

DIRECTORY OF:

Community Services

Hamilton Region

PROGRAMS & SERVICES

Resources included:

- 2SLGBTQ+
- Crisis Services
- Children & Youth
- Housing & Shelter
- Mental Health
- Newcomers
- Primary Healthcare
- Older Adults
- Substance Use
- Victim & Survivors



Canadian Mental
Health Association
Hamilton
Mental health for all



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Programs, Services & Resources

Here is a list of services within the Hamilton region for: 2SLGBTQ+ folks, children & youth, housing, mental health, newcomers to Canada, older adults, substance use, survivors & more. As you review, please keep in mind:

- Crisis services are underlined in the title.
- Services offering concurrent disorders support are marked with ***.

**Please note none of the following are emergency services.
If you are experiencing a mental health emergency, please
go to the nearest emergency room or call 911.**

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2SLGBTQ+ Services

Compass Community Health: Positive Space | 905-523-6611 ext. 2022

www.compassch.org/positive-space

Compass strives to serve and provide equal care for all, regardless of barriers such as socioeconomic status, race, ethnicity, faith affiliation, immigration status, gender identity, gender expression, sexual orientation, ability or age. Compass provides various programming for 2SLGBTQ+ individuals including:

- AFFIRM: an 8-week CBT-based group for 2SLGBTQ+ youth
- Trans ID Clinics: third Thursday of the month (5-7PM) virtual, phone or in-person
- Trans Femme Peer Support Groups: email tfintake@compassch.org to register

Kyle's Place

Email: transpeersupport@gmail.com

A trans, non-binary prioritized space that is committed to fostering community, solidarity, support, advocacy & access to resources for community members who are marginalized due to race, class, age, mental health etc. Available services include care package deliveries (groceries, toiletries, gender gear, pet food etc.) and check-in phone calls for trans and non-binary youth. Check out [Kyle's Place](#) on Facebook!

Hamilton Transgender Community

Email: transpeers@gmail.com

Hamilton Transgender Community provides connections to confidential information, advocacy, resources and support meetings to assist transgendered and gender non-conforming folks and their allies. For more information, email or visit: [Hamilton Transgender Community](#) on Facebook.

LGBT YouthLine | Text Only: 647-694-4275

www.youthline.ca

LGBT YouthLine is a Queer, Trans, Two-Spirit youth-led organization that affirms and supports the experiences of youth (29 and under) across Ontario by providing anonymous peer support. All helpline volunteers are trained peer supporters aged 16-29 with lived experience & 2SLGBTQ+ identities. Common things people call to chat about questioning gender identity/sexual orientation, coming out, mental health, relationships, referrals to local resources & more.

Spectrum Hamilton

www.spectrumhamilton.ca

Spectrum Hamilton is an online resource for Hamilton's 2SLGBTQ+ resources for community, family and friends. It showcases important resources for community support with information about faith, health, law, and parenting for queer youth and families.

speqtrum - YWCA Hamilton

www.speqtrum.ca | Instagram: [@speqtrumyhm](https://www.instagram.com/speqtrumyhm)

speqtrum is a program of YWCA Hamilton that is youth-founded and youth-focused, aimed at skill-sharing and community building for 2SLGBTQ+ young people in Hamilton, ON. Services include:

- Community building group events
- One-on-one weekly check-in's & peer support
- Skill-sharing workshops

Transcend | 289-237-8336

Email: wehelp@hwdsb.on.ca

Transcend is a social & support group for trans, non-binary, gender non-conforming and gender questioning children & youth. These meetings take place at the same time as a group for parents, guardians and caregivers. Caregivers meet in another room in the same location to discuss how to support their children.

Trans Lifeline Hotline | 1-877-330-6366 (24/7)

www.translifeline.org

Trans Lifeline's Hotline is a peer support phone service run by trans people for trans and questioning peers. When calling you can expect:

- No non-consensual 911/emergency calls
- To receive full anonymity & confidentiality
- To speak to a trans/non-binary peer operator

Child & Youth Services

Brennan House | 905-577-1166

www.goodshepherdcentres.ca/services/brennan-house

Brennan House is an 8 bed, gender-neutral, adolescent out-of-home mental health treatment program for youth (15-18) with significant mental health concerns (6 community beds & 2 CAS beds). Referrals for the program come through Lynwood Charlton Centre. The interdisciplinary team implements clinically informed care plans aimed at:

- Managing mental health concerns
- Improving family engagement & relationships
- Improving functioning
- Engaging in the community
- Enhancing life skills

Catholic Children's Aid Society of Hamilton | 905-525-2012

www.hccas.ca

CCAS have been supporting children, youth and families since 1953 as one of two child protection agencies serving the Hamilton community. CCAS works closely with other child and family focused community agencies to provide coordinated and complementary child welfare services. To reach the emergency line, call: 905-522-8053

Child and Adolescent Services | 905-546-2424 ext. 3678

[CAS Website](#)

Child and Adolescent Services is a community-based children's mental health clinic. It is part of the City of Hamilton Public Health Services providing mental health counselling & treatment for children & youth, under 18, and their families. All services are confidential and free. Single walk-in sessions with a counsellor are available weekly. Long-term counselling or therapy requires a referral from Contact Hamilton: 905-570-8888

Contact Hamilton – Children's & Developmental Services | 905-570-8888

www.contacthamilton.ca | email: info@contacthamilton.ca

Contact Hamilton can help children, youth, and families find out about supports and resources that are available, providing information, consultation, intake, and referral to services on behalf of children and youth that may be presenting with developmental, FASD, autism, and/or complex needs.

Eva Rothwell Centre | 905-526-1558

www.evarothwell.ca

Eva Rothwell Centre provides free programming for children & youth grades K – 12, geared towards members of Hamilton's at-risk North end community. Some programs include:

- Breakfast Program: Monday – Friday 7:00am – 8:30am
- Larry Paikin Literary Express: reading program, homework tutoring, & social media writing
- Foti Tsafardis 1.47 Fitness & Wellness Centre: safe and inclusive place for children to learn & play
- Dolly Parton's Imagination Library: children receive an age-appropriate book monthly from birth – age 5

Hamilton Child & Family Supports | 905-522-1121www.hamiltoncas.com

Hamilton Child & Family Supports (formerly CAS) is dedicated to the safety and well-being of children, youth, families, and our employees. HCFS continues to provide core child protection services, with a focus on keeping children & youth safe. Child protection employees are working on a hybrid model, in-person and from home. If you are concerned about a child, call: 905-522-1121 or 905-522-8053 for after hours.

Living Rock | 905-528-7625www.livingrock.ca

Living Rock Youth Ministries is a charity reaching out in the cultural language of youth since 1985. Living Rock offers youth-at-risk a place of belonging, safety and a bridge to the community, while supporting youth to develop a personal vision for their lives. Some services include:

- Free Breakfast Program: Monday – Friday 8am – 9:30am
- Youth Drop-In: Monday – Friday 8am – 8pm; Saturday – Sunday 1pm – 8pm
- Youth Focused Food Bank: Tuesday & Thursday's 1pm – 6pm; Saturday 1pm – 4pm

Living Rock also offers various other drop-in and appointment-based services for youth, young parents & babies.

Lynwood Charlton Centre | 905-389-1361www.lynwoodcharlton.ca

Lynwood Charlton Centre is a publicly funded charitable organization providing a spectrum of innovative, evidence-based mental health services. As of 2024, LCC is the primary organization in Hamilton to connect with if you require child or youth mental health services. Services include live-in treatment, community-based programs and collaborative partnerships, classroom programs, community groups, trauma treatment and more.

McMaster Children's Hospital | 905-521-2100www.hamiltonhealthsciences.ca/mcmaster-childrens-hospital

McMaster Children's Hospital has been providing care to children from across the region since 1988. Patients ranging in age from infancy to 17 receive care through a family-centered approach that accounts for the child's emotional, mental and physical well-being. The Child and Youth Mental Health Program (CYMHP) provides a range of intensive and time-sensitive services for children, youth and families who are dealing with mental health concerns. The CYMHP includes:

- | | |
|-------------------|-------------------------------|
| • Assessment Unit | • Outpatient Clinic |
| • In-Patient Unit | • Psychiatry Consultation |
| • Day Treatment | • Community Education Service |

Notre Dame House | 905-308-8090[Notre Dame House Website](http://www.ndhouse.ca)

Notre Dame House is a 24-hour emergency shelter providing 21 beds for youth aged 16 – 21. The program uses a strength & client-centred approach with community collaboration to help youth reach their personal goals. Notre Dame House offers 24-hour a day intakes and assessments, meeting all basic needs, advocacy & case coordination as well as access to counselling, a GP, psychiatrist and a nurse practitioner. Explore the website for the other services Notre Dame House offers.

Ron Joyce Children's Health Centre | 905-521-2100 ext. 77621[RJCHC Website](http://www.rjchc.ca)

Ron Joyce Children's Health Centre (RJCHC), a site of McMaster Children's Hospital, is home to a range of outpatient services focused on child rehabilitation and developmental health. RJCHC serves families throughout the region. Programs include:

- | | |
|---|---------------------------------|
| • Autism Program | • Infant Parent Program |
| • Child & Youth Mental Health Day Treatment | • Orthotics, Prosthetics & more |
| • Children's Developmental Rehabilitation | |

Housing & Shelter Services

Carole Anne's Place – YWCA | 905-522-9922 ext. 100

www.ywcahamilton.org/housing/cap

Carole Anne's Place is a low barrier drop-in shelter for women and non-binary individuals in Hamilton. People accessing the drop-in can expect:

- Access to showers, meals & essential items
- Harm reduction & withdrawal management
- Mental health support & care planning
- Safe use space (10pm – 9am)
- Systems navigation & shelter referrals

Carole Anne's Place is located within the YWCA Hamilton's MacNab St. location, and access is located at Hunter St. side entrance, from 10pm to 1pm daily, on a first-come-first-serve basis.

Good Food Centre – Mission Services | 905-528-4212

[GFC Website](#)

The Good Food Centre is free and accessible to those with a low income. They provide emergency food and hygiene supplies for 7 days. To access the food support, bring ID for all family members (photo ID for adults), proof of address, income statement, rent or mortgage statements, copies of utility statements (if applicable). To access food support, visit 196 Wentworth St. N at the Community Services Entrance open:

- Monday, Wednesday, Friday: 9am – 12pm, and 1pm – 3pm
- Tuesday & Thursday: 9am – 12pm

Food donations can be dropped off between the hours of 8am and 4pm Monday – Friday at the Food Services Compound. For major food donations, call 905-528-4211 ext. 3131

Good Shepherd Centre & Daily Meals | 905-526-8100

[Good Shepherd Website](#)

The Good Shepherd Centre was established in 1961 as a men's shelter. The Centre is a beacon of hope and a place of shelter for thousands of individuals. Located 135 Mary St., the Centre provides emergency overnight shelter for up to 54 men with 10 overflow spaces. Services include:

- Case management & referrals
- Emergency shelter
- Hot meal program for anyone in need (Monday – Friday: 3:30 – 4:45pm, Saturday 11:30am – 12:30pm)
- On-site nurse (Monday & Wednesday 8am – 4pm)
- On-site Shelter Health Network doctor (Thursday 9am – 12pm)

Housing Focused Street Outreach | 905-546-2424 ext. 2828

[HFSO Website](#)

Housing Focused Street Outreach is a partnership between St. Matthew's House & The City of Hamilton's Housing Division Services Division. The team works with people experiencing homelessness & facing barriers to engaging with services. HFSO connects people to programs providing housing, healthcare, income & other supports. Outreach workers provide client-centred care using a harm reduction approach, meeting people where they are at in the community.

HOPES: Housing Outreach Preventing Evictions for Seniors | 905-523-5546 ext. 231

[HOPES Website](#)

HOPES is a program through St. Matthew's House that supports adults aged 55+ and seniors secure and maintain housing in safe & stable environments. The program consists of a Program Coordinator and Navigator, who work to provide assistance & connections to supports that address hoarding, noise levels and other disturbances to tenants and issues maintaining cleanliness of the unit.

Housing Help Centre | 905-526-8100

www.housinghelpcentre.ca | email: info@housinghelpcentre.ca

Housing Help Centre is a nonprofit social service agency providing free information, assistance, advocacy and support to people who need housing, especially people with low incomes and people who are homeless or in danger of becoming homeless. Services are available via phone, email or scheduled appointment. They can help:

- Access financial supports to retain housing
- Complete subsidized housing applications
- Find housing & prevent eviction
- Get maintenance & repairs done
- Navigate resources & provide referrals
- Understand tenant rights

Housing UP! – Mission Services | 905-528-7635

[Housing UP! Website](#)

Housing UP! supports individuals experiencing episodic and chronic homelessness to improve their housing status by obtaining safe, affordable, and stable housing within the Hamilton community. Once housed, Case Managers maintain ongoing contact to support them with their transition to independent living and to achieve their wellness goals. For more information, call or drop-in at 400 King St. E.

Emergency Men's Shelter – Mission Services | 905-528-7635

[Emergency Men's Shelter Website](#)

The Emergency Men's Shelter, located at 400 King St. E, is open 24 hours a day, 365 days a year, serving male-identifying people over the age of 18. The shelter has 58 beds and will not turn anyone away during a cold alert. Most months the Emergency Shelter is at or near capacity. Call or drop-in for more information.

Inasmuch House – Mission Services | 24/7 Call: 905-529-8600 or Text: 289-212-6399

[Inasmuch House Website](#)

Inasmuch House is a safe-haven for women & non-binary people with or without children in their care who are experiencing abuse and/or homelessness. 24/7 crisis support is also available using the phone numbers listed above. While at Inasmuch House, individuals have access to meals, clothing, laundry and other supports including:

- Child & Youth Workers
- Counsellor: Gender-Based Violence/ MH
- Groups & One-on-One Support
- Legal Advocacy
- Transitional Housing Support Worker

Indwell | 905-529-0454

www.indwell.ca

Indwell is a charitable organization that offers supportive housing in a variety of locations across Southern Ontario, including Hamilton. Each location provides varying levels of support, and the application process involves an assessment of support needs. Some supports include:

- Access to mental health nursing
- Addiction, housing & peer support
- Social recreation

Interval House of Hamilton | 905-387-8881

www.intervalhousehamilton.org

Interval House of Hamilton provides emergency shelter, safety planning & support services for women with or without children that have experienced abuse or violence. Interval House also provides other services:

- 24/7 Crisis Line: 905-387-8881: offers anonymous & confidential crisis support, safety planning & referrals
- Individual Counselling: women experiencing violence, abuse or human trafficking can access 12 individual free counseling sessions
- Resources for Gender-Based Violence, Family Violence & Human Trafficking

Martha House – Good Shepherd | General: 905-523-8895 - Crisis: 905-523-6277
[Martha House Website](#)

Martha House, located at 25 Ray St. N., is a secure & accessible, 40-bed emergency shelter for people and their children who are homeless & fleeing violence and/or abuse. Services include:

- Referrals & advocacy (legal, medical, financial, employment, housing, community)
- Safe, short-term accommodation in private family-style units
- Safety planning & emergency transportation to the shelter if needed

Mary's Place – Good Shepherd | 905-540-8000
[Mary's Place Website](#)

Mary's Place is a 20-bed emergency shelter for people 18 years and older, located at 20 Pearl St. N. Mary's Place provides safety, support and emergency accommodation to clients who are dealing with homelessness, poverty, mental illness and/or violence. Supports include:

- Assistance in finding permanent housing
- Emergency accommodation/ safety planning
- Recreational & educational daily activities for residents and women living in the community
- Referrals & advocacy (medical, legal & other community services)

Native Women's Centre | General: 905-664-1114; Crisis: 1-888-308-6559
www.nativewomenscentre.com

The Native Women's Centre provides safe, emergency shelter for all women regardless of age, ancestry, culture, place of origin or sexual orientation with or without children who are experiencing crisis in their lives due to family violence, homelessness, or conflict with the law. Provides a variety of support, including:

- [24/7 Crisis Line: 1-888-308-6559](#)
- Advocacy & community supports for Indigenous women
- Emergency transportation to shelter
- Transitional housing support program
- Emergency transportation to shelter
- Meals, clothing & personal care items
- Referrals for legal, medical, financial, housing & employment services

Transitional Housing – YWCA | 905-527-2238
www.ywcahamilton.org

YWCA's Transitional Housing Support Program offers a range of support to women & gender diverse people who are or have previously, experienced abuse in any form. All services are free, some of which include:

- Connection to emergency shelter
- Individual counselling & group support
- Risk assessment & safety planning
- Transitional planning/ finding new housing
- Help with custody, court & child support, getting financial support & victim impact statements

Willow's Place – Mission Services | 905-528-5100 ext. 1200
[Willow's Place Website](#)

Willow's Place is a safe, low-barrier space for all women, trans, and non-binary people at 196 Wentworth St. N. Willow's Place works to fill the housing gap for marginalized women experiencing homelessness, precarious housing, & social isolation. Women have access to:

- Community referrals & assessments
- Crisis de-escalation
- Laundry & shower facilities, a safe place to rest, meals & harm reduction supplies
- On-site client advocates providing compassionate, trauma-informed support
- Opportunities to build on one's strengths and creativity through art, games, & socializing

Emma's Place also works with Willow's. Emma's Place offers 15 low-barrier shelter beds to women, trans women and non-binary people aged 18 and up. Beds are first-come, first-serve by community or self-referral.

Mental Health Services

Anxiety Treatment & Research Centre | 905-522-1155 ext. 35372

[ATRC Website](#)

The Anxiety Treatment and Research Clinic's (ATRC) mission is to provide excellence and leadership in evidence based clinical service, education and research for anxiety disorders. A team of experts offer comprehensive evaluations and proven treatments for anxiety-related conditions. Treatments at the ATRC include both medications and effective psychological treatments. A physician referral is required to access care at the ATRC. All individual & group sessions are available virtually and require pre-registration:

- Family Education & Support Group: offered for family members of patients
- Virtual Booster Groups: (for OCD, Panic & Social Anxiety, and PTSD)

All referrals & intakes are through Connect: (905-522-1155, Ext. 36499).

Bridge to Recovery Program – SJHH | 905-522-1155 ext. 36499

[Bridge to Recovery Website](#)

The Bridge to Recovery program provides time limited care for people with serious mental illness over the age of 17. All referrals receive an assessment to determine fitness with the program and treatment goals of the client. No specific diagnoses are required for entry into the program. The Bridge program offers a combination of weekly individual therapy sessions and twice-weekly group therapy sessions, where clients learn Dialectical Behavioural skills. Available groups include:

- Managing Emotions Stream (DBT)
- Peer Support Groups
- Therapeutic Recreation Group
- Wellness Recovery Action Planning

Barrett Centre * | 24/7 Crisis Line: 905-529-7878 OR Toll-Free: 1-844-777-3571**

[Barrett Centre Website](#)

Barrett Centre provides a safe environment for individuals experiencing a mental health and/or substance use crisis, who do not require a hospital stay. Services are for anyone 16 years of age or older and are available 24 hours a day, 365 days a year. Services include:

- 24/7 crisis intervention and support
- In-person, one-on-one crisis counselling
- Short-term crisis stabilization bed stays
- Group counselling
- Peer support drop-in group

Cleghorn Early Intervention Clinic – SJHH | 905-522-1155 ext. 36586

[Cleghorn Early Intervention Clinic Website](#)

The Cleghorn Early Intervention Clinic works with people who are experiencing symptoms of psychosis for the first time. The Cleghorn Early Intervention Clinic offers services for young people aged 16-35 who have received less than one year of treatment for psychosis. Services that focus on early psychosis intervention (EPI) last 3-5 years for eligible patients within the City of Hamilton.

CMHA Hamilton * | 905-521-0090**

www.cmhahamilton.ca | email: info@cmhahamilton.ca

Canadian Mental Health Association (CMHA) Hamilton branch is a non-profit community mental health agency which provides services to adults with serious mental illness. Some services include:

- Community Enrichment Services: continues to provide support for clients through in-person and virtual case management. All referrals for intensive case management are processed through IntAc (905-528-0683)
- Mental Health Court Support: provides support to clients with severe mental illness who are involved in the criminal justice system (includes connecting with other supports, accessing housing, case management etc.)
- Peer Support & Street Team: provides accessible, peer-to-peer support for people experiencing mental health & addictions, drop-in groups, and street outreach to people experiencing homelessness.

COAST: Crisis Outreach & Support Team | 905-972-8338 OR Toll-Free: 1-844-972-8338
www.coasthamilton.ca

The Crisis Outreach and Support Team (COAST) is a program of St. Joseph's Healthcare Hamilton in partnership with Hamilton Police Service. COAST is a free crisis line available to all residence of the City of Hamilton. COAST is a multidisciplinary team consisting of nurses, occupational therapists, social workers and specially trained police officers. Currently the team is not providing non-urgent, non-uniform outreach visit. However, the program is operating an extra crisis line available to help support an increased community need. If an individual requires in home support, this will be done through the Mobile Crisis Rapid Response Team (MCRRT). MCRRT is a division of COAST designed to respond to urgent mental health related calls via 911 dispatch.

Community Psychiatry Clinic – SJHH | 905-522-1155 ext. 36040
[Community Psychiatry Clinic Website](#)

Community Psychiatry Clinic (CPC) is a mental health outpatient program committed to providing evidence-based care to those with serious mental illness over the age of 17. All referrals, done through Connect, receive an assessment to determine the treatment options that best meet the goals of the client. CPC provides consultations, assessments, and offers a variety of evidence-based treatment modalities, including individual and group therapy. Some services include:

- Rapid Consultation Service: primary care consultation to family physicians responding quickly to diagnostic, medication & treatment requests. Family physicians receive a consult within 10 days of the initial consultation.
- Borderline Personality Disorder Services: Clients diagnosed with borderline personality disorder are assessed and offered DBT-based programming. This evidence-based treatment is offered in various formats.
- General Psychiatry: Clients with severe mental illness including bipolar disorder, depression, anxiety, PTSD and concurrent disorders who can benefit from time-limited, goal focused treatment including groups (*i.e.* CBT, Mindfulness, Behavioural Activation, etc.) individual sessions, and psychopharmacology.

De dwa da dehs nye>s/ Aboriginal Health Centre | 905-544-4320
www.aboriginalhealthcentre.com

De dwa de dehs nye>s (DAHC) provides culturally safe programs & services that are relationship based, welcoming and client directed in Hamilton & Brantford. Available services include:

- Clinic Services: includes Primary Healthcare (on-site nurses, physicians and external supports such as psychiatry, pain management, geriatric medicine etc.), FASD assessment & diagnostic services
- Mental Health & Addiction Services: culturally safe services for Indigenous individuals including counseling, groups, outreach, navigation, case management & peer support.
- Cultural Wellness & Outreach: Indigenous Patient Navigation, Traditional Healing, and Wheels for Seniors
- Healthy Living Department: focuses on providing culturally appropriate education and health promotions activities and initiatives

Good Shepherd * General Inquiry Line | 905-528-5877**
www.goodshepherdcentres.ca

Good Shepherd has been a compassionate presence in the Hamilton area for almost 60 years. Good Shepherd is here to provide critical supports for our community's most vulnerable people. Supports include:

- | | |
|--|--|
| • Community Mental Health Programs | • Emergency Shelters |
| • Daily Hot Meals | • Hospice Palliative Care |
| • Education & Housing for Homeless Youth | • Transitional & Supportive Housing Programs |
| • Emergency Food/Clothing | |

Hamilton Program for Schizophrenia | 905-525-2832
www.hpfs.on.ca

The Hamilton Program for Schizophrenia (HPS) is a comprehensive, community-based treatment & rehabilitation program for adults with schizophrenia, optimizing their recovery based on their goals. All

referrals are processed through IntAc. HPS provides services in-person & virtually, including:

- Psychiatry & Case Management
- Programs: Peer Support, Cooking Club, Social Group, Leisure Group, Walking Group & more
- Cottage Studio: HPS art program promoting mental health through creative art

IntAc – Intensive Case Management Access Coordination | 905-528-0683

www.cmhahamilton.ca/intac

IntAc, Intensive Case Management Access Coordination is a centralized process and single point of access to Intensive Case Management Services for residents of Hamilton aged 16 years or older who are living with a serious & persistent mental illness or concurrent disorder. The three agencies that provide Intensive Case Management Services for mental health in Hamilton are:

- Canadian Mental Health Association (CMHA), Hamilton Branch
- Community Mental Health Promotion Program (CMHPP)
- City of Hamilton, Hamilton Program for Schizophrenia (HPS)

IntAc does not provide counselling services or crisis supports.

Institute for Advancements in Mental Health | 1-855-449-9949

www.iammentalhealth.ca | email: support@iammentalhealth.ca

The Institute for Advancements in Mental Health (IAM) is a connector, collaborator, thought leader & solution driven organization, supporting, innovating and driving change for better mental health. IAM innovates in mental health with a focus on returning solutions back to communities, thought partnership and collaboration. IAM designs programs & offers in-house services for people with complex mental health needs.

John Howard Society | 905-522-4446

www.johnhoward.ca

John Howard Society of Hamilton, Burlington & Area works with justice involved individuals and is committed to providing a continuum of evidence based and impact driven prevention and intervention services. The John Howard Society provides various programs related to youth, adults, community and employment. 654 Barton St. E office open Monday – Thursday 9am -12pm, and 1pm - 4:30pm.

Mental Health Rights Coalition | 905-545-2252

www.mentalhealthrights.ca

MHRC is a consumer/survivor initiative, run by people with lived experience who are dedicated to enhancing the participation and voice of consumers in the mental health system. Services include:

- Advocacy Work
- Computer & Internet Access (Resource Library)
- Friendship/Fellowship Activities
- Peer Support (Training/Drop-In)

Ontario Structured Psychotherapy West | 1-833-944-9966

www.ospwest.ca | email: ospwest@stjoes.ca

Ontario Structured Psychotherapy (OSP) offers free, short-term, evidence-based cognitive behavioural therapy (CBT) for adults aged 18 and older experiencing depression, anxiety, OCD, PTSD, phobias and anxiety-related concerns. OSP offers structured, short-term support focused on a particular problem or goal. Long-term treatment and follow-up are not available.

Newcomer Services

Centre de Santé Communautaire | 905-528-0163

www.cschn.ca

The Centre de Santé Communautaire Hamilton/Niagara is a Francophone Community Health Centre that is a multi-service agency providing health and social services to French-speaking clients. The CSCHN aims to provide services that meet the needs and preferences of clients and ensures that client values guide all decisions about their health. Services for newcomers include:

- Community Connections
- Establishment in Schools
- Hospitality Services

Immigrants Working Centre | 905-529-5209

www.iwchamilton.ca | email: communications@iwchamilton.ca

Immigrants Working Centre (IWC) works with newcomers to Canada, recognizing them as essential partners in the growth & prosperity of our city and country. Some services available in over 13 languages include:

- Community Connections Programming
- Employment Services
- English Language Training
- Settlement Services

Immigrant Services – YMCA Hamilton | 905-526-8452

www.ymcahbb.ca/new-canada

YWCA Immigrant Settlement Services helps newcomers connect with the wide range of services in Hamilton region. Staff speak a wide variety of languages, providing many supports including:

- Early Childhood Education: Bridge to Work
- English Conversation Circles
- English Language Assessment & Referral
- International Student Connect Project
- Mentorship Program
- Newcomer Information & Orientation Services
- Newcomer Settlement Program

Join Program – YWCA Hamilton | 905-522-9922 ext. 335

www.ywcahamilton.org/join

YWCA Hamilton's Join Program is a new immigration and settlement program designed specifically for newcomer women, youth and gender-diverse folks ages 15+. Team of staff provides support in: English, Hindi, Punjabi, Urdu, Arabic, Spanish & Somali. Join can help with:

- Counselling & supports
- Getting settled in the community
- Meeting friends & making connections

Wesley | 905-528-5629

www.wesley.ca | email: info@wesley.ca

Wesley is a long-standing local non-profit, offering support for people experiencing poverty, homelessness, and barriers in the community. Wesley provides programs & services to meet diverse community needs in Hamilton as well as the Halton & Brant regions. Wesley offers services for children, youth & families, people precariously housed, and newcomer services. Some services for newcomers, asylum seekers & refugees include:

- Asylum Seekers Assistance Program: transitional housing, settlement assistance & employment support
- Client Support Services: for government assisted refugees first year post-arrival
- Resettlement Assistance Program: for government assisted refugees in the first 4-6 weeks of arrival

Older Adults Services

The Alzheimer Society | 905-529-7030

www.alzda.ca | email: help@alzda.ca

The Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton is the local community agency dedicated to supporting families living with dementia. Programs & services are focused around 3 main pillars of care:

- Counselling & Support Services
- Dementia Education
- Health & Wellness Activities

Assisted Living for Seniors – Good Shepherd | 905-777-8801

[Assisted Living for Seniors Website](#)

The Assisted Living for Seniors Program helps seniors manage activities of daily living in their own homes while promoting & strengthening individual health and social environment. Staff work with clients and families to maintain independent living while maintaining dignity and personal choices of the individual. Staff is available 24/7 on-call and on a scheduled basis. Services include:

- Light Homemaking Services: laundry, meal preparation, light housekeeping
- Personal Support Services: bathing, dressing, medication, reminder calls/visits, hygiene etc.
- Security Checks/ Reassuring Visits

Centre for Healthy Aging – St. Peter's | 905-521-2100 ext. 12294

[Centre for Healthy Aging Website](#)

The Centre for Healthy Aging focuses on serving the healthcare needs of seniors who visit Hamilton Health Sciences for treatment of diseases and disabilities related to aging. A shared-care model utilizing family doctors & other service providers work to help patients to continue to live safely within their home environment. To access intake, please call the number above and use extension 12397. Some programs and services include:

- | | |
|---|--|
| • Chiropody Clinic | • Geriatric Psychiatry Clinics |
| • Geriatric Medicine & Home Visiting Services | • Nurses; Care Coordinators; Case managers |

Seniors at Risk in Hamilton (SaRiH) | 289-919-3450

[SARIH Website](#) | email: sarih@gsch.ca

The Alzheimer Society, Good Shepherd & St. Matthew's have implemented a new collaborative approach to support the population of seniors previously served by Catholic Family Services. Seniors at Risk in Hamilton (SaRiH) facilitates timely interventions and offers supports for seniors impacted by issues such as dementia, abuse/exploitation, mental and physical health challenges, precarious housing, food insecurity and social isolation. Completed referrals can be faxed to 289-271-6990.

Seniors Mental Health Outpatient & Outreach – SJHH | 905-522-1155 ext. 36396

[Seniors First Response Team Website](#)

The Seniors Mental Health Outpatient & Outreach Programs are designed to serve the complex mental health needs of seniors. Some services include:

- Comprehensive assessment, medication review & treatment planning with geriatrician
- Consultation & individual or group health education for seniors, caregivers and providers
- Short-term counseling & group psychotherapy
- Time-limited follow up & case management

The Hamilton-based program is primarily a clinic-based program located at SJHH's West 5th Campus (100 West 5th St.) and offers outreach (e.g. home visit) for persons as needed. This program also has services operating in Brant, Niagara, Halton & Northwest Mississauga.

Seniors First Response Team – St. Matthew’s House | 905-523-5546 ext. 240[Seniors First Response Team Website](#)

The Seniors First Response Team offers immediate support to seniors 55+ needing a rapid crisis response due to mental health, poverty, addictions, disabilities, and other vulnerabilities. The team includes:

- Emergency food delivery, prepared meals & access to a mobile food market
- Follow-up supports & wellness checks
- Intervention worker to provide immediate support & connection to other services

Online Services

AbilitiCBTwww.myicbt.com

AbilitiCBT is an internet-based cognitive behavioral therapy (iCBT) program that you access virtually at any time. Once signing up, you are matched with a professional therapist and provided 10 self-guided modules to work through, as well as check-ins with your therapist along the way. AbilitiCBT works like other benefits, you pay for the program up front and can be reimbursed under benefits or other insurance plans. Programs include:

- Anxiety
- Depression
- Grief & Loss
- Obsessive Compulsive Disorder (OCD)
- Pain Management
- Social Anxiety, and more

BounceBack – CMHA Ontariowww.bouncebackontario.ca

BounceBack is a free skill-building program for youth aged 15 – 17. It is designed to help youth 15+ manage low mood, mild to moderate depression and anxiety, stress or worry. There are two streams available:

- BounceBack Coaching: work independently & with a coach via telephone over six sessions
- BounceBack Today Videos: online video series with tips for managing mental wellness

The videos available on the website can be accessed by adults too. For adults 18+, BounceBack Coaching is available through the Ontario Structured Psychotherapy Program (OSP West).

ConnexOntario | 1-866-531-2600www.connexontario.ca

ConnexOntario is an organization that offers free, confidential, and 24/7 support to individuals in Ontario seeking help with mental health, addiction, and problem gambling issues. ConnexOntario helps people navigate the mental health and addiction systems by providing vital information and support, ensuring that individuals can access the care they need. Primary services include:

- Crisis Intervention: Providing immediate support and guidance to individuals in crisis via phone 24/7 (1-866-531-2600); via text (text CONNEX to 247247) or via live chat on the website
- Information and Referral: Offering information on available mental health and addiction services and connecting individuals to appropriate resources.
- Support and Counseling: Delivering emotional support and counseling services to those in need.

Good2Talk | 1-866-925-5454www.good2talk.ca

Good2Talk provides free, confidential support services for post secondary students in Ontario & Nova Scotia. Note, phone support in Mandarin is available 24/7. Connect with a peer community online. Other supports include:

- Talk to a counselor 24/7: call 1-866-925-5454
- Text with a volunteer crisis responder: text GOOD2TALKON to 686868
- Talk online with a volunteer crisis responder: on website homepage

Kids Help Phone | 1-800-668-6868
www.kidshelpphone.ca

Kids Help Phone is an e-mental health service offering free, confidential support in English & French, 24/7 for kids, teens & young adults across Canada. If you need help right away:

- Call: 1-800-668-6868 to talk to a trained volunteer about what's on your mind
- Text CONNECT to: 686868 to text with a trained crisis responder

Additional supports including mental health articles & resources can be found on the website.

National Suicide Crisis Helpline | Call or Text: 9-8-8 (24/7)
www.988.ca

The National Suicide Prevention Helpline (988) is Canada's new crisis line, available 24/7 via call or text. If you are having thoughts of ending your life, have a plan, feel hopeless, or are experiencing overwhelming emotional pain, reach out to 988. The website also offers guidance for family and friends on how to support someone who may be at risk and provides additional resources.

Ontario Caregiver Organization | 1-833-416-2273
www.ontariocaregiver.ca

The Ontario Caregiver Organization (OCO) provides caregivers with one point of access to information, services and supports that empower, help & enable caregivers to be successful in their role. Resources include:

- 24/7 Caregiver Helpline: 1-833-416-2273
- Peer Support: 1-on-1 & online support groups
- Live Website Chat: 7am - 9pm EST
- SCALE: Supporting Caregiver Learning & Awareness – psychoeducational groups, free group & individual counselling

Togetherall
www.togetherall.com

Togetherall is a clinically managed, online community designed to improve mental health. The platform provides anonymous, peer-to-peer interactions so that as many people as possible can benefit from instant, easy-access to support when they need it. Visit the website to see if you're eligible. Togetherall provides:

- Anonymous, safe space to share experiences
- Practical well-being tools & resources

Togetherall partners with organizations, healthcare providers, universities and colleges.

Wellness & Emotional Support (WES) for Youth
www.wesforyouthonline.ca

Wellness & Emotional Support (WES) for Youth Online provides free, ongoing, one-on-one e-counselling support with a professional counsellor to Ontario youth aged 13 – 24. Youth can talk to a counsellor about anxiety, depression, peer relationships, trauma, grief and more. Youth can self-refer and do not need permission from caregivers to access WES. Various formats are available for e-counselling including:

- Email-to-Email
- Telephone
- Live Chat
- Video Chat

Primary Healthcare Services

Hamilton Urban Core | 905-522-3233
www.hucchc.com

Hamilton Urban Core is an inner-city health Centre with thousands of registered clients who routinely access the Centre's many programs and services. HUC provides primary healthcare, community health & harm reduction services as well as mental health & addictions counselling, meal programs and more. The Settlement Team at

HUC is comprised of access facilitators, health settlement counselors, youth wellness workers, and newcomer orientation counselors. Health & Newcomer Settlement Counselors provide:

- Immigration Services
- Individualized settlement plans
- Assistance with housing
- Overcoming language barriers
- Addressing food insecurity

Rapid Access Addiction Medicine Clinic – SJHH | 905-522-1155 ext. 35800

[RAAM Clinic Website](#)

The Rapid Access Addiction Medicine (RAAM) Clinic, operating Monday – Friday from 8am – 4pm, serves those with substance use issues, with a primary focus on opioids & alcohol. The purpose of the clinic is to provide quick access to care for addiction issues. Patients will be seen within 24 hours after referral and are provided with connections to other community treatment programs. Referrals are accepted from all sources, including Self-referrals. Physicians & counselling staff also offer telephone and virtual appointments. Services include:

- Assessments
- Counselling (for any substance use concern)
- Prescriptions for replacement therapies (i.e. Methadone, Buprenorphine, Antabuse).

Shelter Health Network | 905-526-7137

www.shelterhealthnetwork.ca | email: admin@shelterhealthnetwork.ca

The Shelter Health Network is a collaboration of health care professionals & social service organizations serving people who are homeless or have unstable housing, have no family doctor, and have complex health and social needs. For more info, call or email. The SHN care team includes:

- Family doctors & psychiatrists
- Registered nurses and nurse practitioners
- Midwives and more

Various clinic sites are located throughout Hamilton, some requiring appointments and others not.

Substance Use Services

Alcohol, Drugs & Gambling Services * | 905-546-3606**

[ADGS Website](#)

Alcohol, Drugs & Gambling Services (ADGS) provides information, counselling and programs for individuals, friends and families. ADGS services are for people with concerns about alcohol and drugs (age 21 and up) or gambling (age 12 and up). To connect with Intake, call: 905-546-3606 ext. 3.

- Option 2: cancel an existing appointment
- Option 3: intake
- Option 5: Back-on-Track impaired driving program
- Option 6: Cravings Hotline

Alternatives for Youth | 905-527-4469

www.ay.on.ca

Alternatives for Youth (AY) provides community-based substance use and addiction treatment services that engage and mobilize youth (12 - 25) and their families. Call 905-527-4469 ext. 3 for intake services or complete the self-referral form on the website. Some programs include:

- Community Education
- Family Education, Support & Skills Group
- Getting Ready Education Group
- Youth Affected by Substance Use of Others
- Pregnant and Parenting Youth Outreach
- Secondary School On-Site Treatment
- Street-Involved Youth Outreach

Concurrent Disorders Program – SJHH | 905-522-1155 ext. 39207

[Concurrent Disorders Program Website](#)

The concurrent (CD) program operates through St. Joseph's Healthcare and is among the first major mental health programs to provide a competent approach to care for individuals that are experiencing mental health & addiction

issues. Individuals are provided 4 - 6 sessions with a clinician, then all other programming is virtual group-based. Groups available include:

- Acceptance & Commitment Therapy (ACT)
- Dialectical Behavioural Therapy (DBT)
- Post-Acute Withdrawal Syndrome (PAWS)
- Peer Support
- Smart Recovery & more

Visit www.cdcapacitybuilding.com for a list of virtual groups & Zoom links. All new referrals, including self-referrals, and intakes are done through Connect: (905- 522-1155 ext. 36499).

Connect – SJHH * | 905-522-1155 ext. 36499**

[Connect Website](#) | email: connectmh@stjoes.ca

Connect is the centralized intake service for St. Joe's Mental Health & Addiction outpatient programs. The dedicated team screens and triages referrals to determine the best outpatient service and schedule a first appointment. Referrals through Connect can be made to:

- Anxiety Treatment & Research Clinic (ATRC)
- Borderline Personality Disorder Service
- Bridge to Recovery Program
- Cleghorn Early Intervention Clinic
- Concurrent Disorders Program
- Community Psychiatry Clinic (CPC)
- Developmental Dual Diagnosis Program
- Eating Disorders Program
- General Psychiatry Program
- Mood Disorders Program
- Schizophrenia Outpatient Clinic (SOC)
- Seniors Mental Health Clinic
- Women's Health Concerns Clinic (WHCC)
- Youth Wellness Centre (YWC)

Please contact your family doctor for a referral or contact Connect for more information. The team will take 4 – 6 weeks to review each referral.

Drug & Alcohol Helpline | 1-800-565-8603

The Drug and Alcohol Helpline is a toll-free phone line & website that provides health professionals with a range of suitable treatment options tailored to their individual clients. The Drug and Alcohol Helpline also links members of the general public with local assessment and referral, withdrawal management, and other treatment resources for themselves or someone they know. In addition to this, they also offer support and strategies to assist individuals with their goals. Phone call, email, and chat available 24/7.

Hamilton Regional Indian Centre | 905-548-9264

www.hric.ca

Indigenous programming provides cultural access to a variety of services made available to those with Indigenous backgrounds and non-Indigenous folks as well. HRIC is still taking referrals for their programs which include:

- Aboriginal Alcohol & Drug Program
- Aboriginal Health & Wellness
- Cultural Resource Coordination
- Healthy Kids
- Language Program
- Prenatal Program
- Urban Aboriginal Healthy Living
- Youth Concurrent Disorders

Keeping Six

www.Keepingsix.org | email: info@keepingsix.org

Keeping Six – Hamilton Harm Reduction Action League is a community-based organization advocating for the rights, dignity & humanity of people who use drugs, formed in response to the opioid crisis. Drop-in groups include:

- K6 Drop-In: Tuesdays, 1-3 PM at The AIDS Network. A safe space with food and coffee where people who use drugs and their loved ones discuss community issues
- Art Drop-In: Wednesdays, 3:30 – 5:30PM at the Music Hall (24 Main St. W)
- Dance Class with Jammy Lo: Wednesdays 5:40PM at the Music Hall
- Writers Group: Wednesdays 2 – 3:30PM at Central Branch Library, 4th Floor

Men's Addiction Services Hamilton – SJHH | 905-522-1155 ext. 35219

[MASH Website](#)

The Men's Addiction Service Hamilton (MASH) provides a safe and welcoming environment to assist men (16+), who are in crisis with substance use. Telephone assessment is completed first and next steps are assessed

following. Admission is based on availability of beds and/or a referral. 24/7 phone support remains available for past, present or future clients and service providers. Program support includes:

- 24/7 Crisis Line: 905-527-9264
- Access to psychiatrist & primary care physician through Shelter Health Network
- Community tobacco addiction program
- Day program for clients in transition
- Psycho-educational relapse prevention
- Recovery programming & next steps
- Residential withdrawal management

National Overdose Response Service | 1-888-688-6677

www.nors.ca

NORS is a peer-run, peer-led overdose prevention hotline that makes overdose support available to Canadians 24/7. Call the hotline from anywhere in Canada before using drugs for affirming, confidential, respectful support. NORS can be accessed from anywhere in Canada and provides a virtual overdose support who will monitor the caller over the phone for 15-30 minutes after using. During the call, if there is a concern of overdose, such as the individual becomes non-responsive, the support will connect with local 911 dispatch services.

New Choices Grace Haven – Salvation Army | 905-522-5556

[New Choices Website](#)

New Choices: Grace Haven is a community day treatment program for women who are pregnant or parenting young children and have substance use concerns. The program provides access to addiction and parenting services tailored to individual needs. It also offers childcare and programming for children. On-site programming & services are available weekly, with outreach options as well.

Ontario Problem Gambling Helpline | 1-800-230-3505

The Ontario Problem Gambling Helpline provides information about problem gambling services in Ontario. Additional services include support to meet the person's needs, as well as setting up a first appointment. Funded by the Government of Ontario. Service is available 24/7, confidential and free.

Salvation Army | 905-521-1660

www.salvationarmy.ca

The Salvation Army gives hope and support to vulnerable people today and every day in 400 communities across Canada and in more than 125 countries around the world. Services in Hamilton:

- 24-hour men's support line: 905-527-1444 ext. 0.
- Family assistance or Food Bank: 905-540-1888
- Booth Centre (94 York Blvd): emergency shelter for homeless or transient men provides short & long-term transitional accommodation, hosteling program, case management, financial management, counselling etc.
- Youth Outreach Program (835 Stone Church Rd. E): Located at the Salvation Army Mountain Citadel, runs Mondays from 4 – 6pm, drop-in opportunities for youth aged 12 – 22.

Suntrac Wellness Centre – Mission Services | 905-528-0389

[Suntrac Website](#)

Suntrac Wellness Centre offers group-based support for adults aged 19+ seeking to make changes in substance use. With harm reduction and abstinence-based streams, participants build skills to manage triggers while living independently. Programming includes group sessions, virtual day and evening programs, and GAIN assessments. After completing the Core Treatment program, participants can access ongoing aftercare & case management.

The Van – City of Hamilton | 905-546-4276

[The Van Website](#)

The Van provides a variety of free, confidential services in Hamilton operated through a mobile van, aimed at preventing blood born infections and increasing access to services for people who use drugs. Services include:

- Counseling and referrals for drug and alcohol use, detox & shelters
- Delivery of free needles, condoms, safe injection supplies, naloxone as well as sharps disposal

Hours of operation are 7pm – 11pm daily, Thursday: 11am – 3pm. To meet the van, call or text: 905-317-9966

Wayside House | 905-528-8969

www.waysidehouseham.com

Wayside House is a community-based not-for-profit charitable organization providing residential addictions treatment & supportive housing for men and transitional aged male youth. The main streams of service include:

- Hep-C Outreach Team: meets clients in the community to provide Hep-C treatment, testing, and counselling.
- Residential Treatment Program: a 5-6 week intensive, evidence-based program offering daily educational sessions, weekly one-on-one counselling, life skills training, and treatment goal setting.
- Supportive Housing: available to Residential Program graduates, offering continued access to their primary counsellor and resources in a recovery-supportive living environment.

Womankind Addiction Services | 905-545-9100

[Womankind Website](#)

Womankind is a safe, supportive place where women are welcomed and assisted by specially trained staff to assess and define next steps regarding substance use & recovery. A variety of services are offered, including:

- 24/7 Crisis Support: 905-545-9100
- Day & Residential Treatment
- Withdrawal Management
- Emergency Shelter/Transitional Programming

For day/residential treatment, women must complete the GAIN Q3 assessment prior to admission (2/3 month wait).

Youth Wellness Centre – SJHH * | 905-522-1155 ext. 31725**

[YWC Website](#)

Youth Wellness Centre is a safe, accessible environment for young people aged 17 to 25 to receive expert mental health and substance use care by self-referral. Offers confidential care for:

- Early Intervention: for young people who are experiencing emerging mental health and addiction concerns
- Mobile Team: provides support for young people who are students at Mohawk, McMaster, or Redeemer, facing significant barriers to accessing care for mental health and addictions concerns
- Transition Support: for young people who are looking for support transitioning from child and adolescent mental health services to adult mental health & addiction services

All services at YWC are covered by OHIP and are confidential. Self-referrals are encouraged.

Young Adult Substance Use Program – SJHH * | 905-522-1155 ext. 31725**

[YWC Website](#)

The Young Adult Substance Use Program offers early intervention to help young adults avoid chronic substance abuse. The program is for individuals committed to group-based treatment not in immediate crisis; people with a concurrent disorder; young adults aged 17 – 25.

- Early Intervention: for young people who are experiencing emerging mental health and addiction concerns
- Mobile Team: provides support for young people who are students at Mohawk, McMaster, or Redeemer, facing significant barriers to accessing care for mental health and addictions concerns

Victim & Survivors Services

SACHA: Sexual Assault Centre Hamilton Area | 905-525-4573 OR 24/7 Line: 905-525-4162

www.sacha.ca

SACHA is a feminist, non-profit, community-based organization that provides supports to people who have experienced sexualized violence at any point in their lives. SACHA works to end violence and oppression through education, advocacy, outreach, coalition building, community partnerships, and activism. Staff are providing individual counselling in-person and remotely. The 24-Hour Support Line (905-525-4162) answering service connects you with a SACHA volunteer, providing:

- Confidential & anonymous phone support
- For all genders, 16 and older
- For people who have experienced sexual violence at any point, family, friends & allies supporting survivors

Sexual Assault/ Domestic Violence Care Centre | 905-521-2100 ext. 73557

[SA/DV Care Centre Website](#)

The Sexual Assault/ Domestic Violence Care Centre provides compassionate, confidential health care for people of all genders who have experienced sexual assault and/or domestic violence. If you have experienced a sexual assault or domestic violence and require medical care, visit the following locations in the emergency department and ask for the sexual assault nurse examiner (SANE):

For anyone aged 13 and older:

- Juravinski Hospital & Cancer Centre
- Hamilton General Hospital

For children & youth 17 and under:

- McMaster Children's Hospital

Note, SANE does not report assault cases to police. If one wishes to file, SANE can provide support in doing so

SWAP: Sex Workers Action Program | 905-865-9398

www.swaphamilton.com

The Sex Workers Action Program (SWAP) of Hamilton is a group consisting of concerned individuals with lived experience, agencies and groups committed to supporting people working in the sex trade industry. SWAP Hamilton provides outreach support to street-involved sex workers, those entering or leaving the industry, including victims of trafficking. Efforts are focused on:

- Providing supplies for safer sex
- Providing harm reduction supplies (Narcan)
- Support to access mental health care, housing, childcare, clothing & food resources
- Personal advocacy, workshops & public awareness campaigns

Victim Support Services – Hamilton Police Services | 905-546-4904

[Victim Services Website](#)

Victim Services Branch provides 24-hour emotional support and practical assistance to individuals victimized by crime or tragic circumstance. Staff and specially trained volunteers provide practical assistance, emotional support and referrals for additional community resources. If you or a family member is a victim of crime and/or trauma and you need someone to talk to, please call our 24-hour line at 905-546-4904. Other services include:

- Short-Term Crisis Counselling
- Sexual Assault Support Program
- Survivors of Sudden Death
- Victim Quick Response Program