

TORONTO COMMUNITY CRISIS SERVICE

THE SUPPORT YOU NEED WHEN YOU NEED IT THE MOST

THE TORONTO COMMUNITY CRISIS SERVICE OFFERS FREE,
CONFIDENTIAL, 24/7 IN-PERSON MENTAL HEALTH SUPPORT FROM
A MOBILE CRISIS TEAM

WHAT IS THE TORONTO COMMUNITY CRISIS SERVICE?

The Toronto Community Crisis Service (TCCS) is an alternate approach to responding to someone in crisis that focuses on health, prevention and well-being. The service provides a non-police led, community-based, client-centred, trauma-informed response to non-emergency crisis calls and wellness checks.

HOW THE SERVICE WORKS

The TCCS provides 24/7 service for individuals 16 years and older through four community-based anchor partners. Teams of multidisciplinary crisis workers that can consist of community nurses, crisis and harm reduction workers, people with lived experience, case managers, and Indigenous Elders respond to calls for service.

The service is voluntary and consent-based with the aim of working with clients to provide support tailored to the person's needs. In addition to crisis intervention, the TCCS offers post-crisis follow-up supports after 48 hours, as well as service navigation, and case management for up to 90 days.

The TCCS utilizes a network of culturally relevant services and referral pathways to respond to the diversity across the City of Toronto.

SERVICE FEATURES



CRISIS INTERVENTION:
De-escalation and crisis response for individuals and those around them.



FOLLOW UP & CASE MANAGEMENT:
Collaborative service to work with clients to achieve their goals and improve the quality of their life.



REFERRAL COORDINATION:
Coordinating supports and services from agencies across the city, system coordination, and direct referral pathways.



SYSTEM NAVIGATION:
Support in navigating through systems such as shelter and housing, health care, and treatment programs.



PRIMARY CARE:
Immediate needs such as CPR and First Aid.



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ACCESSING THE SERVICE

The service can be accessed by calling 211. Calls received from 911 will also be triaged and transferred to the TCCS as appropriate.

The TCCS operates marked vehicles that include the City of Toronto logo along with the logo of the partnering organization. All TCCS crisis workers can be identified by their green lanyards and identification card.

COMMUNITY PARTNERSHIPS

The TCCS is delivered in partnership with four community anchor partners. TAIBU Community Health Centre, Gerstein Crisis Centre, 2-Spirited People of the 1st Nations, and Canadian Mental Health Association – Toronto Branch. These partners lead, manage and operate the service, and are responsible for the day-to-day service operations such as the hiring and managing of the mobile crisis teams and providing wrap-around supports.

Findhelp | 211 is the access & dispatch partner for the TCCS. 211 is responsible for triaging and transferring appropriate calls based on the call type, location, and availability of teams. With access to more than 60,000 agencies and programs maintained in their database, 211 also provides information and referrals to food bank and meal programs, income support/financial assistance, seniors support programs, newcomer services and more.

SERVICE FEATURES



HARM REDUCTION: Substance use support, counseling, needle exchange and pick-up.



ESSENTIAL LIVING SUPPLIES: Food, water, clothing, and hygiene supplies.



TRADITIONAL INDIGENOUS SUPPORTS*: Supporting individuals holistically. Access to Elders, ceremony, medicines, and cultural programming.



AFROCENTRIC SUPPORTS*: Culturally meaningful approaches to health and well-being grounded in the lived experiences of Black communities.

* Afrocentric and traditional Indigenous supports may vary across TCCS community anchor partners.



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Support you need when you need it most.

Free. Confidential.
24/7. Citywide.



Learn more at
toronto.ca/CrisisService



Call 211 if you are experiencing or
witnessing a mental health crisis.

Call 911 for emergency.

Support you need when you need it most.



The Toronto Community Crisis Service offers free, confidential, 24/7 telephone or in person support from a mobile crisis team.

What is the Toronto Community Crisis Service?

The Toronto Community Crisis Service (TCCS) is an alternative non-police led, approach to mental health crisis response that focuses on health, prevention and well-being. The service is community based, client-centred and trauma-informed.

How the Service Works

The TCCS provides 24/7 service for individuals 16 years and older through four community-based anchor partners. Crisis worker teams that may include community nurses, crisis and harm reduction workers, people with lived experience, and Indigenous Elders respond to calls for service.

The service is voluntary and consent based, and supports are tailored to a person's needs. The TCCS also offers post-crisis follow up supports after 48 hours, as well as case management for up to 90 days.

The TCCS uses a network of culturally relevant services to support diverse communities across Toronto.

Service Features

- **Crisis Intervention:** De-escalation and crisis response for individuals and those around them.
- **Follow up & Case Management:** Collaborative service to work with clients to achieve their goals and improve the quality of their lives with post-crisis follow-up supports and care.
- **System Navigation:** Support in navigating systems such as shelter and housing, health care, and treatment programs.
- **Primary Care:** Immediate needs such as CPR and First Aid.
- **Harm Reduction:** Substance use support, counselling, supplies and clean up.
- **Essential Living Supplies:** Food, water, clothing, and hygiene supplies.
- **Traditional Indigenous Supports*:** Access to Elders, ceremony, medicines, and cultural programming.
- **Afrocentric Supports*:** Culturally meaningful approaches to health and well-being grounded in the lived experiences of Black communities.

* Traditional Indigenous and Afrocentric supports may vary across TCCS community anchor partners.

Community Partnerships

The TCCS is delivered in partnership with four community anchor partners- TAIBU Community Health Centre, Gerstein Crisis Centre, 2-Spirited People of the 1st Nations, and Canadian Mental Health Association – Toronto Branch. These partners lead, manage and operate the service, and are responsible for the day-to-day service operations such as the hiring and managing of the mobile crisis teams and providing wrap-around supports. The dispatch partner – Findhelp | 211 – connects those looking for support with the TCCS.

Accessing the Service

Call 211 to access the TCCS. Calls received from 911 can also be transferred to the TCCS.

The TCCS operates marked vehicles that include the City of Toronto logo. All TCCS crisis workers wear lanyards and carry identification cards.

Hours of Operation

The TCCS operates 27/4, 7 days a week across Toronto. Call 211 to access the TCCS.