

Gerstein Crisis Centre made a presentation at a **YQNA** (York Quay Neighbourhood Association) meeting in 2024. Their work with people in mental crisis is free and can be useful to your board and management.

I. When you call “911” to get police help for a safety issue with a person you are concerned about, if the person is non-threatening and does not have a weapon, you have the option of stating that this is a mental health concern and you would like a **“TCCS”** (Toronto Community Crisis Service) referral.

The **Toronto Police Service (TPS)** will connect you with a Partner Agency team to respond appropriately.

II. You may call “211” directly for a non-threatening concern, and be connected with an appropriate agency who will send a Mobile Crisis Team out to offer assistance and follow that case as long as possible. It may take several contacts before a person accepts the help offered. Why would you call “211” directly?

- The threat of suicide but with no immediate means of ending one’s life or active engagement in ending one’s life (Available personal help is found at “988” – the suicide prevention line; it’s a 911 call if a suicide is in progress).
- Personal crisis: a person who is acting in a way perceived as irrational or abnormal
- Disorderly Behaviour: appears to be to some extent irrational but not unruly
- Wellbeing checks: checking on a person who has not been seen or heard from in some length of time, or who may be in need of support
- Disputes: verbal disagreements
- Advice: from social service professionals

III. Direct referral to Gerstein Crisis Center, a City of Toronto agency offering this service for over 30 years, is available at 416-929-9897.

The poster on the opposite side of this message has been developed as part of the AWARENESS campaign. Watch the Gerstein presentation on the YQNA YouTube channel:

<https://youtu.be/NwunOfqIW48?t=2450>

IN CRISIS?

Or concerned about someone else?

Toronto Community Crisis Service (TCCS) is a community-led non-police response, supporting people experiencing a mental health crisis.

Call **211** and ask for TCCS



HOW THE CRISIS SERVICE WORKS:

- » 24/7 & MOBILE
- » CONSENT-BASED & VOLUNTARY
- » FOLLOW UP SUPPORT FOR UP TO 90 DAYS
- » HARM REDUCTION & TRAUMA-INFORMED



**Toronto
Community
Crisis Service**



**Gerstein
Crisis Centre**

24/7 Crisis Line 416-929-5200



YQNA
York Quay Neighbourhood Association

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