

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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