

## 24/7 phone/text support:

**Distress Centre** (ph 24/7, chat/txt 2pm-2am)  
416-408-4357 or [torontodistresscentre.com](http://torontodistresscentre.com)  
or text 741741

### **Gerstein Centre**

(by phone or meet staff in the community)  
416-929-5200

### **Good2Talk**

(for post-secondary students)  
1-866-925-5454

### **Kids Help Phone**

(up to 20yr)  
(IM also avail Wed-Sun 6pm-2am)  
1-800-668-6868 or [kidshelpphone.ca](http://kidshelpphone.ca)

### **Warm Line**

(a peer support resource)  
phone: 416-960-9276 text: 647-557-5882  
chat: [www.warmline.ca](http://www.warmline.ca)

### **Assaulted Women's Helpline**

416-863-0511 or 1-866-863-0511

### **Toronto Rape Crisis Centre**

(by phone or email at [crisis@trccmwar.ca](mailto:crisis@trccmwar.ca))  
416- 597-8808

### **Trans Lifeline**

(for trans people in need, including people  
struggling with gender identity)  
1-877-330-6366

### **YouthInBC**

(online crisis chat service – daily 3pm to 4am)  
[youthinbc.com](http://youthinbc.com)

### **Your Life Counts**

online crisis service at [www.yourlifecounts.org](http://www.yourlifecounts.org)

### **Emergency Shelter Central Intake**

416-338-4766 or 1-877-338-3398 or 311

### **Daily Bread Food Bank**

Referrals to local food banks at 416-203-0050  
or 211 or email: [info@dailybread.ca](mailto:info@dailybread.ca)

Note: PPT does not endorse these services

## Walk-In Counselling Centres

**Family Service Toronto** (West end, 18 yrs+)  
416-595-9618 [www.familyserVICEToronto.org](http://www.familyserVICEToronto.org)  
128A Sterling Road \*\*\*THEY MOVED\*\*\*  
Walk-In Hours: Wed 3:30-7:30pm (Last appt 6:45)

**Woodgreen Community Services** (East end)  
416-645-6000 x. 2512,1367 [www.woodgreen.org](http://www.woodgreen.org)  
815 Danforth Ave, 2nd Floor, Suite 202  
Walk-In Hrs: Tue & Wed 4-8pm (Last appt 6:45pm)

**Delisle Youth Services** (North end)  
**YouthCan Impact Walk-in** (for youth 13-21)  
416-482-0081 [www.delisleyouth.org](http://www.delisleyouth.org)  
Northern District Library,  
40 Orchard View Blvd ste102  
Walk-In Hours: Tue-Wed: 2-5pm / Thu: 2-6pm /  
Sat: 10am-1pm (register 1hr before closing)

**East Metro Youth Services** (East end)  
416-438-3697 ext. 1 [www.emys.on.ca](http://www.emys.on.ca)  
For children and youth, aged 0-24+, and families  
(no age limit for what defines 'youth')  
1200 Markham Road, Suite 200, Scarborough  
Walk-In Hours (last appt 1hr before closing):  
Mon,We,Th: 2-8pm / Tu:10am-8pm / Fr:10am-5pm

**Oolagen** (Downtown)  
416-395-0660 [www.oolagen.org](http://www.oolagen.org)  
For youth 13-18, and their families  
65 Wellesley Street East, Suite 500  
Walk-In Hours (last appt 1.5hr before closing):  
Mon,Th&Fr: 9am-1pm / Tu:12-8pm / Wed: 3-6pm

**Stella's Place** (Downtown)  
416-461-2345 [www.stellasplace.ca](http://www.stellasplace.ca)  
For youth 16-29  
18 Camden St  
Walk-In Hours: Mon - Thu: 1-5pm

**Youthlink** (East end)  
416-967-1773 [www.youthlink.ca](http://www.youthlink.ca)  
For youth aged 12-21, and their families  
747 Warden Ave, Scarborough  
Walk-In Hours: Wed 12-8pm (Last appt 6:45)

Note: Contact info and hours may change – contact each  
agency for up-to-date info. PPT does not endorse these services.

your quick guide to  
counselling and  
case coordination  
services at PPT



**planned  
parenthood  
toronto**

and information about  
other places to access  
support in toronto including  
distress lines and  
walk-in counselling

## **counselling and case coordination services at PPT**

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Mental Health Providers at Planned Parenthood Toronto (PPT) are trained professionals committed to providing a respectful, client-centered, confidential, non-judgmental, and inclusive environment. At PPT, providing client-centered service means being pro-choice, youth-positive, women-positive, sex-positive and Lesbian Gay Bisexual Trans Queer (LGBTQ)-positive.

As part of this commitment, you can expect that Mental Health Providers are committed to honouring clients' gender identities and expressions, including your name and pronoun(s).

Mental Health Providers at PPT believe that you are the expert on your experience and that you are the person most qualified to make decisions in your own best interest.

PPT mental health services are available to youth ages 13 to 29, and are provided free of charge. PPT mental health services include counselling and case coordination services. To learn more about what those services are and how to access them, check out the next two sections of this brochure.

## **counselling at PPT**

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The therapists at PPT support clients with challenges which include, but are not limited to: anxiety, depression, self-esteem, experiences of trauma, relationship challenges, boundary setting, life transitions, the impacts of homophobia, transphobia, racism, sexism and other structural oppression, and support with struggles relating to identity, sexual orientation, and gender identities.

## **accessing counselling services**

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The first step in discussing your options for counselling support (within and outside of PPT) is to schedule a Phone Consultation with the Case Coordinator. You can ask a physician, nurse practitioner, or front desk staff to book that Phone Consultation for you.

At the time of your scheduled Phone Consultation, the Case Coordinator will call you at the phone number you provided to front desk staff. We encourage you to be in a confidential place to have this conversation.

During this Phone Consultation, the Case Coordinator will help you talk through what has led you to reach out for counselling and what you are looking for in terms of support.

After the phone call, the Case Coordinator will consult with the mental health team to figure out what types of support services might best meet your goals and needs.

Then the Case Coordinator will follow-up with you to talk about those options and find out from you what sounds like the best fit for you.

For example, the support service options might include further support from the Case Coordinator, an internal referral to the counselling waitlist at PPT, or external referrals to other counselling and support services.

The Case Coordinator might also invite you in to PPT to talk through more about your goals and needs.

If the team recommends counselling services at PPT for you, the Case Coordinator will offer you the opportunity to place your name on the waiting list for counselling.

The length of our waiting list depends on a number of factors, and changes regularly, but it is currently around six months long.

\*\* This brochure was last updated: Nov 10, 2016

## **case coordinator services at PPT**

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The Case Coordinator helps you find support for the social determinants of health (including income, education, employment, food security, housing, social inclusion, etc.).

For example, the Case Coordinator can provide resources and external referrals to services like shelter and housing help, employment services, social assistance, food banks, legal aid, pregnancy options, parenting supports, immigration and settlement services, and more.

The Case Coordinator can also provide support and advocacy as you navigate health and social services.

If you are wondering if Case Coordinator support is right for you, you can contact the Case Coordinator or the front desk staff for more information.

## **accessing case coordinator services**

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If you are interested in accessing Case Coordination Services at PPT, you can contact PPT's front desk staff at 416-961-0113 and request an appointment with the Case Coordinator.

Funding for PPT counselling and case coordination services have been provided by the Toronto Central Local Health Integration Network (LHIN).



**planned  
parenthood  
toronto**