

C-HEAL Info Sheet: Mental Health Crisis Service Navigation

Gerstein Crisis Centre: Telephone Crisis Line: 416 929 5200 Referral Line: 416 929 9897

Adults 16 + in City of Toronto who are *in crisis related to a Mental Health and/or Addiction Issue*.

Individuals may have frequent contact with hospital emergency rooms (ERs), EMS, Police, Shelters and other Community Settings. Individuals may be facing additional issues like no or unstable housing, poverty, experiences of trauma and physical health issues. **Gerstein offers:**

- **Short-term Crisis Beds:** Open 24/7
 - Gerstein on Charles (3-5 day stays)
 - Gerstein on Bloor (up to 30 day stays)
- **Mobile Crisis Intervention & Follow-up Team:** The team will provide immediate crisis response (usually within 40 minutes to 4 hours and crisis follow-up for up to 30 days).
- **Substance Use Crisis Team:** Responds to crisis calls. Provides mobile team visits and 30 day follow-up for individuals dealing with a crisis involving concurrent/serious substance use issues.

Crisis Outreach Service for Seniors (COSS): 416 217-2077

Seniors aged 55+ (or 55 – 64 with geriatric presentation) in City of Toronto who are not coping well with living independently in the community. **Client consent is *not* needed to make a referral to COSS.**

COSS is appropriate for individuals: with challenging behaviours (may or may not be dementia-related), not managing the process of aging, mental health concerns, substance use concerns and/or who may also be posing a risk to themselves or others, repeated usage of emergency departments for non-medical issues, sudden, unplanned, un-coordinated hospital discharge with bed bugs, pests, hoarding or unwanted guests in their home and/or experiencing the possibility of elder abuse.

COSS offers a two person outreach team (crisis workers) between 9 am – 5 pm every day of the year with in-person contact *within 72 hours*.

- Support is typically for 6 – 8 weeks
- Offer short-term crisis counselling & case management such as initiating community services, i.e. personal support workers, Meals on Wheels, specialized older adult services and day programs
- Supports & strategies around harm reduction, mental health & addictions, responsive behaviours
- Health assessment & care as needed. Nurse Practitioner, Geriatric Psychiatrist, Behaviour Consultant and linkages to long term primary care are available.

Toronto Seniors Helpline: 416 217-2077

Seniors in City of Toronto – operates **365 days/year 9:00am – 8:00pm Monday to Friday and 10am- 6pm weekends and stat holidays**. Eight full-time staff (registered professionals). Interpretation services in 100+ languages. Plus live chat feature on <https://torontoseniorshelpline.ca>. Seniors can call or referral sources.

Seniors Helpline offers

- Crisis services for seniors & caregivers
- Short-term supportive counseling over the phone
- Community supports, homecare supports, consultation re: complex clients
- Supportive counseling over the phone for seniors who are grieving/lonely/struggling with caregiving/struggling with your caregiver/anxious.

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Walk-in Counseling

WoodGreen: 815 Danforth Avenue, Suite: 100, **416-572-3575**. Tuesdays & Wednesdays, 4:30 - 8:30pm (Registration opens at 4:15pm and closes at 6:45pm*)

Yonge Street Mission: 270 Gerrard Street East, Elaine Paz, **416-929-9614**. Thursdays, 4:30pm-8:30pm (Registration opens at 4:15pm and closes at 6:45pm*)

St. Michael's Hospital Psychiatric Emergency (MHESA) – 24/7/365 Service

- Use patient interview + collateral sources, any previous records, family/friends interview and any care providers who work with patient, focused psychiatric history
- Completion of a consultation note, care and disposition planning, assessment of voluntary or involuntary admission status
- Medical testing as required
- Management of agitation, if required.

Common presentations include: acute psychosis, mania, depressive symptoms, suicidal ideation, post-suicide attempt, substance withdrawal, bizarre/agitated behaviour, other crisis, and psychiatric consequences of medical illness.

Non-Urgent Requests to MHESA may not be triaged to MHESA ER, may be seen by collaborative care Psych RN. Examples: request for non-urgent psychiatric diagnosis, assessment of ongoing symptoms, medication change or refill, housing/socioeconomic, capacity assessments, request for counseling or therapy.

Possible outcomes for MHESA patients:

- Certification -> admission to MHESA or ward (general or higher acuity), may involve waiting days in MHESA, voluntary admission to MHESA or ward, may involve transfer to another hospital, discharge from MHESA.
- Connecting to services in hospital and community
- Medication prescription Information given re: resources
- Leaving against medical advice

It is helpful to send a note describing concerns, specific needs if possible. Provide contact names and numbers for staff involved. Send any useful documents if available. Can call and request to speak with team members.

Mental Health Help Lines

- Toronto Distress Centre: **416-408-HELP (4357)**
- Warm Line (Progress Place): **416-960-9276** (call); **647-557-5882** (text) www.warmline.ca (chat)
- Warm Line (Krasman Centre): **1-888-777-0979**
- Emergency Shelter Central Intake: **416-338-4766**
- Streets to Homes Assessment and Referral Centre (129 Peter Street): **416-392-0090**
- Telehealth Ontario: **1-866-797-0000**
- Children's Aid Society of Toronto: **416-924-4640**
- Catholic Children's Aid: **416-395-1500**
- Native Child & Family: **416-969-8510**
- Scarborough - Mobile Crisis: **416-495-2891**
- Assaulted Women's Helpline: **416-863-0511** or toll-free **1-866-863-0511**
- Toronto Rape Crisis Centre: **416-597-8808**
- First Nations and Inuit Hope for Wellness Help Line: **1-855-242-3310**
- Kids Help Phone – **1-800-668-6868**