is a multidisciplinary team-based program providing community-based, client-centered individualized treatment, support, and rehabilitation to persons with severe and persistent mental illness. Model of service is

assertive community treatment. Average length of stay is five years.

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**Trillium Health Centre: South Etobicoke  
ACT Team**

**TRILLIUM HEALTH CENTRE—  
QUEENSWAY SITE**

**(416) 521-4051** | Fax: (416) 521-4072  
Trillium Health Centre, 898 Queensway W.,  
Suite 606, Toronto, ON L5B 2V2  
Assertive Community Treatment program.

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**Case Management—Program  
Listings**

**Access 1**

**TORONTO NORTH SUPPORT SERVICES**

**(416) 499-5969 ext. 265**  
2–132 Rainside Road, North York, ON M3A 1A3  
rishikaw@tnss.ca

Access 1 provides individuals and their family members with information and support in accessing mental health case management and assertive community treatment teams in North York and Scarborough. It is an up to date source of information on individual support services provided by 14 mental health service providers in North York and Scarborough. Model of service is coordinated access system.

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**Adult Case Management**

**ACROSS BOUNDARIES: AN  
ETHNOCULTURAL MENTAL HEALTH CENTRE**

**(416) 787-3007 ext. 222**  
51 Clarkson Avenue, North York, ON M6E 2T5  
lorraine@acrossboundaries.ca

Across Boundaries is a mental health centre which provides a range of supports and services to people from ethnoracial communities in Toronto who are experiencing severe mental health problems/serious mental illness. Model of service is a holistic approach to mental health care within an anti-racism framework.

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**Adult Mental Health Aftercare Program  
COTA HEALTH**

**(416) 785-9230**  
2901 Dufferin Street, Toronto, ON M6A 3S7

Provides longer term, less intensive professional support services to the adult population enabling the achievement of successful independent living in the community and the prevention of non-sensational institutionalization. Model of service is recovery and psychosocial rehabilitation.

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**Alternatives**

**EAST YORK MENTAL HEALTH COUNSELLING  
SERVICES AGENCY**

**(416) 285-7996 ext. 233**  
2034 Danforth Avenue, Toronto, ON M4C 1J6  
info@alternativestoronto.org

Alternatives is an organization dedicated to enabling adults to realize their potential through counseling and case management. We work with people experiencing lengthy and/or significant mental health problems that seriously impact upon or disrupt their quality of life.

We provide individual community support and counselling, groups, advocacy, linkages to other services, information and referrals. Together, an individual and support counsellors address issues related to: significant mental health problems; negotiating the mental health system; emotional, physical, sexual abuse; housing; poverty/social assistance; experiences of discrimination based upon race, gender, sexual orientation, religion etc; other client-identified issues.

Alternatives also sponsors the Consumer/Survivor and Family Community Development Project. The project coordinator works with consumer/survivors and family members to support their increased involvement in the community mental health reform process, and to promote and develop innovative mental health supports.

Model of service is strengths-based model. Average length of stay is long term.

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**Archway**  
**CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)**

**(416) 535-8501 ext. 2069**  
 1451 Queen Street W, 2nd Floor,  
 Toronto, ON M6R 1A1  
 Sheelah\_McGarry@camh.net

Community-based, outpatient program with a client centred focus. It strives to enhance the quality of life for individuals suffering from severe, persistent mental illness. The multidisciplinary team's goal is to serve and/or coordinate all client needs. A specialized women's clinic is offered at Archway for women with schizophrenia, who would benefit from a rehabilitation approach that incorporates feminist principles. Model of service is psychosocial rehabilitation using a Canadian Care model. Average length of stay is long-term.

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**Asian Initiative in Mental Health (AIM)**  
**UNIVERSITY HEALTH NETWORK**

**(416) 603-5349**  
 399 Bathurst Street, Toronto Western Hospital,  
 East Wing, 9th Floor, Toronto, ON M5T 2S8

The Asian Initiative in Mental Health team provides language and culturally specific assessment, consultation and treatment to Chinese speaking people with mental illness. The model of service is short-term psychotherapy, psychosocial skill building (individual and group), and psycho-educational (individual and group). Average length of stay is six months to one year.

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**Bayview Case Management**  
**BAYVIEW COMMUNITY SERVICES INC.**

**(416) 495-7778 ext. 22**  
 805–250 Consumers Road,  
 Willowdale, ON M2J 4V6

This flexible program provides intensive case management services in northeast Toronto. This program is intended for individuals who have, or are at risk of having a serious mental illness and both need and want intensive supports to live satisfactorily and successfully in the community. Clients have access to one and two-bedroom apartments, when available, through partnership with Toronto Community Housing Corporation (TCHC). Staff is on-call for emergencies 24 hours

per day. Model of service is client-directed, recovery using psychosocial rehabilitation principles. Average length of stay is five and a half years.

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**CARE**  
**CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)**

**(416) 535-8501 ext. 1133**  
 1001 Queen Street W, Toronto, ON M6J 1H4  
 Eunice\_Magira@camh.net

Outpatient continuing care service is designed to serve the seriously mentally ill with a diagnosis of schizophrenia or schizoaffective disorder. A team of multidisciplinary health care professionals, following the principles of psychosocial rehabilitation, provide one to one counselling and support to meet the goals of the client. Model of service is psychosocial rehabilitation. Average length of stay is continuous.

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**Case Management**  
**SISTERING—A WOMEN'S PLACE**

**(416) 926-1946**  
 962 Bloor Street W, Toronto, ON M6H 1L6  
**(416) 588-3939**  
 220 Cowan Avenue, Toronto, ON M6K 2N6  
 Provide information and referral, and individual advocacy to women.

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**Case Management**  
**ST. JOSEPH'S HEALTH CENTRE**

**(416) 530-6000 ext. 3472**  
 30 The Queensway, 4th Floor, Sunnyside West,  
 Toronto, ON M6R 1B5  
 deanm@stjoe.on.ca

The primary aim is to assist the individual in making a successful transition to community life, through stabilization of symptoms and connection to appropriate social and professional resources. Model of service is recovery and case management.

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**Case Management Services: Toronto East**  
**CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) TORONTO BRANCH**

**(416) 289-6285 ext. 243**  
 500–1200 Markham Road,

Scarborough, ON M1H 3C3  
tmckay@cmha-toronto.net

Toronto East Case Management provides intensive case management services for adults with serious mental illness who require support to live and work in the community. This program reflects recovery principles by encouraging a collaborative partnership between clients and case managers. Case managers assist people to meet their basic needs (e.g. food, shelter, finances), develop skills and access community resources. Model of service is recovery. Average length of stay is as needed.

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**Case Management Services: Toronto West  
CANADIAN MENTAL HEALTH ASSOCIATION  
(CMHA) TORONTO BRANCH**

**(416) 789-7957 ext. 282**  
480–700 Lawrence Avenue W, Lawrence Square,  
North York, ON M6A 3B4  
tgordon@cmha-toronto.net

West Metro Community Support Services (WMCSS) provides intensive case management services for adults with serious mental illness who require support to live and work in the community. The program reflects recovery principles by encouraging a collaborative partnership between clients and case managers. Case managers assist people to meet their basic needs (food, shelter, finances), develop skills, and access community resources. WMCSS has designated positions to provide service in Italian and French. Model of service is recovery. Average length of stay is as needed.

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**Central Link  
CENTRE FOR ADDICTION AND MENTAL  
HEALTH (CAMH)**

**(416) 535-8501 ext 2069**  
393 King Street E, Toronto, ON M5A 1L3  
Sheelah\_McGarry@camh.net

This off-site service provides a coordinated and comprehensive treatment program for people who have chronic schizophrenia, or related disorders, and are living in the community. The approach is multidisciplinary and holistic. Assessment, individual and group counselling, medication monitoring, case management and education are also provided. Model of

service is continuing care. Average length of stay is long-term.

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**Community Mental Health Service  
Coordination Program (Community  
Treatment Order Coordination Program)  
CENTRE FOR ADDICTION AND MENTAL  
HEALTH (CAMH)**

**(416) 789-7957 ext. 280**  
1001 Queen Street W, Toronto, ON M6J 1H4  
alison\_hunt@camh.net

The Centre for Addiction and Mental Health employs Community Mental Health Service Coordinators to provide assistance to physicians and inpatient hospital teams to coordinate the process and development of Community Treatment Orders (CTO) for individuals being considered for a CTO. The coordinators are located in mental health units in various Toronto hospitals and provide consultation to all parties involved to assist in the various aspects involved in the development of a CTO. Coordinators ensure the appropriate forms are completed, liaise with rights advisors, and facilitate the development of a comprehensive community treatment plan based on an individual's treatment and support needs once discharged from an inpatient setting. This may include making referrals for ongoing support services as part of the community treatment plan. Model of service is consultative. Average length of stay is time-limited, based on how long it takes to complete the process to initiate a CTO.

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**Community Outreach Services—  
Reach Case Management  
TORONTO EAST GENERAL HOSPITAL**

**(416) 461-2000 ext. 227**  
203–177 Danforth Avenue, Toronto, ON M4K 1N2  
jpark@tegh.on.ca

Reach offers case management support to adults with long-standing mental health problems living primarily in East Toronto. The kind of support provided is decided upon by the case manager and client. Support is based on client's strengths and issues. Model of service is psychosocial rehabilitation. Average length of stay is around three and a half years.

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**Community Support Program**  
RECONNECT MENTAL HEALTH SERVICES

**(416) 248-2050**

202–2150 Islington Avenue,  
Etobicoke, ON M9P 3V4  
Imunoz@reconnect.on.ca

Case management services (community support) are offered to individuals living in the former cities of Etobicoke and York. This recovery-based service includes assistance finding and maintaining housing, life skills training, assistance accessing community resources and building support networks, crisis prevention and intervention. Staff liaises with other supports and work collaboratively with them. Telephone crisis response is available after hours. Model of service is case management and recovery. Average length of stay is two years.

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**Community Support Program**  
TORONTO NORTH SUPPORT SERVICES

**(416) 499-5969**

2–132 Railside Road, North York, ON M3A 1A3

The Community Support Program provides support to individuals who have a serious and persistent mental illness in the North York area. The service is provided primarily in the client's home/community at a frequency and intensity that is variable and determined with the client. The program provides assistance in areas such as meeting basic needs, obtaining housing, accessing income support, pursuing educational and vocational opportunities. Additionally, some group activities are provided to enhance social support and encourage client involvement. Model of service is psychosocial rehabilitation and recovery. Average length of stay is three years.

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**Community Support Services**  
COMMUNITY RESOURCE CONNECTIONS OF TORONTO (CRCT)

**(416) 482-4103 ext. 316** (if person to receive services lives in Scarborough or North York, call Access 1 at **(416) 499-5969 ext. 265**)

230–366 Adelaide Street E, Toronto, ON M5A 3X9  
coster@crct.org

Community Support Services assists adults (16 and over) who are having a lot of difficulty

in day-to-day living as a result of severe and persistent mental health issues. Community Support Services assists you to meet your basic needs such as food, housing, clothing, health care, manage crises, learn the skills you need to meet your goals, and connect to resources and services you need and want. The model of service is psychosocial rehabilitation. The average length of stay is two to six years.

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**Community Treatment Order (CTO)/Case Management Services**  
CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) TORONTO BRANCH

**(416) 789-7957 ext. 280**

480–700 Lawrence Avenue W, Lawrence Square,  
North York, ON M6A 3B4

500–1200 Markham Road,  
Scarborough, ON M1H 3C3

ahunt@cmha-toronto.net

Canadian Mental Health Association (CMHA) Toronto assists people who are on Community Treatment Orders to access case management services. The CMHA works closely with the client, the Community Treatment Order Coordinators, the client's treatment team and other supports to develop a support plan for the client while in the community. Assistance is provided around employment, housing, mental health, physical health and other community living issues. Model of service is psychosocial rehabilitation. Average length of stay for Community Treatment Orders is six months but clients can stay in the service after it has expired for as long as needed by the individual.

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**Community Treatment Order Program**  
TRILLIUM HEALTH CENTRE

**(416) 259-7580 ext. 3540**

150 Sherway Drive, 4th Floor,  
Etobicoke, ON M9C 1A5

Community Treatment Orders (CTO) provide a legal mechanism for people with serious mental illness to receive treatment, support and supervision in the community. In partnership with the client and service providers, a comprehensive plan is developed that is less restrictive than hospitalization. This program is for clients/individuals who experience recurrent

hospitalizations, benefit from treatment and usually do not engage in outpatient follow-up. Only physicians can initiate a community treatment order, which is limited to six months in duration. The CTO coordinator provides assistance with drafting the plan, ensuring rights advice and securing community services for the client. The CTO case manager is available for support, monitoring and developing linkages to community supports and organizations. Average length of stay is up to six months.

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### **Dual Diagnosis Case Management Program**

**COTA HEALTH**

**(416) 785-9230**

2901 Dufferin Street, Toronto, ON M6A 3S7

This program serves individuals who have both a mental illness and a developmental diagnosis. These services are provided in collaboration with Centre for Addiction and Mental Health (CAMH) Dual Diagnosis Resource Service and the Griffin Community Support Network. Model of service is recovery. Average length of stay is two to three years.

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### **Hostel Outreach Program**

**COTA HEALTH**

**(416) 785-9230**

146 Parliament Street, Toronto, ON M5A 2Z2

Provides street outreach in the downtown urban, park and ravine settings to seriously mentally ill individuals who are homeless or at risk of becoming homeless. Model of service is recovery.

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### **Hostel Outreach Program (HOP)**

**COMMUNITY RESOURCE CONNECTIONS OF TORONTO (CRCT)**

**(416) 482-4103 ext. 240**

230–366 Adelaide Street E, Toronto, ON M5A 3X9

The Hostel Outreach Program is a community mental health program for homeless women in Toronto who have significant mental health problems and difficulty functioning in the community. Model of service is psychosocial rehabilitation, hostel and street outreach.

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### **Intensive Case Management SCARBOROUGH HOSPITAL**

**(416) 724-7917**

125 Manse Road, Scarborough, ON M1E 3V2

To provide intensive case management where staff visits one to two times a week, and provides phone support 14 hours a day. Staff duties include assisting in finding housing, assessment, goal planning, service coordination, mental health monitoring, and activities of daily living skill building. Model of service is psychosocial rehabilitation. Average length of stay is indefinite.

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### **Justice and Mental Health (JAMH) SCARBOROUGH HOSPITAL**

**(416) 431-8135**

Reception J–1225 Kennedy Road,  
Scarborough, ON M1P 4Y1

The Justice and Mental Health Program is designed to assist and support individuals who are suffering a major mental illness and have a criminal history. Individuals are supervised and supported by a forensic case manager who facilitates psychiatric treatment, referrals to community services, housing and financial assistance, family intervention, crisis management and mental health monitoring. Community and professional education are also part of the program's mandate. The release from custody/discharge planning part of this program will provide outreach for individuals with mental illness who are being released from custody into the community. Model of service is psychosocial rehabilitation. Average length of stay is one to two years. Average length of stay for release from custody is 4–6 months.

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### **Justice, Addictions & Mental Health Community Support (JAM)**

**JEAN TWEED TREATMENT CENTRE**

**(416) 255-7359 ext. 285**

215 Evans Avenue, Toronto, ON M8Z 1J5

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### **MADISON COMMUNITY SERVICES**

**(416) 977-1333**

300–100 Lombard Street, Toronto, ON M5C 1M3  
garry@madisoncs.org



Madison provides community support, case management, referral and supportive housing. Model of service is recovery-based. Most clients stay in our housing for several years.

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**McEwan Housing and Support Services: Community Support Program**  
LOFT COMMUNITY SERVICES

**(416) 929-6228 ext. 222**  
20–22 Dundonald Street, Toronto, ON M4Y 1K2

McEwan House offers intensive case management services for women and men living with HIV/AIDS, addictions and mental health challenges. Model of service is recovery, peer support, and psychosocial rehabilitation. Average length of stay is five years.

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**Mental Health and Justice Prevention Program**  
CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) TORONTO BRANCH

**(416) 458-9466**  
500–1200 Markham Road,  
Scarborough, ON M1H 3C3

This program provides community support and consultation for individuals presenting with behaviours that may indicate a mental health issue who are at significant risk of either incurring criminal charges, who are before the criminal courts on charges, or recently had charges before the criminal courts. This program attempts to reduce the risk of criminal arrest by linking persons to mental health and other services and where needed, by providing short-term case management/community support. Model of service is mobile, recovery and traditional case management. Average length of stay is short-term but varies based on the need and circumstances.

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**Mental Health and Justice Treatment and Support Services**  
NORTH YORK GENERAL HOSPITAL

**(416) 633-9420 ext. 6375**  
555 Finch Avenue W, Toronto, ON M2K 1N5  
tyounge@nygh.on.ca

We are committed to serving those experiencing mental health difficulties and who are involved in the legal system. Specifically, assisting clients

with their legal issues and activities of daily living such as budgeting, housing, shopping, cooking, vocational, educational and interpersonal issues. Model of service is psychosocial recovery.

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**Mental Health Case Management**  
COTA HEALTH

**(416) 785-9230**  
105–4000 Lawrence Avenue E,  
Scarborough, ON M1E 2R3

This program provides intensive services to seriously mentally ill individuals in the suburban geographic areas (Scarborough, North York, East York, and Etobicoke). Model of service is recovery.

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**Mental Health Case Management**  
COTA HEALTH

**(416) 785-9230**  
389 Church Street, 1st Floor,  
Toronto, ON M5B 2A1

Offers intensive case management services in a shared care model. Other members forming the multidisciplinary team include psychiatry and nursing. Partnership with the Centre for Addiction and Mental Health (CAMH). Model of service is recovery.

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**Mental Health Case Management**  
HONG FOOK MENTAL HEALTH ASSOCIATION

**(416) 493-4242**  
408–260 Spadina Avenue, Toronto, ON M5T 2E4  
1065 McNicoll Avenue,  
Scarborough, ON M1W 3W6  
info@hongfook.ca

The Case Management Program provides one-on-one support to individuals with serious mental health issues and their family members in working towards recovery. Services provided range from assessment, consultation to service providers, supportive counselling to individuals and family members, psychosocial education on illness, life skills training, liaison, referral and co-ordination of services. This program is a component of Hong Fook's continuum of services based on Holistic Health and Recovery approaches.

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**Mental Health Outreach**  
**TORONTO NORTH SUPPORT SERVICES**

**(416) 499-5969 ext. 223**  
2–132 Railside Road, North York, ON M3A 1A3  
joc@tnss.ca

The Mental Health Outreach component of our street outreach program provides community support and outreach services to homeless adults experiencing mental illness in the Toronto area. The program provides a case management approach using a recovery and harm reduction philosophy to assist people to access basic needs, medical and psychiatric services, housing, financial supports, vocational and educational opportunities. Model of service is psychosocial rehabilitation and recovery with a strong harm reduction philosophy. Average length of stay is two years.

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**Mental Health Outreach Program**  
**STREET HEALTH COMMUNITY NURSING FOUNDATION**

**(416) 921-8668 ext. 240**  
338 Dundas Street E, Toronto, ON M5A 2A1

Case management services to homeless mentally ill men and women in southeast Toronto. Average length of stay is not limited.

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**Mini Eating Disorder Assertive Community Treatment Team**  
**UNIVERSITY HEALTH NETWORK**

**(416) 340-3041**  
200 Elizabeth Street, Toronto, ON M5G 2C4

The Mini Eating Disorder Assertive Community Treatment Team provides individualized care for individuals who are chronically and severely ill with an eating disorder. The focus is on enhancing quality of life and improving physical well-being. Services include: individual supportive therapy, development of symptom management strategies, monitoring of physical and nutritional status, family support and education, financial planning and support with housing issues. Support is provided in community settings and in client homes, if desired. Model of service is individualized goals focused on improving quality of life. Average length of stay is 16 months, however the program has been in operation for only two

years and some clients have not been discharged after two years of service.

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**PARC Outreach Program: Case Management Support and Services**  
**PARKDALE ACTIVITY—RECREATION CENTRE (PARC), THE**

**(416) 537-2262 ext. 241**  
1499 Queen Street W, Toronto, ON M6R 1A3  
brose@parc.on.ca

Referrals to the program are most often made via our daily drop-in program. The vast majority of outreach program clients are PARC members and make regular use of the PARC drop-in. A smaller number of referral/intakes may be negotiated by directly contacting the outreach team coordinator. Priority response for urgent client support to people living in the Parkdale area. Average length of stay is one year.

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**Passages**  
**TORONTO NORTH SUPPORT SERVICES**

**(416) 499-5969 Ext: 267**  
2–132 Railside Road, North York, ON M3A 1A3  
Passages provides support to French-speaking individuals living with mental illness to enable them to access community services and resources.

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**Portuguese Mental Health**  
**UNIVERSITY HEALTH NETWORK**

**(416) 603-5800 ext. 5974**  
399 Bathurst Street, Toronto Western Hospital, East Wing, 9th Floor, Toronto, ON M5T 2S8

Portuguese Mental Health Intensive Case Management Services provide assessment, treatment and psychosocial rehabilitation to Portuguese-speaking people with severe and persistent mental illnesses including schizophrenia, schizoaffective disorder, bipolar affective disorder and major depressive disorder. The service promotes improved quality of life through the coordination of appropriate services and the provision of frequent and more long-term support and monitoring. Through the development of trusting, caring and supportive relationships with clients, staff work to stabilize systems and assist clients in reaching goals that improve the quality of life. Model of service is a recovery model,

though aspects of psychosocial rehabilitation and peer support are also utilized. Average length of stay is one year, plus.

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**Rehabilitation Action Program (RAP)**  
**CANADIAN MENTAL HEALTH ASSOCIATION**  
**(CMHA) TORONTO BRANCH**

**(416) 289-6285 ext. 243**  
 500–1200 Markham Road,  
 Scarborough, ON M1H 3C3  
 tmckay@cmha-toronto.net

Rehabilitation Action Program (RAP) provides culturally competent intensive case management services to seriously mentally ill people in Scarborough who experience language and cultural barriers to accessing services. RAP offers specialized services to Tamil, Somali, and Afghan communities. Family engagement, education and support are an important part of service delivery. The case managers provide education on mental illness and treatment options to clients and families, assist clients to develop skills to live and work in the community and access community resources. Trained volunteer case aides are assigned to clients when appropriate to assist in providing services such as culturally relevant meal planning, shopping, cooking, teaching use of public transportation, familiarizing with community resources and language interpretation. Model of service is recovery. Average length of stay is as needed.

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**Release from Custody**  
**COMMUNITY RESOURCE CONNECTIONS OF**  
**TORONTO (CRCT)**

**(416) 364-8394 ext. 24**  
 60 Queen Street W, Old City Hall,  
 Toronto, ON M5H 2M4  
 444 Yonge Street, College Park,  
 Toronto, ON M5B 2H4

The purpose of the Release from Custody program is to assist people charged with low-risk criminal offences to access and utilize mental health services and other supports. The Release from Custody program recognizes that some individuals who face criminal charges would be better served by the mental health system than the criminal justice system. Individuals are diverted out of the regular stream of the criminal justice

system by virtue of their voluntary participation in the program. Model of service is psychosocial rehabilitation. Average length of stay is up to six months.

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**Spectrum**  
**CENTRE FOR ADDICTION AND MENTAL**  
**HEALTH (CAMH)**

**(416) 535-8501 ext. 2069**  
 402–658 Danforth Avenue, Toronto, ON M4J 5B9  
 Sheelah\_McGarry@camh.net

This off-site service provides a coordinated and comprehensive treatment program for people who have chronic schizophrenia, or related disorders, and are living in the community. The approach is multidisciplinary and holistic. Assessment, individual and group counselling, medication monitoring, case management and education are also provided. Model of service is continuing care. Average length of stay is long-term.

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**St. Stephen's Mental Health Case**  
**Management**  
**ST. STEPHEN'S COMMUNITY HOUSE**

**(416) 964-8747 ext. 266**  
 260 Augusta Avenue, Toronto, ON M5T 2L9  
 grobin@ststephenshouse.com

Case management offered to drop-in clients such as housing placement, advocacy, eviction prevention, trusteeship, concurrent disorders counselling, street outreach, addictions counselling and referral. Model of service is psychosocial rehabilitation and harm reduction.

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**Suburban Case Management Program**  
**COTA HEALTH**

**(416) 514-1425 ext. 1700**  
 105–4000 Lawrence Avenue E,  
 Scarborough, ON M1E 2R3

Program provides intensive services to seriously mentally ill individuals in the suburban geographic areas (Scarborough, North York, East York, and Etobicoke). Model of service is recovery.

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**Toronto East Counselling and Support Services**  
COMMUNITY HOUSING SUPPORT SERVICE OF TORONTO

**(416) 645-6000 Ext: 21**  
2 Pape Ave., Toronto, ON M4M 2V6  
cescott@tecscs.com

Toronto East Counselling and Support Services provides a range of flexible, individualized supports to adults who have serious mental health problems. Supports include assistance with life skills, crisis prevention planning and intervention, supportive counselling, wellness/goal planning, coordination and referral to a wide range of resources (housing, recreation, medical supports, income support etc.). Model of service is recovery-based case management. Flexible, long-term support. Average length of stay is 18 months.

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**Ventures**  
CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

**(416) 535-8501 ext. 2606**  
1001 Queen Street W, Toronto, ON M6J 1H4  
Lynn\_Fiander@camh.net

Treatment is client directed and focuses on living, learning, working and social needs. Model of service is psychosocial rehabilitation. Average length of stay is continuous.

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**Wilkinson Housing and Support Services: Case Management**  
LOFT COMMUNITY SERVICES

**(416) 461-5629 ext. 24**  
62 Brooklyn Avenue, Toronto, ON M4M 2X5  
The program utilizes a peer support model to encourage natural support networks and include clients in the decision making process. Case management services are offered to individuals in various community settings. Model of service is recovery and psychosocial rehabilitation. The average length of stay is five years.

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**WoodGreen’s Mental Health Case Management and Social Recreational Groups**  
WOODGREEN COMMUNITY SERVICES

**(416) 469-5211 ext. 1149**  
835 Queen Street E, Toronto, ON M4M 1H9  
lleivin@woodgreen.org

WoodGreen’s case management services offer intensive one-on-one support to individuals experiencing serious mental health issues. The program provides: assessment of the services available for you; individual counseling; self-directed goal setting; problem solving; advocacy; referrals to other services; crisis prevention and intervention; case coordination and education. WoodGreen’s Friendship Club, which meets regularly throughout the month, provides individuals who have mental health issues with an opportunity to socialize with others, learn and develop new skills, and have fun in a safe and comfortable environment. Specifically offered: a women’s group; lunch and supper clubs; life skills classes; arts and crafts; drop-ins, special activities such as bingo; theme parties and group outings. Model of service is client-centered. Average length of stay varies.

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**Clubhouse—Program Listings**

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**Progress Place Clubhouse**  
PROGRESS PLACE

**(416) 323-0223 ext. 233**  
576 Church Street, Toronto, ON M4Y 2E3

The Progress Place Clubhouse is a centre for people with serious mental illness. The clubhouse is a holistic community mental health program that provides psychological rehabilitation through a full range of social, vocational, housing and recreational activities. Progress Place provides opportunities to gain confidence through a work-ordered day, a range of employment opportunities, access to safe and affordable housing and a peer support telephone chat line. Model of service is a recovery model based on psychosocial rehabilitation principles. The clubhouse approach involves staff and peer support. Average length of stay is not limited.

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## Early Intervention— Program Listings

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### **Culturally Oriented Psychosis Education and Early Intervention (COPE)** COMMUNITY RESOURCE CONNECTIONS OF TORONTO (CRCT)

**(416) 482-4103 ext. 424**

230–366 Adelaide Street E, Toronto, ON M5A 3X9

The Culturally Oriented Psychosis Education and Early Intervention (COPE) program provides culturally appropriate case management for people experiencing their first episode of psychosis and the people who care about them. Model of service is recovery.

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### **Early Intervention Clinic** CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

**(416) 535-8501 ext. 6925**

250 College Street, Toronto, ON M5T 1R8

Comfort\_Thompson@camh.net

Model of service is unspecified. Average length of stay is up to two years.

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### **Early Intervention Family Program** SCHIZOPHRENIA SOCIETY OF ONTARIO

**(416) 449-6830 ext. 252**

302–130 Spadina Avenue, Toronto, ON M5V 2L4

Ineedham@schizophrenia.on.ca

This program provides support and information to families of Early Intervention (EI) clients—family being defined as ‘caring relationships between people with schizophrenia, their relatives, friends, and other individuals in a supportive capacity’. This program provides crisis support and intervention to families, individual and family counselling, provides psycho-educational courses, support groups, training for families to be peer facilitators, development of resources for EI families, and on-line information. This program is delivered in partnership with the Family Outreach and Response (FOR) program and the Mood Disorders Association of Ontario (MDAO).

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## Early Intervention Program ROUGE VALLEY HEALTH SYSTEM

**(416) 281-7301 ext. 5301**

A–2877 Ellesmere Road, Shoniker Building, Scarborough, ON M1E 4C1

This program provides services to persons up to age 35 experiencing their first episode of psychosis. Clinical services provided include assessment, case management, provision of education to clients and their families and links to other services. The average length of stay is 90 days. Model of service is a multidisciplinary approach.

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### **Early Psychosis Unit (EPU)** CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

**(416) 535-8501 ext. 6528**

250 College Street, Toronto, ON M5T 1R8

Model of service is primary nursing.

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### **First Episode Psychosis Clinic (FEPC)** CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

**(416) 535-8501 ext. 6528**

250 College Street, Toronto, ON M5T 1R8

Designed to meet the needs of young people experiencing a first episode of psychosis. This clinic assists individuals and their families with the initial period of recovery and adjustment. Average length of stay is three years.

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### **Home Intervention for Psychosis (HIP)** CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

**(416) 535-8501 ext. 6528**

250 College Street, Toronto, ON M5T 1R8

Home Intervention for Psychosis (HIP) is a specialized team that provides assessment and treatment in the community for people who are experiencing a first episode of psychosis. HIP is available to individuals aged 16 to 45 who reside within the catchment area (which is east to Victoria Park Avenue, north to Steeles Avenue and west to Highway 427). HIP offers the combined services of psychiatrists, social

workers, occupational therapists and psychiatric nurses. Model of service is mobile.

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**Learning, Employment, Advocacy, Recreation, Network (LEARN)**  
CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

**(416) 535-8501 ext. 6528**  
1709 St. Clair Avenue W, Toronto, ON M6N 1J2  
Learning, Employment, Advocacy, Recreation, Network (LEARN) offers a range of social, educational and vocational opportunities aimed at maximizing the integration of individuals who have had a first episode of psychosis into mainstream community life and positive social roles. The services offered at LEARN are available to individuals who are registered clients of the First Episode Division. Model of service is recovery. Average length of stay is three years.

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**Mood and Psychosis Early Intervention Program**  
CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) TORONTO BRANCH

**(416) 289-6285 ext. 243**  
480–700 Lawrence Avenue W, Lawrence Square, North York, ON M6A 3B4  
tmckay@cmha-toronto.net

The Mood and Psychosis Early Intervention Program aims to enhance the recognition of early signs and symptoms of psychosis. The program’s objective is to improve services to young persons in the early stages of psychosis. It provides community-based, recovery-focused, interdisciplinary clinical services. The program services include the provision and coordination of treatment, education, case management, support and referrals. Model of service is recovery and bio-psychosocial rehabilitation. Average length of stay is up to three years.

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**Individual Support—  
Other Program Listings**

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**Barrier Free Health Program**  
ANNE JOHNSTON HEALTH STATION

**(416) 486-8666** | Fax: (416) 486-8660  
2398 Yonge St, Toronto, ON M4P 2H4  
[ajhs.ca](http://ajhs.ca)

Counselling (one-on-one psychotherapy); Medical Health Care advocacy and peer support; nursing; chiropody; dietitian; pharmacy.

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**Choices for Living Program**  
YWCA TORONTO

**(416) 961-5446**  
80 Woodlawn Avenue E, Toronto, ON M4T 1C1  
4401 Jane Street, North York, ON M3N 2K3  
2202 Jane Street, North York, ON M3M 1A4

Choices for Living Program provides three 12-week group sessions for women living in the Greater Toronto Area who are struggling with mental health issues. The groups are housed in the north west part of the City of Toronto. Model of service is group work.

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**CONNECT Counselling Services**  
CANADIAN HEARING SOCIETY, THE

**(416) 928-2500**  
271 Spadina Road, Toronto, ON M5R 2V3  
[info@chs.ca](mailto:info@chs.ca)

This is a community-based program offering mental health, wellness and addiction services for the deaf, deafened and hard of hearing and their families. Support, education, advocacy and counselling are offered. Assessment, treatment and referral as well. Fully accessible for deaf, deafened and hard of hearing: use of American Sign Language (ASL); Langue Des Signes Quebecoise (LSQ); interpreters; captionists; technical devices; video-conference for remote locations. Community outreach consists of education to consumers, service providers, and service partnerships. Model of service is matched to consumer needs. Average length of stay is matched to consumer needs.

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**Rehabilitation Day Program**  
**RECONNECT MENTAL HEALTH SERVICES**

**(416) 248-2050 ext. 239**  
 202–2150 Islington Avenue,  
 Etobicoke, ON M9P 3V4  
 lmunoz@reconnect.on.ca

A community based recovery-oriented program offering a range of groups (including life skills, problem-solving, psychoeducational and social recreation) and individual support to adults 16 years of age and over experiencing serious mental health problems. Model of service is psychosocial rehabilitation and recovery approach. Average length of stay is three and a half years.

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**Community Care Access Centres**

There are five Community Care Access Centres (CCACs) in the Greater Toronto Area, offering access to community-based health and support services for people of all ages.

CCACs provide one-stop access to health and personal support services to help individuals live independently. Services may be provided on a short-term basis after discharge from hospital or on a long-term basis to help the individual continue to live in their own home. CCACs also provide access to placement in long-term care homes. We also provide information about, or link individuals to, services available in the community.

No referral is necessary. Anyone can contact us: clients, family members, friends, health care professionals, physicians, service providers, hospital staff or anyone else who sees a need for service. Help is just a call away.

Clients who have a psychiatric diagnosis and are eligible for CCAC services can receive mental health services from the CCAC.

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**Community Care Access Centres:**  
**TORONTO CENTRAL COMMUNITY CARE**  
**ACCESS CENTRE**

**(416) 506-9888** | Fax: (416) 506-0374  
 250 Dundas Street West, Suite 305,  
 Toronto, ON M5T 2Z5

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**Mississauga Halton Community Care**  
**Access Centre**

**(905) 855-9090** | Fax (905) 855-8989  
 611 Holly Avenue, Unit 203 Milton, ON L9T 0K4

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**Central West Community Care Access**  
**Centre**

**(905) 796-0040**  
 199 County Court Blvd. Brampton, ON L6W 4P3

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**Central Community Care Access Centre**

**1(905) 895-1240**  
 1100 Gorham Street, Unit 1  
 Newmarket, ON L3Y 8Y8

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**Central East Community Care Access**  
**Centre**

**1(905) 430-3308** | Fax: (905) 430-3297  
 209 Dundas Street East, 5th Floor  
 Whitby, ON L1N 7H8

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**Counselling Services**

There are many organizations and individuals providing counselling services in Toronto. There are a number of ways of finding out about these services. Some of the key questions you need to answer when looking for a counselor include:

- What area of Toronto do you live in? This is especially important to non-profit organizations that provide counselling, because they have a “catchment area” which defines who they can provide services to. Also, it may be more convenient for you to find a counselor who is near where you live or work.
- What language do you need counselling in?
- How much can you pay for counselling? Some services are covered by OHIP. If you are a member of an employer benefits plan, it may cover counselling or therapy services including the services of a psychologist.

There are a number of services which can provide referrals to agencies or individuals for counselling. Here are some of the main information and referral agencies for counselling:

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### **Findhelp Toronto (formerly Community Information Toronto) 211**

Findhelp is one of Toronto's most comprehensive information and referral resources to non-profit services. They can provide you with the names, phone numbers and other information for agencies that provide counselling, or with referrals to counselling for many different languages and special needs. Their database of non-profit organizations is also available on their web site at [www.211toronto.ca](http://www.211toronto.ca). They provide translation in many languages.

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### **College of Physicians and Surgeons of Ontario**

**(416) 967-2626**

Information about individual psychiatrists, including languages spoken, hospital affiliation, and location. Cost covered by OHIP.

<http://www.cpso.on.ca/>

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### **General Practitioners' (G.P.) Psychotherapy Association**

Referral to doctors who practice psychotherapy, by location. Cost covered by OHIP.

<http://www.gppaonline.ca/wb/>.

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### **Women's Counselling Referral and Education Centre (WCREC)**

**(416) 534-7501**

Women-focused referral service for private individual, couple, and group therapists. Most therapists charge a fee, which may vary based on your income.

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### **Ontario Psychological Association Referral Service**

**(416) 961-0069**

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### **The Medical Clinic for Person-Centred Psychotherapy**

200 Sheppard Ave. East

**(416) 229-2399**

5353 Dundas St. West

**(416) 229-2399**

Cost covered by OHIP.

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### **Psychotherapy and Counselling Centre**

2150 Bloor St. West

**(416) 516-6969**

Cost covered by OHIP

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### **Aberfoyle Health Centre**

302 The East Mall, Suite #100

**(416) 231-7968**

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### **East Toronto Health Centre**

1496 Danforth Ave. (Danforth & Coxwell)

**(416) 778-1496**

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### **Sherbourne Health Centre**

333 Sherbourne St.

**(416) 324-4180**

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### **Psychotherapy Referral Service Inc.**

**(416) 920-0655**

[www.prstoronto.com](http://www.prstoronto.com)

Fully trained psychotherapists in private practice.

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## **Counselling Services—Program Listings**

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### **School Based Mental Health Program OOLAGEN COMMUNITY SERVICES**

**(416) 395-0660** | Fax: (416) 395-0666

65 Wellesley St. East Suite 500,

Toronto, ON M4Y 1G7

[ocs@oolagen.org](mailto:ocs@oolagen.org) | <http://www.oolagen.org>

Provide counselling and prevention services to students, consultation to teachers, issues of grief and death, family conflict, sexuality, suicidal and self-harming behaviour.

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### **Hospital Outpatient Services**

There are two types of hospitals that offer outpatient psychiatric services: the psychiatry/mental health departments of general hospitals; and specialty psychiatric hospitals, such as The Centre for Addictions and Mental Health (which is the merger of the Clarke Institute of Psychiatry, Queen Street Mental Health Centre, The Donwood Institute and the Addiction Research



Foundation) and Ontario Shores Centre for Mental Health Sciences (formerly Whitby Mental Health Centre).

Both types of hospital provide a combination of three types of services: consultation/assessment, hospital-based treatment, and community-based treatment. These services are also linked to crisis and inpatient treatment services as well.

Consultation and assessment services provide an expert opinion for a particular type of difficulty or group of people. Examples are anxiety clinics, geriatric clinics and diagnostic clinics. The client usually meets with an individual physician or psychologist, or a team of professionals. One to three visits are normally expected, and may include interviews and tests. If the clinic is part of a hospital connected to the University of Toronto, the client will often meet with a student as well as the staff person.

Consultation/assessment almost always requires a referral from a medical doctor. The consultant will send the results of the assessment to the person who made the referral, including any recommendations for ongoing assistance. Follow-up is often recommended and may be provided by the consultant, or they may refer the client elsewhere.

Hospital-based outpatient services include clinics, individual support, therapy, group support, and day treatment programs. Every hospital will have one or some combination of these services. Services are targeted to specific groups or needs, such as addictions groups or schizophrenia clinics, and each hospital may focus on different groups.

A wide range of professionals including nurses, social workers, occupational therapists, pharmacists, medical doctors (psychiatrists) and students provide services.

There is usually an intake process, with referral forms or interviews required. Some hospitals accept self referral, others require professional referral, and still others physician referral. There will probably be a waiting list for the service requested.

Community-based outpatient treatment includes outreach services, such as mobile teams and assertive community treatment (ACT) teams. These services are provided in the home or in some other community setting, and may be

provided in partnership with a community agency. Outreach services generally target people with severe and persistent mental health problems (e.g., schizophrenia) and/or marginalized populations (e.g., homeless persons). Services are provided by psychiatrists and other mental health professionals, and may include assessment, treatment, and support/counselling.

Community-based services are currently limited in availability, but more and more hospitals are redesigning their services to include outreach. Access to these services may be through a community partner agency (e.g., a hostel), or the hospital. Some services are informal (drop-in) and some have a formal referral process.

All hospitals have catchment areas—the geographical area that a client must live in to qualify for service.

Specialty consultation services are usually offered to a large region (e.g. Toronto wide) while other services are usually restricted to the neighbourhood around the hospital.

Out-patient services require valid health coverage.

Clients must bring their Ontario Health Cards (OHIP cards) or other proof of coverage to all outpatient appointments. You cannot be denied emergency department services even if you do not have coverage.

Some outreach services may be available to persons who do not have health benefits.

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## Hospital Outpatient Services Program Listings

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### Aboriginal Services

**CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)**

**(416) 209-7999**

393 King Street E, Toronto, ON M5A 1L3  
Bob\_Crawford@camh.net

In partnership with Native and non-Native agencies, Aboriginal Services provides individual and group counselling to Aboriginals experiencing homelessness, substance abuse and mental health issues. Other services include: telephone counselling, consultation and education. Model of

service is concurrent disorders. Average length of stay is long-term.

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**Adult Day Treatment Program (ADTP)**  
WILLIAM OSLER HEALTH CENTRE

**(416) 747-3400 ext. 33591**

101 Humber College Boulevard,  
Etobicoke Hospital Campus Crisis Team,  
Etobicoke, ON M9V 1R8

The Adult Day Treatment Program (ADTP) provides intensive, outpatient psychiatric treatment and psychoeducation to adults, 18 years of age and older. Several program streams are offered depending on the individual's level of functioning. At the Etobicoke campus, a long-acting injection is available from the Clozapine Clinic operating from within ADTP. The primary goal of the Clozapine Clinic is to ensure the safe use of the drug by providing weekly or biweekly blood monitoring for each patient. Prescription refills and general monitoring of the patient status are provided as well. In Brampton, these services are provided from within the Adult Community Mental Health Clinic and PMHC Pharmacy.

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**Adult Out-Patient Psychiatry Services**  
ROUGE VALLEY HEALTH SYSTEM

**(416) 281-7318** | Fax: (416) 281-7320  
2867 Ellesmere Rd., Toronto, ON M1E 4B9

Out-patient psychiatric counselling, consultation, crisis service.

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**Aftercare Clinic**  
TORONTO EAST GENERAL HOSPITAL

**(416) 469-6198** | Fax: (416) 469-7683  
825 Coxwell Ave., Toronto, ON M4C 3E7

Multidisciplinary staff team offers follow-up for adults with psychotic disorders. This includes psychosocial groups, appointments with psychiatrist, medication follow-up and supportive therapy. It is for adults with ongoing psychotic disorders who are not currently experiencing psychosis or addicted to drugs or alcohol. Priority given to Toronto East General patients. Professional referral required.

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**Ambulatory Services**  
SUNNYBROOK HEALTH SCIENCES CENTRE

**(416) 480-4333** | Fax: (416) 480-6878  
2075 Bayview Ave., F Wing,  
Toronto, ON M4N 3M5

Ambulatory Services is comprised of a multidisciplinary team and offers a group program, individual sessions and medication clinics to clients who are followed by a Sunnybrook psychiatrist.

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**Anxiety Disorders Clinic**  
CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

**(416) 535-8501 ext. 6819**  
250 College Street, Toronto, ON M5T 1R8  
Angie\_Goncalves@camh.net

The Anxiety Disorders Clinic provides assessment, consultation and multimodal treatment services for adults 18 to 65 with anxiety disorders. Assessments include structured diagnostic interviews and psychiatric consultation, with the view toward offering expert pharmacotherapy recommendations. Some clients receive longer-term follow up care with medication-based treatments. A second major treatment option offered through the clinic is cognitive behavioural therapy. This treatment is typically brief and is offered primarily in a group format. Average length of stay is 15–20 sessions.

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**Assessment and Reintegration Program**  
ONTARIO SHORES CENTRE FOR MENTAL HEALTH SCIENCES (FORMERLY WHITBY MENTAL HEALTH CENTRE)

**1-905-668-5881 ext: 6190** | Fax: 1-905-430-4032  
700 Gordon St., Whitby, ON L1N 5S9  
<http://www.ontarioshores.ca>

The Outpatient Service provides follow-up for patients discharged from Ontario Shores residing in the centre's catchment area. General services include:

- Psychopharmacological intervention;
- Individual, marital and family psychotherapy;
- Case management;
- Consultation to Health and Social Services;
- Crisis Service to Ontario Shores outpatients.

Toll free community line **1-800-341-6323**.

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**Assessment Service**

**CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)**

**(416) 535-8501 ext. 6616**

250 College Street, Toronto, ON M5T 1R8

General psychiatric assessments are on a consultative basis for patients presenting with a wide variety of psychiatric and addiction symptoms. The main sources of referral for this service are community physicians, although the service provides consultation to numerous internal CAMH programs as well as external programs. All referrals are triaged by liaison clinicians, who provide expertise and coordination in the intake, triage and support functions to ensure that the patient is referred to the most appropriate service. Patients are assessed with a view to providing clinical care direction to the referring physician.

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**Assessment Service (Mount Sinai Hospital)**

**MOUNT SINAI HOSPITAL**

**(416) 586-4800** | Fax: (416) 586-8654

600 University Avenue, Toronto, ON M5G 1X5

Provides comprehensive outpatient assessment on a consultative basis. The assessment process includes a screening phone interview with the Ambulatory Coordinator, followed by an assessment which is generally done by a psychiatric resident and psychiatrist together. This service is located at both Mount Sinai Hospital and at the Centre for Addiction and Mental Health—College St. site.

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**Borderline Personality Disorder Clinic**  
**CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)**

Assessment Service: **(416) 535-8501 ext. 6616**  
1001 Queen Street W, Toronto, ON M6J 1H4

This is an outpatient treatment program specifically designed for people who meet criteria for borderline personality disorder. The program is tailored to individuals who may also have multiple concurrent mental health problems or addiction problems. Treatment is comprehensive and involves a combination of weekly individual therapy and group skills training, in addition to after-hours telephone consultation.

Psychoeducational group for family and friends is also available. Treatment focuses on helping people manage emotions, deal with problems, improve their relationships and lead a more balanced lifestyle. Treatment entails a team approach and requires a minimum one-year commitment to treatment. Model of service is cognitive behavioural therapy. Average length of stay is variable.

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**Brief Psychotherapy Centre For Women**  
**WOMEN'S COLLEGE HOSPITAL**

**(416) 591-2000** | Fax: (416) 591-2212

2 Carlton St., Suite 1806,  
Toronto, ON M5B 1J3

The Centre offers a community-based, nonmedical, short term (16 weeks individual therapy or 20 weeks of group therapy), based on a brief feminist relational cultural model. For women over 16 years of age who suffer from depression, anxiety and low self-esteem; also women who have undergone trauma or life transitions, or are experiencing relationship problems. Unsuitable for women who have current problems with substance abuse, or who need immediate help. No fee. May have to be on waiting list 12 to 16 months.

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**Challenging Directions Enterprises**  
**(formerly Brock Stop Vocational Rehabilitation Workshop)**

**ONTARIO SHORES CENTRE FOR MENTAL HEALTH SCIENCES (FORMERLY WHITBY MENTAL HEALTH CENTRE)**

**1-905-665-5881**

5 Carlow St., Whitby, ON L1N 9T7

[challenge@ontarioshores.ca](mailto:challenge@ontarioshores.ca)

<http://www.ontarioshores.ca>

Challenging Directions Enterprises (CDE) is a voluntary vocational outpatient program operated from a community setting. At CDE clients learn work skills, social and independent living skills and have the opportunity to enjoy employment within a positive supportive environment. For more information please contact CDE at Toll-free community line **1-800-341-6323**

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**Clinic for HIV Related Concerns**  
MOUNT SINAI HOSPITAL

**(416) 586-4800 ext. 8714** | Fax: (416) 586-5970  
600 University Avenue, Toronto, ON M5G 1X5  
mfennessey@mtsina.on.ca

The Clinic for HIV-Related Concerns has been providing comprehensive mental health services to those infected and affected by HIV since 1986. It is a multi-disciplinary clinic which includes psychiatrists and psychotherapists and others with social work, nursing and occupational therapy backgrounds. This program offers: assessment and consultation; individual and group psychotherapy; couple and family therapy; and psychiatric management of major psychiatric disorders.

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**Cognitive Behavioural Therapy**  
CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

**(416) 535-8501 ext. 4865**  
250 College Street, Toronto, ON M5T 1R8

The Cognitive Behavioural Therapy (CBT) unit provides short-term treatment of depression. Cognitive behavioural therapy, a type of psychotherapy, can help many people struggling with depression to deal more effectively with it. People learn to recognize that their thinking styles can contribute to the sad moods and despair that characterize depression. With time, they come to see alternatives to what their minds habitually tell them. Because of the relapse risk faced by those who have recovered from depression, the CBT clinic also offers mindfulness-based cognitive therapy to prevent symptom return. Finally, the CBT unit conducts ongoing research to evaluate the effectiveness of treatment and to refine understanding of what is most helpful to clients. Model of service is cognitive behavioural therapy evidence model. Average length of stay is 15–20 sessions.

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**Cognitive-Behavioural Therapy Clinic**  
MOUNT SINAI HOSPITAL

**(416) 586-4800 ext. 6621** | Fax: (416) 586-8654  
600 University Avenue, Toronto, ON M5G 1X5

This clinic provides CBT assessments and consultations.

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**Community Mental Health—Multicultural Service: Toronto Western Hospital**  
UNIVERSITY HEALTH NETWORK

**(416) 603-5747** | Fax: (416) 603-5490  
399 Bathurst Street, New East Wing 9th Floor,  
Toronto, ON M5T 2S8  
<http://uhn.on.ca>

Brief therapy for Spanish/Portuguese-speaking people. Individual, family, couple therapy as needed. Spanish Women’s Art Therapy Group. Spanish Men with HIV Art Therapy Group. Community education on mental health issues. Referral to community programs as necessary.

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**Community Mental Health Clinic**  
ST. JOSEPH’S HEALTH CENTRE

**(416) 530-6591**  
30 The Queensway, 4th Floor, Sunnyside West,  
Toronto, ON M6R 1B5

A Monday to Friday service, providing consultation and brief therapy services by various psychiatrists, primarily at the request of community service providers. Psychiatrists provide follow-up post-admission to the Health Centre’s inpatient units. Additionally, a multidisciplinary team provides specific services in the areas of social work, nursing, nutrition and family support. Model of service is recovery. Average length of stay is six to nine months.

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**Community Outpatient Programs**  
SCARBOROUGH HOSPITAL

**(416) 431-8135**  
301–2425 Eglinton Ave. E.,  
Scarborough ON M1K 5G8  
J–1225 Kennedy Road,  
Scarborough, ON M1P 4Y1

The Community Outpatient Program provides extensive mental health services to the community. With professional staff consisting of psychiatrists, nurses and mental health therapists, representing the fields of social work and psychiatry, our services strive to prevent or reduce the need for hospitalization and ensure continuous care. Model of service is short-term, cognitive therapy approach. Average length of stay is four to six months or as needed.

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**Consultation, Assessment and Treatment Program: Intake Crisis Unit**  
TORONTO EAST GENERAL HOSPITAL

**(416) 469-6310** | Fax: (416) 469-6805  
825 Coxwell Ave., Toronto, ON M4C 3E7

This unit offers client assessment and consultation to physicians plus a variety of time-limited therapies (primarily individual).

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**Couple/Family Therapy Clinic**  
MOUNT SINAI HOSPITAL

**(416) 489-3997** | Fax: (416) 586-8654  
600 University Avenue, Toronto, ON M5G 1X5

The Couples/Family Therapy Clinic provides couple/family psychotherapy. To be eligible, participants must have couple or family concerns, even if one or more individuals in the couple/family system are also receiving individual or group psychotherapy, or medication. Participants cannot take part if they have acute psychotic episodes, although the spouse or family of the acutely ill individual may be seen to guide their cooperation in the management of the episode and help with the impact acute illness has on the couple or family system.

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**Creating Opportunities Now to assist with Community Transition**

ONTARIO SHORES CENTRE FOR MENTAL HEALTH SCIENCES (FORMERLY WHITBY MENTAL HEALTH CENTRE)

**1-905-668-5881 ext. 6307** | Fax: 1-905-430-4032  
700 Gordon St., Whitby, ON L1N 5S9  
<http://www.ontarioshores.ca>

The new CONTACT program (Creating Opportunities Now To Assist with Community Transition) is a partnership between Vocational Services, ARP Outpatient Services, community partners at the Canadian Mental Health Association Durham and Durham Mental Health Association. CONTACT aims to provide patients with the opportunity to work towards goals in many areas of their recovery, including skill building, vocational, transitional and supportive programming.

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**Crisis Service**  
CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

**(416) 535-8501**  
250 College Street, Toronto, ON M5T 1R8

Crisis assessment and brief outpatient treatment. At this time, the majority of patients who receive crisis assessment/treatment are referred by Emergency Services. Some patients referred to the Assessment Service by community physicians are determined to have urgent needs and receive crisis follow-up. Average length of stay is up to 90 days.

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**Day Clinic**  
SCARBOROUGH HOSPITAL

**(416) 431-8200**  
J-1225 Kennedy Road,  
Scarborough, ON M1P 4Y1

The Day Clinic is designed to help people in the community who are experiencing emotional distress associated with major psychiatric disorders. The clinic provides group counselling, client-centered advocacy, and collaboration with other supports and resources. The clinic offers treatment and social rehabilitation programs in the community, in a friendly and supportive atmosphere that helps clients develop and enhance their living and coping skills. Model of service is psychosocial rehabilitation.

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**Day Hospital**  
ST. JOSEPH'S HEALTH CENTRE

**(416) 530-6000**  
30 The Queensway, 4th Floor, Sunnyside West,  
Toronto, ON M6R 1B5  
[deanm@stjoe.on.ca](mailto:deanm@stjoe.on.ca)

Provides assessment and treatment for up to three weeks ensuring clients are stable and have suitable follow-up care. Helps to avoid unnecessary hospitalization for clients. Model of service is recovery. Average length of stay is three to six weeks.

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## Day Treatment

### ROUGE VALLEY HEALTH SYSTEM

**(416) 284-8131 ext. 4219**

2867 Ellesmere Road, 6th Level,  
Scarborough, ON M1E 4B9

Three-month program for adults, 18 or older, with major mood and/or anxiety disorders. Model of service is recovery cognitive-behavioural.

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## Day Treatment Program

### CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

**(416) 535-8501 ext. 1960**

1001 Queen Street W, Toronto, ON M6J 1H4  
Kirth\_Murray@camh.net

The day treatment service of the Mood and Anxiety Program provides a multidisciplinary team approach for patients requiring aftercare and longer-term support. This service is provided in three phases: phase one pilots the provision of service to clients residing in the schizophrenia program; phase two provides intensive outpatient treatment for 12 weeks; and phase three provides follow up and supportive care for six to nine months. This rehabilitative care includes: training/retraining in activities of daily living, identification of specialized social supports, lifestyle education and skill building, as well as ongoing support and psychoeducation. Model of service is recovery.

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## Day Treatment Program—North York General Hospital—Branson Division

### NORTH YORK GENERAL HOSPITAL

**(416) 633-9420 ext. 2436**

555 Finch Avenue W, Toronto, ON M2K 1N5

The focus of the Day Treatment Program is reintegration into the community following an episode of significant mental illness. The program offers: part-time treatment; close collaboration with partnered community organizations; individualized treatment and discharge plans. The newest Day Treatment service is a specialized geriatric psychiatry stream for persons over 65. Model of service is psychosocial, recovery and case management. Average length of stay is three to six months.

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## Day Treatment Program

### TORONTO EAST GENERAL HOSPITAL

**(416) 469-6314** | Fax: (416) 469-6805

825 Coxwell Ave., Toronto, ON M4C 3E7

This is an intensive, group-oriented mental health day treatment program for adults (18 and over) who are experiencing significant emotional or mental health difficulties. The program consists of psychotherapeutic, psychoeducational, and activity groups including: assertiveness training; life skills and communication skills; relaxation and stress management; goal-setting; medication group; and, recreation and community outings. The multidisciplinary team also offers: individual counselling/psychotherapy; medication monitoring; community linkage and discharge planning. Prevocational assessment and psychological assessment can be made available to our clients. Involvement of family members of clients is encouraged for education and support. The program is structured on a milieu therapy model where clients write treatment contracts and participate in community meetings. Clients need to have stable housing, be in reasonable physical health and be willing to attend daily. Referral by physician, community agency or other professional is required. The average length of stay is two to four months.

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## Day Treatment Program: Transitional Program

### MOUNT SINAI HOSPITAL

**(416) 586-4800 ext. 4521** | Fax: (416) 586-8654

600 University Avenue, Toronto, ON M5G 1X5  
rchopra@mtsinai.on.ca

**<http://www.mtsinai.on.ca/care/psych/department-of-psychiatry>**

The goal of the Transitional Program is to serve individuals recently discharged from inpatient psychiatric care, as well as those requiring additional support in remaining in the community. It is a 16-week, three mornings a week, group treatment program, with a “here and now” focus, designed to help individuals build new coping skills to improve their sense of well-being and their ability to function effectively in their daily lives. To be included, participants must: be currently involved in individual therapy; be willing

and able to tolerate a group format; and have stable living accommodations. Participants cannot take part if: they are currently abusing drugs or alcohol; they are actively suicidal or homicidal and unable to contract for safety; and/or psychosis or mania interferes with ability to tolerate and/or benefit from a group process.

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**Day Treatment Program and One-day Continuing Support Program**  
MOUNT SINAI HOSPITAL

**(416) 586-4800 ext. 4521** | Fax: (416) 586-8654  
600 University Ave., Toronto, ON M5G 1X5  
rchopra@mtsinai.on.ca

A one-day a week group program is available to MSH patients who require ongoing support. The focus is to assist people who struggle with social isolation and would benefit from monitoring/management of their psychotic symptoms. The patients in this program are typically patients with chronic schizophrenia. To be included, participants must: be willing and able to participate in a group program; require on-going support because of chronic psychiatric illness including psychosis; and be MSH patients. Participants cannot take part if they are: acutely suicidal or homicidal; severely psychotic, organically impaired or in need of hospitalization; actively abusing substances; and/or currently aggressive, threatening or unpredictable.

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**Day-Treatment Program: Three-Day Treatment**  
MOUNT SINAI HOSPITAL

**(416) 586-4800 ext. 4521** | Fax: (416) 586-8654  
600 University Avenue, Toronto, ON M5G 1X5  
rchopra@mtsinai.on.ca

This program provides group-based treatment, three days per week, for individuals who have functional limitations related to a psychiatric illness. The focus of the groups is to gain more understanding of interpersonal relationships and to further personal insight. Particular attention is paid to the current crisis. Patients referred must be able to make a commitment to attend on a regular basis. Patients who are acutely suicidal, who are using substances, or who are in need of hospitalization would not be ready for the program. Psychiatrists and psychotherapists

may refer a patient by contacting the Intake Coordinator and submitting a written summary of the patient's psychosocial situation.

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**Extended Care Program**  
ST. MICHAEL'S HOSPITAL

**(416) 864-3090** | Fax: (416) 864-5480  
30 Bond St., 2DN, Toronto, ON M5B 1W8

Long term aftercare for patients with a severe and persistent mental illness (at least a two year history). Provides assistance in social interaction, vocational counselling, and medications; offer individual and group supportive therapy. Program offered on Wednesday and Thursday afternoons.

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**Group Psychotherapy Clinic**  
MOUNT SINAI HOSPITAL

**(416) 586-4800 ext. 8436** | Fax: (416) 586-8654  
600 University Avenue, Toronto, ON M5G 1X5

The Group Psychotherapy Clinic offers consultation and treatment in group psychotherapy formats. The primary emphasis in the clinic is in the area of interpersonally oriented groups that emphasize opportunities for interpersonal learning and improving the capacities for emotional relatedness through understanding the role of interpersonal difficulties, both in terms of early life events and contemporary interactional patterns. To be included, participants must have identification of and willingness to address interpersonal and relational difficulties associated with depression, dysthymia, anxiety disorders or personality difficulties. Persons cannot participate if they have: acute crisis; acute suicidality; active substance abuse; or inability to attend and participate consistently due to logistics.

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**Integrative Group Psychotherapies (IGT)**  
CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

**(416) 535-8501 ext. 6616**  
33 Russell Street, Toronto, ON M5S 2S1

Model of service is cognitive behavioural therapy. Average length of stay is variable.

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**Interpersonal Therapy Clinic**  
CENTRE FOR ADDICTION AND MENTAL  
HEALTH (CAMH)

**(416) 535-8501**

250 College Street, Toronto, ON M5T 1R8  
Comfort\_Thompson@camh.net

The Interpersonal Therapy (IPT) Clinic offers clinical services and training, and conducts research based on the principles and practice of interpersonal psychotherapy. The IPT Clinic provides assessments to evaluate suitability for IPT, and where appropriate, facilitates referrals to clinics or community therapists. This brief psychotherapy treats depression as understood from an interpersonal perspective. The goals of the therapy are to treat depression and improve interpersonal relationships. The IPT clinic also conducts research to evaluate interpersonal vulnerability factors and to refine understanding of what is most helpful to clients. Average length of stay is 15–20 sessions.

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**Maternal Infant Program and Perinatal Psychiatry**

**MOUNT SINAI HOSPITAL**

**(416) 586-4800 ext. 8325** | Fax: (416) 586-8654  
600 University Ave., Toronto, ON M5G 1X5

Mount Sinai Hospital Women and Infants Health Program is the largest single-site, hospital-based maternity program in Ontario, providing a comprehensive range of services to over 6800 childbearing families each year. Currently, we offer psychiatric services to outpatients, inpatients and women in crisis. We provide assessment, treatment, short-term follow-up and/or one-time consultation to women who are having mental health concerns around pregnancy, fetal loss/termination, infertility and postpartum mental health issues.

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**Medication Assessment Program for Schizophrenia (MAPS)**

**CENTRE FOR ADDICTION AND MENTAL  
HEALTH (CAMH)**

**(416) 535-8501 ext. 4864**

1001 Queen Street W, Toronto, ON M6J 1H4

The Medication Assessment Program for Schizophrenia (MAPS) offers medication

management and consultation to individuals on a rapid outpatient basis. Evaluates the effectiveness of client's medication in controlling symptoms, assesses any side effects, and addresses any antipsychotic-induced movement disorders. Aim is to find a medication best suited to client's needs.

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**Mental Health Clinic**  
**WOMEN'S COLLEGE HOSPITAL**

**(416) 323-6230**

76 Grenville St., Toronto, ON M5S 1B2

Three clinics available: brief assessment, general out-patient and continuing care; focus on women. Referral from family physician or health professional or community agency required.

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**Mental Health Clinic**  
**NORTH YORK GENERAL HOSPITAL**

**(416) 756-6642**

555 Finch Avenue W, Toronto, ON M2K 1N5  
4001 Leslie Street, North York, ON M2K 1E1

Outpatient assessment, consultation and short-term treatment provided by psychiatrists, social workers, occupational therapists and psychologists. Average length of stay is three to six months.

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**Mental Health in Medicine**  
**WOMEN'S COLLEGE HOSPITAL**

**(416) 323-6010** | Fax: (416) 323-6356

76 Grenville Street, Toronto, ON M5S 1B2

**<http://www.womenscollegehospital.ca>**

Referral is necessary from a health professional within Women's College Hospital. We offer psychiatric consultations and time-limited treatment to female and male clients, with a particular focus on the interface between mental health issues and medical illnesses.

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**Mental Health Program—Outpatient Clinics**  
**HUMBER RIVER REGIONAL HOSPITAL**

**(416) 658-2022** | Fax: (416) 658-2074

2175 Keele Street, Toronto, ON M6M 2Z4

**<http://www.hrrh.on.ca>**

The Outpatient Clinics for Mental Health at Humber River Regional Hospital provide



psychiatric assessment, consultation, treatment, and follow-up for people experiencing mental health problems. Our patient services address the following treatment areas: mood and anxiety disorders, schizophrenia, depot injections, clozapine clinic, psychogeriatrics, general psychiatry, and medical-psychiatric issues. Staff available include social workers, an occupational therapist, a registered nurse, a psychosocial rehabilitation professional, psychiatrists, and a psychometrist.

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**Mental Health Outpatient Urgent Care Clinic**

**WILLIAM OSLER HEALTH CENTRE**

**(416) 747-3400 ext. 32362**

101 Humber College Boulevard,  
Etobicoke Hospital Campus Crisis Team,  
Etobicoke, ON M9V 1R8

The Mental Health Urgent Care Clinic provides assessment and short-term counselling to those whose mental health problems can be addressed in an outpatient setting and where the mental health problems necessitate the need for urgent treatment to prevent further deterioration by the client. A mental health team of professionals provides psychiatric consultation and initial treatment, brief psychosocial assessment and counselling, medication monitoring and education, as well as group counselling to help the individual. Referral to other resources will be completed where necessary. The primary goal is to provide access to mental health services in a timely fashion and to return patients to their family physicians for continuing care.

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**Mood Disorder Clinic**

**ROUGE VALLEY HEALTH SYSTEM**

**(416) 284-8131 ext. 4219**

2867 Ellesmere Road, 6th Level,  
Scarborough, ON M1E 4B9  
smcilveen@rougevalley.ca

Focused treatment for adults with impulse control issues, depression, anxiety and panic. Model of service is cognitive-behavioural.

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**Mood Disorders Clinic**

**CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)**

**(416) 535-8501**

250 College Street, Toronto, ON M5T 1R8  
Brenda\_Raynbird@camh.net

The Mood Disorders Clinic (MDC) provides multidisciplinary, multimodal clinical care and education for patients, families and professionals with diagnoses of depression or bipolar disorder. Services include psychiatric assessment, diagnosis, treatment recommendations and brief follow up ( where appropriate). Patients are then referred back to the referring physician with recommendations, the clinic physicians will function as a back up and resource to the treating physician in the community and a repeat consultation can be requested. Involvement of non-medical clinical staff in treatment plans is designed to best meet the needs of individual patients. If suitable, clients may be offered an opportunity to participate in research spanning basic science to direct patient care. Particular research interests include early intervention and exploring the gene/environment interaction. Average length of stay is a single visit or short-term.

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**Mood Disorders Clinic**

**TRILLIUM HEALTH CENTRE**

**(905) 521-4006**

150 Sherway Drive, 4th Floor,  
Etobicoke, ON M9C 1A5

The Mood Disorders Clinic offers outpatient services to adults 18 years and older who have a serious and persistent mental illness. Services offered include case co-ordination, psychiatric consultation, counselling, psychoeducational groups, family support and education and transitional youth support. Model of service is biopsychosocial.

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**Outpatient Groups**

**NORTH YORK GENERAL HOSPITAL  
MENTAL HEALTH INTAKE SERVICE**

**(416) 756-6642 | Fax: (416) 756-6671**

555 Finch Ave. West, North York, ON M2R 1N5  
[www.nygh.on.ca](http://www.nygh.on.ca)

We offer a number of outpatient groups. These groups are usually offered late in the day or early evening to accommodate people who work.

Some of these groups include:

- Anger management group;
- Specialized anxiety group;
- Interpersonal depression group;
- Cognitive Behavioural therapy groups;
- Mindfulness based stress reduction.

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### **Out-Patient Psychiatric Services (St. Joseph’s Health Centre)**

#### **ST. JOSEPH’S HEALTH CENTRE**

**(416) 530-6591** | Fax: (416) 530-6067  
30 The Queensway, Toronto, ON M6R 1B5

Services offered: consultation/assessment; shared care services; day treatment program; multidisciplinary team approach. Services accessed through referral by a family doctor or community agency. Open Monday–Friday, 8am to 4:30pm.

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### **Outpatient Services**

#### **CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)**

**(416) 535-8501 ext. 2893**  
1001 Queen Street W, Toronto, ON M6J 1H4  
Nadia\_Preiano@camh.net

The Outpatient Service provides clinical treatment and management of individuals who are under the jurisdiction of the Ontario Review Board, with disposition orders supporting residency in the community. The program attempts to reintegrate forensic patients into the community, while managing the risk that these individuals present to public safety. This goal is met through psychiatric treatment, case management and the treatment of criminogenic risk factors. Model of service is therapeutic risk management. Average length of stay is continuous.

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### **Outpatient Mental Health Services NORTH YORK GENERAL HOSPITAL**

**(416) 756-6642** | Fax: (416) 756-6671  
4001 Leslie St., Toronto, ON M2K 1E1

The registered nurse at our Central Intake Office will ensure you are linked to the most appropriate mental health professional, or service. We offer:

- general psychiatric care;
- consultation to family physician on complex cases. Consultation may include recommendations for medication or other interventions;
- time limited psychotherapy, both individual and group;
- specialized services for women;
- mindfulness-based stress reduction group (MBSR);
- cognitive behavioural therapy.

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### **Pathways**

#### **ROUGE VALLEY HEALTH SYSTEM**

**(416) 208-0131**  
25 Neilson Rd., Scarborough, ON M1E 5E1  
smcilveen@rougevalley.ca

Social recreational program with medication clinic for those with serious mental illness. Model of service is psychosocial rehabilitation. Average length of stay is five years.

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### **Post Partum Depression Program TORONTO EAST GENERAL HOSPITAL**

**(416) 469-7608** | Fax: (416) 469-6805  
825 Coxwell Ave., Toronto, ON M4C 3E7  
This program provides ongoing telephone counselling and group support for women who are dealing with post partum depression.

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### **Mental Health Day Clinic Program SCARBOROUGH HOSPITAL**

**(416) 431-8160** | Fax: (416) 431-8233  
1225 Kennedy Rd., Unit J, Toronto, ON M1P 4Y1  
This program is designed to promote and enhance independent living. Through group therapy patients learn about their illness and themselves. They can relate to other patients about their personal issues and learn to take responsibility for their choices. Serves people 18 years and over with a major psychiatric disorder, who are motivated to change. We offer full time and part time programs Monday to Friday. The length of time an individual is involved depends on their needs.

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**Psychiatric Day Hospital**  
NORTH YORK GENERAL HOSPITAL

**(416) 756-6723**

4001 Leslie Street, North York, ON M2K 1E1  
Psychiatric Day Hospital is an alternative to inpatient treatment. The program provides assessment and therapeutic intervention to adults who are in acute distress and who require intensive support and intervention. Model of service is a combination of recovery, peer support and psychosocial rehabilitation to support stabilization and independent living.

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**Psychiatric Day Treatment Program**  
**(Humber River Regional Hospital)**  
HUMBER RIVER REGIONAL HOSPITAL

**(416) 658-2061** | Fax: (416) 658-2009  
2175 Keele St., Toronto, ON M6M 3Z4  
<http://www.hrrh.on.ca>

The Psychiatric Day Treatment Program is an alternative to in-patient care for adults who are in acute psychiatric distress and need immediate intervention. It is intended for clients whose productive lives have been halted because of psychiatric illness. Treatment is offered in a group therapy format. Individuals must have sufficient home supports in the community while actively pursuing treatment. They must not be certifiable, suicidal or homicidal and they must not be struggling with an addiction problem.

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**Psychiatric Out-Patient Clinic**  
SCARBOROUGH HOSPITAL

**(416) 495-2563** | Fax: (416) 431-8135  
3030 Birchmount Rd., Toronto, ON M1W 3W3

Assessment, short term treatment, and follow-up for patients with mood disorders, anxiety and panic disorders, and schizophrenia. Individual and/or group therapy is provided by a multi-disciplinary team including psychiatrists, psychologists, social workers, occupational therapists, and nurses. Also provides psychiatric services to seniors. Referral by family doctor is required.

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**Psychiatric Out-Patient Services**  
**(Toronto General Hospital)**  
UNIVERSITY HEALTH NETWORK

**(416) 340-3055** | Fax: (416) 340-4198  
200 Elizabeth St., Eaton Wing 8th Floor,  
Toronto, ON M5G 2C4

Out-patient assessment and treatment; general out-patient as well as specialized clinics (i.e. women's clinic, affective disorders clinic, young schizophrenia and chronic schizophrenia clinics, crisis clinic, psychosomatic clinic); eating disorders and psychogeriatrics. Call to inquire.

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**Psychological Trauma Program (PTP)**  
CENTRE FOR ADDICTION AND MENTAL  
HEALTH (CAMH)

**(416) 535-8501 ext. 7330**  
200-455 Spadina Avenue, Toronto, ON M5S 2G8  
[Peter\\_Farvolden@camh.net](mailto:Peter_Farvolden@camh.net)

The Psychological Trauma Program (PTP) is a comprehensive, multidisciplinary program that provides assessment, treatment and rehabilitative services for Ontario clients who have suffered a traumatic workplace accident or assault. Staff conduct approximately 300 assessments per year, including evaluation by a psychologist, psychiatrist and in selected cases, an occupational therapist. Detailed recommendations guide treatment in the worker's own community. Greater Toronto area based clients who require extensive treatment and rehabilitation can take a 32-week intensive day treatment program that focuses on education, recovery from post-traumatic symptoms and functional restoration. The goal of the program is to return the injured worker to satisfying work, or retraining and reintegration, within a supportive family and community network. Model of service is recovery.

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**Psychotic Disorder Clinic**  
TRILLIUM HEALTH CENTRE

**(905) 521-4006**  
150 Sherway Drive, 4th Floor,  
Etobicoke, ON M9C 1A5

The Psychotic Disorder Clinic offers outpatient services to adults 18 years and above who have a serious and persistent mental illness. Services offered include case co-ordination, psychiatric

consultation, counselling, psychoeducational groups, family support, and education and transitional youth support. Support is made available to help individuals understand their illness, manage their medication and participate in social activities. Model of service is bio-psychosocial. Average length of stay is 12–18 months.

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**Recovery Support**  
**ST. JOSEPH'S HEALTH CENTRE**

**(416) 530-6618**

30 The Queensway, 4th Floor, Sunnyside West, Toronto, ON M6R 1B5

This program engages individuals in the exploration of their recovery goals by: facilitating discussion about recovery, developing a vision for recovery and supporting changes. Participation in this program may be up to six months, and consists of both individual and group-based interventions. It involves a multidisciplinary team that consists of nursing, social work, and occupation therapy. Model of service is recovery. Average length of stay is up to six months.

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**Repetitive Transcranial Magnetic Stimulation Lab (RTMS): Addiction Therapy Program**  
**CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)**

**(416) 535-8501 ext. 4677**

250 College Street, Toronto, ON M5T 1R8

Model of service is unspecified.

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**Reproductive Life Stages Program (RLS)**  
**WOMEN'S COLLEGE HOSPITAL**

**(416) 323-6230** | Fax: (416) 323-6356

76 Grenville Street, 9th Floor, Toronto, ON M5S 1B2

<http://www.womenscollegehospital.ca>

Referral is necessary from a health professional. We offer assessment and time-limited psychotherapy to women with mood, and anxiety disorders related to the menstrual cycle, infertility, pregnancy, postpartum, and menopausal transition.

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**Sexual Behaviours Clinic**  
**CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)**

**(416) 535-8501**

250 College Street, Toronto, ON M5T 1R8  
sandra\_thereault@camh.net

Model of service is relapse prevention/pharmacotherapy. Average length of stay is continuous.

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**Schizophrenia Program**  
**CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)**

**(416) 535-8501 ext. 2621**

1001 Queen Street W, Toronto, ON M6J 1H4

This program, in partnership with the University Health Network and St. Michael's Hospital, works with men and women who are homeless and experiencing serious and persistent mental health concerns. The Shared Care clinical outreach service addresses the physical and mental health needs of homeless people using the shelters, hostels and drop-ins in the downtown Toronto area. Team members include: full-time registered nurses, outreach workers, a housing worker, visiting family physicians and visiting psychiatrists as consultants. Shared Care teams work collaboratively with staff from other agencies to deliver respectful and comprehensive care, and facilitating access to resources and enhancing the individual's quality of life. Model of service is recovery/mobile. Average length of stay is 90–180 days.

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**Shared Care Services**  
**ST. JOSEPH'S HEALTH CENTRE**

**(416) 530-6717** | Fax: (416) 550-6774

30 The Queensway, 4th Floor, Sunnyside West, Toronto, ON M6R 1B5

[blizzg@stjoe.on.ca](mailto:blizzg@stjoe.on.ca)

This program provides: bio-psychosocial assessments; psychiatric assessments and reassessments. Formulation and recommendations are provided to the patient and comprehensive reports are faxed to referring primary care physicians. Pharmacological intervention may be initiated and follow-up is offered until the patient becomes stabilized. Brief psychotherapy is offered when appropriate. The team is comprised

of mental health clinicians (disciplines include nursing, occupational therapy, psychology), psychiatrists and a secretary. Model of service is recovery.

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**Transitional Care Program**  
CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

**(416) 535-8501 ext. 4095**  
250 College Street, Toronto, ON M5T 1R8

This program provides short-term, women-centred care for women with complex mood disorders, co-existing trauma, anxiety and addiction, and women discharged from the women’s program. Currently, the services include: psychoeducation, skills building groups, short-term psychotherapy group, and time limited pharmacological support. Model of service is women’s-based empowerment model.

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**Trauma Clinic**  
MOUNT SINAI HOSPITAL

**(416) 586-4800 ext. 4558** | Fax: (416) 586-8654  
600 University Avenue, Toronto, ON M5G 1X5

This service provides an extended assessment and consultation service for individuals who are suffering from symptoms related to their past unresolved psychological traumas. Our clinic provides a chance for both the referring clinician and the patient to benefit from a specific focus on the reasons for the patient’s continuing failure to heal. The patient has a chance to describe at length his or her experience, problems and difficulties as well as identify areas of strength, resource and hope. This process of exploration and reflection is supported and assisted by the expertise of the trauma team.

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**Trauma Therapy Program**  
WOMEN’S COLLEGE HOSPITAL

**(416) 323-6400 ext. 4230** | Fax: (416) 323-6356  
76 Grenville Street, Toronto, ON M5S 1B2  
<http://www.womenscollegehospital.ca>

Referral is necessary from a health professional and if eligible for the program, attendance at an orientation meeting and an intake interview are necessary. Time-limited individual and group psychotherapy is offered to women

and men with psychological issues following interpersonal trauma.

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**Women’s Clinic: Mental Health Intake Department**  
NORTH YORK GENERAL HOSPITAL

**(416) 756-6642** | Fax: (416) 756-6671  
4001 Leslie St., Toronto, ON M2K 1E1

A number of therapy groups are offered for women experiencing change and difficulties related to menopause, relationships and other issues. A number of cognitive behaviour therapy groups, focusing on depression and anxiety disorders, may be available at specific times during the year.

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**Women’s Mental Health Clinic (Toronto General Hospital)**  
UNIVERSITY HEALTH NETWORK

**(416) 340-3048** | Fax: (416) 340-4198  
200 Elizabeth St., Toronto, ON M5G 2C4

Short-term counselling for individuals and groups on problems specific to adult women, including career and family conflicts, sexual abuse and violence, obstetrical and gynecological concerns.

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**Crisis Services**

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**Mobile crisis team phone numbers**

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**Gerstein Line: Toronto**

**(416) 929-5200**

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**Community Crisis Response Program**

Etobicoke, North York: **(416) 498-0043**  
Scarborough, East York: **(416) 289-2434**

**Crisis:** a time of danger...a decisive moment...a time of great difficulty. At times of crisis we tend to feel overwhelmed... out of control...unable to cope. A crisis can build up over time, as stresses pile up higher and higher—or it can happen suddenly, when a person faces a frightening situation which they can’t see any way to resolve. A crisis of this sort is sometimes referred to as a “psychosocial” crisis, because it’s usually triggered by situations, events or environmental problems such as work, money, housing, a

relationship, or safety issues. A “psychiatric” crisis, on the other hand, refers to problems related to symptoms associated with mental illness.

You are usually the best person to decide when you are in crisis—when you think you need extra help and support. Generally, when you feel that things are only going to get worse because you just can’t cope—and now it’s time to reach out for help. Being in crisis makes it difficult to carry on as usual. You might find it hard to sleep or eat, you can’t get along with others, and you can’t seem to concentrate on things at home, work, or school. Of course, you don’t need to wait until things get out of control before asking for help.

You know best what helps you when you’re feeling this way. Spend a bit of time thinking about who, when, where, and how much help you need to get through the crisis. Go over what supports are currently available to you, or ask other people who they contact or what they do when they experience a crisis. You could ask someone you trust to help you to think about the pros and cons of different options. Making choices about what to do is one way to have some sense of control even when things feel most out of control. Remember: This too shall pass.

Some options currently available include: support from a health professional at a community agency or hospital;

- support from friends and family;
- peer support through self, consumer/ survivor networks;
- talking on the telephone with someone at a crisis or distress line;
- a home visit by a mobile crisis service;
- alternative therapies/support;
- some combination of the above.

In the last few years, government policy has identified crisis services as one of the most important types of services for people with serious mental health problems. There are several types of programs under consideration, including: mobile crisis teams that come to you when you are having trouble, safe houses where you can stay for a few days and “chill out”, and additional 24-hour-a-day distress lines.

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## For more information...

If you or someone else is alone and on the streets, see...

- The Basics: “Getting Connected” If the crisis relates to one of the following groups, see...
- Services for Youth Services for Gays, Lesbians, Bisexuals and Transgendered/ Transexuals
- Services for Survivors of Violence and Abuse

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## Crisis Program— Program Listings

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### 416 Drop-In Centre

#### 416 COMMUNITY SUPPORT FOR WOMEN

**(416) 928-3334**

416 Dundas Street, Toronto, ON M5A 2A5

Staff are available to provide crisis intervention and prevention support. Individual and group counselling available. Model of service is psychosocial rehabilitation.

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### Community Crisis Response Program SCARBOROUGH HOSPITAL

**(416) 498-0043**

600–2 Lansing Square, North York, ON M2J 4P8

The Crisis Response Program is designed to assist people with serious mental health problems to diffuse a crisis situation and meet their immediate safety needs. Our focus is to support adults with serious mental illness to live independently in the community by offering a range of linkages to social, psychological, medical and community resources. The program has developed collaborative relationships with other service providers, including hospitals, police and other community agencies. In this program there are no services offered on an “on-going” basis. Model of service is telephone and mobile.

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### Crisis Intervention Program PARKDALE ACTIVITY—RECREATION CENTRE (PARC), THE

**(416) 537-2262 ext. 241**

1499 Queen Street W, Toronto, ON M6R 1A3  
brose@parc.on.ca

The drop-in provides crisis intervention response on a client walk-in basis. The outreach program will provide crisis response to registered clients and to community referrals which are presented to PARC directly via phone request from the general public, client tip-offs, local landlords, and other community sources. Average length of stay is one year.

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**Crisis Intervention Team**  
**TRILLIUM HEALTH CENTRE**

**(416) 259-6671**  
150 Sherway Drive, 4th Floor,  
Etobicoke, ON M9C 1A5

Trillium's Crisis Intervention Team offers assessments and counselling to adults who are experiencing a mental health crisis. This can include people suffering from depression, anxiety, relationship difficulties, stress, and family crisis as well as those who are suicidal, or who are family members of trauma victims. The team also meets with individuals who are having difficulties with addictions and anger management, providing assessment and referral to appropriate resources in the community. The team includes both social workers and nurses.

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**Crisis Intervention Team**  
**TRILLIUM HEALTH CENTRE—**  
**QUEENSWAY SITE**

**(905) 848-7495** | Fax: (905) 848-7694  
100 Queensway West, Toronto, ON L5B 1B8  
[www.trilliumhealthcentre.org](http://www.trilliumhealthcentre.org)  
<http://www.thc.on.ca>

The crisis intervention team provides assessment, counselling, discharge planning, consultation, and referral for persons or families experiencing acute mental health crisis. The Crisis Intervention Team is located at the Mississauga site, but also travels to the Queensway site in Etobicoke to see clients. The hours of service are:  
Monday–Friday, 8:30am–10:00pm,  
Saturday, Sunday and holidays,  
10:00am–10:00pm.  
Telephone **(905) 848-7495** and ask to page the Crisis Intervention Team.

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**Crisis Clinic**  
**MOUNT SINAI HOSPITAL**

**(416) 586-4800 ext. 8254** | Fax: (416) 586-8654  
600 University Ave., Toronto, ON M6G 1X5

The Crisis Service at MSH provides rapid intervention within six sessions. Referrals are received from MSH and CAMH Emergency Department, Victim Services of The Toronto Metropolitan Police, family physicians and medical specialists. To make a referral please leave a message at **(416) 586-4800 ext. 8254** and fax a copy of the referral note to **(416) 586-8654**, including the physician's name, phone number, billing information, and patient's name, telephone number, date of birth, OHIP number, and reason for referral. Please note that this service is subject to availability. To be included, participants must be adults, aged 18 and over. Participants cannot take part if they: are currently affiliated with another treating hospital; are currently being followed by a psychiatrist; or, abuse drugs or alcohol.

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**Crisis Service—Rouge Valley Health System—6th Level**  
**ROUGE VALLEY HEALTH SYSTEM**

**(416) 281-7318**  
2867 Ellesmere Road, 6th Level,  
Scarborough, ON M1E 4B9

Crisis service provides assessment, referrals and short-term treatment to individuals who are experiencing a psychiatric or emotional crisis. We serve both adults and adolescents. Average length of stay is one to two visits.

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**DISTRESS CENTRES OF TORONTO**

**(416) 408-4357** | Fax: (416) 598-2316  
P.O. Box 243, Adelaide P. O. Box,  
Toronto, ON M5C 2J4  
[distress@torontodistresscentre.com](mailto:distress@torontodistresscentre.com)  
[www.torontodistresscentre.com](http://www.torontodistresscentre.com)

Emotional support and crisis intervention provided over the telephone by trained volunteers. Available 24 hours a day. Also provide public education and skills training about the following topics: emotional support, crisis intervention, suicide prevention. For administration call: **(416) 598-0166**. To ask about volunteering call: **(416) 598-0166**.

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**Gerstein Crisis Centre**  
**GERSTEIN CRISIS CENTRE**

**(416) 929-5200**

100 Charles Street E, Toronto, ON M4Y 1V3  
2nd party referral line **(416) 929-9897**

Non-medical crisis intervention for individuals experiencing a mental health crisis who either do not need hospitalization or do not want hospitalization. Twenty-four hour phone, mobile team and a 10-bed house for a short stay, three to five days. Model of service is Gerstein Centre model.

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**Gerstein on Bloor**  
**GERSTEIN CRISIS CENTRE**

1045 Bloor St. W., Toronto, ON

Gerstein on Bloor has two programs integrated under one roof. For women who are experiencing a mental health crisis and are currently homeless, it offers 5 beds. For access to these beds, call Gerstein on Bloor at **(416) 604-2337**.

For men and women who are experiencing a mental health crisis and have current or recent involvement with the criminal justice system, it offers 9 Mental Health and Justice beds. For access to these beds, call the Safe Beds Central Registry at **(416) 248-4174**.

Gerstein on Bloor: offers short term stays of up to 30 days; has 14 beds, each in a private bedroom; offers a supportive, homelike environment; provides 24-hour on site support and counselling; provides residents with case management services; is a nonmedical and voluntary service; and, helps people to meet their needs as they see them.

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**Mental Health and Justice Prevention Program**  
**RECONNECT MENTAL HEALTH SERVICES**

**(416) 248-2050 Ext: 238**

56 Aberfoyle Crescent, Toronto, ON M8X 2W4

The Crisis Prevention/Pre-Charge program is a new initiative providing accessible and responsive support in the community to individuals living with mental illness who are at significant risk for involvement or reinvolvement with the criminal justice system. The purpose of the program is to prevent and reduce an individual's contact with

the criminal justice system by providing short-term case management that assists individuals in making connections with the treatment and support that is needed. Model of service is case management and recovery. Average length of stay is short-term and transitional.

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**Mental Health and Justice Short-Term Crisis Program: Safe Bed Program**  
**CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) TORONTO BRANCH**

**(416) 248-4174**

480–700 Lawrence Avenue W, Lawrence Square, North York, ON M6A 3B4

The Canadian Mental Health Association (CMHA) Toronto Mental Health and Justice Short-Term Crisis Program provides individuals living with mental illness with recent or current involvement with the criminal justice system with a 30-day stay with onsite 24-hour supports to assist in resolving the current crisis and creating strategies for long-term interventions. The four-bed unit located in North York is part of a 16-bed network providing services across four quadrants of Toronto. The program also houses the Network Bed Registry **((416) 248-4174)** which provides information on criteria, program locations and descriptions, bed availability and program contact numbers.

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**Mental Health Crisis and Intake**  
**NORTH YORK GENERAL HOSPITAL**

**(416) 756-6642**

4001 Leslie Street, North York, ON M2K 1E1

A Psychiatry crisis team is available to provide assessment and consultation for patients of all ages presenting in the North York General Hospital emergency department with emergent mental health concerns. The crisis registered nurses are available via telephone from 8:00am to 11:00pm to respond to urgent requests for service, and they will triage all mental health referrals, including non-urgent referrals. If North York General Hospital is unable to provide the appropriate service, the crisis registered nurse will provide the caller with alternatives. Model of service is recovery.



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**Mental Health Crisis Intervention**  
WILLIAM OSLER HEALTH CENTRE

**(416) 747-3400**

101 Humber College Boulevard,  
Etobicoke Hospital Campus Crisis Team,  
Etobicoke, ON M9V 1R8

The Crisis Intervention Team provides assessment and intervention to those who are in an acute state of crisis due to a mental disorder and/or severe psychosocial stressors. Family and/or significant others are included in the intervention. The team collaborates with the emergency team, staff from other hospital services, as well as community partners to develop and implement appropriate intervention strategies. Model of service is crisis intervention. Average length of stay is not applicable as this is a crisis service.

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**Primary Support Unit**  
**(Maxwell Meighen Centre)**  
SALVATION ARMY

**(416) 366-2733 ext. 276** | Fax: (416) 366-4229  
135 Sherbourne St., Toronto, ON M5A 2R5  
[po.box19@sa-mmcc.org](mailto:po.box19@sa-mmcc.org)

Crisis stabilization for men experiencing emotional/mental health problems. A community-based service to assist homeless men experiencing a mental health crisis or experiencing emotional problems that do not require hospitalization. We provide a 10-bed unit for up to three weeks, intended to provide a safe, supportive environment to help men through a crisis. A non-medical, psychosocial-based program, which embraces a client-centered approach. Provides an environment that allows clients an opportunity to examine their quality of life issues while focusing on basic needs, from a position of strength and hope. General respite including 24-hour access. 24-hour counselling support as well as case management services. Provision of 3 meals per day, access to clothing, attention to basic needs, medication storage, advocacy and medical referral, vocational, housing and other related services.

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**Psychiatric Emergency Service**  
SUNNYBROOK HEALTH SCIENCES CENTRE

**(416) 480-6100 ext. 4207**

2075 Bayview Avenue, Toronto, ON M4N 3M5

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**Regional/Mobile Crisis Program**  
SCARBOROUGH HOSPITAL

**(416) 495-2891**

3030 Birchmount Road,  
Scarborough, ON M1W 3W3

The Regional and Mobile Crisis Program allows for service provision across a continuum based on urgency of need. The Scarborough Hospital services a large and extremely multicultural population. Individuals' unique needs are considered, including those of individuals currently accessing other mental health services, as well as those accessing the mental health system for the first time. The regional and mobile crisis programs are fully integrated and coordinated within the Scarborough Hospital mental health services and the broader mental health system. By offering community and hospital-based crisis response, immediate, short-term follow-up and urgent outpatient consultations, the pressure and volume of emergency room visits and re-visits as well as admissions and length of stays are all reduced. Model of service is telephone, mobile/community visits, and ER visits. Average length of stay is immediate with follow up, up to six weeks or in some cases three months if client requires assistance connecting with resources.

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**The Warm Line**  
PROGRESS PLACE

**(416) 960-9276**

576 Church Street, Toronto, ON M4Y 2E3

The Warm Line is for men and women with mental illness living in the Greater Toronto area in need of a friend with an empathetic ear, someone who will really listen. The Warm Line is operated by peers who have been there, understand, and are aware of the loneliness and isolation often felt by other survivors. The Warm Line was the first program in Canada to offer peer support telephone line to survivors of mental illness. It is available 7 days a week from 8:00pm to midnight.

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**Toronto Western Hospital:  
Urgent Care Clinic**  
UNIVERSITY HEALTH NETWORK

**(416) 603-5809** | Fax: (416) 603-6289  
399 Bathurst Street, Toronto Western Hospital,  
East Wing, 9th Floor, Toronto, ON M5T 2S8  
pam.maciejowski@uhn.on.ca

The Psychiatric Emergency Services (PES) at Toronto Western Hospital offer a 24-hour service and is physically located in the emergency department. The service consists of crisis clinicians (who work between 8:00am and 11pm, seven days a week), as well as psychiatric registered nurses, psychiatric assistants, staff psychiatrists and residents who provide coverage 24/7. The team provides rapid triage, assessment, management and disposition for the adult mental health patient who requires these services while in the emergency department. The Psychiatric Emergency Services Unit (PESU) is designed to provide a safe, secure, and integrated environment where these assessments can take place. The second component of the service is the Urgent Care Clinic (UCC) which is operated Monday to Friday, with psychiatrists available for assessments Monday, Wednesday, and Friday. The clinicians who work in the emergency department (PES) also work in UCC and participate in the initial assessment with the psychiatrist and can offer short-term follow up. Model of service is biopsychosocial. Average length of stay is hours to two days and short-term sessions are seven to ten sessions.

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**Urgent Care**  
ST. JOSEPH'S HEALTH CENTRE

**(416) 530-6000 ext. 3118**  
30 The Queensway, 4th Floor, Sunnyside West,  
Toronto, ON M6R 1B5  
scottn@stjoe.on.ca

A Monday to Friday service which sees people within a couple of days of having presented in the emergency room to provide support and attend to outstanding issues. Short-term (for up to three weeks from their appointment) outpatient psychiatric assessment and follow-up for patients who are in crisis or in need of short-term support. We assist these patients with organizing

longer-term community-based supports. The team is comprised of a mental health clinician and psychiatrists. Model of service is recovery.

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**Urgent Care Clinic (formerly S.H.A.R.E.)**  
UNIVERSITY HEALTH NETWORK

**(416) 603-5809** | Fax: (416) 603-6289  
399 Bathurst Street, 3rd Floor,  
Toronto, ON M5T 2S8  
[www.uhn.on.ca](http://www.uhn.on.ca)

Out patient crisis services characterized by prompt intervention, including assessment of self-harm risk and co-ordination of most applicable services to allow for stabilization and autonomous functioning in the community.

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**Short Term Crisis Safe Bed Program**  
**Mental Health Short-Term Residential Beds**  
COTA HEALTH

**(416) 248-4174**  
105–4000 Lawrence Avenue E,  
Scarborough, ON M1E 2R3

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**Short-term Crisis Bed Program**  
RECONNECT MENTAL HEALTH SERVICES

**(416) 248-4174**  
202–2150 Islington Avenue,  
Etobicoke, ON M9P 3V4

Short-term residential crisis support to individuals with severe and persistent mental illness, who are in crisis, have current involvement with the criminal justice system and are homeless. Model of service is crisis intervention and recovery.

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**Short-Term Crisis Support Beds**  
MARGARET FRAZER HOUSE

**(416) 463-1481**  
301 Broadview Avenue, Toronto, ON M4M 2G8

This facility provides medication monitoring and short-term support. It tries to connect individuals to services they may need with partnering organizations.

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**Services For Youth**

Adolescence is a time of transition in our lives, when we move from being a child to taking on adult roles and responsibilities. We begin to plan

for our future work goals, to develop intimate relationships, and to gain independence from our families. This time of life can be very difficult, especially if we don't have the skills and supports we need.

Late adolescence is also a time when serious mental illnesses are often identified for the first time. The young adult and their family are faced with many additional tasks—learning what this illness is about, how it is going to impact on their lives, and how they can best take care of themselves to minimize the impact of symptoms on their goals and dreams.

There are other young people who were diagnosed with a mental health problem at a much younger age, and have already been involved with lots of services and special supports. In late adolescence, they must begin to leave the children's mental health services and move on to adult services. This is another challenging transition.

Finding and getting into appropriate services can be very frustrating for a young person experiencing a mental illness, and for their family and the professionals who work with them. Families may think that their child's difficulties are just part of the "normal thing adolescents go through", and delay diagnosis and intervention until there is a crisis. Once they are involved in the system (usually through a crisis admission to a hospital), families are frustrated by long waiting lists for services that can support their child's reintegration back into the community.

When resources finally become available, the client and family begin to realize that they may only be available until the client reaches the age of eighteen. At that time, a different ministry becomes responsible for providing services to the young adult. This means another period of adjustment, and often a very confusing time, as the adult mental health system differs from the children's in its beliefs and practices.

Adult services are often reluctant to work with youth, as they feel they don't have the training or resources to address the special needs of young people. When young people do get into an adult service they may find it difficult to meet the expectation to take full responsibility for themselves.

Alternatively, they often choose to struggle to find a place among their age group in services such

as the education system—with limited success, as their support needs are not met. They may end up "falling through the cracks" because they don't yet have the maturity, skills, and supports expected of adults.

They may also find the social stigma overwhelming. Substance abuse, criminal charges and/or the use of youth shelters are common consequences of this alienation.

There are, however, special services and resources available in Toronto to help youth. This section will provide some information on what they do, and how to contact them.

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## Services for Youth— Program Listings

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### **6-Bed Child and Adolescent Mental Health Inpatient Unit**

#### **HUMBER RIVER REGIONAL HOSPITAL**

**(416) 658-2084**

200 Church Street,  
Humber River Regional Hospital,  
Weston, ON M9N 1N8  
2175 Keele Street, Toronto, ON M6M 3Z4  
dgalas@hrrh.on.ca

Serves children and adolescents up to their 19th birthday whose mental health needs cannot be met on an outpatient basis. The six inpatient beds are used for acutely ill children and adolescents who need a 24-hour protective, therapeutic environment and close professional assessment and stabilization. The treatment team consists of a psychiatrist, child and youth workers, teacher, social worker, registered nurses and a clinical nurse specialist. The treatment team together with the patient and family will create an individualized treatment plan for each patient. Average length of stay is intended to be under two weeks. Model of service is psychoeducational/medical.

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### **Access and Counselling Program** **EAST METRO YOUTH SERVICES**

**(416) 438-3697** | Fax: (416) 438-7424  
1200 Markham Rd., Suite 200,  
Toronto, ON M1H 3C3  
emys@emys.on.ca | <http://www.emys.on.ca>

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**ADHD Clinic**  
**SCARBOROUGH HOSPITAL**

**(416) 431-8135**

J-1225 Kennedy Road,  
Scarborough, ON M1P 4Y1

The ADHD clinic serves children up to 16 years of age who are experiencing problems related to Attention Deficit Hyperactivity Disorder (ADHD) and associated difficulties including emotional, behavioural and learning issues. Our team of mental health therapists, social workers, psychologists, nurses and psychiatrists provide assessment, treatment and community programming for children, families and helping professionals. Model of service is assessment and psychoeducational. Average length of stay is two to four months.

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**Adolescent Day Treatment**  
**ONTARIO SHORES CENTRE FOR MENTAL**  
**HEALTH SCIENCES (FORMERLY WHITBY**  
**MENTAL HEALTH CENTRE)**

**1-905-668-5881 ext. 6400** | Fax: 1-905-430-4032  
700 Gordon St., Whitby, ON L1N 5S9  
<http://www.ontarioshores.ca>

The Adolescent Day Treatment service provides youth (usually living in the Durham Region) who have a major depressive or psychotic disorder, with psychiatric assessment and follow-up; individual rehabilitation therapy; life/social skills assessment and training; recreational programming; and educational remediation and instruction. Toll-free community line **1-800-341-6323**.

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**Adolescent Mental Health Day Hospital**  
**ROUGE VALLEY HEALTH SYSTEM**

**(416) 284-8131 ext. 5151**

A-2877 Ellesmere Road, Shoniker Building,  
Scarborough, ON M1E 4C1  
[JMWilson@rougevalley.ca](mailto:JMWilson@rougevalley.ca)

This program assesses and treats adolescents between the ages of 13 and 18 with serious mental illness who have a stable living environment while attending a day hospital program. The model of service is psychosocial and medical.

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**Child and Adolescent Ambulatory Mental Health Program**

**NORTH YORK GENERAL HOSPITAL**

**(416) 632-8703**

555 Finch Avenue W, Toronto, ON M2K 1N5

Multidisciplinary team providing outpatient assessment, treatment and counselling for children, youth and their families presenting with a variety of social, emotional, behaviour and family problems such as anxiety, depression, mood disorders, family life cycle changes such as illness, death and divorce. We do offer psychiatric assessments, medication consultations and monitoring. Model of service is family-oriented counselling.

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**Child and Adolescent Eating Disorder Program**

**NORTH YORK GENERAL HOSPITAL**

**(416) 756-6776**

4001 Leslie Street, North York, ON M2K 1E1  
[lroman@nygh.on.ca](mailto:lroman@nygh.on.ca)

Day hospital and outpatient services for patients aged 12–19 diagnosed with an eating disorder. Treatments are family and group based.

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**Child and Adolescent Mental Health**  
**ST. JOSEPH'S HEALTH CENTRE**

**(416) 530-6000**

30 The Queensway, 4th Floor, Sunnyside West,  
Toronto, ON M6R 1B5

A six-bed inpatient unit for children (under the age of 19) requiring short-term hospitalization. Located on the first floor of Glendale wing. Offers an Urgent Care Clinic that provides short-term follow-up and treatment for children assessed in our emergency department who do not require hospitalization. Offers a Transitional Support Clinic that provides support and short-term treatment to children discharged from the inpatient program.

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**Child and Adolescent Mental Health Inpatient**

**ROUGE VALLEY HEALTH SYSTEM**

**(416) 284-8131 ext. 5292**

2867 Ellesmere Road, 10th Level,  
Scarborough, ON M1E 4B9

Assess and treat children and adolescents up to age 18 that present with serious mental health issues or high risk of harm to self or others. Model of service is medical.

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**Child and Adolescent Mental Health Services**

**TORONTO EAST GENERAL HOSPITAL**

**(416) 469-6580 ext. 3140**

825 Coxwell Avenue, 6th Floor—H-Wing,  
Toronto, ON M4C 3E7  
clong@tegh.on.ca

Transitional day program that supports reintegration into the community. Our service also offers a six-bed unit providing crisis assessment, stabilization, and acute treatment.

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**Child and Adolescent Mental Health Services—Mississauga and West Toronto**

**TRILLIUM HEALTH CENTRE**

**(905) 451-4655**

2085 Hurontario Street, Suite 300,  
Mississauga, ON L5A 4G1

Child and Adolescent Mental Health Services provide outpatient services for children and adolescents up to age 18 and their families, who live in Mississauga and west Toronto. Children must have either a diagnosed psychiatric condition, or significant symptoms or unusual behaviour indicative of a psychiatric condition. Treatment may include individual, family or group therapy, psychiatric assessment, psychological testing and medication consultation and follow-up. Services also include community outreach, education and collaboration with other agencies and schools.

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**Child and Adolescent Program**

**SUNNYBROOK HEALTH SCIENCES CENTRE**

**(416) 480-6096**

2075 Bayview Avenue, Toronto, ON M4N 3M5

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**Clear Directions**

**GEORGE HULL CENTRE FOR CHILDREN AND FAMILIES**

**(416) 646-0700 ext. 21**

600 The East Mall, 3rd Floor,  
Toronto, ON M9B 4B1  
reachus@georgehullcentre.on.ca  
[www.georgehullcentre.on.ca](http://www.georgehullcentre.on.ca)

Outpatient day treatment for youth 13–18 years with substance abuse problems, in collaboration with Breakaway.

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**Clear Directions Day Treatment Program  
BREAKAWAY/GEORGE HULL CENTRE FOR  
CHILDREN AND FAMILIES**

**(416) 234-1942 | Fax: (416) 234-5702**

2 Billingham Road, 4th Floor,  
Toronto, ON M9V 4L8  
breakwy@ca.inter.net

<http://www.breakawayyouth.org>

Out-patient day treatment for youth 13–18 years old with substance abuse problems and mental health problems.

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**Community and School Outreach Program  
TORONTO EAST GENERAL HOSPITAL**

**(416) 469-6580 ext. 6501 | Fax: (416) 469-6805**

Mental Health Services, 825 Coxwell Ave.,  
Toronto, ON M4C 3E7

The Community and School Outreach Program provides information, educational presentations, and consultation regarding crisis intervention and suicide prevention. Workshops and presentations of the Community and School Outreach Program are available to educators, parents, students, community groups, mental health professionals and other service providers. The workshops and presentations are specifically designed to assist the participants to: understand adolescent emotional development; recognize the causes and warning signs of suicide; know what to do during a suicidal crisis; identify and access

community resources which provide assistance to a suicidal individual.

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### **Community Clinic**

#### **GEORGE HULL CENTRE FOR CHILDREN AND FAMILIES**

**(416) 622-8833** | Fax: (416) 622-7068

600 The East Mall, 3rd floor,

Toronto, ON M9B 4B1

reachus@georgehullcentre.on.ca

**<http://www.georgehullcentre.on.ca>**

Multidisciplinary consultation, outpatient assessment and treatment for children and youth from birth to 18 years, and their families.

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### **Community Outreach**

#### **CENTRAL TORONTO YOUTH SERVICES**

**(416) 924-2100 ext. 245**

300–65 Wellesley Street E, Toronto, ON M4Y 1G7

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### **Community Support and Intervention Program (CSI)**

#### **CENTRAL TORONTO YOUTH SERVICES**

**(416) 504-6100 ext. 244**

301–425 Adelaide Street W,

Toronto, ON M5V 3C1

The Community Support and Intervention Program (CSI) offers intensive short-term case management to young adults aged 16–24 who are before the courts or at a high risk of offending and are dealing with serious mental illness. CSI has a concurrent disorders specialist. Model of service is psychosocial rehabilitation. Average length of stay is 180 days.

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### **Community Support Program (CSP)**

#### **CENTRAL TORONTO YOUTH SERVICES**

**(416) 504-6100 ext. 226**

301–425 Adelaide Street W,

Toronto, ON M5V 3C1

The Community Support Program (CSP) offers long-term case management to youth aged 16–24 with a serious mental illness. Service includes individualized, flexible and comprehensive planning. Community support workers offer counselling, support, crisis intervention and linkage to other services and assist in providing a seamless transition to adult mental health services. Model

of service is psychosocial rehabilitation. Average length of stay is three years.

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### **Counselling Service**

#### **DELISLE YOUTH SERVICES**

**(416) 482-0081 Ext: 249** | Fax: (416) 482-5055

40 Orchardview Blvd., Suite 255,

Toronto, ON M4R 1B9

info@delisleyouth.org

**<http://www.delisleyouth.org>**

This program offers individual, family and group counselling for concerns related to social, emotional and behavioural needs. Through our In Schools Program, we also provide school based counselling and support services for students of local high schools who might be falling through the cracks.

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### **Day Program**

#### **CENTRAL TORONTO YOUTH SERVICES**

**(416) 504-6100 ext. 226**

301–425 Adelaide Street W,

Toronto, ON M5V 3C1

The Day Program provides life and social skills training, recreation and academic studies (Toronto Board of Education teacher) in a structured and supportive environment for up to 16 clients. Groups include creative arts, cooking and nutrition, wellness, money management, and conflict resolution. Model of service is psychosocial rehabilitation and has an early intervention component. Program is generally full time. Average length of stay is up to two years.

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### **Day Treatment Program**

#### **EAST METRO YOUTH SERVICES**

**(416) 438-3697 Ext: 502** | Fax: (416) 438-7424

c/o 1200 Markham Rd., Suite 200,

Toronto, ON M1H 3C3

emys@emys.on.ca | **<http://www.emys.on.ca>**

Classroom education (in cooperation with the Toronto District School Board), social skills training, vocational training, counselling, crisis support, substance abuse treatment, and life skills training. Offered at 4 locations. Must live in Scarborough and be between the ages of 14–18.

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**Day Treatment School Program**  
**DELISLE YOUTH SERVICES**

**(416) 394-2010** | Fax: (416) 394-2012  
 D.B. Hood Community School, 2327 Dufferin St.,  
 Toronto, ON M6E 3S5  
 info@delisleyouth.org  
<http://www.delisleyouth.org>

This program offers an educational and therapeutic learning experience. It is an academic program in conjunction with the Toronto District School Board. Individual and group counselling is available. The program's objective is to help youth eventually re-enter a mainstream school, alternative school or employment training program.

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**Early Intervention Program**  
**CENTRAL TORONTO YOUTH SERVICES**

**(416) 504-6100 ext. 226**  
 301–425 Adelaide Street W,  
 Toronto, ON M5V 3C1

The New Outlook Early Intervention Program provides intensive outreach support and linkage to services for young people aged 15–24 experiencing a first episode of psychosis or experiencing symptoms of psychosis. Involvement may be up to three years and families/caregivers are involved in the recovery and rehabilitation process. Model of service is psychosocial rehabilitation. Average length of stay is up to three years.

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**Early Release Support Program (ERSP)**  
**CENTRAL TORONTO YOUTH SERVICES**

**(416) 924-2100 ext. 230**  
 300–65 Wellesley Street E, Toronto, ON M4Y 1G7

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**Eating Disorders Day Treatment Program**  
**HOSPITAL FOR SICK CHILDREN, THE**

**(416) 813-7195**  
 555 University Avenue, Toronto, ON M5G 1X8  
 heather.graham@sickkids.ca

An interdisciplinary team approach treating children and adolescents with a diagnosis of anorexia nervosa, bulimia nervosa, or an eating disorder not otherwise specified. Treatment consists of psychiatric care, ongoing medical care to prevent complications caused by the eating disorder, group therapy, family therapy, individual

therapy and advice about healthy eating. The three components of the program are inpatient, outpatient and day treatment. Model of service is bio-psychosocial, interdisciplinary, and family-based. Average length of stay varies.

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**Eating Disorders Inpatient**  
**HOSPITAL FOR SICK CHILDREN, THE**

**(416) 813-7195**  
 555 University Avenue, Toronto, ON M5G 1X8  
 heather.graham@sickkids.ca

An interdisciplinary team approach treating children and adolescents with a diagnosis of anorexia nervosa, bulimia nervosa, or an eating disorder not otherwise specified. Treatment consists of psychiatric care, ongoing medical care to prevent complications caused by the eating disorder, group therapy, family therapy, individual therapy and advice about healthy eating. Model of service is bio-psychosocial, interdisciplinary, and family-based. Average length of stay is four to six weeks.

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**fameShare**  
**FAMILY ASSOCIATION FOR MENTAL HEALTH EVERYWHERE (FAME)**

**(416) 207-5032 ext. 27**  
 209–4214 Dundas Street W,  
 Etobicoke, ON M8X 1Y6  
 christinec@fameforfamilies.com

Pre-registered, eight week psycho-educational group offered to children 7–12 years of age who have a family member with a severe mental illness. The program allows children to gain accurate knowledge about mental illness, explore healthy coping strategies, and express feelings in a safe environment. The program is delivered twice a year, spring and fall, in different locations. Model of service is family support.

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**Gender Identity Service**  
**CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)**

**(416) 535-8501 ext. 4040** | Fax: (416) 979-6965  
 250 College St., 1st Floor, Toronto, ON M5T 1R8  
 Conducts a comprehensive assessment, followed by treatment recommendations for children and adolescents age 2 to 18 when there is concern

about a child's gender identity development; an adolescent's transvestic fetishism (cross-dressing associated with sexual arousal); or an adolescent who is struggling with sexual orientation.

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**Inpatient Psychiatry—Child and Adolescent  
NORTH YORK GENERAL HOSPITAL**

**(416) 756-6642**

4001 Leslie Street, North York, ON M2K 1E1

Patient and family-focused program that provides crisis stabilization and short-term treatment for patients, up to their 19th birthday, who present with acute mental illnesses, with a focus on the stabilization and treatment of patients with serious mental illness. Model of service is strengths-based, patient and family centered.

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**Intensive Services—South Quadrant  
OOLAGEN COMMUNITY SERVICES**

**(416) 395-0660 ext. 270** | Fax: (416) 395-0666

65 Wellesley Street East, Suite 500,  
Toronto, ON M4Y 1G7

ocs@oolagen.org | [www.oolagen.org](http://www.oolagen.org)

This is a voluntary program which serves children, youth 0–18 and their families with multiple and complex needs who have had limited success with traditional services. This is a short-term (approximately 10–12 weeks) service for urgent but not active crisis situations. Service can be provided in the home, school or community.

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**Jerome D. Diamond Adolescent Centre  
JEWISH FAMILY AND CHILD SERVICES**

**(416) 482-3023** | Fax: (416) 482-3014

196 Keewatin Ave., Toronto, ON M4P 1Z8

Day treatment program for adolescents (12–17 years) with emotional, behavioural, psychiatric and learning problems. Family therapy is an intrinsic part of the program. A July Day Camp, activity-based program is also offered to those youth participating in the day treatment program.

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**Long Term Residential Program  
DELISLE YOUTH SERVICES**

**(416) 923-7440** | Fax: (416) 932-3943

255–40 Orchard View Blvd.,  
Toronto, ON M4R 1B9

info@delisleyouth.org | [www.delisleyouth.org](http://www.delisleyouth.org)

Treatment centre for up to 8 youth (13 to 18) requiring residential placement. Family and individual counselling are provided. Coeducational offering social and life skills training with a treatment component. Treatment is offered on a voluntary basis.

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**Megan Residence  
EAST METRO YOUTH SERVICES**

**(416) 286-5159** | Fax: (416) 286-5159

16 Megan Ave., Toronto, ON M1E 4A7

emys@inforamp.net

Co-ed residential treatment program for adolescents (12–18 years) with mental health/substance abuse concerns who are experiencing severe problems and who can no longer live at home.

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**Mood and Anxiety Service  
CENTRE FOR ADDICTION AND MENTAL  
HEALTH (CAMH)**

**(416) 535-8501 ext. 6248**

250 College Street, Toronto, ON M5T 1R8

Maryanne\_Shaw@camh.net

Provides assessment, treatment recommendations and treatment for children ages four to 17, who are having problems with anxiety. Conducts ongoing research to better understand children's anxiety and treatment. Model of service is individual and therapy, assessment and treatment. Average length of stay is variable.

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**Oolagen House  
OOLAGEN COMMUNITY SERVICES**

**(416) 395-0668** | Fax: (416) 395-0666

591 Huron St., Toronto, ON M5R 2R8

ocs@oolagen.org [www.oolagen.org](http://www.oolagen.org) Treatment for seven adolescents, 14–18 years, male and female, is provided in a structured, therapeutic environment where troubled adolescents may experience opportunities to develop new resources, responsibilities and constructive patterns of relating. Families are encouraged to participate in treatment but family involvement is not a criteria for admission



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**Oolagen Outpatient Services**  
OOLAGEN COMMUNITY SERVICES

(416) 395-0660 ext. 226 | Fax: (416) 395-0666  
65 Wellesley Street East, Suite 500,  
Toronto, ON M4Y 1G7  
ocs@oolagen.org | [www.oolagen.org](http://www.oolagen.org)

The objective of the program is to provide mental health treatment services to adolescents and/or their families in order to help them to resolve conflicts that exist in their lives. The client group consists of adolescents between 13 and 18 years of age and their families who are experiencing emotional problems in their lives and require professional services to help them solve their problems. Services provided include individual and/or family assessment, advocacy, case management, individual, family and group counselling, referral for psychiatric consultation, referral, follow-up. The program also provides a walk-in service on Mondays from 12 noon to 3pm for adolescents and their families. No appointment is necessary; the last session begins no later than 2pm.

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**Out-Patient Psychiatry Services**  
HOSPITAL FOR SICK CHILDREN, THE

(416) 813-6600 | Fax: (416) 598-7505  
555 University Ave., Toronto, ON M5G 1X8

Provides consultation and day treatment to children and their families. For children up to the age of 18 whose cases are severe, specialized or complex to diagnose; those with multiple disabilities or whose psychiatric problems are complicated by a medical condition.

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**Psychiatric Consultation Service**  
CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

(416) 535-8501 ext. 6248  
250 College Street, Toronto, ON M5T 1R8  
Maryanne\_Shaw@camh.net

The child, youth and family program's general consultation service works with children, adolescents and families who may have a variety of adjustment, emotional, behavioural, family or parenting difficulties. Model of service is individual and consists of therapy, assessment and treatment. Average length of stay is a consultation.

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**Psychiatric Emergency Services**  
HOSPITAL FOR SICK CHILDREN, THE

(416) 813-7005 | Fax: (416) 813-7785  
555 University Ave., Toronto, ON M5G 1X8

Psychiatric emergency service for children, adolescents and families. Emergency psychiatric evaluation, consultation, referrals to community resources, and brief out-patient follow-up. Brief admissions (average 5 working days) to crisis unit. Out-patient crisis follow-up may be provided for up to 4–6 weeks. Interpretation for most languages can be provided. For children and adolescents under 18 years of age living in downtown Toronto, call or go directly to emergency department. Telephone is answered for consultation seven days/week from 8:00am to 11:00pm and a message can be left on the answering machine.

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**Psychiatric Services: Crisis Line**  
YOUTHDALE TREATMENT CENTRES

(416) 363-9990  
227 Victoria Street, Toronto, ON M5B 1T8  
[www.youthdale.ca](http://www.youthdale.ca)

This program provides out-patient services for children and youth under 18 years old, and their families. Services include: telephone crisis support and psychiatric consultation 24/7; mobile crisis response; and medication consultation on referral from family physician. For medication consultation call (416) 368-4896 ext. 2614

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**Relationship Skills for Violence Prevention (RSVP)**  
CENTRAL TORONTO YOUTH SERVICES

(416) 924-2100 ext. 2281  
300–65 Wellesley Street E, Toronto, ON M4Y 1G7

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**Residential Treatment Services**  
YOUTHDALE TREATMENT CENTRES

(416) 368-4896 ext. 2694  
227 Victoria Street, Toronto, ON M5B 1T8  
[www.youthdale.ca](http://www.youthdale.ca)

Four residential treatment homes in the Greater Toronto Area providing services for 42 boys and girls ages 12 to 18 years.

Youthdale and Jewish Family and Child Services work together to operate one of the homes for Jewish children and their families. Individualized treatment plans address the young persons' strengths and needs, including milieu therapy, family counselling, and availability of Section 20 educational programs in community elementary and secondary schools.

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**Rural Treatment Program**  
**YOUTHDALE TREATMENT CENTRES**

**(416) 368-4896 ext. 2694**  
227 Victoria Street, Toronto, ON M5B 1T8  
[www.youthdale.ca](http://www.youthdale.ca)

Three treatment homes in a remote, wilderness setting near Magnetawan, Ontario providing services for 24 boys and girls ages 12 to 18 years old. Individualized treatment plans designed specifically for children who have been unable to function in an urban setting, and could benefit from a geographically isolated treatment milieu; and for troubled children who require a highly specialized educational vocational program. Section 20 school program on-site.

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**Shoniker Clinic**  
**ROUGE VALLEY HEALTH SYSTEM**

**(416) 281-7301 ext. 5301**  
A-2877 Ellesmere Road, Shoniker Building,  
Scarborough, ON M1E 4C1

This program assesses and treats children and adolescents that present with serious mental illness that may be treated on an outpatient basis. The average length of stay is ninety days. Model of service is a multidisciplinary approach. This program draws its clients from the East Scarborough and West Durham Regions.

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**TRAC**  
**GRIFFIN CENTRE**

**(416) 222-1153** | Fax: (416) 222-1321  
24 Silverview Dr., Toronto, ON M2M 2B3  
Outreach, assessment, individual and family counselling, group and summer programs, adolescent sex offender program, consultation and service coordination/provision with schools, day school for youth abusing substances, other agencies and community groups. For youth 12 to

18 years who have mental health problems and live in North York.

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**Transitional Aged Youth Substance Use Program**  
**NORTH YORK GENERAL HOSPITAL**

**(416) 756-6642** | Fax: (416) 756-6671  
555 Finch Ave. West, Toronto, ON M2R 1N5

Located at the Branson site of NYGH, this program serves those individuals residing in the Central LHIN between the ages of 16–24 who have substance use issues. Assessment, treatment and referral services are offered. Individual and group counselling.

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**Transitional Psychiatric Residence**  
**YOUTHDALE TREATMENT CENTRES**

**(416) 368-4896 ext. 2694**  
227 Victoria Street, Toronto, ON M5B 1T8  
[www.youthdale.ca](http://www.youthdale.ca)

Residential assessment, stabilization and treatment home in Toronto providing services for 8 boys and girls aged 12–18 years. Individualized treatment plans to address the young persons' strengths and complex needs, including milieu therapy, family counseling, and availability of Section 20 educational programs. Multi-disciplinary team, including family physician and psychiatric nursing staff, led by a child psychiatrist. Enhanced child and youth worker coverage and awake overnight staffing.

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**Transitional Support Program**  
**OOLAGEN COMMUNITY SERVICES**

**(416) 395-0660 ext. 239** | Fax: (416) 395-0666  
65 Wellesley St. East Suite 500,  
Toronto, ON M4Y 1G7  
[ocs@oolagen.org](mailto:ocs@oolagen.org) | <http://www.oolagen.org>

The Transitional Support Service for the South Quadrant provides assistance in finding appropriate community-based follow-up treatment and support for children and youth who are receiving urgent psychiatric care in a hospital setting.

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**Transitional Youth Program (TYP)**  
**CANADIAN MENTAL HEALTH ASSOCIATION**  
**(CMHA) TORONTO BRANCH**

**(416) 289-6285 ext. 243**  
 500–1200 Markham Road,  
 Scarborough, ON M1H 3C3  
 tmckay@cmha-toronto.net

The Transitional Youth Program (TYP) assists youth, living east of Yonge Street, who are diagnosed with schizophrenia or a mood disorder and must be just beginning to experience and deal with symptoms of mental illness. It is an intensive clinical support service, offering therapeutic and case management interventions. The goal of the program is to assist the young individuals to regain/maintain age appropriate milestones and minimize the impact of mental illness on their lives. TYP works closely with clients, families and supports to assist them to understand and cope with the illness. Education, employment and socialization with peers are key focuses. Support is Monday to Friday. Clients can remain in the program until age twenty-four. Model of service is intensive psychosocial rehabilitation. Average length of stay is five years.

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**Wraparound for Homeless Young Mothers**  
**OOLAGEN COMMUNITY SERVICES**

**(416) 395-0660 ext. 240** | Fax: (416) 395-0666  
 65 Wellesley Street East, Suite 500,  
 Toronto, ON M4Y 1G7  
 ocs@oolagen.org | [www.oolagen.org](http://www.oolagen.org)

Young single mothers, 25 years and under, are assisted by an individual support team to obtain stable housing. By using the wraparound process, the client's support team also helps to deal with other needs of the mother such as financial planning, parenting, family violence, addiction, medical concerns and legal issues. The team works with their client to help maintain housing.

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**Wraparound for Street-Involved Youth**  
**OOLAGEN COMMUNITY SERVICES**

**(416) 395-0660 ext. 240** | Fax: (416) 395-0666  
 65 Wellesley Street East, Suite 500,  
 Toronto, ON M4Y 1G7  
 ocs@oolagen.org

Youth are assisted to help develop requisite skills. This service is highly flexible to meet the needs of street youth, for instance life skills coaching, job skills training, mentoring of youth and peer mentoring. Some go on to serve as facilitators for other street-involved youth in their communities.

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**Wraparound for Young Mothers at Risk**  
**OOLAGEN COMMUNITY SERVICES**

**(416) 395-0660 ext. 240** | Fax: (416) 395-0666  
 65 Wellesley Street East, Suite 500,  
 Toronto, ON M4Y 1G7  
 ocs@oolagen.org | [www.oolagen.org](http://www.oolagen.org)

In the wraparound process, young mothers and infants are provided resources and networks that will help them to establish and maintain a safe and supportive family environment. Child welfare is often involved with these mothers. They are given the opportunity to live with and to parent their newborns due to the added measure of support and safety afforded by the wraparound process.

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**Youth Addiction Services**  
**CENTRE FOR ADDICTION AND MENTAL**  
**HEALTH (CAMH)**

**(416) 535-8501 ext. 1730**  
 33 Russell Street, Toronto, ON M5S 2S1

The Youth Addiction Service helps youth who have substance use problems, with or without a mental health disorder. Our Youth Outreach Service works in the community to help prevent and/or reduce substance use problems among youth. Model of service is harm reduction. Average length of stay is variable.

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**Youth Case Management**  
**ACROSS BOUNDARIES: AN**  
**ETHNOCULTURAL MENTAL HEALTH CENTRE**

**(416) 787-3007 ext. 222**  
 51 Clarkson Avenue, North York, ON M6E 2T5  
 lorraine@acrossboundaries.ca

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**Youth Division of Psychiatry**  
**SUNNYBROOK HEALTH SCIENCES CENTRE**

**(416) 480-6096** | Fax: (416) 480-6818  
 2075 Bayview Ave., Toronto, ON M4N 3M5  
 In-patient and out-patient assessment and treatment of youth (14 to 20 years) with psychiatric

illnesses: mood disorders, anxiety disorders, psychotic disorders; tertiary level assessment province-wide. Referral by a physician.

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**Youth Hostel Outreach Program (YHOP)**  
**CENTRAL TORONTO YOUTH SERVICES**

**(416) 504-6100 ext. 226**

301–425 Adelaide Street W,  
Toronto, ON M5V 3C1

Youth Hostel Outreach Program (YHOP) supports youth shelters in Toronto by providing mental health assessments and short-term intensive case management to youth aged 16 to 24 who are experiencing serious mental health issues and are homeless. YHOP also provides education to shelters about mental health issues. Model of service is psychosocial rehabilitation.

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**Youthdale Child and Adolescent Sleep Centre**  
**YOUTHDALE TREATMENT CENTRES**

**(416) 703-0505**

227 Victoria St., Lower Level 2,  
Toronto, ON M5B 1T8

**www.youthdale.ca**

The centre provides multidisciplinary assessments and management to help children and adolescents with sleep disorders. Sleep issues include specific sleep disorders such as insomnia and sleep apnea. The clinic also treats sleep problems associated with other medical disorders such as asthma, ADHD, Tourette's Syndrome, obesity, mood disorders, anxiety and Prader-Willi syndrome.

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**Services for Seniors**

As Canada's population is aging, the proportion of seniors is increasing in size. Therefore services for seniors are becoming increasingly important.

Depression is one of the major mental health problems faced by seniors. Depression can be due to a number of factors, including retirement, the death of a spouse, and the loss of friends. For those over 65, about 6% experience mild to severe depression in any given year, with this number jumping to 25% for those having chronic illness and increasing again to nearly 50% for those living in long-term care facilities.

One of the most often mentioned mental health disorders which often affects seniors is dementia. Dementia is a condition in which there is a gradual loss of brain function. It is a decline in cognitive/intellectual functioning. The main symptoms are usually loss of memory, confusion, problems with speech and understanding, changes in personality and behavior and an increased reliance on others for the activities of daily living. It is not a disease in itself but rather a group of symptoms which may result from age, brain injury, disease, vitamin or hormone imbalance, or drugs or alcohol (about.com—bipolar disorder). Alzheimer's disease is the most common form of dementia.

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**Services for Seniors—  
Program Listings**

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**Case Management for Seniors**  
**RECONNECT MENTAL HEALTH SERVICES**

**(416) 248-2050 ext. 239**

202–2150 Islington Avenue,  
Etobicoke, ON M9P 3V4  
lmunoz@reconnect.on.ca

Case management (community support) is offered to seniors with severe and persistent mental illness. This recovery-based service includes intensive individual support, assistance to manage mental health symptoms, assistance to address physical health issues, assistance to build support networks and access appropriate community resources. Model of service is case management and recovery.

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**Chinese Seniors Health Centre**  
**MOUNT SINAI HOSPITAL**

**(416) 321-5785 | Fax: (416) 321-5338**  
600 University Avenue, Toronto, ON M5G 1X5

This service provides geriatric consultations and psychiatric assessment and treatment for Chinese seniors (over age 55). Mental health Outreach from WoodGreen Community Centre provides mental health services to Chinese seniors and families and education for community service providers.

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**Community Psychiatric Services  
For The Elderly**  
**SUNNYBROOK HEALTH SCIENCES CENTRE**

**(416) 480-4663** | Fax: (416) 480-5889  
2075 Bayview Ave. Rm.F307,  
Toronto, ON M4N 3M5  
[www.sunnybrook.ca](http://www.sunnybrook.ca)

Assessment by a psychiatrist and team member through home visits to elderly persons (age 65 and up); consultation, counselling and support to individuals and families; a Caregiver Support Group; on-going management for patients with psychiatric disorders; referral to community agencies and supports; case management, if not available through other agencies; consultation and liaison to nursing homes, homes for the aged, retirement homes and agencies within our catchment area; educational opportunities for family physicians, community workers, and other caregivers. Catchment area: Don Valley Parkway to Avenue Road, York Mills to St. Clair and CPR tracks. Call to request service.

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**Counselling/Case Management Service**  
**COMMUNITY CARE EAST YORK**

**(416) 422-2026** | Fax: (416) 422-1513  
840 Coxwell Avenue, Suite 303,  
Toronto, ON M4C 5T2

Provides services to older adults and adults with disabilities (including mental health problems) and caregivers who need help coping with the stresses of daily living. Includes information and referral, service coordination, outreach & monitoring, counselling, crisis intervention, advocacy, bereavement groups and caregiver support groups. Services can be provided at the office or at the individual's home.

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**Geriatric Admission Unit (GAU)**  
**CENTRE FOR ADDICTION AND MENTAL  
HEALTH (CAMH)**

**(416) 535-8501 ext. 2875**  
1001 Queen Street W, Toronto, ON M6J 1H4  
[Joanne\\_Uyede@camh.net](mailto:Joanne_Uyede@camh.net)

Geriatric Admission Unit (GAU) is an acute, admission unit which focuses on stabilization of acute psychiatric crisis or management of acute behavioural disturbances in the elderly.

These disturbances may be related to cognitive impairment, psychosis or substance misuse. The ultimate goal is to reintegrate the client into the community. Model of service is recovery/enablement.

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**Geriatric Aftercare Program**  
**COTA HEALTH**

**(416) 785-9230**  
2901 Dufferin Street, Toronto, ON M6A 3S7

Provides longer term, less intensive professional support services to the geriatric population enabling the achievement of successful independent living in the community and the prevention of nonessential institutionalization. Model of service is psychosocial rehabilitation.

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**Geriatric Continuing Treatment Unit  
(GCTU)**  
**CENTRE FOR ADDICTION AND MENTAL  
HEALTH (CAMH)**

**(416) 535-8501 ext. 2875**  
1001 Queen Street W, Toronto, ON M6J 1H4  
[Joanne\\_Uyede@camh.net](mailto:Joanne_Uyede@camh.net)

Provides a medium to long-stay setting for seniors requiring ongoing geriatric psychiatric treatment and care. Most clients have chronic major mental health problems. The goal is to stabilize psychiatric symptoms and reintegrate the client into the community. Referral required. Accepts clients from Geriatric Admission Unit (GAU) and referrals from within the centre, family doctors or other healthcare professionals, community agencies, long-term care facilities, general hospitals and the police. Model of service is recovery/enablement.

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**Geriatric Mental Health Case  
Management Program**  
**COTA HEALTH**

**(416) 785-9230**  
2901 Dufferin Street, Toronto, ON M6A 3S7

Program provides essential service to the aging population with mental health needs. Intensive case management provides direct support such as functional supportive living, skills teaching, advocacy, and linking to services. Model of service is recovery/psychosocial rehabilitation.

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## Geriatric Mental Health Outpatient Services

### NORTH YORK GENERAL HOSPITAL

**(416) 756-6050 ext. 8091**

4001 Leslie Street, North York, ON M2K 1E1

The Geriatric Mental Health Outpatient services are linked to the Mental Health Program outpatient services and other hospital services, including the Seniors' Health Centre (SHC). The SHC is part of the Regional Geriatric Program of Metropolitan Toronto, an umbrella organization that plans and coordinates specialized geriatric services. The Geriatric Case Management program is a new initiative that focuses upon providing support to clients living in long-term care homes in North York. The program consists of a case manager and a part-time psychiatrist providing assessment, treatment planning, placement coordination, crisis intervention and education. To make or obtain a referral, please contact the Seniors' Health Centre's central number at **(416) 756-6050 ext. 8091**. You can also reach us through the central number **(416) 756-6642**.

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## Geriatric Mental Health Outreach Team

### ST. JOSEPH'S HEALTH CENTRE

**(416) 530-6000 ext. 4283**

30 The Queensway, 4th Floor, Sunnyside West, Toronto, ON M6R 1B5  
bainca@stjoe.on.ca

A Monday to Friday service providing consultation, assessment, recommendations, education and counselling to designated Long-Term Care Homes. Model of service is psychogeriatric.

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## Geriatric Mental Health Services

### Ambulatory Clinic

#### TRILLIUM HEALTH CENTRE

**(416) 521-4006:** Intake Line  
150 Sherway Drive, 4th Floor,  
Etobicoke, ON M9C 1A5

The Ambulatory Clinic provides comprehensive psychiatric assessments and case management in the office for individuals who are 65 and over, who live in south Etobicoke or Mississauga and who are at high risk of requiring admission to hospital for psychiatric treatment. Individuals

under 65 may be considered, based on their symptoms and/or issues. Follow-up home visits by a health professional may be part of the assessment and ongoing treatment plan.

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## Geriatric Psychiatry

### MOUNT SINAI HOSPITAL

**(416) 586-4800 ext. 5192** | Fax: (416) 586-4629  
600 University Avenue, Toronto, ON M5G 1X5  
avico@mtsinai.on.ca

One-stop, centralized access to all geriatric psychiatry services. Shared care approaches are offered with individual physicians on request. Specialized outpatient clinics include: Dementia Clinic; Behavioural Change Clinic; Affective/Psychotic Disorders Clinic; Adaptation to Aging Stress Clinic. Specialized geriatric treatment interventions include: psychopharmacology; management of neuropsychiatric disorders; psychotherapy; competency evaluations; assessment of need for institutional care; outreach—home visits available.

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## Geriatric Psychiatry Community Service

### BAYCREST CENTRE FOR GERIATRIC CARE

**(416) 785-2500 ext. 2730**

3560 Bathurst Street, Toronto, ON M6A 2E1

The Geriatric Psychiatry Community Service provides in-home and outpatient psychiatric assessment for older people experiencing mental health problems. It also provides treatment and referral for those who do not have access to psychiatric services. Psychiatrists, nurses, social workers, and occupational therapists provide services. Other professionals are available for consultation if needed. Model of service is bio-psychosocial. Average length of stay is ongoing, based on client.

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## Geriatric Psychiatry Service

### TORONTO REHABILITATION INSTITUTE

**(416) 597-3422 ext. 3041** | Fax: (416) 597-1977  
550 University Ave., Toronto, ON M5G 2A2  
[www.torontorehab.com](http://www.torontorehab.com)

Short-term assessment and treatment of intellectual impairment for adults over 60 years of age with signs of loss of intellectual functioning. Also have a Memory Disorder Unit, and provide

caregiver support. (Program operated jointly with the Memory Clinic at Toronto Hospital—Toronto General Division).

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**Housing Program**  
WOODGREEN COMMUNITY SERVICES

**(416) 469-5211 Ext: 1137**  
kek@woodgreen.org

For adults 55 and over who have a serious mental illness and are homeless or at risk of becoming homeless. WoodGreen offers a nine-bed housing cluster which provides assisted living and a more supportive housing environment. Tenants live in private bachelor style apartments with access to a common dining and living area so they can interact regularly with other tenants. Assistance is provided to each tenant, according to their specific needs, in the following areas: grooming, laundry, housing, cleaning, managing finances, taking medication, nutrition and dietary restrictions, social activities, help with personal problems (e.g. counselling). Model of service is client centered. Average length of stay is as long as the client is in need of housing.

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**Inpatient Psychiatry—Geriatric Psychiatry**  
NORTH YORK GENERAL HOSPITAL

**(416) 756-6642**  
4001 Leslie Street, North York, ON M2K 1E1

Patient and family-focused program that provides crisis stabilization and short-term treatment for patients 65 years and up, presenting acute mental illnesses, with a focus on the stabilization and treatment of patients with serious mental illness. Model of service is recovery.

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**Inpatient Unit**  
BAYCREST CENTRE FOR GERIATRIC CARE

**(416) 785-2500**  
3560 Bathurst Street, Toronto, ON M6A 2E1

The inpatient unit is a 20-bed unit that provides assessment and treatment for older people experiencing a wide range of psychiatric disorders. This is a short stay program. A multidisciplinary team consisting of psychiatrists, family physicians, nurses, social workers, occupational therapists, recreation therapists, dieticians and

pharmacists provide care. Model of service is bio-psychosocial.

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**Mood Clinic (Brain Health Clinic)**  
BAYCREST CENTRE FOR GERIATRIC CARE

**(416) 785-2500**  
3560 Bathurst Street, Toronto, ON M6A 2E1

Our multidisciplinary team will provide care, support and education to clients who may have a diagnosis, or suspected diagnosis of: depression, bipolar mood disorders, mood disorders associated with other brain disorders, complicated bereavement or anxiety. We also provide support to families of our clients through education and counselling. Model of service is biopsychosocial. Average length of stay is ongoing, based on client.

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**Multicultural Multilingual Memory Clinic (MMMC)**  
CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

**(416) 535-8501 ext. 2875**  
1001 Queen Street W, Toronto, ON M6J 1H4  
Joanne\_Uyede@camh.net

The mental health needs of non-English or non-French speaking clients have become a major concern to the Centre for Addiction and Mental Health. The neuropsychiatry program has decided to use the experience and skills of its multilingual staff to address this concern and to provide clinical assessment of memory problems in a client's own language. The clinic also conducts innovative research in clinical neurogenetics and neuroimaging techniques. Model of service is recovery. Average length of stay is continuous.

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**Outpatient Services**  
BAYCREST CENTRE FOR GERIATRIC CARE

**(416) 785-2456**  
3560 Bathurst Street, Toronto, ON M6A 2E1  
dconn@baycrest.org

This program provides comprehensive outpatient assessment and treatment services for individuals with mood, adjustment or behavioural problems who reside in the community. A psychiatrist at Baycrest Hospital provides the services, which

include: assessment of psychiatric disorders; psychiatric treatments including pharmacological management and psychotherapy; individual and family treatment. Model of service is biopsychosocial. Average length of stay is ongoing based on client.

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**Psychiatric Day Hospital**  
**BAYCREST CENTRE FOR GERIATRIC CARE**

**(416) 785-2500 ext. 2322**

3560 Bathurst Street, Toronto, ON M6A 2E1  
jcohen@baycrest.org

The Psychiatric Day Hospital is an outpatient service for seniors living in the community who suffer from depressive illness. Psychiatrists, nurses, a social worker, an occupational therapist, a psychologist, a dietician, and dance movement therapist provide services. Other professional services are available by consultation, if needed. Treatment consists of individual and group therapy and medication. Emphasis is placed on treatment of depression and learning new coping skills. Model of service is bio-psychosocial.

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**Psychogeriatric Assessment Consultation and Education (PACE) Central/East**  
**CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)**

**(416) 535-8501 ext. 2875**

1001 Queen Street W, Toronto, ON M6J 1H4  
201/202-3170 Lakeshore Boulevard W,  
Etobicoke, ON M8V 3X8  
Joanne\_Uyede@camh.net

Community-based outreach teams that provide a range of services to seniors. The clinics provide assessment and psychogeriatric consultation in the client's own environment. For registered clients, counselling, support, medication monitoring and home visits are all components of the psychiatric follow up. The clinics also provide crisis services during clinic hours, consultation to community agencies, advocacy, education and support to the client's family members and community education. The Psychogeriatric Assessment Consultation and Education (PACE) Central and West locations also offer day programs. These programs provide organized, therapeutic and recreational activities, classes on health and age-related topics and organized

community outings. PACE East offers a weekly social/therapeutic group. Model of service is recovery. Average length of stay is continuous.

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**Psychogeriatric Consultation**  
**PROVIDENCE CENTRE**

**(416) 285-3666 ext. 4130**

3276 St. Clair Ave. E., Toronto, ON M1L 1W1  
www.providence.on.ca

Psychiatric consultation to physicians and other nursing homes as well as responsibility in this facility. Treatment, case management, and long term follow-up as required. For people over 60 with mental health problems. People younger than 60 may be accepted if they are in an institution and have a chronic illness or brain damage.

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**Psychogeriatric Out-Patient Service**  
**TORONTO EAST GENERAL, THE**

**(416) 469-6319 | Fax: (416) 469-6805**  
825 Coxwell Ave., Toronto, ON M4C 3E7  
punsw@tegh.on.ca

Out-patient assessment and treatment for older adults including limited supportive counselling, linking with other services, neuropsychological testing, occupational therapy assessment, and drug therapy. It also offers some advocacy and work with families. Individuals must be able to attend on an outpatient basis and not be in treatment elsewhere. Referral through family physician. Outreach is provided to some seniors' residences.

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**Psycho-Geriatric Outreach**  
**UNIVERSITY HEALTH NETWORK**

**(416) 603-5800 ext. 3247**

399 Bathurst Street, Toronto Western Hospital,  
East Wing, 9th Floor, Toronto, ON M5T 2S8

The Psycho-Geriatric Outreach team provides early identification and community based management of serious mental health problems for seniors residing in long-term care and other community facilities. Model of service is bio-psychosocial perspective based on a collaborative model of service delivery. Working primarily from a consultation liaison framework linked with the shared care philosophy, the team utilizes the expertise of multiple community



partners including long-term care staff, physicians, geriatric psychiatrists, other tertiary care clinical staff, as well as formal and informal community supports. The average length of stay is two to six months.

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**Regional Geriatric Program**  
**PROVIDENCE CENTRE**

**(416) 285-3666 ext. 4130**  
3276 St. Clair Ave. E., Toronto, ON M1L 1W1  
[www.providence.on.ca](http://www.providence.on.ca)

Geriatric consultation to elderly persons (65 and over) in the community at the request of family or agency; family physician must be involved; psychiatric assessment may be a primary or secondary evaluation. Outreach team can be contacted at: **(416) 759-2662**.

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**Regional Geriatric Program Central Service—Mental Health Services for Seniors**

**TORONTO REHABILITATION INSTITUTE**

**(416) 597-3422 ext. 3099** | Fax: (416) 597-6542  
550 University Avenue, Rm S111B,  
Toronto, ON M5G 2A2  
[www.torontorehab.on.ca](http://www.torontorehab.on.ca)

Geriatric outreach, day hospital and clinic;  
geriatric psychiatry outreach and clinics.

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**Senior Crisis Management Support**  
**SCARBOROUGH HOSPITAL**

**(416) 498-0043**  
600–2 Lansing Square, North York, ON M2J 4P8

The Crisis Response Program is designed to assist people with serious mental health problems to diffuse a crisis situation and meet their immediate safety needs. Our focus is to support adults with serious mental illness to live independently in the community by offering a range of linkages to social, psychological, medical and community resources. The program has developed collaborative relationships with other service providers, including hospitals, police and other community agencies. In this program there are no services offered on an “on-going” basis. Model of service is psychosocial rehabilitation and geriatric.

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**Seniors Mental Health Service**  
**WEST PARK HEALTHCARE CENTRE**

**(416) 243-3600 ext. 2070**  
82 Buttonwood Avenue, Toronto, ON M6M 2J5  
[dan.coghlan@westpark.org](mailto:dan.coghlan@westpark.org)

West Park Healthcare Centre Seniors Mental Health Service provides free, in-home psycho-geriatric/mental health assessments of seniors living in Etobicoke, York and North York (west of Yonge Street) within the city of Toronto who are experiencing mental health problems. We assess seniors 60 years of age and older. Model of service is shared care and mobile.

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**Specialized Outreach Services—Seniors Mental Health**

**ONTARIO SHORES CENTRE FOR MENTAL HEALTH SCIENCES (FORMERLY WHITBY MENTAL HEALTH CENTRE)**

**1-877-SOS-WMHC** | Fax: 1-905-430-4032  
700 Gordon St., Whitby, ON L1N 5S9  
<http://www.ontarioshores.ca>

Ontario Shore’s Seniors’ Mental Health Program provides mental health treatment to seniors, 65 years of age and over, with age-related complex and serious mental illnesses and associated challenging behaviours. The program offers specialized geriatric psychiatric services including assessment, diagnosis, treatment and rehabilitation.

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**Telepsychiatry**  
**BAYCREST CENTRE FOR GERIATRIC CARE**

**(416) 785-2500 ext. 4293**  
3560 Bathurst Street, Toronto, ON M6A 2E1

Our multidisciplinary team will provide care, support and education to clients who may have a diagnosis, or suspected diagnosis, of depression, bipolar mood disorders, mood disorders associated with other brain disorders, complicated bereavement or anxiety. We also provide support to families of our clients through education and counselling. Model of service is biopsychosocial. Average length of stay is ongoing, based on client.

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**Wellness Centre**  
**MOUNT SINAI HOSPITAL**

**(416) 291-3883 ext. 221**

30 to 32–3833 Midland Avenue, Evergold Plaza,  
Scarborough, ON M1V 5L6  
info@mshwellness.com

This program is the realization of an innovative model of care, which addresses the mental health needs of ethno-cultural seniors with an emphasis on wellness. This centre is designed to meet the needs of the Chinese community for more efficient and timely access to the mental health system by providing information, assessment and treatment in a comfortable and accepting environment. With a focus on early identification of serious mental disorders, this centre offers an array of culturally and linguistically appropriate programs, including education, health promotion, traditional and western health care that serve as an interface to more individualized mental health services.

Clinical services include: psychogeriatric assessment, treatment (pharmacotherapy and psychotherapy), psychoeducation, counselling to caregiver and family, outreach, shared care, and referrals.

Wellness programs include health and fitness, reflexology, and stress management. Programs combine traditional Chinese and Western approaches.

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**Services for Persons With Addictions Issues**

People with alcohol or other drug problems, or problems such as gambling or eating disorders, have individual needs that are shaped by their state of health, gender, culture, environment, motivations and personal beliefs about substance use. With the right information about services and different kinds of treatment, people can find and get access to a treatment that best suits their own history and needs.

Concurrent disorders is the term usually used to describe a situation in which a person experiences a psychiatric disorder and either a substance use disorder and/or a gambling disorder. Note that some services address addiction

problems in general, while others specifically address concurrent disorders. Concurrent disorders have in the past been referred to as dual disorders, dual diagnosis, co-morbidity, and co-occurring substance abuse and mental disorders. In the U.S. and internationally, dual diagnosis and dual disorders are the terms most often used.

Most treatment services take referrals from any source, and you can refer yourself to a majority of services.

Treatment can range anywhere from harm reduction such as methadone treatment to programs that require you to be alcohol/drug free.

Harm reduction works to reduce the harms associated with drug use. It can include such things as needle exchange, methadone programs, condom distribution and low-alcohol beverages.

If you are taking prescribed medications, be sure to ask whether you can continue to take them when exploring your choices for treatment.

If you hear of new, unusual or experimental treatments and would like more information, please contact the Russell Street Site, Centre for Addiction and Mental Health at **(416) 595-6111**.

Basically there are two types of services: live-at-home and live-in.

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**Live-at-home (Non-residential)**

This service is also called outpatient or ambulatory.

It allows you to stay at home while you take part in treatment activities through a clinic, an office, or a treatment agency. A single agency may offer a number of live-at-home services, including one or more of the following:

**Assessment and Referral**

- when you're not sure whether you need treatment;
- you need help deciding whether to try quitting or cutting down;
- you don't know which service is right for you.

**Weekly Counselling**

- when you need some help to meet your goals about drinking or taking drugs;
- you are able to complete homework on your own;

- you have work or family duties.

**Day or Evening Service**

- when you need extra help to meet your goal about drinking or taking drugs;
- you can schedule work or family duties around service hours.

**Follow-up Services**

- when you have finished treatment;
- you want support to maintain the changes you have made;
- you want to avoid a “slip.”

**Methadone Treatment**

- when you want to reduce the dependence and harm-related use of heroin with a legal substitute. Self-help/Mutual Support Group
- when you want the company of others who do not drink or take drugs;
- you want to help yourself by helping other people with alcohol or drug problems.

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**Live-in (Residential)**

This service is often called residential or inpatient. The live-in service can be in a house, hospital or a treatment agency. A single agency may offer several live-in services, including one or more of the following:

**Withdrawal Management/Detox**

- when you are intoxicated or high and need somewhere to stay and someone to talk to;
- you want to enter treatment but you find it hard to stay away from alcohol or drugs for a few days in a row, even with help from your friends, your family or a counselor.

**Short-term Residential**

- when weekly counselling and a day or evening service have not helped you;
- you need to be away from family and work duties to adjust to alcohol/drug-free living and to focus on treatment.

**Long-term Residential**

- when you have had problems with alcohol or drugs for a long time;
- you need extra time to adjust to a life without alcohol and drugs;
- you need to build social support.

**Therapeutic Community**

- when you need strict rules to help you recover;
- you have had problems with alcohol or with

drugs like cocaine or heroin for a long time;

**Supportive or Half-way Housing**

- when you need more time to adjust to life without alcohol and drugs;
- you want to make more contacts in your community before you try living on your own.

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**Assessment/Referral**

Free assessments and referrals are available for people who have concerns about their drug and alcohol use. Assessment can be done by phone or in the office. A counselor will help you explore treatment choices and develop a plan to get into treatment if that is what you decide to do.

Consideration is given to both goals of harm reduction and abstinence.

The counselor will consider your age, gender, cultural and ethnic background, as well as health concerns such as mental and/or physical health problems. Options for treatment might also include programs outside the Toronto area.

For a free, confidential assessment call:

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**Metro Addiction Assessment Referral Services (MAARS)**

**(416) 599-1448**  
175 College Street 8:00am to 5:00pm.

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**Women’s Own Detox Centre**

**1-866-366-9513**  
**(416) 603-2551** | Crisis Line: **(416) 603-1462**  
892 Dundas Street West

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**Humber River Regional Hospital**

**(416) 658-2029**  
Chemical Dependency Unit (medical)

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**St Joseph’s Health Centre  
Detoxification Unit**

**(416) 530-6400**  
30 The Queensway

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**St. Michael’s Hospital Detoxification Unit**

**(416) 864-5078**  
135 Sherbourne

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**Centre for Addiction and Mental Health**  
CAMH MEDICAL DETOX (FORMERLY  
KNOWN AS DONWOOD DIVISION DETOX)  
(MEDICALLY SUPERVISED)

(416) 535-8501 ext. 6071

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**Toronto Withdrawal Management Services  
Central Access**

1-866-366-9513

TWMS performs assessments for all nonmedical  
detoxes in the City of Toronto, and refers people  
to available beds where needed

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## Self-Help and Mutual Aid Groups

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**AA (Alcoholics Anonymous)**

(416) 487-5591

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**CA (Cocaine Anonymous)**

(416) 927-7858

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**NA (Narcotics Anonymous)**

(416) 236-8956

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**GA (Gamblers Anonymous)**

(416) 366-7613

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## Support for Family and Friends

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**ACA (Adult Children of Alcoholics)**

(416) 631-3614

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**Al-Anon/Alateen**

(416) 410-3809

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**Naranon**

(416) 239-0096

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**Gam-Anon**

(416) 366-7613

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## Eating Disorders—Information and Referral

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**National Eating Disorder  
Information Centre**

(416) 340-4156

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**Self-Help Resource Centre**

(416) 487-4355

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**Women's Counselling, Referral &  
Education Center**

(416) 534-7501

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## Eating Disorders—Self-Help: 12 Step Group

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**Overeaters Anonymous**

(416) 588-6134

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**ConnexOntario Health Services  
Information:**

**DART—DRUG AND ALCOHOL REGISTRY  
OF TREATMENT**

1-800-565-8603

<http://www.dart.on.ca/>

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**Ontario Problem Gambling Helpline**

1-888-230-3505

<http://www.opgh.on.ca/>

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## Addiction Issues— Program Listings

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**Addiction Program**

**NORTH YORK GENERAL HOSPITAL**

(416) 635-2437 | Fax: (416) 635-2441

Unit 2 Centre-Room 235, 555 Finch Ave. West,  
Toronto, ON M2R 1N5

Outpatient Substance Abuse Program, includ-  
ing transition age youth concurrent disorders:  
assessment, treatment, referral. Both abstinence  
and harm reduction programs for residents of  
North York with alcohol, drug problems or other

addictive behaviours. Specialized program for health professionals available.

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**Adult Eating Disorder Program**  
NORTH YORK GENERAL HOSPITAL

**(416) 340-3041**

4001 Leslie Street, North York, ON M2K 1E1

Partial day hospitalization-evenings (15 hours/ week) for adults diagnosed with a DSM-IV eating disorder. Model of service is group-based therapies.

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**Anger and Addictions Clinic (a part of CDS)**  
CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

**(416) 535-8501 ext. 6483**

33 Russell St., 3rd Floor, Toronto, ON M5S 2S1

Treats clients with concurrent anger and substance use problems. The therapy involves a combination of weekly individual therapy and group skills training. Treatment focuses on reducing substance use, violence, and maladaptive anger-related behaviours. Therapy also focuses on increasing mindfulness, distress tolerance, emotion regulation, and interpersonal effectiveness. Treatment involves a team approach and requires a six-month commitment. Individuals with outstanding legal charges are ineligible for this treatment.

Referral Required: No. Clients must be seen in the Intake Assessment Service for a 90 minute preliminary assessment prior to further evaluation by a member of the Anger Consultation Team.

Contact: Assessment **(416) 595-6128** or **(416) 535-8501 ext. 6483**

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**Bridgeway Chemical Dependency Assessment and Treatment Program**  
HUMBER RIVER REGIONAL HOSPITAL

**(416) 658-2029** | Fax: (416) 658-2009

2175 Keele Street, Toronto, ON M6M 3Z4

<http://www.hrrh.on.ca>

Bridgeway Chemical Dependency Assessment and Treatment Program is an outpatient program which provides an array of services for chemically dependent individuals and their families, across the continuum of care: assessment and referral; medical withdrawal management as needed;

a 28-day Outpatient treatment program; family support program and aftercare. The program employs a biopsychosocial model of treatment.

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**Community Withdrawal Management Services**  
TORONTO EAST GENERAL HOSPITAL

177 Danforth Avenue, Suite 203,  
Toronto, ON M4K 1N2

This new service provides confidential clinical and social support to persons affected by substance abuse in their home, workplace or community. Males **(416) 530-6400**, females **(416) 603-1462**.

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**Concurrent Disorders Service (CDS)**  
CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

**(416) 535-8501 ext. 6096** | Fax: (416) 595-6399  
33 Russell St., 3rd Floor, Toronto, ON M5S 2S1

Offers specialized outpatient treatment to clients with both substance use and psychiatric problems. Substance use and mental health influence one another interactively. Maintaining a dual focus is key to effectively engaging and working with clients with concurrent disorders. The team ensures that clients receive care that is effective and coordinated. Program components include consultation, treatment planning and preparation, group therapy, limited individual therapy, case management, pharmacotherapy, treatment research, and education and training.

***In the Concurrent Disorders Service:***

- Integrative Group Therapy (IGT) Clinic
- Borderline Personality Disorders (BPD) Clinic
- Eating Disorder and Addiction Clinic

**Referral Required:** No. Clients must be seen in the Intake Assessment Service for a 90 minute preliminary assessment prior to further evaluation by a Concurrent Disorders therapist.

Contact: **(416) 595-6128** for an assessment  
Contact: **(416) 535-8501, ext 6096** for general information

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## Concurrent Disorders Support Services (CDSS)

FRED VICTOR CENTRE/CAMH

**(416) 535-8501 Ext: 3860** | Fax: (416) 364-8526  
145 Queen St. East, Toronto, ON M5A 1S1  
cdss@fredvictor.org

<http://www.working-with-concurrentdisorders.ca>

CDSS is an access centre that provides intake and service planning for the Concurrent Disorders Transitional Support Partnership (CDTSP).

CDTSP is a partnership of 16 agencies serving the downtown Toronto area. For a list of agencies, visit the CDSS web site. Fred Victor Centre is the lead agency.

CDTSP offers time-limited urgent and transitional services to persons with a concurrent disorder—both mental health and substance use issues.

Note that CDSS does not take direct referrals from community members or agencies. All referrals must come from partner agency workers who are providing current service.

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## Double Recovery Program

PROGRESS PLACE

**(416) 323-0223 ext. 310**

576 Church Street, Toronto, ON M4Y 2E3  
chabalbrosek@progressplace.org

The Double Recovery Program offers those with mental illness, who also struggle with alcohol/drug addiction, safe and anonymous support through our informal peer-based meetings. All of our groups are facilitated by staff who are themselves in recovery. Double Recovery hosts several weekly discussion meetings at Progress Place and throughout downtown Toronto. The objective of the program is to engage men and women to share their mutual experiences, strength and hope so they may solve their common struggles, help each other recover from their particular addiction/s and discover positive tools to cope with daily mental health concerns.

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## Eating Disorder Day Hospital

UNIVERSITY HEALTH NETWORK

**(416) 340-3041**

200 Elizabeth Street, Toronto, ON M5G 2C4

The Eating Disorder Day Hospital service provides intensive multi-modal therapeutic treatment for individuals who are moderately to severely ill. The program provides treatment seven to eight hours per day, Monday to Friday, and emphasizes nutritional rehabilitation and the interruption and control of behavioural symptoms. Model of service is recovery for most, harm reduction for some. Average length of stay is 8–10 weeks.

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## Eating Disorders and Addiction Clinic (ED&A)

CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

**(416) 535-8501 ext. 6616**

33 Russell Street, Toronto, ON M5S 2S1

Offers specialized outpatient treatment to clients, both male and female, with substance abuse accompanied by an eating disorder. The treatment approach involves a combination of: weekly two-hour skills training sessions, involving both experiential therapy and coping skills training; weekly one-hour individual psychotherapy sessions; regular meetings with a dietician, physician and nurse as needed. The program provides integrated concurrent treatment for both eating disorders and substance use disorders. The program has a one-year commitment. Model of service is cognitive behavioural therapy. Average length of stay is variable.

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## National Eating Disorder Information Center (NEDIC)

UNIVERSITY HEALTH NETWORK

**(416) 340-4156** | Fax: (416) 340-4736

200 Elizabeth St., 7th Floor, Eaton South  
Rm 421, Toronto, ON M5G 2C4  
nedic@uhn.on.ca | [www.nedic.ca](http://www.nedic.ca)

Information and referral for individuals with anorexia and bulimia nervosa and compulsive eating. Publications and referral to support groups for those with eating disorders. Speakers, educational materials and resource kits. Open Monday to Friday, 9am to 5pm.

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## Portuguese Addiction Services UNIVERSITY HEALTH NETWORK

**(416) 603-5974**

399 Bathurst Street, New East Wing 9th Floor,  
Toronto, ON M5T 2S8

<http://uhn.on.ca>

Outpatient Addiction Program intended to provide services which are linguistically and culturally appropriate to the Portuguese speaking communities of Toronto (other communities are served as resources allow). Assessment, treatment and referral of clients with alcohol and drug abuse related problems. Education of the Portuguese community at large on issues related to substance abuse prevention. Psychiatric assessment and treatment of substance abuse clients in special cases e.g. concurrent disorders.

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## Problem Gambling Service CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

**(416) 599-1322/1-888-647-4414**

Fax: (416) 599-1324

175 College St., Toronto, ON M5T 1P7

[gambling@camh.net](mailto:gambling@camh.net)

[www.problemgambling.ca](http://www.problemgambling.ca)

Provides in-person or phone counselling for people with gambling problems and their families, through group, couple, family and individual work. Family members can access the service with or without the person with the gambling problem. Counsellors on call are available for brief consultations. Staff specializing in youth, women, seniors, Francophone and ethno-cultural populations are available. Gay and Lesbian counsellors are available on request. Languages available: English, French, Farsi, Finnish, and through partnerships with community agencies, referrals to many others. Research and outreach initiatives are important components of the service. Educational sessions are available for community and professional groups. For more, please visit our Problem Gambling Service web page at [www.problemgambling.ca](http://www.problemgambling.ca).

Location of Program:

Main office: 33 Russell Street, Toronto

Satellites: The Scarborough Hospital,

2425 Eglinton Ave. E., Suite 301 Pace West,

3170 Lakeshore Blvd. W., Suite 202

Referral Required:

No Contact: **(416) 599-1322**

Contact: Toll-free in Ontario at **1 (888) 647-4414**

Contact: [gambling@camh.net](mailto:gambling@camh.net)

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## SHEENA'S PLACE MENTAL

**(416) 927-8900** | Fax: (416) 927-8844

87 Spadina Road, Toronto, ON M5R 2T1

[info@sheenasplace.org](mailto:info@sheenasplace.org)

<http://www.sheenasplace.org>

Group Support Services to people affected by eating disorders, anorexia and bulimia and related issues. Groups are offered in four main areas: support, body image, expressive art and skill building. Information interviews are available by contacting main phone number.

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## Withdrawal Management Services TORONTO EAST GENERAL HOSPITAL

**(416) 461-2010** | Fax: (416) 461-1164

985 Danforth Ave., Toronto, ON M4J 1M1

[dosmi@tegh.on.ca](mailto:dosmi@tegh.on.ca)

The Toronto East General Hospital Withdrawal Management Centre (formerly known as the Detoxification Centre) is a 22 bed crisis intervention facility, providing physical care for the adult male in an acute state of intoxication or withdrawal from alcohol and other addictive substances.

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## Services For Groups Facing Barriers

### First Nations Communities

Another very important component of Canada's diversity are the First Nations communities. Aboriginal communities have suffered through the experience of colonization, dislocation, cultural loss and the legacies of social, political and economic disadvantage. These experiences have had a lasting impact on many Aboriginal people, who remain marginalized within the dominant culture and society. As a result, many Aboriginal people continue to experience barriers to accessing jobs, housing and appropriate health and social services.

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## Ethnocultural/Ethnoracial Communities

There are many social barriers that negatively impact on people’s mental health—either directly, or by limiting their access to the mental health services they need. Canada’s First Nations and its growing racialized and minority ethnic communities face particular challenges.

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## The Changing Face of Canada

A recent study by the Human Rights and Multiculturalism Program at the Department of Canadian Heritage projected the ethnoracial profile of Canada by the year 2017, the 150th anniversary of Confederation. The report paints a picture of an increasingly diverse Canada, where one out of every five people is a member of a visible minority group. Immigrants are expected to make up 22% of the population by 2017 and 75% of these newcomers will likely live in one of Canada’s three largest metropolitan areas, Toronto, Montreal and Vancouver.

Already, Toronto is one of the most racially, ethnically, and culturally diverse cities in the world. In fact, the United Nations has designated Toronto as the world’s “most ethnically-diverse city” five times in a row. This can be seen in the following statistics:

- 42% of all immigrants from around the world have made Toronto their home;
- We have more than 90 different ethnic groups speaking more than 100 languages in our city;
- 52% of Toronto’s population are “visible minorities” (these populations are in fact minoritized, since they are a majority locally and globally).

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## Barriers to Participation and Access

First Nations, and racially and ethnically marginalized groups in Toronto are confronted with everyday racism and social inequality, new studies are showing. These studies show that there is a correlation between minority status, discrimination of immigrant groups, and other marginalized communities and access to health care services, health status, and health outcomes. A recent study by Galabuzi and Labonte establishes that social exclusion, experienced by immigrants, refugees, people

with disabilities, people with different sexual orientations, and racialized groups, negatively influences health (hypertension, mental health, and addiction).

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## Is the Mental Health System Ready to Meet the Challenge?

Despite these facts, there are very few mental health services which are designed to serve people belonging to particular ethno-racial groups. With the realities of increasing migration and ethno-racial and cultural diversity, as well as the everyday experiences of racism, there is a need to develop more inclusive and culturally responsive services to address the different kinds of oppression people in Canada face. Among First Nations communities for example, many turn to Indigenous healing practices that incorporate a spiritual dimension in the promotion of healing, health and well-being.

People belonging to one of the many ethnoracial and Aboriginal communities in Toronto use a variety of services to meet their mental health needs. These options include:

- Mental health services which serve particular ethno-racial and cultural communities.
- Services that are provided in the language(s) spoken by the communities served and culture specific services.
- Mental health services in mainstream organizations such as the hospitals and community organizations, where interpreters are available when needed (listed throughout this section of the guide).
- General community services provided by organizations serving particular ethnoracial communities (for example, settlement services).

These organizations provide services for newcomers, such as individual settlement counselling, orientation, referrals, public education, and interpretation/translation and immigration services for conventional refugees and landed immigrants. They also help link individuals to mental health services.

People who work in the community mental health system have been involved in discussions in recent years about the importance of having accessible services which are sensitive to,



respectful of, and open to different cultures and races. The mental health system must develop ways to respond more effectively to the needs of our richly diverse ethnoracial population. For a start, we must deal with racism in the system, and then go on to develop anti-racist services. This is a huge task in itself.

Providing more inclusive practices for mental health services means developing greater awareness, accountability, power-sharing and collaboration with marginalized groups. The knowledge and experience of different cultural groups must be valued and included within the services and interventions provided. Other steps include developing community partnerships, and seeking new and more accessible ways for the organization to meet the diverse needs of those seeking mental health services.

Mainstream mental health agencies must work more closely with non-mental health agencies such as immigrant and refugee settlement services and community service organizations. These agencies report increasing numbers of people with mental health problems seeking their help. Many people within ethnoracial communities are reluctant to go to established mental health services, preferring to seek help within their own communities. Mental health services need to find ways to reach people through the community services they feel comfortable going to. Mainstream agencies need to develop the capacity to serve diverse communities and to engage in anti-racist organizational change.

More mental health services need to be available in clients' mother tongue and provided by professionals from the ethnoracial communities. Moreover, there are racialized communities where language is not the primary barrier to accessing services but cultural norms and practices and systemic racism are. In those communities, services should be provided by professionals who are culturally competent.

Each ethno-racial community needs information about what services are available to them. Both mainstream organizations and ethno-racial community agencies must play a part and work together to provide the kinds of services people need and want. Many groups and agencies are working together to make these goals a reality.

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## Services for Aboriginal First Nations

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### Anishnawbe Health Toronto

**(416) 360-0486**

Individual, couple and family counselling.  
Languages: Ojibway, Cree, Mohawk, Odawa.

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### Council Fire Native Cultural Centre

**(416) 360-4350**

Languages: Cree, Micmac, Ojibway, Oneida.

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### Native Women's Resource Centre of Toronto

**(416) 963-9963**

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### Aboriginal Services Centre for Addiction and Mental Health

**(416) 535-8501 ext 7657**

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## Counselling for Specific Ethnocultural and Ethnoracial Groups

The following services provide information and counselling to one or more ethnocultural or language groups. Counselling is available in English and in the languages listed.

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### Across Boundaries—An Ethnoracial Mental Health Centre

An ethnoracial mental health centre for people of colour with serious mental health problems; antiracism and mental health education. Across Boundaries may be contacted at **(416) 787-3007**.

*Hear What We Are Saying* is a documentary video about systemic racism in mental health. It exposes the shortcomings of Western psychiatric practices which neglect to integrate the many layers of racism and sexism and sexual harassment that women of colour encounter. Through interviews and case studies, this documentary analyzes the current situation and proposes some solutions. This is a collaborative project of the Ethnoracial Mental Health Committee and Across Boundaries, which has also produced an

educational manual which expands on several of the issues raised in the video. Copies can be purchased from Across Boundaries (\$40 plus shipping and handling).

## Afghan

### Afghan Association of Ontario

**(416) 744-9289**

Counselling services.

Languages: Dari, Pashtu.

### Afghan Women’s Counselling and Integration Community Support

**(416) 588-3585**

Mental health support services, general counselling, women’s wellness group.

Languages: Dari, Pashtu.

## African

National African Integration and Families Association

**(416) 975-0877**

Social services for people of African descent—counselling for ex-offenders, family support.

Languages: Fanti, French, Hausa, Ibo, Swahili, Yuruba.

### WHYY MEE Family Counseling Foundation

**(416) 481-5462**

Culturally based counselling.

## Arab

### Arab Community Centre of Toronto

**(416) 231-7746**

Counselling for students, individuals, families, victims of family violence.

Languages: Arabic.

## Armenian

### Armenian Community Centre

**(416) 491-2900**

Health counselling.

Languages: Armenian.

## Assyrian Speaking

### Welfare Committee for the Assyrian Community in Canada

**(416) 741-8836**

Counselling services

Languages: Assyrian

## Afro-Canadian

### Jamaican Canadian Association

**(416) 746-5772**

Program for Abused and Assaulted Black Women—counselling; support group.

Languages: French, Twi.

### Caribbean Youth and Family Services (a part of J.C.A.)

**(416) 740-1558**

### Tropicana Community Services

**(416) 439-9009**

Ethnospecific or culturally appropriate counselling in Scarborough area.

## Cambodian

### Canadian Cambodian Association of Ontario

**(416) 736-0138**

Orientation counselling.

Languages: French, Khmer.

### South East Asian Services Centre

**(416) 362-1375**

Individual and family counselling for victims of violence.

Languages: Cantonese, Mandarin, Vietnamese, Filipino.

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## Chinese

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### Chinese Family Life Services of Metro Toronto

**(416) 979-8299**

Individual, marital and family counselling; crisis intervention.

Languages: Cantonese, Mandarin.

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### Cross Cultural Community Services Association

**(416) 977-4026**

Counselling, women's support group.

Languages: Cantonese, Mandarin.

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## Czech and Slovak

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### Czech and Slovak Association of Canada

**(416) 925-2241**

Crisis intervention, counselling.

Languages: Czech, Slovak.

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## Eritrean

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### Eritrean Canadian Community Centre

**(416) 658-8580**

Counselling services, settlement and integration, housing and employment services.

Languages: Arabic, Tigrina, Amharic.

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## Filipino

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### Kababayan Community Centre

**(416) 532-3888**

Counselling and support groups.

Languages: Filipino.

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## French-speaking

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### Centre Medico-Social Communautaire

**(416) 922-2672**

Individual, family and couples counselling.

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## Greek

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### Greek Orthodox Family Services and Counselling

**(416) 291-5229**

Counselling services and Wife Assault Program.

Languages: Greek, French.

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## Iranian

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### Iranian Community Association of Ontario

**(416) 441-2656**

Family counselling.

Languages: Farsi.

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## Italian

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### COSTI—Family Counselling Centre

**(416) 244-7714**

Individual, couple and family counselling; counseling for children; family violence counselling; support groups for assaulted women and for abusive men; mental health groups; fees based on income.

Languages: Italian, Somali, Farsi, Polish.

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## Japanese

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### Japanese Social Services

**(416) 385-9200**

information, counselling, referral, advocacy, educational and preventative programs.

Languages: Japanese.

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## Jewish

### Jewish Family and Child Service of Metro Toronto

**(416) 638-7800**

Individual, couples, family and group counselling; groups for assaulted women; groups for abusive men.

Languages: French, Hebrew, Hungarian, Russian, Yiddish

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## Korean

### YMCA of Greater Toronto—Korean Community Service Program

**(416) 538-9412**

Support and counselling services.

Languages: Korean, Mandarin.

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## Laotian

### Lao Association of Ontario

**(416) 398-3057**

Support and counselling services.

Languages: French, Lao, Thai.

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## Muslim

### Islamic Social Services and Resources Association

**(416) 767-9358**

Individual, family and youth counselling; support groups; food assistance program.

Languages: English, Arabic, Punjabi, Urdu, Farsi.

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### Muslim Welfare Centre

**(416) 754-8116**

Focus: A Halal food bank **(416) 335-9994**.

Muslim Welfare Centre is a small but dedicated organization working locally in Toronto area, providing food, clothing and transportation for the poor and needy. They also provide groceries to

needy families including non-Muslims in Toronto and surrounding areas.

Food bank: Mon., Tues., Wed., and Sat. 2–4pm by appointment.

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## Polish

### Polycultural Immigrant and Community Services

**(416) 533-9471**

Mental health support, Counselling including family, assaulted women, and addictions, support groups for women.

Languages: Polish, Russian.

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## Somali

### Somali Canadian Association of Etobicoke

**(416) 742-4601**

Supportive counselling, information sessions.

Languages: Somali, May-May, Swahili, Arabic, Italian.

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### Midaynta Community Services

**(416) 544-1992**

Immigration, integration, family counselling, housing, information and referrals.

Languages: Somali, Arabic.

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### Somaliland Women's Organization

**(416) 293-6585**

Individual, family and youth counselling, family crisis intervention, health education, information and referrals, support group for women, mental health discussion groups, women's wellness groups.

Languages: Somali, Arabic, Swahili.

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## South Asian

### Riverdale Immigrant Women's Centre

**(416) 465-6021**

Family, group and crisis counselling for women.

Languages: Bengali, Chinese, English, Gujurati, Hindi, Katchi, Punjabi, Tamil, Urdu.

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### **South Asian Family Support Services**

**(416) 431-4847**

Individual, youth and family counselling; support groups.

Languages: Bengali, Farsi, Gujurati, Hindi, Punjabi, Tamil, Urdu.

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### **South Asian Women’s Centre**

**(416) 537-2276**

Counselling.

Languages: English, Hindi, Punjabi, Sinhalese, Tamil, Urdu.

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## **Spanish-speaking**

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### **Centre For Spanish Speaking Peoples**

**(416) 533-8545**

Support groups for women; crisis counselling for victims of domestic violence.

Languages: Spanish.

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## **Ukrainian**

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### **Ukrainian Canadian Social Services Toronto**

**(416) 763-4982**

Supportive counselling; client intervention and assistance.

Languages: Ukrainian, limited assistance in other Slavic languages.

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## **Vietnamese**

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### **Vietnamese Association Toronto**

**(416) 536-3611**

Support counselling, including counselling for assaulted women.

Languages: Vietnamese.

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## **West Indian**

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### **West Indian Volunteer Community Support Services**

**(416) 743-3658**

Individual and family counselling; support groups; culturally appropriate volunteer-based support to children, youth and their families; family crisis intervention.

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## **Multicultural Counselling Services**

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### **Access Alliance Multicultural Community Health Centre**

**(416) 324-8677**

Counselling (social worker) for Korean, Portuguese, Spanish-speaking and Vietnamese communities.

Application process is required; services provided to those who qualify.

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### **Culture Link**

**(416) 588-6288**

Settlement counselling, friendship and emotional support for newcomers.

Services are provided in many languages including, Arabic, Cantonese, Fujian, Mandarin, Czech, Farsi, French, Gujarati, Hindi, Indonesian, Punjabi, Somali, Swahili, Tamil.

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### **Family Services Association—Counselling Services**

**(416) 595-9230**

Individual, group, couple, and family counselling, education for living and culturally sensitive services focused on a range of issues including anxiety, depression, separation and divorce, family violence, adult survivors of childhood sexual abuse, and parenting.

Languages: Depends on location and type of service. Call to inquire.

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### **Catholic Cross-Cultural Services**

**(416) 757-7010** (Scarborough)

Support counselling

Languages: Chinese, Farsi, Italian, Pilipino, Portuguese, Spanish and others.

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### **Women’s Health in Women’s Hands**

**(416) 593-7655**

Short term counselling and support groups for immigrant women. Translation services provided.

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### **Other Services**

For more information about ethnocultural services, call: FindHelp Toronto **211**

Findhelp Toronto produces ‘The Blue Book’ Directory of Community Services in Toronto. The Blue Book has a language index, which lists all organizations by languages available through them.

Not all services of these organizations may be offered in the languages listed; and in some cases you may have to leave your name and phone number and wait for someone speaking your language to call you.

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### **Culture and Language Specific Mental Health Services**

Some community mental health agencies and hospitals have language-specific case management and treatment services. Contact the agency or the hospital and request services in your language.

Among the agencies that provide language specific case management:

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### **Community Resource Connections of Toronto (CRCT)**

**(416) 482-4103**

Individual Support Services for Somali and Tamil adults with serious mental health issues.

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### **Canadian Mental Health Association of Toronto**

**(416) 289-6285 ext. 243**

Case management for adults who have a major psychiatric illness. Emphasis on services for the multicultural community. Special services for Tamil and Somali communities.

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### **Canadian Centre for Victims of Torture**

**(416) 363-1066**

A non profit agency that provides services for survivors of torture, victims of war and their families. Mental health services includes: counselling, support groups, art therapy and crisis intervention. CCVT also provides links between survivors of torture and a network of professional services which includes doctors, lawyers, social service workers and volunteers. Their website has a lot of information and resources about recovery and links to services in Toronto.

Languages: Albanian, Amharic, Arabic, Dari, English, Farsi, Ganda, Greek, Italian, Kinyarwanda, Lingala, Somali, Spanish, Tamil, Tigrinya, Urdu

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### **East Metro Youth Services**

**(416) 438-3697**

A mental health centre that provides mental health promotion, public awareness, community development and residential and non residential treatment programs for youth.

Languages: Chinese (Mandarin and Cantonese), Dari, Farsi and English. For other languages, interpreters are provided.

Services for youth 12 to 18

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There are a number of Web sites, that are capable of translating pages on the World Wide Web into a variety of languages. Two such sites are:

- [www.altavista.com](http://www.altavista.com)
- [www.tranexp.com/InterTran.cgi](http://www.tranexp.com/InterTran.cgi)

*For more information see the subject index under particular languages and ethno-racial communities.*

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## Ethnocultural/Ethnoracial Program Listings

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### ACROSS BOUNDARIES

**(416) 787-3007** | Fax: (416) 787-4421  
 51 Clarkson Ave., Toronto, ON M6E 2T5  
 (Eglinton & Caledonia)  
 accbound@web.net | [www.acrossboundaries.ca](http://www.acrossboundaries.ca)

Across Boundaries is an ethnoracial mental health centre. We serve people across Toronto. The Centre offers a range of support and services to people from ethnoracial communities who are experiencing serious mental health problems.

Services include: individual/community support (case management); support groups for consumer/survivors and family members; anti-racism education, training and research in mental health; consumer/survivor and family initiatives to address economic and social barriers; community outreach; alternative models of support and services; art therapy; and a drop-in program.

Services offered in English, with staff able to speak Tagalog, Urdu, Hindi, Farsi, Somali, Tamil and Pashtu. Other translations upon request.

(Bathroom is wheelchair accessible.)

Self-Referral

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### Ethiopian Association in Toronto ETHIOPIAN ASSOCIATION IN TORONTO

**(416) 694-1522** | Fax: (416) 694-8736  
 2064 Danforth Avenue, Toronto, ON M4C 1J6  
 (Danforth & Woodbine)  
 office@ethiocomun.org

Counselling, including psychiatric crisis counselling and counselling for assaulted women. Service is provided in Amharic, Arabic, Harari, Oromo and Tigrinya.

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### Hong Fook Mental Health Association—Northern Office HONG FOOK MENTAL HEALTH SERVICE

**(416) 493-4242** | Fax: (416) 493-2214  
 1065 McNicoll Avenue, Main floor, Toronto, ON M1W 3W6 (Victoria Park & McNicoll Avenue)  
 info@hongfook.ca | [www.hongfook.ca](http://www.hongfook.ca)

Provides community-based and culturally competent services to Canadians aged 16+ of Cambodian, Chinese, Korean and Vietnamese origin who require services in their own language and culture. Provides services to people with mental illness, including information and referral, short-term counselling, case management support, life skills training, self help support groups, supportive housing, English as a second language classes and family member support groups. Promotion services focusing on holistic health and offer community education, workshops, information materials, peer leadership training and groups. The volunteer development services offer training and activities, including befriending people with mental illnesses, and organizing fundraising activities. The resource centre offers consultation to other professionals/service providers relating to mental health and ethnocultural service, workshops and conferences on cultural competency care, a resource library and research/studies related to Asian mental health and illness issues.

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### Multicultural Women's Wellness Program CANADIAN MENTAL HEALTH ASSOCIATION—TORONTO BRANCH

**(416) 789-7957 ext. 259** | Fax: (416) 789-9079  
 700 Lawrence Avenue West, Suite 480,  
 Toronto, ON M6A 3B4 (at Allen Expressway)  
 cmha.toronto@sympatico.ca  
[www.toronto.cmha.ca](http://www.toronto.cmha.ca)

Multicultural Women's Wellness Program provides groups for immigrant and refugee women to come together and discuss topics they feel are important to their wellness in their own language. The program incorporates a holistic framework and advocates for women helping women. At the current time, the program serves Greek, Polish, Russian, Tamil, Urdu, Caribbean, Punjabi and Somali.

Contact Information:

For Afghan, Greek, Hindi, Jamaican, Polish, Punjabi, Russian and Tamil groups in Toronto  
 Contact: (416) 289-6285 ext. 307

For Somali and Tamil groups in Scarborough, Italian group in North York and English Speaking groups at West Hill and Malvern Contact:  
 (416) 289-6285 ext. 301

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**Portuguese Mental Health Services**  
UNIVERSITY HEALTH NETWORK—TORONTO  
WESTERN HOSPITAL

**(416) 603-5974** | Fax: (416) 603-5049  
399 Bathurst Street, New East Wing 9th Floor,  
Toronto, ON M5T 2S8 (Dundas & Bathurst)  
<http://uhn.on.ca>

Biopsychosocial assessment with brief psychotherapy. Long term psychotherapy available in some cases. Referrals to other community agencies where appropriate. Also case management as per MOHLTC definitions.

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**SAFE Centre**  
SABAWOON AFGHAN FAMILY EDUCATION  
AND COUNSELLING CENTRE

**(416) 293-4100** | Fax: (416) 293-4100  
1200 Markham Road, Scarborough, ON  
M1H 3C3 (Markham & Ellesmere)  
[info@safecc.org](mailto:info@safecc.org) | [www.safecc.org](http://www.safecc.org)

SAFE Centre is an Afghan mental health centre. We serve Afghan people across Toronto. The Centre offers a range of support and services to Afghan individuals and family members. Services include: individual/community support; support groups for consumer/survivors and family members; community development initiatives to address barriers to services; community outreach; mental health and addiction radio educational program; and youth addiction support services. Services offered in English, Dari and Pashtu.

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**Tamil Peer Support Group “Sangamam”**  
COMMUNITY RESOURCE CONNECTIONS OF  
TORONTO

**(416) 208-9889** c/o The Storefront,  
4040 Lawrence Ave. East Scarborough, ON  
This is a social group. Come and learn more about healthy living.

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**West Metro Community Support Services**  
CANADIAN MENTAL HEALTH ASSOCIATION—  
TORONTO BRANCH

**(416) 789-7957 ext. 282** | Fax: (416) 789-6895  
c/o 700 Lawrence Avenue West, Suite 480,  
Toronto, ON M6A 3B4 (at Allen Expressway)

[cmha.toronto@sympatico.ca](mailto:cmha.toronto@sympatico.ca)  
[www.toronto.cmha.ca](http://www.toronto.cmha.ca)

West Metro Community Support Services (WMCSS) offers individualized, flexible community support to consumers with severe psychiatric disabilities/mental health problems, who have significant difficulties living in the community. Staff work in partnership with consumers to assist with meeting basic needs (e.g. food, shelter, finances), crisis management, and accessing community resources. One community support worker provides service specifically to members of the Italian community who have psychiatric disabilities. Catchment area is York, Etobicoke, and North York (west of Yonge St.).

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**Services for Lesbian, Gay,  
Bisexual, Transsexual and  
Transgendered (LGBT)  
Communities**

The stigma around sexual orientation and being LGBT continues to be misunderstood by the mainstream mental health system. There are few LGBT mental health services. Check that the person you seek assistance from is comfortable with and knowledgeable about issues related to sexual orientation.

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**Counselling Services**

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**David Kelley**  
LESBIAN AND GAY COUNSELLING PROGRAM

**(416) 595-9230**  
[www.familyserVICEToronto.org](http://www.familyserVICEToronto.org)

This program is operated by Family Service Toronto. It provides individual, couple and family counseling to people who identify as lesbian, gay, bisexual or transgendered. Fees are based on income. HIV/AIDS counselling is also available.

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**Community Counselling Programme**  
519 CHURCH ST. COMMUNITY CENTRE

**(416) 355-6790**

The Community Counselling Program offered at the 519 provides affordable access to professionally trained and supervised counselors who



donate their time. There are no fees for this service. A Community Counsellor will see you up to six times. If longer term counseling or a group would be helpful, you will be referred to an affordable service.

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### **Lesbian Gay Bi Trans Youth Line**

**1-800-268-YOUTH | (416) 962-YOUTH**

“Cause sometimes you just need someone to talk to”.

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### **Triangle Program—Toronto District School Board**

Canada’s only classroom for LGBTTI2QQAP youth

Web Site: <http://schools.tdsb.on.ca/triangle/>

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### **Sherbourne Health Centre**

333 Sherbourne St.

**(416) 324-4180 | [www.sherbourne.on.ca](http://www.sherbourne.on.ca)**

The Sherbourne Health Centre has LGBT health services. Visit their web site for information.

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### **Central Toronto Youth Services**

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#### **Counselling Services for LGBT Youth**

**(416) 924-2100 Ext: 245**

Counselors provide individual and group counselling to youth up to the age of 25. Support to families of youth and consultation with other service providers is also available. Clients can self refer and all services are free of charge.

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### **Support/Social Groups**

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#### **2 Spirited People of the 1st Nations**

**(416) 944-9300 | [www.2spirits.com](http://www.2spirits.com)**

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#### **Parents, Families and Friends of Lesbians and Gays (P-FLAG)**

**(416) 406-6378 | [www.pflag.ca/Toronto](http://www.pflag.ca/Toronto)**

Support for family and friends of LGBT community members to share concerns about their loved ones who are lesbian, gay or bisexual. Support for people coming out to their families. For more information... Call or visit the 519 Church Street

Community Centre and ask about groups which meet there.

Pick up a copy of XTRA or Fab—free LGBT community publications which come out twice a month—for listings of groups and events. Visit XTRA’s touch-tone guide **(416) 925-xtra (925-9872)** for contact information for a variety of groups in the LGBT community.

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### **Supports to Deal with Violence and Abuse—Victim Assistance**

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#### **519 Church Street Community Centre Anti-Violence Programme**

**(416) 355-6782**

Responds to hate crimes and partner abuse.

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#### **519 Church Street Community Centre LGBT Bashing Reporting Line**

**(416) 392-6877**

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#### **Toronto Police Service**

**911** Emergency (TDD access)

**(416) 808-2222** (non-emergency)

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Visit the 519 Church Street Community Centre’s web site, [www.the519.org](http://www.the519.org), for information on LGBT services as well as links to many related web sites.

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#### **HIV/AIDS and Sexual Health Info Line**

**(416) 392-2437**

Provides information and referrals on sexuality, HIV/AIDS issues, and sexually transmitted diseases (STDs).

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#### **AIDS Committee of Toronto (ACT)**

**(416) 340-2437**

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#### **People With AIDS (PWA)**

**(416) 506-1400 | [www.pwatoronto.org](http://www.pwatoronto.org)**

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**Alliance for South Asian AIDS Prevention (ASAP)**

(416) 599-2727

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**Asian Community AIDS Services (ACAS)**

(416) 963-4300

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**Black Coalition for AIDS Prevention (Black CAP)**

(416) 977-9955

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**Centre for Spanish Speaking People**

(416) 925-2800

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**Gender Identity Clinic—Centre for Addiction and Mental Health**

(416) 535-8501 ext. 6833

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**Hassle-Free Clinic**

Men: (416) 922-0603

Women: (416) 922-0566

Anonymous HIV and STD testing. Support groups for HIV+ men and women.

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**Teen Clinic**

HOSPITAL FOR SICK CHILDREN

(416) 813-5804

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**Services for Survivors of Violence and Abuse**

There is a growing understanding that sexual, physical and emotional abuse can contribute to, and in some instances create, mental health problems. Research studies have found that almost half, or more, of people interviewed in psychiatric hospitals had histories of sexual and/or physical abuse in childhood and/or adulthood. The trauma associated with childhood abuse can have long-standing negative effects on peoples' lives. Unfortunately, the demand for services in this area far outweighs the resources available.

There are resources out there but you will need to be patient. Many counselling resources for individuals on limited incomes have lengthy waiting lists. Remember, if you have been abused

or assaulted, you are not to blame, and you are not alone. You are doing the right thing by seeking help.

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**Emergency Services**

The following agencies offer free, anonymous and confidential telephone counselling and information 24 hours a day, 7 days a week.

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**Assaulted Women's Helpline**

(416) 863-0511 | TTY: (416) 863-7868

Outside (416) area: 1-866-863-0511

TTY: 1-866-863-7868

Confidential telephone service providing crisis counselling, emotional support and information, as well as referrals for emergency shelters, counselling, legal services and other community services.

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**Distress Centres (Toronto)**

(416) 408-4357

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**Toronto Rape Crisis Centre/MultiCultural Women Against Rape**

(416) 597-8808

(416) 597-1171 ext. 228 for Spanish-speaking women

Crisis intervention, culturally sensitive counseling and referral for survivors of rape/sexual assault, their families and friends. Survivors can request support and advocacy to the police and courts through the business office.

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**Gerstein Centre Crisis Line**

(416) 929-5200

24-hour non-medical crisis intervention for acute psychosocial crises. Provides mobile response in the home or other community setting, and/or brief stay at facility when necessary.

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**Briser le silence—Femaide**

1-877-336-2433 | TTY: 1-866-860-7082

Crisis line for French-speaking women in Ontario who are victims or survivors of any form of violence or are in distress. Provides

crisis intervention, support and referral to community agencies.

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### **Oasis Centre Des Femmes**

**(416) 591-6565**

All services in French. Individual counselling and art therapy groups for women survivors of violence. Offers services to support women who wish to leave, or have already left, an abusive relationship.

Assault prevention and education programming in the school system with children, teens and young adults. Self-defense courses for women. Public education for adults and seniors about assault prevention.

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### **BOOST—Child Abuse Prevention & Intervention**

**(416) 515-1100**

8:30am–4:30pm

For children aged 4 to 17, offers Individual Trauma Assessment and a Child Victim Witness Support Program. For children aged 4 to 12, offers an Individualized Sexualized Behaviour Assessment. Provides crisis support on an individual basis.

Must be referred by Police or Children's Aid. Information and resources available on all forms of child abuse. Call for appointment. Public education on child abuse prevention, recognition and intervention.

(Fee for service for public education).

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### **Sexual Assault Care Centres**

Assessment and treatment for women, men and sometimes children; collection of legal and medical evidence at the request of the individual.

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### **Scarborough Hospital—Grace Division**

**(416) 495-2555**

12 years of age and older.

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### **Women's College Ambulatory Care Centre**

**(416) 323-6300**

Non-emergency, urgent care. 16 years of age and older.

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### **Sexual Assault/Domestic Violence Care Centre**

**(416) 323-6300**

Emergency, urgent care.

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### **York Central Hospital (Emergency Department)**

**(905) 883-1212** | 24 hour line: 1-800-521-6004

Counselling 14 years of age and older. Medical/Physical—all ages

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### **Trillium Health Centre—Mississauga**

Sexual assault and domestic violence services

**(905) 848-7580 Ext. 7493**

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### **Orillia Soldiers' Memorial Hospital**

Sexual and domestic assault program

**(705) 327-9155**

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### **Hamilton Health Sciences**

Sexual assault/domestic violence care centre

**(905) 521-2100 Ext. 73557**

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### **SCAN (Suspected Child Abuse and Neglect) THE HOSPITAL FOR SICK CHILDREN**

**(416) 813-6245** | (416) 813-6275

12 years of age and under

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### **Shelters**

Emergency services can refer you to shelters and safe houses for assaulted women. Some shelters, as well as other organizations, have transitional housing and support workers (THSWs). These workers are available to woman survivors of partner violence. They can help women to re-establish themselves in the community by assisting them in getting priority access to social housing, and also with safety planning, legal, financial, health, immigration, and children's services.

Following are a few places that offer shelter to assaulted women in Toronto:

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### Toronto Hostel Services Unit

**(416) 397-5637** (collect calls accepted)  
This Central Family Intake number will connect you to the most applicable family emergency shelter which has available space.

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### YWCA Women's Shelter (Toronto)

**(416) 693-7342**  
Office: (416) 693-6978

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### Women and children Redwood Shelter (Toronto)

**(416) 533-8538** | TTY: (416) 533-3736

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### Women and children Interval House (Toronto)

**(416) 924-1491** | TTY: (416) 924-4833  
Women and children

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### Dr. Roz's Healing Place (Scarborough)

**(416) 264-4357**  
Dr. Roz's also offers the services of transitional housing support workers to find housing.

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### Ernestine's Women's Shelter (Etobicoke)

**(416) 746-3701**  
Women and children

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### Women's Habitat of Etobicoke

**(416) 252-5829**  
Women and children

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### North York Women's Shelter (North York)

**(416) 635-9630** (Voice and TTY)  
Women and children

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### Yorktown Shelter For Women

**(416) 394-2999**  
Women and children

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### Red Door Family Shelter

**(416) 469-3457**

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### Counselling and Support

Call intake for information regarding support groups, counselling and other community resources.

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### Family Services

**(416) 595-9618**

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### Canadian Centre for Abuse Awareness

**1-905-967-0687**

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### Catholic Family Services

**(416) 222-0048**

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### Barbra Schlifer Commemorative Clinic

**(416) 323-9149**

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### Court Support and Counselling Services

**(416) 789-9793**

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### St. Joseph's Health Centre—Women's Health Centre

**(416) 530-6850**

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### St. Michael's Hospital—Women's Health Care Centre

**(416) 867-7480**

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### Toronto General Hospital—Women's Mental Health Clinic

**(416) 340-3048**

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### YWCA Breakthrough Support Program

**(416) 487-7151**

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### Jewish Family and Child Service of Greater Toronto

**(416) 638-7800**

Services include crisis intervention, individual and group counseling, financial assistance, court accompaniment, and Here to Help (for children and their mothers who have been exposed to abuse)

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**Women’s Counselling Referral and Education Centre**

(416) 534-7501

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**East End Community Health Centre**

(416) 778-5858

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**Women’s Centres**

Local women’s centres can provide support, information and referral. They are a good resource especially in the short term, if you have difficulty getting through on the other phone lines listed in this section, or find that you have to wait a long time to get service.

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**North York Women’s Centre**

(416) 781-0479

Offers various support groups.

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**Riverdale Immigrant Women’s Centre**

(416) 465-6021

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**Rexdale Women’s Centre**

(416) 745-0062

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**Scarborough Women’s Centre**

(416) 439-7111

Also offers one-to-one volunteers to mentor and support women leaving abusive situations.

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**Housing Toronto Social Housing Connections**

(416) 981-6111

To help people to get out of the family home, special priority for subsidized housing is available to assaulted women and other applicants whose personal or family safety is at risk. You must be a legal resident of Canada. You will need a letter from a community professional to whom you have turned for help.

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**Hospital Based Services**

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**Women’s College Hospital—Trauma Therapy Program (TTP)**

(416) 323-6400 ext. 4230

This program offers time-limited individual, couple, family and group therapy to women and men with psychological issues following interpersonal trauma, which may include sexual, physical and emotional abuse, violence and neglect. Referral from a health care practitioner is required.

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**WRAP-Women Recovering from Abuse Program—Women’s College Hospital**

(416) 323-6400 ext. 4863

This is an eight-week half-day program offering group therapy and individual counseling to women who have experienced childhood abuse, who suffer from mental health problems, and who have sought traditional forms of psychiatric treatment in the past. Self-referrals are accepted.

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**Homewood Health Clinic (Guelph)—Post Traumatic Stress Recovery Program**

(519) 824-1010 ext. 2209

This is a 8-week inpatient program. Other mental health problems, and addictions, must be stabilized.

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**Centre for Addiction and Mental Health Society—Women and Health Inpatient Unit**

(416) 535-8501 ext. 4119

This is a short-stay inpatient unit for women with severe mental illness or mood and anxiety disorders who may have experienced trauma and/or addiction.

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**Legal Services**

There are two ways of taking legal action against an assailant, including a spouse. You can call the police, or you can go to a Justice of the Peace. Only the police are able to provide you with immediate protection. If you have “reasonable grounds”, it is the duty of the police to lay charges. If arrested, police will hold the assailant

for 24 hours, and then they will likely be released for the day of the trial.

You can also try to lay a charge yourself by going to a Justice of the Peace, if the police did not make an arrest, or even if you did not call the police. A Justice of the Peace can issue a summons to have the assailant appear in court, if you can show reasonable grounds for them to believe there was an assault.

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### Police

**911**—for emergency calls

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### Justices of the Peace

**(416) 325-8967**

Toronto: 444 Yonge Street

**(416) 327-5179**

60 Queen Street West (Old City Hall)

**(416) 314-4213**

North York: 1000 Finch Avenue West (near Dufferin)

**(416) 325-0354**

Scarborough: 1911 Eglinton Avenue East (near Warden)

**(416) 314-3973**

2201 Finch Avenue West

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## Legal Advice and Court Support

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### Barbra Schlifer Clinic

**(416) 323-9149**

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### Community and Legal Aid Services Programme (CLASP)—Women’s Division

**(416) 736-5029**

Community legal clinics may provide you with free advice, preliminary legal help, or referrals, even if your income is too high to qualify for legal aid. Contact FindHelp Toronto at 211 to find out which clinic serves the area you live in.

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## Incest/Childhood Sexual Abuse Groups

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### Family Services

**(416) 595-9618**

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### Catholic Family Services

**(416) 222-0048**

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### CASAT—Central Agencies Sexual Abuse Treatment Program

**(416) 603-1827 ext. 2302**

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### West End Sexual Abuse Treatment Program

**(416) 913-7540**

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### Scarborough Agencies Sexual Abuse Treatment Program

**(416) 321-5464**

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### TALK Program

**(416) 515-1100**

Assessment for children with sexualized behaviour.

Assessment and short term treatment for children coping with the trauma of abuse. Must be verified by either child welfare or police.

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### YWCA: Breakthrough

**(416) 487-7151**

For women who have experienced violence, including incest/childhood sexual abuse groups, a woman abuse/partner assault group, and an Expressive Healing Through Art group.

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## Abuse of Elderly Persons

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### Ontario Network for the Prevention of Elder Abuse—support group

**(416) 916-6728**

Seven regional consultants, including two French-speaking and a multicultural coordinator

have been enlisted to implement key elements of Ontario's Strategy to Combat Elder Abuse.

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## Therapist Abuse and Abuse by Other Professional Service Providers

People who have experienced abuse by service providers can make a complaint to one or more professional associations which oversee the conduct of practitioners (for example, the Ontario College of Physicians and Surgeons, the professional group to which doctors in Ontario belong), as well as through the court system.

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## Criminal Injuries Compensation

### Criminal Injuries Compensation Board

**(416) 326-2900** | 1-800-372-7463 (toll-free)

Provides compensation for physical injuries and/or psychological trauma to victims of crimes of violence, including childhood sexual assault.

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## Going to Court

### Ontario Ministry of the Attorney General—Victim/Witness Assistance Program

**(416) 212-1310**

This government program provides information and assistance for victims and witnesses of violence who testify in court, including children. They help the victim/witness to communicate with the police and Crown Attorneys.

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## Victim Support

### Victim Services Program of Toronto DOMESTIC VIOLENCE EMERGENCY RESPONSE SYSTEM (DVERS) PROGRAM: HIGH RISK SUPPORT SERVICES

**(416) 808-7077**

DVERS ensures the safety of individuals and their families who are at risk of bodily harm by an ex-partner. Victims are provided with a personal alarm system which is worn at all times.

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## SupportLink: High Risk Support Services

**(416) 808-7059**

The goal of SupportLink is to prevent revictimization of individuals 18 years or older, who may be at risk of danger from an ex-partner, acquaintance, neighbour, colleague, family member, friend, or an unknown person. This would include: stalking (criminal harassment), sexual assault, and domestic violence. The program provides a free 911 linked wireless phone as well as comprehensive safety planning.

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## Ontario Ministry of the Attorney General ONTARIO VICTIM SERVICES SECRETARIAT VICTIM SUPPORT LINE

**(416) 314-2447**

The Victim Support Line can keep victims informed about the status and scheduled release date of provincially incarcerated offenders, through automated phone messages any time there is a change in the status of the offender (such as parole, hearing dates and decisions, temporary absences). The VSL also provides access to recorded information about how the criminal justice system works.

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## Resources for Literature, Public Education and Advocacy

### Barbra Schlifer Clinic

**(416) 323-9149** (collect calls are accepted)

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### Springtide Resources

**(416) 968-3422**

Springtide Resources promotes healthy and equal relationships by engaging diverse communities in shared educational strategies designed to prevent violence against women and the effect it has on children.

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### METRAC (Metropolitan Action Committee on Violence Against Women & Children)

**(416) 392-3135**

Note: Much of the content of this section has been adapted, with permission, from the

“Handbook for Assaulted Women in Metropolitan Toronto”—1996

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**For more information...**

See the Community Support and Counselling sections for additional resources including resources for men who batter, anger management, incest survivor groups and individual counselling. See the services for ethnocultural groups section for counselling for women from particular ethno-cultural communities.

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**Services for Survivors of Violence and Abuse—Program Listings**

**Group Counselling Program**

**BARBARA SCHLIFER COMMEMORATIVE CLINIC, THE**

**(416) 323-9149 ext. 234**

503–489 College Street, Toronto, ON M6G 1A5  
counselling@schliferclinic.com

Group counselling for women survivors of trauma and/or abuse. Groups usually run in the fall and the winter (sometimes the spring as well). Groups can be open or closed, and often have themes (for example, a group specifically for childhood sexual abuse survivors, or an art therapy group). Closed groups run between 12 to 16 weeks normally, open groups vary in length. Program capacity is 260 clients a year. Groups usually range between eight to ten women. Model of service is trauma recovery group.

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**Individual Counselling Program**

**BARBARA SCHLIFER COMMEMORATIVE CLINIC, THE**

**(416) 323-9149 ext. 234**

503–489 College Street, Toronto, ON M6G 1A5  
counselling@schliferclinic.com

Brief individual counselling (normally up to six months) for women survivors of trauma and/or abuse. Program capacity is 240 clients per year.

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**Transitional Housing and Support Program**

**BARBARA SCHLIFER COMMEMORATIVE CLINIC, THE**

**(416) 323-9149 ext. 234**

503–489 College Street, Toronto, ON M6G 1A5  
counselling@schliferclinic.com

Transitional support for women leaving abusive relationships. Safety planning, supportive counselling, information about community services, help with housing applications, social assistance, etc. Program capacity is 240 clients a year.

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**WRAP—Women Recovering from Abuse Program**

**WOMEN’S COLLEGE HOSPITAL**

**(416) 323-6230 ext. 4863 | Fax: (416) 323-6356**

76 Grenville Street, 9th Floor,  
Toronto, ON M5S 1B2

**<http://www.womenscollegehospital.ca>**

Women Recovering from Abuse Program (WRAP) is an 8-week half-day intensive psychotherapy program for women 18 years and over experiencing mental health problems resulting from a childhood history of emotional, sexual, or physical abuse or neglect. The program includes group therapy and individual counselling. Participation in WRAP’s weekly Building Resources group is required prior to entering the intensive program. Prior therapy surrounding trauma issues is recommended. Self referrals are accepted.

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**Mental Health Services for Persons With A Developmental Disability**

When a person has a developmental disability as well as mental health needs this is commonly referred to in Ontario as a dual diagnosis. Sometimes the term dual diagnosis is used for a substance use problem and a mental illness. These problems can also be referred to as a concurrent disorder. When you are looking for dual diagnosis services (developmental disability), be sure to clarify with the service provider that you are both talking about the same issue. People who have a developmental disability can have the same kind of mental health problems



anyone can, except they may have them with greater frequency.

People with a developmental disability may also have fewer friends or less contact with other people, and this increases the risk of mental health issues.

There are a few key things to remember when helping to plan services with a person with a dual diagnosis:

- Everyone involved needs to work together as a team
- Several different types of services may need to be involved

Sometimes a program or activity may need to be modified to fit the person’s needs. Often staff at agencies or natural supports do not know the signs of a mental health need or a developmental disability. It can be hard to know where to begin to look for services because there are two separate systems that serve these consumers: the health system (funded by the Ministry of Health) and the developmental services system (funded by the Ministry of Community and Social Services). Sometimes people get connected to one system or the other, but usually not to both.

When this happens they will not get the help they need because they are missing the knowledge and experience from the other system. For example, if a person with a developmental disability has a worker in the developmental system, that worker might not know the signs for depression and what to do to help. Or, a person diagnosed with schizophrenia might have a mental health worker from the health system who might not know how to teach them about medication or where to go to find a place to live with the structure and support they need. It really works best if there is a combined approach, with support from both the health and the developmental systems, and for everyone to work together as a team.

Each system has areas of special knowledge they can offer. For example, the developmental sector can help with future planning, such as where to live and what supports the consumer needs in the community. Meanwhile, the mental health sector can assist in areas such as assessment and diagnosis of a mental illness and medication. Another important point to remember is that support works best when everyone who knows or has contact

with the person is included in the planning and service delivery, particularly family members.

To get started, you first need a good assessment or an accurate picture of the person and all their needs. Otherwise you won’t know how to put together the right services to really help the person.

A good assessment needs to include physical and mental health and an understanding of the nature of the person’s developmental disability. You can get an assessment at an agency that specializes in dual diagnosis, or you may have to gather information from different people (for instance, a family doctor and a psychiatrist) and put it together yourself. Then you need to match the needs of the consumer with the services that are available in the community. Some people with a dual diagnosis require a lot of support in specialized programs where they live, work or go to daily activities. Others can live and work more independently in the community with much less support.

All of this can be very confusing. The easiest thing to do is to start by calling one of the key agencies that works with dual diagnosis. The services listed in this directory are among those key agencies for both consumer/survivors and family members. The Directory of Community Services of Toronto (known as the ‘Blue Book’) contains listings for services and supports used by the broader community. The Blue Book may be seen at any public library branch and virtually all community agencies (including mental health agencies) and hospitals. Information from the Blue Book may also be obtained by phone by calling Findhelp Toronto at 211.

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**A few important points to consider:**

1. A case manager, in either the mental health or developmental sectors, can help you decide who should be contacted to get everyone working together as a team. Unfortunately there is sometimes a wait list for this service.
2. If you are stuck and don’t know who to contact, the Dual Diagnosis Resource Service at the Centre for Addiction and Mental Health, listed in this directory, will provide you with information over the telephone.

3. If you are in a crisis situation call the Griffin Community Support Network (listed in this directory) during day time hours, or the Gerstein Centre after hours.
4. Families and friends can also contact the Concerned Parents Association, a support group for friends and family members.
5. You can also contact any one of the 32 developmental service agencies in Toronto for information and how to access services. Follow this link to [www.dsto.com](http://www.dsto.com) to see all of the agencies information.

The list of services which follows represents some of the agencies in both sectors that offer specialized programs to people with both a developmental disability and mental health needs. It does not, however, identify all of the programs in the developmental and mental health sectors that currently serve individuals with a dual diagnosis.

The following resource will also provide you with additional information about how to access dual diagnosis services in Toronto:

[www.camh.net/about\\_addiction\\_mental\\_health/dualdiagnosis\\_handbook.html](http://www.camh.net/about_addiction_mental_health/dualdiagnosis_handbook.html)

In 2006, Community Networks of Specialized Care were set up across the province. The Network partnership is a collaboration of agencies funded by Ministry of Community and Social Services and Ministry of Health and Long Term Care. The focus of Networks is to ensure people with developmental disabilities, mental health needs and/or challenging behaviors get timely access to effective services.

In Toronto the specialized services that the Network can provide are:

- clinical services and supports;
- case management crisis response and transitional supports;
- respite;
- day treatment;
- residential treatment;
- inpatient and outpatient hospital treatment.

The following link will provide you with more information: [www.community-networks.ca](http://www.community-networks.ca)

The Network Coordinator can be reached at **(416) 925-5141 ext. 2731**

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## Developmental Disability— Program Listings

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### Dual Diagnosis Day Program

**CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)**

**(416) 535-8501 ext. 2815**

1001 Queen Street W, Toronto, ON M6J 1H4

This program is a 15-space, rehabilitation goal-focused program for clients with a dual diagnosis. The focus is on life skills, community integration skills and rehabilitation. This program offers an alternative to inpatient admission and also a transition program for clients leaving hospital. Model of service is bio-psychosocial rehabilitation. Average length of stay is 180 days to 2 years.

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### Dual Diagnosis Day Program

**RECONNECT MENTAL HEALTH SERVICES**

**(416) 248-2050 ext. 239**

202–2150 Islington Avenue,

Etobicoke, ON M9P 3V4

[lmunoz@reconnect.on.ca](mailto:lmunoz@reconnect.on.ca)

The program is designed for adults 16 years and older who have a dual diagnosis (cooccurring mental illness and developmental disability). The program provides life skills training and social skills development. Program is provided through groups and case management. The program is a partnership between Reconnect, The Griffin Centre and CORE. Model of service is recovery and psychosocial rehabilitation.

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### Dual Diagnosis Resource Service

**CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)**

**(416) 535-8501 ext. 7809 | Fax: (416) 785-7435**

501 Queen St. W., Toronto, ON M5V 2B4

Provides consultation, assessment, diagnosis, time limited treatment, respite, in-home and crisis supports, education, training and system facilitation including referrals to housing, vocational, educational and treatment services. Consultation and support to family members and service providers caring for individuals with dual diagnosis. Time limited case management is available as part of these services.

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**Dual Diagnosis Telephone Support Service**  
GRIFFIN CENTRE

**(416) 222-1153** | Fax: (416) 222-1321  
c/o 24 Silverview Dr., Toronto, ON M2M 2B3

A central information point for consumers with a developmental handicap and mental health needs, their families and service providers. Support, education, resource information concerning service planning and programming and clinical consultation is provided. This service is offered in partnership with agencies from the mental health and developmental service sectors. Available Monday to Friday, 9am to 5pm.

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**MukiBaum Children’s Treatment Centre**  
MUKIBAUM TREATMENT CENTRES

**(416) 633-3971** | Fax: (416) 633-2386  
111 Anthony Rd., Toronto, ON M3K 1B7

Psycho-educational school program (in partnership with the Toronto District Elementary Schools) for children and youth, 6 to 21 years with dual diagnosis, ie. developmental disabilities, as well as complex psychiatric, emotional, neurological or genetic disorders. The program provides both a therapeutic and educational component. Students receive both individual and group therapy, life skills and vocational programming, sports programs, community awareness and integration, art, drama and music programming, gardening, sensory integration, and Snoezelen experience.

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**MukiBaum Residential Services**  
MUKIBAUM TREATMENT CENTRES

**(416) 633-5775** | Fax: (416) 630-2236  
265 Rimrock Rd., Suite 209,  
Toronto, ON M3J 3C6  
[www.mukibaum.com](http://www.mukibaum.com)

High support residential program for adults who have been diagnosed with developmental delay and psychiatric, emotional or behavioural problems; designed to meet the individual needs of residents while providing an opportunity for integration into the community. Professional referral required.

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**MukiBaum Treatment Centre For Dually Diagnosed Adults**

MUKIBAUM TREATMENT CENTRES

**(416) 633-5775** | Fax: (416) 633-9255  
40 Samor Rd, Toronto ON M6A 1J6

Intensive psycho-educational, psychotherapeutic approach to treating adults (21 years of age and older) with a dual diagnosis of developmental and psychiatric disability. Services include: psychotherapy, cognitive remediation, life skills training, vocational training, recreation/social skill enhancement, etc.

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**Specialized Outreach Services—  
Dual Diagnosis Outreach**

ONTARIO SHORES CENTRE FOR MENTAL  
HEALTH SCIENCES (FORMERLY WHITBY  
MENTAL HEALTH CENTRE)

**1-877-SOS-WMHC (1-877-767-9642)**  
Fax: 1-905-430-4032  
700 Gordon St., Whitby, ON L1N 5S9  
<http://www.ontarioshores.ca>

This program provides services to individuals, 16 years of age and older, who have both a developmental delay and a serious mental health illness and/or associated behavioural difficulties. Specific behavioural assessments are offered with short-term follow-up and education for individuals and their caregivers.

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**TYRO**  
GRIFFIN CENTRE

**(416) 222-1153** | Fax: (416) 222-3067  
24 Silverview Dr., Toronto, ON M2M 2B3

Services for youth (12 to 18) with a dual diagnosis (mild developmental handicap and mental health problems) living in Metro Toronto. Outreach, assessment, individual and family counselling, group and summer programs, adolescent sex offender program, consultation and service coordination/provision with schools, other agencies and community groups. Also provide a day/school support program and crisis support, respite and residential services.

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## Youth: Community Choices for Success RECONNECT MENTAL HEALTH SERVICES

**(416) 248-2050 ext. 239**

90A–2700 Dufferin Street,  
North York, ON M6B 4J3

Youth: Community Choices for Success is a partnership between Reconnect Mental Health Services and JVS Toronto, offering support services to transitional aged youth 18 to 30 years old, with a dual diagnosis of mental illness and developmental disability. The program offers a range of services including employment support, vocational planning workshops, life skills training, work experience and job development. In addition, a mental health case management component will assist participants to connect to community supports and identify and work towards individual goals. An employment specialist and a case manager will work together to offer comprehensive support to participants. Model of service is case management, social recreation and vocational support. Average length of stay is three to four years.

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## Services for Persons in Conflict with the Law

For persons who are in conflict with the law, and have mental health problems, there is a special support service in Toronto called the Mental Health Court Support Services. This service is operated by several mental health programs. For more information, or to apply for support from the program, call any one of the numbers listed later in this section.

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### Services offered may include:

1. **Mental Health Diversion** This is for persons: who have a serious mental health problem/ mental illness:
  - who have been charged with committing a low risk offense;
  - who accept mental health diversion;
  - who are approved for diversion by the provincial Crown Attorney.

The purpose of Mental Health Diversion is to help people who are considered appropriate for diversion to access and use mental health and

other services and supports, rather than the criminal justice system. The referral for Mental Health Diversion is made with the approval of the provincial Crown Attorney.

The Mental Health Court Worker (MHCW) will arrange to meet with the person to assess his or her situation and needs. This will include an assessment of the person's mental health status, their current living situation, available supports and their linkages to psychiatric and other services.

Following the assessment, the MHCW will make recommendations to the person about what services might be appropriate for the development of the diversion plan. The plan could include psychiatric assessment and treatment, resources to meet their basic needs (shelter, food, clothing) and short-term or long-term community supports. The MHCW and the person will agree to a plan which is acceptable to the provincial Crown Attorney. The MHCW will assist the person to access and use the identified services and supports, and also provide case management support.

2. Consultation for people who are not deemed suitable for diversion.
3. Linking people to short and long-term services and supports.
4. Support and information for family members and significant others.
5. Education about consumer issues, mental illness, mental health services and the mental health system.
6. Consultation and advice to the court staff (judges, lawyers).

Anyone may make a referral—the individual who has been charged, family or friends, police, crown attorney, defense counsel, judge, community agencies, etc.

These services are funded by the Ministry of Health and the Ministry of the Attorney General. There is no cost to the user.

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## How to Contact the Court Support Program

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### College Park Provincial Court COMMUNITY RESOURCE CONNECTIONS OF TORONTO (CRCT)

Room 263  
(416) 598-4201/8103/8108  
Fax: (416) 598-3495

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### Old City Hall Provincial Court & Consolidated Mental Health Courts (Room 20) COMMUNITY RESOURCE CONNECTIONS OF TORONTO (CRCT)

Mental Health Court Workers  
(416) 364-8394 | Fax: (416) 364-3671  
CRCT Court Support Program Manager  
(416) 364-8394 ext. 21 | Fax: (416) 364-3671

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### Metro West Provincial Court CANADIAN MENTAL HEALTH ASSOCIATION (CMHA)

West Toronto Courtroom 203/Room 146  
(416) 314-3408 | Fax: (416) 314-5765

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### Metro North Provincial Court COTA HEALTH

(416) 667-0933 | Fax: (416) 667-1084

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### Metro East Provincial Court CANADIAN MENTAL HEALTH ASSOCIATION (CMHA)

(416) 285-4177 | Fax: (416) 285-1663

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## Persons in Conflict with the Law—Program Listings

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### Mental Health and Justice Crisis Prevention Program COTA HEALTH

(416) 785-9230  
105–4000 Lawrence Avenue E,  
Scarborough, ON M1E 2R3  
This program will provide accessible, timely and responsive supports to individuals living

with mental illness who are at significant risk of involvement or re-involvement with the criminal justice system. Short-term case management will be provided to assist the client to make connections to community supports and/or treatment with the goal to reduce their contact with the criminal justice system. Model of service is psychosocial rehabilitation.

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### Mental Health Court Support Program CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) TORONTO BRANCH

(416) 285-4177  
500–1200 Markham Road,  
Scarborough, ON M1H 3C3  
kchau@cmha-toronto.net  
480–700 Lawrence Avenue W, Lawrence Square,  
North York, ON M6A 3B4  
mjellis@cmha-toronto.net

In consultation with the court, this program diverts people with serious mental illness from the court system to mental health and community support services. Once consumers have been referred for diversion, court support workers assist consumers in finding services they need. The program also provides consultation for court clients who do not qualify for diversion, linking clients to mental health and support services to facilitate bail or to assist with sentencing. In some circumstances, the program also provides intensive case management to clients. The program also provides information and support to family and loved ones of mentally ill persons in conflict with the legal system. Clients are served through the Ontario Court of Justice: Metro West (Highway 400 and Finch Ave.) and Metro East (Scarborough) Courts. Model of service is mental health court support/diversion. Average length of stay varies depending on need and particular legal circumstances.

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### Mental Health Court Support Program MOUNT SINAI HOSPITAL

(416) 586-9900 ext. 222  
204–260 Spadina Avenue, Toronto, ON M5T 2E4  
wchow@mtsinai.on.ca  
Mental Health Court Support Program is committed to providing culturally sensitive rehabilitative services to mentally challenged individuals of

ethno-specific backgrounds who are in conflict with the criminal justice system. Through these services, the program aims to reduce or eliminate future recidivism of this population. Services include: assessment, consultation, case management support, court diversion, and education. Average length of stay varies.

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**Mental Health Court Support Service  
COTA HEALTH**

**(416) 667-0933**

1000 Finch Avenue W, North York, ON M3J 2V5  
Provides court support services for the North York Provincial Court. The court support workers are responsible for establishing links with the community and the health care system in order to support successfully a diversion from the criminal justice system. Court Support Program works in partnership with Canadian Mental Health Association (CMHA), Community Resource Connections of Toronto (CRCT), Mental Health and Centre for Addiction and Mental Health (CAMH). Model of service is psychosocial rehabilitation.

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**Mental Health Court Support Services  
COMMUNITY RESOURCE CONNECTIONS  
OF TORONTO (CRCT)**

**(416) 598-8103**

444 Yonge Street, College Park,  
Toronto, ON M5B 2H4

**(416) 364-8394**

The purpose of the Mental Health Court Support Program is to assist people charged with low-risk criminal offences to access and utilize mental health services and other supports. The Mental Health Court Support Program recognizes that some individuals who face criminal charges would be better served by the mental health system rather than the criminal justice system (CJS). Individuals are diverted out of the regular stream of the CJS, by virtue of their voluntary participation in the program. The model of services is psychosocial rehabilitation. The average length of stay is 6 to 12 months.

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**North York General Hospital—  
Outpatient Court Support Program  
NORTH YORK GENERAL HOSPITAL**

**(416) 632-8708**

555 Finch Avenue W, Toronto, ON M2K 1N5  
mshanker@nygh.on.ca

The Outpatient Court Support Program is an interdisciplinary team that accepts referrals to help mentally disordered offenders who may be evaluated and treated safely out of custody. Psychiatric and psychosocial assessments including diagnosis and treatment recommendations at various stages of court proceedings. Individual counselling and therapy. Group treatment that may include anger release and management, social skills training, family therapy and mediation, and support groups. Specialized group interventions appropriate for specific types of mental illness offenders. Pharmacotherapy. Community services including education and mental health promotion. Education and consultation to mental health professionals, support workers and members of the public. Participation in research aiming at a better understanding of offenders with mental disorders. Case management services are provided to clients within the GTA. Clients are received from other areas of province to other specialized and unique programs. Model of service is court support and case management. Average length of stay is one year or more.

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**Short term residential beds (safe beds)  
CANADIAN MENTAL HEALTH ASSOCIATION  
(CMHA) TORONTO BRANCH**

**(416) 248-4174** | Fax: (416) 248-2784

940 Wilson Ave., Toronto ON M3K 1E7

**[www.toronto.cmha.ca/safebeds](http://www.toronto.cmha.ca/safebeds)**

Safe Beds are used as an alternative to custody, emergency room assessments, and/or hospital admissions. They provide a nonmedical approach to crisis intervention in a short-stay residential setting. Support is provided for immediate crisis issues and referrals are made to other community resources for on-going, non-crisis issues.

The Toronto initiative is comprised of four community mental health agencies working in partnership to operate a total of 34 shorterterm

residential crisis beds. The four agencies are: CMHA Toronto, COTA Health, Reconnect Mental Health Services, and The Gerstein Centre.

Each of the four partner agencies is responsible for operating four beds 24/7 in a designated geographic area of Toronto. CMHA Toronto's safe beds are operated in North York.

Service is provided for individuals with serious mental illness who are in crisis and have come in contact with the law when the Safe Bed service can provide a safe and appropriate alternative

to incarceration and/or hospitalization (i.e., emergency room or inpatient admission).

Typically an individual would remain in the crisis beds setting for a short period while linkages and referrals are made to other community programs.

As the lead agency, CMHA Toronto is also responsible for creating and maintaining web-based bed registry and centralized intake and access processes.

**Contact Information:**

Network Safe Bed Registry **(416) 248-4174.**

## Local Health Integration Networks

Local Health Integration Networks, or “LHINs,” came into being as a result of the Local Health System Integration Act, 2006. LHINs are not-for-profit corporations that work with local health providers and community members to determine the health service priorities of their regions. On April 1st, 2007, the LHINs took on their full role of planning and funding health services. LHINs do not provide services directly, but instead are responsible for integrating services in each of their specific geographic areas.

Through community engagement, LHINs work with local health providers and community members to develop integrated health service plans for their local area.

LHINs are based on a principle that community-based care is best planned, coordinated and funded in an integrated manner at the community level, because local people are best able to determine their health service needs and priorities.

There are 14 LHINs in Ontario. LHINs have responsibility for:

- public and private hospitals;
- Community Care Access Centres;
- community support service organizations;
- mental health and addiction agencies;
- community health centres;
- Long-term care homes.

The government (ie. The Ministry of Health and Long-Term Care) retains control for :

- individual practitioners;
- family health teams;
- ambulance services;
- laboratories;
- provincial networks and programs;
- Public Health.

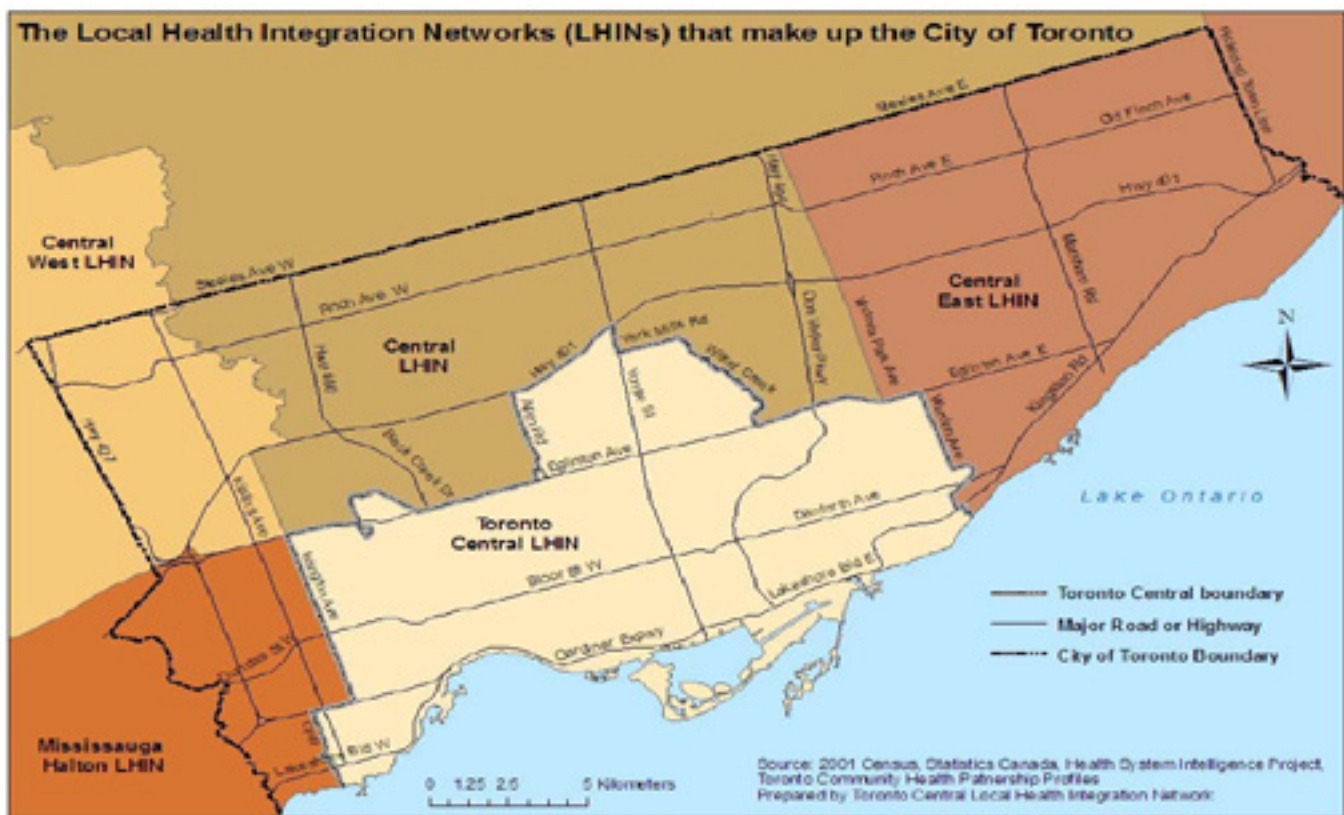
General information about LHINs is available on the following web site: <http://www.lhins.on.ca/>. If you are not sure from the map below, which indicates LHIN boundaries within the City of Toronto, which LHIN you are located in, you can find out by entering your postal code in the LHIN locator on this web site. This web site also contains links to the web sites developed by each individual LHIN.

Each LHIN has developed a multiyear Integrated Health Service Plan, which may be viewed on its web site. Other information about the LHINs, including editions of the LHINs’ newsletters, is also available on their web sites.

(Note: some of the above information was adapted from the “Frequently Asked Questions’ (FAQs) on the Ontario Ministry of Health and Long-Term Care web site.)



Toronto Central LHIN	(416) 921-7453 1-866-383-5446	425 Bloor Street East Suite 201 Toronto, ON M4W 3R4	<a href="http://www.torontocentrallhin.on.ca/">http://www.torontocentrallhin.on.ca/</a> <a href="mailto:torontocentral@lhins.on.ca">torontocentral@lhins.on.ca</a>
Central East LHIN	905-427-5497 1-866-804-5446	Harwood Plaza 314 Harwood Avenue South Suite 204A Ajax, ON L1S 2J1	<a href="http://www.centraleastlhins.on.ca/">http://www.centraleastlhins.on.ca/</a> <a href="mailto:centraleast@lhins.on.ca">centraleast@lhins.on.ca</a>
Central West LHIN	905-455-1281 1-866-370-5446	8 Nelson Street West Suite 300 Brampton, ON L6X 4J2	<a href="http://www.centralwestlhins.on.ca/">http://www.centralwestlhins.on.ca/</a> <a href="mailto:centralwest@lhins.on.ca">centralwest@lhins.on.ca</a>
Mississauga Halton LHIN	905-337-7131 1-866-371-5446	700 Dorval Drive Suite 500 Oakville, ON L6K 3V3	<a href="http://www.mississaugahaltonlhins.on.ca/">http://www.mississaugahaltonlhins.on.ca/</a> <a href="mailto:mississaugahalton@lhins.on.ca">mississaugahalton@lhins.on.ca</a>
Central LHIN	905-948-1872 1-866-392-5446	140 Allstate Parkway Suite 210 Markham, ON L3R 5Y8	<a href="http://www.centrallhin.on.ca/">http://www.centrallhin.on.ca/</a> <a href="mailto:central@lhins.on.ca">central@lhins.on.ca</a>



# INFORMATION

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The most basic right of any “consumer” is the right to know. Yet it can be very difficult to find out what you need and want to know. There are many types and sources of information which could be very helpful to you, if you only knew where to look and what to ask for!

So how come it’s so difficult to find the information you need? Here are a few of the problems:

- there is no one place that has all the information; service providers don’t always know what’s available and may not connect you to the community services you need, such as housing and financial assistance;
- printed information is often written using professional language, making it hard to understand;
- printed information may not be available in the person’s preferred language; sometimes the people you ask don’t think you need the information you want (for example, what psychiatric diagnosis you have been given).

Information is available in many forms. Here are just a few:

- books, journals, newsletters, and directories;
- the Internet and World Wide Web;
- over the phone from service providers.

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## Information About Mental Health Problems And Issues

If you’re interested in learning more about mental health problems, mental health issues, or the personal stories of other psychiatric survivors, there are lots of places to look ...

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### Mental Health-Related Books

Note: Most if not all of the books listed here are available through the Toronto Public Library.

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#### **THE LAST TABOO: A SURVIVAL GUIDE TO MENTAL HEALTH CARE IN CANADA**

by Scott Simmie and Julia Nunes  
Toronto: McClelland & Stewart Ltd., 2001,  
340 pages.

This is one of the best overviews of the mental health system, equally useful to those new to the system and to those very familiar to it.

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#### **UPSTAIRS IN THE CRAZY HOUSE: THE LIFE OF A PSYCHIATRIC SURVIVOR**

by Pat Capponi  
Toronto: Viking, 1992, 208 pages.

The autobiography of well-known psychiatric survivor and advocate Pat Capponi.

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#### **FEELING GOOD: THE NEW MOOD THERAPY**

by David D. Burns, M.D.  
New York: Avon Books, 1980, 706 pages.

This is a great self-help book about how to use CBT (cognitive behavioural therapy) to defeat depression.

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#### **MIND OVER MOOD: CHANGE HOW YOU FEEL BY CHANGING THE WAY YOU THINK**

by Dennis Greenberger and Christine Padesky  
1995

This is one of the most popular manuals about CBT.

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#### **REMEMBRANCE OF PATIENTS PAST: PATIENT LIFE AT THE TORONTO HOSPITAL FOR THE INSANE, 1870–1940**

by Geoffrey Reaume  
Oxford University Press, 2000.

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#### **PATHWAYS TO RECOVERY: A STRENGTHS RECOVERY SELF-HELP WORKBOOK**

by Priscilla Ridgway, Diane McDiarmid, Lori Davidson, Julie Bayes, et al.  
University of Kansas, School of Social Welfare.  
Pathways to Recovery is a unique workbook to help consumers of mental health services on the journey of recovery. The workbook does not concentrate on psychiatric disorders and symptoms. Instead, it guides the reader through a process of self-assessment and self-discovery as individuals work on setting goals in the many different life domains.

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## BLUE BOOK DIRECTORY OF COMMUNITY SERVICES IN TORONTO

Published annually by Findhelp Information Services (formerly Community Information Toronto). Approximately 1,000 pages. The contents of this book are also available on the Web at [www.211toronto.ca](http://www.211toronto.ca).

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## DIAGNOSTIC AND STATISTICAL MANUAL OF MENTAL DISORDERS: DSM-IV

Washington, DC: American Psychiatric Association, 1995.

This is the standard reference work used by psychiatrists in Canada and the U.S. to determine diagnosis.

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## Information About How to Navigate the Mental Health System

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### Navigating Mental Health Services in Toronto

Navigating Mental Health Services in Toronto is a comprehensive guide of the services and supports available for consumer/survivors in Toronto. It is a helpful resource for consumer/survivors, family members, and service providers. The guide is available in Arabic, Dari, Chinese (Simplified and Traditional), English, Pashto, Somali, Tamil, Urdu and other languages. It's available for viewing and/or downloading on CRCT's website, [www.crct.org](http://www.crct.org). It is in Adobe Acrobat format. You can also order the guide by calling: **(416) 482-4103 extension 244**.

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## Libraries

One place you can start is at a public library. You can look in the catalogue under subject headings such as: mental health, mental illness, psychiatry, and psychotherapy. If you are interested in a particular type of mental health problem, such as depression or schizophrenia, look under that word. Ask a librarian for help if you can't find what you're looking for.

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## Larger library collections in Toronto which specialize in mental health include:

### CAMH LIBRARY

**(416) 535-8501**

There are two libraries at the Centre for Addiction and Mental Health, one at the Russell Street Site and the other at the Queen Street Site. Please phone for information on hours and services. Books may be borrowed by the public.

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## Information About Medications

Want to know more about medications?

- ask your doctor, or the pharmacist at your drug store;
- ask a librarian at your local public library for one of the many consumer guides to prescription drugs;
- check out the books at some mental health programs (for instance, the Consumer/Survivor Information Resource Centre).

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## World Wide Web Resources of Interest to Consumer/Survivors

For other Internet resources, please check listings throughout the book. We have listed web site and email addresses for every service that has submitted them.

We avoid, for the most part, listing the many diagnosis specific web sites, newsgroups and mailing lists.

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## Local (Toronto)

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### Community Resource Connections of Toronto

[www.crct.org](http://www.crct.org)

Our site!! You will find a searchable database of mental health programs and services in Toronto, and extensive information about mental health-related news, events, and resources. The website is updated frequently.

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### Canadian Mental Health Association—Toronto Branch

[www.toronto.cmha.ca](http://www.toronto.cmha.ca)

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**Centre for Addiction and Mental Health****[www.camh.net](http://www.camh.net)**

This web site includes a Guide to the Centre for Addiction and Mental Health which contains extensive information about all of the Centre's programs and services.

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**Mood Disorders Association of Ontario****[www.mooddorders.on.ca](http://www.mooddorders.on.ca)**

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**Psychiatric Survivor Archives of Toronto (PSAT)****[www.psychiatricurvivorarchives.com](http://www.psychiatricurvivorarchives.com)**

The Psychiatric Survivor Archives of Toronto is dedicated to ensuring that the rich history of people who have experienced the psychiatric system is preserved for our community and the wider community as a resource from which everyone can share and learn.

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**Secret Handshake****[www.thesecrethandshake.ca](http://www.thesecrethandshake.ca)**

The first and only diagnostic specific peer group/network in Canada for people with Schizophrenia. Our recovery model is simple and practical.

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**Settlement.Org**

This site provides newcomers with information and resources to settle in Ontario.

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**Toronto Public Library****[www.torontopubliclibrary.ca](http://www.torontopubliclibrary.ca)**

The Toronto Public Library's computerized catalogue is online at this site. You can search the catalogue and request books to be delivered to your nearest local library branch.

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**Findhelp Information Services (formerly Community Information Toronto)****[www.211Toronto.ca](http://www.211Toronto.ca)**

This is the online database of community information.

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**Provincial (Ontario)**

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**Ontario Peer Development Initiative (OPDI)****[www.opdi.org](http://www.opdi.org)**

This is the group which has played such a large role in the development of consumer/survivor-run organizations across Ontario.

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**Canadian Mental Health Association—Ontario Division****[www.ontario.cmha.ca](http://www.ontario.cmha.ca)**

This site includes fact sheets and statistics about mental illnesses, and policy statements issued by CMHA Ontario. There are also current and back issues of Ontario Division's newsletter Mental Health Notes, and their magazine Network Magazine.

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**Ontario Federation of Community Mental Health and Addictions Programs****[www.ofcmhap.on.ca](http://www.ofcmhap.on.ca)**

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**Ontario Ministry of Health Forms Online****[www.health.gov.on.ca](http://www.health.gov.on.ca)**

At this location on the Web, you can find online all of the mental health-related forms used by the Ministry of Health.

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**Schizophrenia Society of Ontario****[www.schizophrenia.on.ca](http://www.schizophrenia.on.ca)**

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**National**

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**Canadian Mental Health Association—National Office****[www.cmha.ca](http://www.cmha.ca)**

This site includes a branch locator, for locating any CMHA branch in Canada.

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**Schizophrenia Society of Canada****[www.schizophrenia.ca](http://www.schizophrenia.ca)**

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## U.S. and International

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### Psych Central

<http://psychcentral.com>

This site bills itself as “the Internet’s largest and oldest independent mental health network.”

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### National Mental Health Consumers Self-Help Clearinghouse

[www.mhselfhelp.org](http://www.mhselfhelp.org)

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### Centre for Psychiatric Rehabilitation, Sargent College, Boston University

<http://www.bu.edu/cpr>

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### World Health Organization

Geneva, Switzerland  
[www.who.int/en](http://www.who.int/en)

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### World Federation for Mental Health

[www.wfmh.com](http://www.wfmh.com)

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### Psychiatry Online

[www.priory.co.uk/](http://www.priory.co.uk/)

This is a complete psychiatry journal, with full text articles, published on the Internet.

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### National Institute for Mental Health, U.S.A.

[www.nimh.nih.gov](http://www.nimh.nih.gov)

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### National Library of Medicine— Medline database

[www.ncbi.nlm.nih.gov/PubMed/](http://www.ncbi.nlm.nih.gov/PubMed/)

PubMed, a service of the National Library of Medicine.

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## Some Mental Health-Related Electronic Newsletters and Email lists

Following is a list of some electronic newsletters which consumer/survivors, family members, mental health professionals and other interested persons may wish to read.

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## Bulletin

This is the newsletter of the Consumer/Survivor Information Resource Centre of Toronto. It is available in print or by email, and recent editions may also be viewed at [www.crct.org](http://www.crct.org) or at [www.csinfo.ca](http://www.csinfo.ca). It is published twice a month.

To subscribe, call or email the C/S Info Centre at **(416) 595-2882** [csinfo@camh.net](mailto:csinfo@camh.net). Contains current news, articles, events announcements, job postings, and extensive listings of free and inexpensive things to do in Toronto.

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## Mental Health Notes

This newsletter is published by the Canadian Mental Health Association, Ontario Division.

It is available by email, or may be viewed on their web site [www.ontario.cmha.ca](http://www.ontario.cmha.ca). Contains current news, upcoming events and job postings.

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## OPDI NewsToGo

This is an email newsletter published by the Ontario Peer Development Initiative.

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## Public Education Events

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### Mental Health Week

Sponsored by the Canadian Mental Health Association  
**(416) 789-7957**

First full week in May. Variety of free public events; changes from year to year; may include information fairs, speakers, special screenings on local television and radio stations, etc.

Call the Toronto branch at the above number for details.

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### Mental Illness Awareness Week

Sponsored by the Canadian Psychiatric Association  
**1-800-267-1555**

Third week in October.

Also sponsored by several national consumer, family and community organizations, as well as pharmaceutical companies.

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## Information About Mental Health Services And Supports

Information about mental health services and supports, and other community services, changes regularly. There are several organizations in Toronto which provide information and public education specifically related to mental health.

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### Services Within Toronto

For information about any kind of social service for all age groups anywhere in Toronto, call: Findhelp Toronto (formerly Community Information Toronto) **211**

Hours: Every day, including weekends and holidays, 24 hours a day. Staff will help you get in touch with community services which suit your situation.

There are also local information centres across the city, which have additional information resources about your neighbourhood. Ask about the information centre nearest you. Every year FindHelp Toronto publishes a new edition of **The Blue Book: Directory of Community Services in Metro Toronto**.

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### Services in Areas Surrounding Metro Toronto

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#### Peel Region

**Canadian Mental Health Association (CMHA)**

**(905) 451-2123**

**Malton Community Information Service**

**(905) 677-6585**

**Caledon Community Services**

**(905) 951-2300**

**York Region Canadian Mental Health Association (CMHA)**

**(905) 853-8477/1-866-208-5509**

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### Information Markham

**(905) 415-7500**

**Krasman Centre**

**(905) 780-0491**

**Helpmate Community Information and Volunteer Bureau**

**1-800-363-2412**

**Durham Region Canadian Mental Health Association (CMHA)**

**(905) 436-8760**

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### Information Durham

**(905) 434-4636**

If you are looking for mental health system information about any other area in Canada, the best way to start is usually by calling the local CMHA branch responsible for that area. You can find out the phone number, e-mail address, etc. for all branches by going to CMHA National Office's web site at [www.cmha.ca](http://www.cmha.ca).

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### Information Services—Program Listings

**Community Information and Referral Program**

**CONSUMER/SURVIVOR INFORMATION RESOURCE CENTRE OF TORONTO**

**(416) 595-2882**

1001 Queen Street West, Toronto, ON M6J 1H4  
[csinfo@camh.net](mailto:csinfo@camh.net) | [www.csinfo.ca](http://www.csinfo.ca)

Provides information and referral to mental health and/or addiction services by phone or in person. A newsletter is published and is mailed or emailed for free to consumer/survivors twice each month. A free income tax clinic is provided year round. The resource centre offers free literature on a variety of mental health and addiction topics, housing patient rights etc. A non-lending library of videos and books on issues of mental health and/or addictions is also available. The model of service is peer support.

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## Corner Drop In St. Stephen's Community House

### ST. STEPHEN'S COMMUNITY HOUSE

**(416) 964-8747 ext. 266**

260 Augusta Avenue, Toronto, ON M5T 2L9  
grobin@ststephenshouse.com

Drop in, daily needs such as showers, laundry, food, day shelter, free phones, internet, email and nursing care.

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## Early Intervention Awareness Program

### SCHIZOPHRENIA SOCIETY OF ONTARIO

**(416) 449-6830 ext. 252**

302–130 Spadina Avenue, Toronto, ON M5V 2L4  
lneedham@schizophrenia.on.ca

This program strives to raise public awareness regarding the early signs and symptoms of psychosis, by encouraging families, friends, and individuals to seek help early. This is achieved through the dissemination of information resources, public information forums, and presentations to youth in both school and community-based agencies. In certain regions this program provides specific support to families of Early Intervention clients, providing them with counselling and support groups, and ten-week educational programs. Model of service is one-to-one support and counselling, support groups and psychoeducation, workshop presentations and public information forums.

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## Information, Intake And Referral Service (CMHA)

### CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) TORONTO BRANCH

**(416) 789-7957** | Fax: (416) 789-6895

700 Lawrence Ave. W., Suite 480,  
Toronto, ON M6A 3B4

<http://www.toronto.cmha.ca>

Contact us by phone, e-mail or in person at our office for information about CMHA Toronto programs and mental health services in Toronto. We're here to help consumers, family members, friends of people living with mental illness, physicians, health care workers and social service workers by:

- Responding to telephone, email and in person (by appointment only) enquiries about mental

health services in Toronto

- Assessing whether someone might be eligible for CMHA Toronto services
- Provide information about Toronto mental health services
- Coordinating the referral process between CMHA Toronto programs Coordinating the central intake for the Scarborough ACT teams

Developing and maintaining relationships with other community agencies to enhance access to resources for consumers of mental health services.

### East of Yonge Street in Toronto:

Tara McKay Information,  
Intake & Referral Coordinator  
Tel: **(416) 289-6285 ext. 243**

1200 Markham Road, Suite 500  
Scarborough, ON M1H 3C3  
tmckay@cmha-toronto.net

Fax: (416) 289-4306

Monday to Friday 8:00am to 4:00pm

### West of Yonge Street in Toronto:

Tanya Gordon Information,  
Intake & Referral Coordinator  
Tel: **(416) 789-6895 ext. 282**

700 Lawrence Ave, Suite 480  
Toronto, ON M6A 3B4  
tgordon@cmha-toronto.net

Fax: (416) 789-6895

Monday to Friday 8:00am to 4:00pm

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## McLaughlin Information Centre

### CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

**(416) 595-6111** | 1-800-463-6273

33 Russell St. Suite 3B, Toronto, ON M5S 2S1  
mclaughlininformation@camh.net

[www.camh.net](http://www.camh.net)

The McLaughlin Addiction and Mental Health Information Centre serves Ontario through:

- An enhanced toll-free Information Line, including Information and Referral specialists;
- A telephone support line staffed by volunteers providing informal and/or peer support;
- Web-based information on a range of topics;
- Increased capacity to provide service to those who speak languages other than English or French through partnership with CAMH's Cultural Interpretation Services;

- Print, recorded messages, and web materials in 16 languages.

CAMH and the McLaughlin Addiction and Mental Health Information Centre make an important contribution to the mental health and addiction systems by encouraging early detection, help seeking, and increasing public understanding. It is an important resource for families, clients and service providers, and we welcome inquiries about this service.

**Support Line:** (available in English only)  
Monday–Friday 3pm–9pm

**Information Line:** (Staff-assisted calls)  
Monday–Friday 9am–9pm

**Recorded messages:**  
24 hours a day, 7 days a week

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## Mental Health Services Information Ontario

### CONNEXONTARIO HEALTH SERVICES INFORMATION

**1-866-531-2600**  
**www.mhsio.on.ca**

1-866-531-2600 is the 24/7 toll-free phone number for Ontario’s new province-wide registry of mental health services. The service is free, confidential, and anonymous.

Contact Mental Health Service Information Ontario when you or someone you know needs information about mental health programs and services. We provide information about mental health services and supports in your community and across Ontario. We can also help you navigate the mental health system.

Your call is answered 24/7 by a trained professional. Our staff are selected for their experience, education and familiarity with the mental health system. Service is available in over 140 different languages. You can also visit us online for more information.

Our database contains up-to-date information about hundreds of mental health services and supports across Ontario. We can tell you what’s available locally and province-wide.

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## Public Awareness

### SCHIZOPHRENIA SOCIETY OF ONTARIO

(416) 449-6830 ext. 253  
302–130 Spadina Avenue, Toronto, ON M5V 2L4  
vjain@schizophrenia.on.ca

This program reaches out to the community at large to raise awareness about the signs and symptoms of psychotic disorders, encouraging early recognition and treatment. The objectives are to disseminate accurate information about psychotic disorders, thus dispelling the myths and misunderstanding that leads to the stigmatization of those affected by mental illness.

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## Public Education (CMHA—TORONTO BRANCH)

### CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) TORONTO BRANCH

**(416) 789-7957 ext. 260** | Fax: (416) 789-9079  
700 Lawrence Ave. W, Suite 480,  
Toronto, ON M6A 3B4  
**http://www.toronto.cmha.ca**

The CMHA public education department offers a variety of tailored workshops on mental health and mental illness issues. To see details on workshops please visit **www.toronto.cmha.ca** or call **(416) 789-7957 ext. 260**.

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## WOMEN’S COUNSELLING REFERRAL AND EDUCATION CENTRE (WCREC)

**(416) 534-8458 ext. 228**  
303B–489 College Street, Toronto, ON M6G 1A5  
directservices@wcrec.org

Women contacting Women’s Counselling Referral and Education Centre can be assured of a warm and respectful welcome. The organization believes that people’s individual problems are often connected to social conditions; such as sexism, racism, ageism, poverty and lack of power, loneliness and isolation and lack of support. Model of service is feminist brief solution-focused. Men receive referrals and information via phone line only. Women and men receive phone line counselling, information and referrals. Only women receive face to face brief solution-focused counselling.



# ADVOCACY

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## What is Advocacy?

Advocacy means working to improve your own or other consumer/survivors' situations. Advocacy is about making changes to:

- access to mental health services (overcoming a lack of a particular kind of service, being denied services, etc.);
- the quality or kind of mental health services received (when receiving poor or harmful quality, being treated in a wrong way by a service provider, etc.);
- a lack of respect for or violation of someone's rights (protections under the Mental Health Act or other legislation, discrimination, etc.);
- housing (its quality, cost, rules, eviction, etc.);
- a work situation (hiring and firing, being treated unfairly, etc.);
- social assistance (issues of eligibility, denial or cancellation of assistance, being assigned to the wrong kind of assistance, etc.)
- any other situation that needs to be changed in order to improve quality of life (such as public education to eliminate stigma about mental health, social assistance, poverty and class issues, etc.);

The person or group being advocated for always directs the advocate and shapes the advocacy. The advocate is not the decisionmaker but instead helps the person or group to achieve their own goals.

Advocacy is important because of the many changes that continue to be made to mental health services and social assistance, as well as in other areas that have an impact on the lives of people who use the mental health and social service systems.

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## Types Of Advocacy

### INDIVIDUAL ADVOCACY

Working to improve your own situation.

Individual advocacy means addressing specific issues that affect you.

You can advocate for yourself—although this can become discouraging and lonely. Many times you will do best when there is someone who works with you to help you get what you want and deserve.

### Who's involved?

Choosing an advocate is very important. You need to feel comfortable with the person because you will be telling her/him the details they need to know about your situation. You also need to feel confident that your advocate knows the area of your problem well.

People who advocate for consumer/survivors include: individuals, case managers and other community support workers, consumer/survivor self-help and advocacy groups, patient advocates/rights advisors based in hospitals, advocacy organizations, friends and family members, and lawyers.

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## SYSTEMIC ADVOCACY

Working to improve the situation of a group of people.

Systemic advocacy means addressing problems in social assistance and the mental health system as a whole instead of individually. It is about issues that are systemic—problems that affect many people.

These problems may have to do with the mental health system or social assistance or housing. All of the items on the list at the beginning of this section could involve the need for systemic advocacy.

### Who's involved?

People who do systemic advocacy include: individuals, consumer/survivor groups, mental health agencies, disability groups, MPPs, city councillors and some government departments and levels of government.

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## Your Rights

Changes in the mental health system and social assistance, as well as in attitudes toward poverty, make it especially important for you to know what your rights are. Your rights can only be exercised if you know what they are, or if you have an advocate inform you as to what they are. This

section briefly describes your basic rights relating to several very important government laws:

- Mental Health Act
- Health Care Consent Act
- Substitute Decisions Act

Copies of these Acts can be found for free online at [www.e-laws.gov.on.ca](http://www.e-laws.gov.on.ca). Copies are also for sale at the Ontario Government Bookstore (Bay Street, one block south of Wellesley).

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## Your Rights Under the Mental Health Act

This Act contains the rules that apply to psychiatric hospitals and to community hospitals with psychiatric units. The Mental Health Act governs how people are admitted to psychiatric facilities, how their mental health records are kept and accessed, how their financial affairs are handled, and how people can be released from the psychiatric facility. Records are also governed by the Personal Health Information Protection Act.

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### Admission Criteria

There is insufficient space to provide here all of the details pertaining to Forms 1, 2, 3, and 4 under the Mental Health Act. To summarize:

Form 1—is an Application by Physician for Psychiatric Assessment

Form 2—is an Order for Examination issued by a Justice of the Peace

Form 3—is a Certificate of Involuntary Admission

Form 4—is a Certificate of Renewal (extends the period of detention covered by a Form 3 or previous Form 4).

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### Community Treatment Orders

Community Treatment Orders (CTO) are intended for people who get better on medication, leave the hospital, then stop taking their medication and return to the hospital. Whether or not you are in the hospital or living in the community, you can be asked to agree to a CTO. In order to be asked, you must have been a patient (voluntary or involuntary) in a psychiatric facility for 30 days or more, or on two occasions in the past three years. You can also be asked to agree to a CTO

if you have been on a CTO during the last three years.

A “community treatment plan” is designed by your doctor, and others involved in your care. The doctor must consult with everyone involved in the plan and you must be examined within 72 hours before the CTO is signed. The doctor must also believe that you (or the person making decisions for you, if you have a substitute decision maker) have been given rights advice. Once you agree to the plan, you must attend appointments and take the treatment written into the plan. You have the right to have your plan reviewed at the Consent and Capacity Board. A CTO expires after six months but can be renewed indefinitely in six month periods.

A Community Treatment Order is a complicated legal document and if you are asked to agree to one, a Rights Advisor must explain to you all the conditions that apply to the Order. Rights advice is free.

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### Your Psychiatric Records

You have the right to see your psychiatric records. To get a copy of your records, you will have to fill out a form and give it to the clinical records department of your hospital. If you feel that there is an error in your file, or that something has been left out, you may request a correction. If the hospital is not willing to make the correction, you can require the health practitioner to attach a “statement of disagreement”. You can make the suggested changes in the Statement of Disagreement and it should be attached to your file. More information is available at the web site of the Information and Privacy Commissioner (<http://www.ipc.on.ca>).

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### The Health Care Consent Act

The Health Care Consent Act governs decision-making about health care. The Right to Refuse Treatment and Informed Consent You have the right to refuse treatment, unless you are found incapable under the Health Care Consent Act to give consent to treatment. Consent given under pressure is not legal. You must be told about the purpose, nature, and risks of any treatment, as well as the risks of not having the treatment

and any other available treatment. This is called informed consent—where you have been given all the information you need to make a decision.

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## The Right to a Review

You have the right to a hearing by the Consent and Capacity Board if you are committed to a hospital against your wishes.

You also have the right to a review if you have been found incapable to consent to treatment. If you are a patient in a psychiatric facility, a rights adviser can help you apply to the Board. If so instructed, the rights advisor will also help you to apply for assistance from Legal Aid Ontario, and to find a lawyer.

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## Substitute Decision Makers and Powers of Attorney

You have the right to appoint people to make decisions on your behalf in case you are found incapable. You can let others know beforehand what your wishes are and your chosen representative must follow your instructions and represent your wishes as well as they can. If you don't give instructions, or if something unexpected happens, your representative has to decide for you based on your best interests and on what they think your wishes would be.

There are different kinds of representatives. Powers of Attorney may be given to the person you choose to represent you, or you may appoint a Substitute Decision Maker. Someone can also apply to the court to become your Guardian of the Person or Guardian of Property. The laws that deal with how you are represented are in the Health Care Consent Act and the Substitute Decisions Act. The web site of the Public Guardian and Trustee has several documents about POAs, as well as sample forms.

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## What Can I Do?

If you decide you need advocacy, you can handle the matter yourself or you can get help. Don't hesitate to get help if you are unsure what to do or if you want to have some support.

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## First Steps

Keep all papers related to your situation in one place. These could be notes describing what has happened, forms and letters you receive, photocopies of forms you submit, your lease, letters you write about the situation, notes from conversations you have with anyone involved in the situation. Ask someone you know and trust to help you with this. Make copies of all of the papers (a consumer/survivor organization, case manager, drop-in worker or other service worker can assist here). Store the copies together and in a safe place.

Contact the person in charge. If you have a problem or complaint with a particular mental health program, you can talk with the program or agency director. Let them know what you are unhappy about and why. Let them know what you want, and ask what they are prepared to do to follow up on your concerns. If your issue is with social services, talk with your worker. If you feel uneasy about taking your issue to someone by yourself, an advocate or friend can go with you. You or someone with you should take detailed notes of what is said.

To appeal means to take your situation to a higher decision-making body so that an original decision can be reviewed. Find out if there is a formal way to appeal. If there is a formal process, follow it. If not, there still are things you can do. For example, you might talk with someone who has more power than the person you already talked with. Or you could write a letter describing the situation and your expectations and send it to an agency's Board of Directors. Especially in cases where there is no formal appeal process, you should get help from an advocate. Keep detailed notes of what is said and done. Get assistance.

Get an advocate, if you haven't already done so. Ask someone in a group or program or organization that you are involved with to help you find an advocate. Or find out if there is an advocacy organization that addresses the kinds of concerns you have.

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## Advocacy Services

A variety of groups are involved in advocacy. Some groups specifically deal with mental health. These are described in detail later in this section. There are also organizations that advocate for disability groups including, but not limited to, consumer/survivors (C/S) of the mental health system.

Groups such as tenants' associations and employment equity groups may advocate for consumer/survivors in these and other specialized areas. Some of these groups do systemic advocacy and some do individual advocacy. There are also groups that protect the civil liberties and human rights of all people, not just those with a disability. Contact one or more of the services below for information and assistance.

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## Mental Health Advocacy Groups

Many people who use mental health services are becoming more aware of their rights and less willing to accept the status quo. More attention is being directed to meeting the real needs and wishes of users of the mental health system. Until recently many people have hidden their disability because of stigma and discrimination. Now, however, people have joined together to form advocacy groups. Stimulated by this movement, some non-consumer/survivor agencies have added an advocacy role to their programs.

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### Mental Health Commission of Canada

[www.mentalhealthcommission.ca](http://www.mentalhealthcommission.ca)

The Mental Health Commission is undertaking three key initiatives:

- Launch of an anti-stigma campaign;
- Promotion of the development of a national strategy;
- Creation of a Knowledge Exchange Centre

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### OPDI (Ontario Peer Development Initiative)

(416) 484-8785

[www.opdi.org](http://www.opdi.org)

OPDI's mission is to acquire, understand and amplify the unique and distinct voice of consumer/survivor organizations across Ontario.

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### Psychiatric Patient Advocates Office

(416) 327-7000 | 1-800-578-2343

[www.ppao.gov.on.ca](http://www.ppao.gov.on.ca)

The PPAO provides advocacy services to individual patients (instructed and non-instructed), addresses facility-based or provincial systemic issues impacting on patients' rights, rights advice services, public and health care professional education through speaking engagements, publishing reports and media releases.

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### ODSP Action Coalition

<http://odspaction.civicrm.ca/>

The ODSP Action Coalition is made up of community clinic caseworkers, agency staff, and community activists. We undertake campaigns and activities designed to raise awareness of issues affecting persons in receipt of Ontario Disability Support Program ("ODSP") benefits. The ODSP Action Coalition was formed in 2002 as a coalition of lawyers, community workers and consumers. The coalition is leading the campaign to document and publicize problems with ODSP and has engaged in lobbying and advocacy to encourage solutions to those problems.

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### FAME (Family Association for Mental Health Everywhere)

(416) 207-5032

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### Schizophrenia Society of Ontario

(416) 449-6830

Advocacy for people with schizophrenia, and their families.

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### Other Organizations

Most drop-ins and community health clinics provide individual advocacy and linkages to systemic advocacy groups. See the listings elsewhere in this directory for services near you.

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### Individuals Who Do Advocacy

**Case Managers**—If you have a case manager, that person is also your advocate if you want them to advocate on your behalf.

**Court Diversion Workers**—If you are charged with a minor criminal offense and also have a mental health problem, the courts in Toronto now have court diversion workers who may be able to find solutions so that you will not be jailed. Ask at the court you will be attending to speak with a court diversion worker, or ask your lawyer to connect you with one.

**Individuals**—There are a number of people in Toronto who advocate on mental health issues. There is no registry of these people but many of them are known to agency workers.

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## Disability and Other Special Groups Advocacy

### ARCH Disability Law Centre

(416) 482-8255  
[www.archdisabilitylaw.ca](http://www.archdisabilitylaw.ca)

### ACE (Advocacy Centre for the Elderly)

(416) 598-2656  
[www.advocacycentreelderly.org](http://www.advocacycentreelderly.org)

Community legal clinic for people 60 and over (who must meet financial guidelines).

### Income Security Advocacy Centre

(416) 597-5820  
[www.incomesecurity.org](http://www.incomesecurity.org)

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## Civil/Human Rights Organizations

### Ontario Human Rights Commission

(416) 314-4500  
[www.ohrc.on.ca](http://www.ohrc.on.ca) | [info@ohrc.on.ca](mailto:info@ohrc.on.ca)

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## Government Services FEDERAL

### Service Canada

1-800-667-3355  
 Information on federal government programs and services.

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## PROVINCIAL

### General Inquiry

(416) 326-1234

Information and referral to government of Ontario programs and services.

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### Members of Provincial Parliament (MPP)

To contact your local MPP, call Findhelp Toronto at 211 for contact information.

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### Ontario Ombudsman

(416) 586-3300 | 1-800-263-1830  
 TTY: 1-866-411-4211  
[www.ombudsman.on.ca](http://www.ombudsman.on.ca)

The Ombudsman can investigate complaints about Ontario government agencies and services. If you believe a department of the provincial government acted in a way that was unfair, unjust, unreasonable, mistaken or just plain wrong, call the Ombudsman's Office.

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## MUNICIPAL

### Access Toronto

(416) 338-0338

Information about Toronto services.

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### Findhelp Toronto

211

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### City Councillors

To obtain contact information for your city councillor, call Findhelp Toronto at 211.

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### City Clerk's Office

(416) 392-8016

Provides information about municipal government meetings, including agendas. Legal Resources If you cannot resolve a situation through advocacy, you may want to go the legal route.

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## **CLEO (Community Legal Education Ontario)**

**(416) 408-4420**

119 Spadina Avenue

[www.cleo.on.ca](http://www.cleo.on.ca) | [cleo@cleo.on.ca](mailto:cleo@cleo.on.ca)

Produces pamphlets and other aids with legal information. Much of the information is free, and may be ordered by phone or using the online order form at their web site. Information covers legal areas such as health and disability, immigration and refugee, landlord and tenant, legal services, and social assistance.

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## **CLEONet**

[www.cleonet.ca](http://www.cleonet.ca)

CLEONet is an online library of legal information and publications from community organizations across Ontario.

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## **Legal Aid**

**(416) 979-1446** | 1-800-668-8258

[www.legalaid.on.ca](http://www.legalaid.on.ca)

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## **Community Centres**

Many community centres, public library branches, etc. have a lawyer available a few hours each week to give free legal advice to anyone who makes an appointment. Call your local community centre to ask about this service. If you don't know what community centres are in your area, contact Findhelp Toronto at **211**.

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## **Political Involvement and Systemic Advocacy**

As an individual, there are at least three ways you can be involved in systemic advocacy.

One way is if you are one of a number of people in a situation that needs advocacy. You and others can take your concerns to one of the groups described in this Advocacy section to find out if it can become the focus for a systemic advocacy case.

The second way is to become involved with a government agency or committee at the provincial or municipal level. Interested citizens can

apply for government appointments to boards, commissions, etc.

At the provincial level, there is a public appointments office which oversees this process.

In Toronto, there are frequently advertisements in local newspapers announcing openings. This is one way to make your voice heard and have an impact on government decision-making.

The third way is to get involved with an organization that does systemic advocacy. Many groups are actively challenging government decisions and the poor social conditions that affect the lives of consumer/survivors.

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## **Advocacy—Program Listings**

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### **East York Consumer/Survivor & Family Community Development Project** **EAST YORK CONSUMER/SURVIVOR & FAMILY COMMUNITY DEVELOPMENT PROJECT**

**(416) 285-7996 ext. 16** | Fax: (416) 285-5733  
c/o Alternatives, 2034 Danforth Ave.,  
Toronto, ON M4C 1J6  
[alternatives@primus.ca](mailto:alternatives@primus.ca)

The project works with consumers/survivors and family members to support their increased involvement in community mental health reform processes, and to develop alternative mental health supports. The project also works collaboratively with groups and individuals on public education and advocacy through community forums and video production. Social support and information sharing are important features of this initiative.

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### **NATIONAL NETWORK FOR MENTAL HEALTH**

**905-682-2423** | Fax: 905-682-7469  
55 King Street, Suite 604,  
St. Catharines, ON L2R 3H5  
[info@nnmh.ca](mailto:info@nnmh.ca) | <http://www.nnmh.ca>

To advocate, educate and provide expertise and resources for the benefit of the national consumer/survivor community. Networking and linking consumer/survivors across Canada; increasing communication between consumer groups; linking with the media on mental

health issues; newsletter (via e-mail); periodic conferences. Sponsors national consumer/survivor-run projects including a self-employment project and one that provides advocacy and leadership training for consumer/survivors by consumer/survivors.

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### **ONTARIO SHORES PATIENT COUNCIL**

**905-668-5881** | Fax: 1-905-430-4032  
c/o Ontario Shores, 700 Gordon St.,  
Building 2, 2nd floor, Whitby, ON L1N 5S9  
dickj@ontarioshores.ca  
<http://www.ontarioshores.ca>

The Patients' Council is a voice of and for psychiatric survivors who are patients at Ontario Shores or live in its catchment area. The Council is

involved in systemic advocacy and peer support. The Council follows up on complaints brought to their attention and develops proposals to remedy problems which have been identified. Consumer/survivor staff are available part time in the office, and there is voicemail to take messages when they are not available. Council members are elected and function as an independent board of directors. The Council is a member of the Ontario Association of Patient Councils.

Toll free telephone line for long distance  
(905) Area Code Residents: **(416) 314-2862**.

Toll free telephone line for long distance  
(416) Area code Residents: **(905) 427-9233**.

Toll free telephone line FOR CRISIS ONLY:  
**1-800-263-2679**.

# SERVICES FOR FAMILY & FRIENDS

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Mental Health difficulties often have a major impact on the people who are near to and care about the person experiencing the difficulties—family members and friends, neighbours, coworkers, and others. Having someone close to you in distress, or changing in ways that seem strange, and not knowing what to do, is hard to bear. It can be a frightening situation.

Those most closely involved are likely to:

- be puzzled about the changes in the person's behaviour or mood;
- feel confused about what should happen;
- be fearful about seeking help because of the stigma in our society;
- need time to deal with the diagnosis, if and when one is made;
- be anxious about the treatments and what the future holds;
- want to know how they can best help their relative;
- want to know how they are going to cope through this experience.

Typical reactions and feelings may also include:

- sense of loss and sadness because the change in the person has been so dramatic;
- anger at the unfairness of the situation;
- inability to accept the changes;
- need to find normal explanations for what is wrong.

Whatever your reaction, you will find that your own situation has changed too. Family members often end up taking on multiple roles when dealing with the circumstances of a relative who is not well. They may find themselves becoming a nurse/counselor/advocate/crisis worker/homecare and income provider all rolled into one.

Often, in reaching out to help their family member, caregivers learn what their relatives need—but they don't realize when their own needs intrude. When families neglect to take care of themselves, it isn't good for anyone.

Service providers, government and the public tend to presume that the family can and should make considerable sacrifices. They fail to

realize the extent of the demands and the unreasonableness of the presumption. This lack of understanding and support for families is one of the drawbacks of the system as it exists. For example, family members are often not included in treatment plans, even when their relative may be open to it.

Families carry enormous responsibilities and obligations without even basic support, and can suffer emotional burnout and end up withdrawing from their relative.

Family groups emphasize the importance of making the following services and supports available to family members, significant others and lay people wanting to help:

- access to information about mental health recovery, mental health problems, treatment options and basic supports;
- mental health care system supports for family members during times of crisis and during times of ongoing recovery.
- self-care for family caregivers and mutual support among families.
- Family groups also advocate for the improvement of mental health services and the end of discrimination.

Families often find themselves in the middle—between their relatives and a specialized system of care on one side, and the community and the wider public on the other. Families have an important role to play in promoting a more positive social environment for mental health care.

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## What are my options?

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### 1. Family Support and Education Groups

These groups include:

- family-run groups open to all families;
- hospital-run family education and support programs;
- community agency-run family education and support groups;
- groups organized around a particular diagnosis or a class of disorders, like the Mood Disorders Association of Ontario and Schizophrenia Society of Ontario;
- groups for people speaking a particular language;



- groups based on stage of recovery eg. early psychosis family programs;
- Groups specific to relationship to the relative eg. sibling groups, children's groups.

A great many books, brochures and videos are available from: your local library, family organizations, the Centre for Addiction and Mental Health (CAMH) Library, to name just a few.

One can even access the technical resources at Gerstein Science Library of the University of Toronto.

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## 2. Family Counselling

Some families prefer individual support and/or have issues that are not easily resolved in a group. Agencies that provide individual support include: FOR, FAME, SSO, MDAO (contact information found in this section).

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## Accessing Help for Your Friend or Relative

Family doctor:

- could be the starting point for treatment and advice;
- can make a referral to a psychiatrist or hospital;
- can prescribe medication and provide information about positive and negative effects it can have.

Building a trusting relationship with a doctor, public health nurse, or mental health service provider will help you, your relative or friend, and the service provider to work as a team.

It is also important that family members pay attention to their own needs, and let the worker know how the stress is affecting all members of the family.

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## Community Support Services

Case managers work individually with clients and may assist the family as well. Although self-referral is sometimes accepted, a letter or referral from a doctor or other mental health professional is helpful.

Mental health self-help and social recreation groups will do active outreach to support their members. If your relative is a member of such a group, you may want to let the group know

when your relative may be in need of additional support and understanding. They can also work to prevent the isolation that is not uncommon with illness.

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## Applying for a Psychiatric Assessment

Contact your relative's family doctor or psychiatrist when you are afraid that he or she may be a danger to himself/herself or others. Call a crisis service for advice—mobile crisis teams may be able to visit and/or bring the person to hospital. Gerstein Centre can provide a safe place to stay overnight when hospitalization is not possible or may not be necessary.

### For more information...

- Individual Support and Crisis Services sections offer information about crisis services, case management and other supports for a relative with a mental health issue.
- Findhelp Toronto at 211.

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## Services for Family and Friends—Program Listings

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### CONCERNED PARENTS OF TORONTO INC.

**(416) 492-1468** | Fax: (416) 492-4274  
c/o 149 Heatherside Dr., Toronto, ON M1W 1T6  
thejohnstons1@sympatico.ca

As an association of concerned parents and friends, the group is specifically concerned with adolescents and adults who have both an intellectual disability, and mental health needs. There is a lack of services for these individuals in Toronto. Our role has been to lobby government for specialized services, and to inform and support parents and friends of these adults. The group meets on a monthly basis at the J.D. Griffin Adolescent Centre (located at 24 Silverview Dr., Willowdale) every second Wednesday evening of the month. There is a published directory of resources for adults with dual diagnosis available. Call the Johnstons at the above number for more information.

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## **FAMILY ASSOCIATION FOR MENTAL HEALTH EVERYWHERE (FAME)**

**(416) 207-5032** | Fax: (416) 207-5036  
Suite 209, 4214 Dundas St. West,  
Toronto, ON M8X 1Y6  
fame@fameforfamilies.com  
<http://www.fameforfamilies.com>

FAME is a free family support organization for families coping with serious mental health problems. Activities include family support, education, and advocacy. Supports are offered in a friendly, confidential, and non-judgmental environment.

Five main supports:

1. Monthly family support groups in Etobicoke, North York, Scarborough, Mississauga, Brampton and Orangeville/Caledon
2. one-on-one support from a FAME community outreach worker
3. educational meetings with guest speakers in Etobicoke
4. social-recreational activities for consumer/survivors and family members including parties and day trips (Scarborough only), and
5. Fameshare/Children's Support Program for kids age 7–12 who have a family member with mental illness. Peel Youth Support Program ages 13–21 who have a family member suffering from mental illness. Self-referral.

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## **Family Crisis Support Program SCHIZOPHRENIA SOCIETY OF ONTARIO**

**(416) 449-6830 ext. 251**  
302–130 Spadina Avenue, Toronto, ON M5V 2L4  
flongdon@schizophrenia.on.ca

This program provides program information and referral services to families of those affected by serious mental illness, connecting callers to supportive services in their communities. It also provides short-term supportive counselling to families across Ontario.

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## **Family Initiative Program MOOD DISORDERS ASSOCIATION OF ONTARIO**

**(416) 486-8046**  
602–36 Eglinton Avenue W,  
Toronto, ON M4R 1A1

The family program offers support to families dealing with a loved one 14 to 35 with a first episode psychosis and mood disorder. This support includes family education and counselling, as well as referrals, resources and advocacy. Families also have access to a variety of groups. Average length of stay is 16 family sessions, 8 to 10 group sessions.

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## **HONG FOOK MENTAL HEALTH ASSOCIATION**

**(416) 493-4242 ext. 0**  
408–260 Spadina Avenue, Toronto, ON M5T 2E4  
1065 McNicoll Avenue,  
Scarborough, ON M1W 3W6  
info@hongfook.ca

Family Initiatives is a part of Hong Fook's continuum of services with the focus of enhancing the capacities of family members in supporting individuals with mental health challenges in their recovery process. We aim at promoting self care and mutual support among family members. Based on the Holistic Health and Recovery approaches, we provide a range of services/programs including mutual support groups, educational workshops, and community outreach through publication of educational materials and displays.

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## **FAMILY MENTAL HEALTH ALLIANCE**

**(416) 482-2628**  
#102–18 Lower Village Gate,  
Toronto, ON M5P 3M1  
familymentalhealthalliance@gmail.com

FMHA is an organization of family groups and individual family members working to develop a stronger voice for families in the mental health system, to strengthen the supports provided to families and to raise awareness of issues from a family perspective. The FMHA holds monthly networking and information sharing meetings; represents families on committees; organizes conferences; supports family support workers; and responds to systemic issues, including LHINs.

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**Family Outreach and Response (F.O.R.)**  
**FAMILY OUTREACH AND RESPONSE (F.O.R.)**

**(416) 535-8501 ext. 2011** | Fax: (416) 583-4335  
The Family Centre, 901 King St. W.,  
Toronto, ON M5V 3H5  
karyn\_baker@familymentalhealthrecovery.org  
<http://www.familymentalhealthrecovery.org>

A program that provides support services to families and friends of people who are recovering from a serious mental health problem in Toronto and Scarborough. Services include: direct support for friends and family members, information, referrals, and linkages to resources in immediate and ongoing times of need, and education and info-sharing events. F.O.R. runs a 10-week Family Mental Health Recovery Series. F.O.R. also provides specialized services for families whose relative is experiencing an early psychosis.

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**Family Support and Education**  
**SCHIZOPHRENIA SOCIETY OF ONTARIO**

**(416) 449-6830 ext. 252**  
302–130 Spadina Avenue, Toronto, ON M5V 2L4  
Ineedham@schizophrenia.on.ca

This program provides support to families of those affected by serious mental illness. This support takes the form of family support groups, based on self-help, peer support model, as well as ten-week psychoeducational programs for families. It also provides shortterm counselling and support to families who are in crisis. Model of service is self-help, peer support and psychoeducation.

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**Family Support Group**  
**ROUGE VALLEY HEALTH SYSTEM**

**(416) 284-8131 ext. 4229**  
2867 Ellesmere Rd., Toronto, ON M1E 4B9  
Information and support groups.

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**Family Support Program**  
**TORONTO EAST GENERAL, THE**

**(416) 461-2000 ext. 223** | Fax: (416) 461-2222  
c/o Community Outreach Services,  
177 Danforth Ave., Suite 203,  
Toronto, ON M4K 1N2  
dmark@tegh.on.ca

The Family Support Program offers an eight-week group series to family and friends of individuals diagnosed with a major psychotic disorder. The group series is designed to provide education as well as support and coping skills. Participants must be able to commit to 2 hours, one evening per week for eight weeks. Program highlights include: education, support, family coping strategies, community resources, legal resources, crisis management, and advocacy issues.

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**Family Support Services**  
**FAMILY ASSOCIATION FOR MENTAL HEALTH EVERYWHERE (FAME)**

**(416) 207-5032**  
41 Ancaster Road, North York, ON M3K 1S7  
maryj@fameforfamilies.com  
3030 Birchmount Road,  
Scarborough, ON M1W 3W3  
martac@fameforfamilies.com  
2867 Ellesmere Road, 6th Floor,  
Scarborough, ON M1E 4B9  
martac@fameforfamilies.com  
209–4214 Dundas Street W,  
Etobicoke, ON M8X 1Y6  
maryj@fameforfamilies.com

Drop-in, monthly peer-based support groups facilitated by F.A.M.E. staff. Model of service is peer-support.

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**NAMI Family to Family Education Program**  
**CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) TORONTO BRANCH**

**(416) 789-7957 ext. 270**  
1200 Markham Rd Suite #500,  
Scarborough, ON M1H 3C3  
480–700 Lawrence Avenue W, Lawrence Square,  
North York, ON M6A 3B4  
ddeaon@cmha-toronto.net

The National Alliance on Mental Illness (NAMI) Family to Family Education Program consists of a free course of 12 classes for family members of people who have serious and persistent brain disorders (mental illness). These classes represent a new concept and curriculum. In this model, the course co-teachers are family members themselves and the course has been designed and written by an experienced family-member mental health professional. The course follows

a set curriculum, which balances education and skill training with self-care, emotional support and empowerment. Important components of the course are information about schizophrenia, major depression, bipolar illness (manic depression), borderline personality disorder, panic disorder, obsessive-compulsive disorder (OCD), and co-occurring brain disorders and addictive disorders.

The course deals with coping skills; handling crisis and relapse; listening and communication techniques; problem solving and limit setting; and rehabilitation. This course has an understanding of the actual experience of people suffering with mental illness. In addition, self-care and learning how to recognize normal emotional reactions among families to chronic worry and stress are discussed. Basic, up to date information about medication and their side effects; information about connecting with appropriate community services; advocacy; getting better services; and fighting discrimination are also part of the curriculum. The NAMI Family to Family Education Program is designed for family members of people with schizophrenia, major depression, bipolar illness (manic depression), borderline personality disorder, panic disorder, OCD, and cooccurring brain disorders and addictive disorders, or people who exhibit behaviours that strongly suggest one of these diagnoses. This course is not appropriate for individuals who are themselves suffering from one of these mental illnesses. Model of service is peer education.

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### **Network Therapy Program**

**COTA HEALTH**

**(416) 785-9230**

2901 Dufferin Street, Toronto, ON M6A 3S7

Works with clients and/or their support network to build and/or strengthen their support network. Model of service is social network.

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### **One-to-One Support**

**FAMILY ASSOCIATION FOR MENTAL HEALTH EVERYWHERE (FAME)**

**(416) 207-5032 ext. 29**

209–4214 Dundas Street W,  
Etobicoke, ON M8X 1Y6  
maryj@fameforfamilies.com

Individual counselling provided by F.A.M.E. community outreach workers to build supportive partnerships within families. Includes referrals to other community resources, education, advocacy and solution-focused assistance. Confidential services provided in-person or on the telephone.

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### **Portuguese, Spanish and Italian Speaking Family Support Program**

**UNIVERSITY HEALTH NETWORK**

**(416) 603-5787**

399 Bathurst Street, Toronto Western Hospital,  
East Wing, 9th Floor, Toronto, ON M5T 2S8

The Portuguese, Spanish, and Italian Family Support Program offers individual family support services, peer support groups, education and advocacy to Portuguese, Spanish and Italian-speaking families living with mental illness. Model of service is peer support. Educational workshops are facilitated by health professionals. Average length of stay is four years.

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### **Survivor Support Programme**

**DISTRESS CENTRES OF TORONTO**

**(416) 595-1716 | Fax: (416) 598-2316**

10 Trinity Sq., Toronto, ON M5G 1B1

karen@torontodistresscentre.com

**www.torontodistresscentre.com**

Support to adults, individuals or families, bereaved through suicide and/or homicide. Offered by trained counsellors through individualized support sessions and follow-up group visits. Home visits available.



Community  
Resource  
Connections  

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of Toronto

366 Adelaide Street East, Suite 230  
Toronto, Ontario M5A 3X9  
Phone: (416) 482-4103 • Fax: (416) 482-5237  
crcct@crcct.org • www.crcct.org