



## **Mental Health and Well-Being Resource Guide for Frontline Staff**

### **Background:**

This resource guide is an initiative of the Toronto West Local Immigration Partnership (TWLIP) Service Coordination Action Group. The objective of the Action Group is to enhance the capacity of agencies to implement effective practices for more coordinated service delivery to newcomers and refugees.

### **Purpose:**

This resource guide has been created to help frontline staff:

- Provide information on Mental health resources and options
- Make effective, timely referrals to specialized Mental health services and supports
- Easily navigate Mental Health supports for clients

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## Black Communities

- [Across Boundaries](#)  
Across Boundaries provides programs and services that integrate skills building, digital programming, support groups, alternative and complementary therapies, art therapy, creative expressions, community kitchen, individual support, counselling, and community partnerships.
- [Black Coalition for AIDS Prevention \(BlackCAP\)](#)  
Since 1989, the Black Coalition for AIDS Prevention (Black CAP) has worked to respond to the threat of HIV and AIDS in Toronto's African, Caribbean and Black communities. Their work is guided by their motto, '**Because All Black People's Lives Are Important**', which serves as a reminder of commitment to the human rights and dignity of all Black people who are vulnerable to HIV and sexually transmitted infections (STIs).
- [Caribbean African Canadian Social Services](#)  
CAFCCAN is a registered charitable organization whose primary focus is on building and strengthening the service framework for African Canadian children, youth and families through culturally safe individual and group counselling supports, case management services, employment services, youth mentorship, and youth outreach programs.
- [Centre for Young Black Professionals \(CEE\)](#)  
The CEE Centre for Young Black Professionals is a charity dedicated to addressing economic and social barriers affecting black youth ages 14 and over. Their programs are focused on youth workforce development, education, and advocacy to influence systems and policy.
- [Generation Chosen](#)  
Generation Chosen is a non-profit organization devoted to enhancing the emotional intelligence of young adults from underserved communities. Through openly confronting mental health obstacles, dealing compassionately with harmful emotional tendencies, creating opportunities for educational matriculation, financial self-sufficiency, and meaningful mentorship. The organization aim's to holistically support the development of those most vulnerable in our society and interrupt inter-generational cycles of poverty, disenfranchisement and trauma.
- [Harriet Tubman Community Organizations](#)  
This organization is a non-profit agency that is dedicated to building meaningful and developmental relationships with young people, experiencing racialization between the ages of ages of 8 – 25 years old. Using Harriet Tubman's collaborative model, they partner with diverse institutions, organizations, community groups and individual allies to establish a 'railroad' network of resource to keep Black (African) young people and others who relate engaged in positive activities. The organization provides strength-based, youth centered and culturally relevant programs that foster identity development, life skills and education.

- [Stolen from Africa \(SFA\)](#)  
SFA is a nationally incorporated, non-profit, arts education organization based in Toronto that promotes cultural and historical awareness of the African Diaspora. SFA has worked diligently on developing culturally-relevant educational resources and programming for racialized youth and students experiencing exclusion in our education system.
- [TAIBU Community Health Centre](#)  
TAIBU is not-for-profit organization offering accreditation specifically tailored to community-based health and social services across Canada. CCA accredited organizations are committed to quality and continuous improvement in the community-based health and social services they provide.
- [Wanasah Regent Park](#)  
Wanasah Regent Park believes in creating Safe and inclusive communities where Black Youth with mental health concerns live with dignity and a sense of purpose.

## East Asian Communities

- [Hong Fook](#)  
Established in 1982, Hong Fook Mental Health Association is the leading ethno-cultural community mental health agency with a consolidated culturally competent team serving Asian and other communities in the Greater Toronto Area. Hong Fook provides a continuum of mental health services covering the spectrum from “promoting wellness” to “managing illness” in Cambodian, Chinese (Cantonese and Mandarin), Korean, Vietnamese and English.
- [Community Family Services Ontario](#)  
Community Family Services of Ontario helps build a safe and harmonious community by providing professional counselling, settlement, disabilities, and special needs services to individuals and families in need.

## South Asian Communities

- [ICNA RELIEF CANADA](#)  
ICNA Relief Canada is part of a global humanitarian relief and development organization responding to human suffering in emergency and disaster situations around the world. In addition to their emergency relief efforts, resulting from natural or human-caused catastrophes, they also maintain long term aid and development programs.
- [South Asian Canadians Health and Social Services – SACHSS](#)  
This organization provides programs for South Asian men, women, seniors and youth and other communities focused on health education and promotion, mental health, addiction and other related services
- [Khalil Center](#)  
Khalil Center is a psychological and spiritual community wellness center advancing the professional practice of psychology rooted in Islamic principles. An initiative designed to

address the widespread prevalence of social, psychological, familial, relational and spiritual issues of Muslim communities.

- [Centre For Addiction And Mental Health \(CAMH\)](#)  
CAMH provides high quality, client-centred care to meet the diverse needs of people facing addiction and mental health challenges at different stages of their lives and illnesses-- from children to adults to seniors. Clinical services include assessment, brief interventions, inpatient services, day hospital services, continuing care, outpatient/ambulatory services, and family support.
- [South Asian Women's Centre](#)  
The South Asian Women's Centre is a voluntary non-profit women's organization run by, and for South Asian Women. Their purpose is to increase self awareness of South Asian Women and to empower women to develop their social and cultural potential. The Centre is a place where South Asian Women of all backgrounds and ages can access a variety of programs and services. The organization strives to provide an environment where women can work together to promote their well-being.
- [South Asian Mental Health Resources \(SOCH\)](#)  
SOCH Mental Health aims to empower community members to recognize and accept mental health as an essential part of their wellness through education, prevention, and building resilience.

### Francophone Communities

- [La Passerelle I.D.E.](#)  
The Charity was founded by Ms Leonie Tchatat, an immigrant to Canada from Cameroon to advance education by providing leadership and mentoring programs and educational workshops and conferences to female francophone youth to assist with the development of their leadership skills.

### Indigenous Communities

- [Hope for Wellness](#)  
Hope for Wellness is an organization that provides Mental health counselling and crisis intervention across Canada for Indigenous peoples.
- [Talk 4 Healing](#)  
Talk 4 Healing provides culturally appropriate support and resources for Indigenous women Native Child and Family Services of Toronto

### Refugees

- [FCJ Refugee Centre – Walking With Uprooted People](#)  
FCJ Refugee Centre provides primary care, mental health care and self care at its main location

- [Canadian Centre for Victims of Torture](#)  
The Canadian Centre for Victims of Torture (CCVT) aids survivors of torture, war, genocide and crimes against humanity to overcome the lasting effects of torture and war. Working with the community, the Centre supports survivors in the process of successful integration into Canadian society, works for their protection and integrity, and raises awareness of the continuing effects of torture and war on survivors and their families.
- [Access Alliance Multicultural Health and Community Services](#)  
Access Alliance mental health services provides services to Toronto's most vulnerable residents: immigrants, newcomers, refugees, non-status individuals and their communities. The organization is inclusive of youth, couples, families and LGBTQ+ newcomers. They support those referred with a mental health diagnosis or presenting with other mental health issues such as post-traumatic stress disorder, anxiety or depression. Access Alliance currently providing counselling to clients of Access Alliance who are connected with a primary health care provider.
- [New Beginnings Clinic: CAMH Services for Refugees | CAMH](#)  
CAMH's New Beginnings Clinic offers psychiatric consulting, care provider consulting and culturally sensitive interventions to newly arrived refugees.
- [The Canadian Centre for Refugee & Immigrant Health Care – Where Care Matters More Than A Card](#)  
The Mental Health Team at CCRHC provides free private and confidential counselling for issues related to the unique experiences of refugees and newcomers in their lives prior to arrival, during their journey to Canada and upon settling into the Greater Toronto Area. They provide counselling for issues related to the unique experiences of refugees and newcomers in their lives prior to arrival, during their journey to Canada and upon settling into the Greater Toronto Area.

## Community Support

- [ConnexOntario](#)  
ConnexOntario provides free and confidential health services information for people experiencing problems with alcohol and drugs, mental illness or gambling by connecting them with services in their area.
- [Distress Centre of Greater Toronto](#)  
Since 1967, Distress Centres of Greater Toronto has provided 24-hour support, 7 days a week, 365 days a year to individuals in our community at risk and their most vulnerable. They are Canada's oldest volunteer delivered crisis, emotional support and suicide prevention + intervention + postvention service agency.
- [Family Services Toronto](#)  
Family Service Toronto (FST) helps people face a wide variety of life challenges. For 100 years they have been assisting families and individuals through counselling, community development, advocacy and public education programs. The services are available to everyone who lives or works in Toronto.

- [Gerstein Crisis Centre](#)  
Gerstein crisis services include 24/7 telephone support, in-person mobile crisis team, community support referrals, substance use crisis management, follow-up and access to short-term crisis beds.
- [Strides Toronto](#)  
Strides Toronto provides a wide range of exceptional programs and services to help their clients and their families to achieve their personal best. The agency supports clients from the pre-natal stage to age 29 and their families. Their work helps to strengthen their social and emotional well-being, move forward through adversity and develop their abilities and skills to reach their full potential.
- [The Access Point](#)  
The Toronto Mental Health and Addictions Access Point, referred to as The Access Point, is a centralized point where you can apply for individual mental health and addictions support services and supportive housing.
- [The Canadian Mental Health Association](#)  
The Canadian Mental Health Association's goal is to support the resilience and recovery of individuals experiencing mental health issues by helping them to live in the community in clean, safe, affordable accommodation; work in the community in paid employment or volunteer activities; and belong in the community as engaged, valued and contributing members.
- [Warm Line \(Progress Place\)](#)  
At the heart of Progress Place's recovery model is the facilitation of an inclusive, respectful and engaging community. Members and staff work side by side to create an environment conducive to the health and wellness of people living with a mental illness. This model helps individuals find their own unique path to recovery, and work through that path at their own pace.
- [WoodGreen Community Services](#)  
WoodGreen is one of the largest social service agencies in Toronto, serving 37,000 people each year from 36 locations. The organization helps people find safe, affordable housing, seniors live independently, internationally-trained professionals enter the job market, parents access childcare, children and youth access after-school programs, newcomers settle in to Canadian life, homeless and marginalized people get off the streets, youth find meaningful employment and training and provide a wide range of mental health supports.
- [Wellness Together Canada](#)  
Wellness Together Canada is a mental health and substance use website to support people across Canada and Canadians living abroad in both official languages.
- [MindBeacon](#)  
Free therapy for Ontario residents. A one stop private space to access a wide range of mental health supports.
- [Mental Health T.O](#)

MENTAL HEALTH T.O. is a one-stop-shop for infants, children and youth up to 18 years old and their families in Toronto to find and get the mental health help they need as efficiently and as quickly as possible.

- [BounceBack](#)  
This is a free skill-building program managed by the Canadian Mental Health Association (CMHA). It is designed to help adults and youth 15+ manage low mood, mild to moderate depression and anxiety, stress or worry. Delivered over the phone with a coach and through online videos, service users will get access to tools that will support them on their path to mental wellness.
- [Mental Health Commission of Canada](#)  
The Mental Health Commission of Canada (MHCC) leads the development and dissemination of innovative programs and tools to support the mental health and wellness of Canadians. Through its unique mandate from the Government of Canada, the MHCC supports federal, provincial, and territorial governments as well as organizations in the implementation of sound public policy
- [Crisis & Trauma Resource Institute](#)  
Provides training (in-person and online), consulting, books, and free resources in the areas of trauma, mental health, counselling skills, and violence prevention.
- [Etobicoke Brighter Futures Coalition and The George Hull Centre for Children & Families](#)  
The Etobicoke Brighter Futures Coalition (EBFC) is a collaborative group of community agencies that work together to plan, develop, and deliver services that improve the health and wellbeing of vulnerable young children within the context of their families and their communities. Their vision is to work toward the creation of a seamless network of integrated services for all young children and their families.
- [Kahlil Center](#)  
Khalil Center is a psychological and spiritual community wellness center advancing the professional practice of psychology rooted in Islamic principles. An initiative designed to address the widespread prevalence of social, psychological, familial, relational and spiritual issues of Muslim communities.
- [Mental Health Toronto](#)  
Mental Health Toronto provides coordinated access to, and information about, 30 community-based mental health agencies in Toronto, including mental health services, crisis lines, distress lines, family services, self-help groups, and information and referral
- [Togetherall](#)  
Togetherall is a safe, online community where people support each other anonymously to improve mental health and wellbeing.
- [Muslim Family and Child Services](#)  
This is a not for profit organization using an integrated network of professional consultants and community support services for: Religiously/Spiritually appropriate and culturally sensitive assessments, treatment, and support network, Muslim community supports, prevention, and

in crisis, helping to strengthen families, Crisis, court cases, Children's Aid cases, family and child issues

## Seniors

- [Toronto Seniors Helpline](#)  
Service for Seniors who need crisis support, referrals to community supports or behaviour supports, living in the community their families, caregivers, care providers, and health care stakeholders
- [Reconnect Community Health Services - health services in west Toronto](#)  
Reconnect is a not-for-profit health service organization located in the west end of Toronto. They provide services for seniors, caregivers, and people living with mental health and addictions concerns.
- [CANES Community Support](#)  
CANES is a not-for-profit organization that assists clients with tasks in the home, providing emotional and social support, while helping seniors take part in the life of their community. They provide services in Etobicoke, Brampton, Malton and Woodbridge areas in the Central West Local Health Integration Network (CWLHIN)

## Youth

- [Kids Help Phone](#)  
Kids Help Phone is Canada's only 24/7 national service offering bilingual (English and French) professional counselling, information and referrals and volunteer-led, text-based support to young people.
- [Good2Talk](#)  
Good2Talk is a new, toll-free post-secondary student mental health helpline created as part of the Ministry of Training, Colleges and Universities' (MTCU) Mental Health Innovation Fund. Free, bilingual and confidential, Good2Talk offers professional counselling and information and referrals for mental health, addictions and well-being to post-secondary students in Ontario 24/7/365.
- [Kids Mental Health](#)  
Kids Mental Health aims to help parents and professionals learn and understand mental illness and what they can do to protect themselves and their children. They provide information through educational articles and guides. The organization also have a community for families and friends. Lastly, they provide everyone with a safe space to speak up and ask questions about mental health.
- [Mind Your Mind](#)  
MindyourMind exists in the space where mental health, wellness, engagement and technology meet. They work with young people aged 14 to 29 to co-create interactive tools and innovative resources to build capacity and resilience.

- [Naseeha Mental Health Hotline](#)  
Naseeha provides the community with the tools needed to address mental health. The confidential helpline, assists youth to receive immediate, anonymous, and confidential support over the phone from 12 PM – 12 AM, 7 days a week.
- [Crisis Text Line](#)  
Crisis Text Line powered by Kids Help Phone is a service partnership between Kids Help Phone and U.S.-based crisis line and technology pioneer Crisis Text Line, providing young people in Canada with the first ever, 24/7, free nationwide texting service.
- [LOFT Community Services](#)  
LOFT Community Services provides support and hope to people facing complex mental and physical health challenges, addictions, dementia, homelessness or risk of homelessness. LOFT stands for Leap of Faith Together. Their goal is to help service users live independently.