

RESOURCES

for people affected by abuse, violence and loss



24/7 Crisis Lines

Provincial crisis lines are free and confidential 24-hour helplines that offer:

- someone to talk to
- crisis counselling
- emotional support
- safety planning
- legal information
- other assistance

You can get help by calling a provincial crisis line regardless of your location in the province.

Assaulted Women's Helpline

Get 24/7 crisis counselling and referrals to shelters, legal advice and other help. Support is available in over 200 different languages, including 17 Indigenous languages. [Learn more about the assaulted women's helpline.](#)

Ontario

Toll-free: 1 866 863 0511

Toll-free TTY: 1 866 863 7868

Greater Toronto Area (GTA)

Toronto: 416 863 0511

TTY: 416 364 8762

Support Lines for LGBTQIA+ survivors

[Trans Lifeline](#): 1 877 565 8860

[The Trevor Project](#): 1 866 488 7386

[Rainbow Services CAMH](#) (24/7): 416 535 8501, press 2

[Youthline](#): 647 694 4275 (text), 1 800 268 9688 (peer support & info line)

[Salaam Canada](#) (Non-Crisis): 416 904 9721

Other Support & Crisis Lines

Mobile (on Fido, Rogers, Bell and Telus networks): #SAFE (#7233)

[Gerstein Centre](#): 416 929 5200

[Toronto Rape Crisis Centre](#)/Multicultural Women Against Rape: 416 597 8808

[Toronto Distress Centre](#): 416 408 4357 (HELP) TEXT 45645

[CMHA Peel Crisis Line](#): 905 278 9036

[Kids Help Phone Line](#): 1 800 668 6868 TEXT 686868

[Crisis Line Scarborough/Rough Hospital](#): 416 495 2891

[York Region Crisis Response Service](#): 1 855 310 2673

[Halton Crisis Response/Support Team](#): 1 877 825 9011

[Peel Spectra Helpline](#): 416 920 0497

[Durham Distress Centre](#): 905 430 2522

[Good2Talk](#): 1 866 925 5454

Fem'aide

Get 24/7 anonymous crisis counselling and referral services for Francophone and French-speaking women. [Learn more about Fem'aide.](#)

Toll-free: 1 877 336 2433 (1 877 FEMAIDE)

Talk4Healing

Get 24/7, culturally sensitive crisis counselling, advice and support for Indigenous Women and their families living in urban, rural and remote communities, both on and off reserve. Support is available in English, Ojibway, Oji-Cree and Cree. [Learn more about Talk4Healing.](#)

Toll-free: 1 855 554 4325 (1 855 554 HEAL)

Ontario 211 Helpline

For help getting connected to community, social, health-related and government services in your local area, contact 211 by phone or online. The Ontario 211 phone line is free and is answered 24 hours a day, all year round. You can talk to people in more than 150 languages. [Learn more about the Ontario 211 helpline.](#)

Tel: 211

Toll-free: 1 877 330 3213

Toll-free TTY: 1 888 340 1001



Emergency Shelters

Emergency shelters provide security for women and their children fleeing violence and abuse by offering protection, hope and support. To find support in your local area, call:

- [One of the provincial crisis lines](#)
- [Ontario 211](#)
 - Tel: 211
 - Toll-free: 1 877 330 3213
 - Toll-free TTY: 1 888 340 1001

Sexual Assault Centres

Find a sexual assault centres in a location across the province. Sexual assault centres offer a wide variety of services to women who have experienced recent or past episodes of sexual assault, sexual harassment and childhood sexual abuse. [Visit the victim services directory to find the sexual assault centre closest to you.](#)

Domestic Violence Treatment Centres

Get hospital-based emergency care for people who have recently experienced sexual and/or domestic violence. Care can include access to specialized medical care and counselling. Visit the [Ontario Network of Sexual Assault and Domestic Violence Treatment Centres website](#) to find help in your region.

Non-profit & Charitable Groups for Survivors

- [Canadian Centre for International Justice](#) (CCIJ)
- [Canadian Centre for Victims of Torture](#) (CCVT)
- [Coalition for Gun Control](#) (CGC)
- [MADD – Mothers Against Drunk Driving](#)
- [Manitoba Organization for Victim Assistance](#) (MOVA)
- [Association of Families of Persons Assassinated or Disappeared](#) (AFPAD)
Quebec
- [Vancouver Association for Survivors of Torture](#) (VAST) – supports the mental health of refugees who arrive in BC with psychological trauma as a result of torture, political violence and other forms of persecution on the basis of race, religion, gender identity and sexual orientation.
- [Victim Justice Network](#)



Women-Identifying Survivors

- [Assaulted Women's Helpline](#) – 1 866 863 0511 – 24-hour telephone and TTY crisis line for women in the province of Ontario. AWH also speaks to friends and family members of abused women, service providers and other professionals in contact with abused women.
- [Barbra Schlifer Commemorative Clinic](#) – a free counselling, legal, interpretation, information and referral service for women survivors of violence in Toronto.
- [Ending Violence Association of Canada](#) (EVA Can)
- [Canadian Network of Women's Shelters & Transition Houses](#)
- [The Central Alberta Sexual Assault Support Centre](#)
- [The Gatehouse](#) – offers a variety of programs including the Gatehouse Adult Support Network for adults who have experienced child abuse.
- [The London Abused Women's Centre](#) – offers women and girls over the age of 12 who have been abused by an intimate partner, sexually harassed, and/or prostituted or sex trafficked with woman-centred, trauma informed counselling, advocacy and support in a safe, non-crisis, non-residential setting.
- [LovelsRespect.org](#) – Break the Cycle and the National Dating Abuse Helpline collaborate to provide information about healthy relationships, dating and recognizing abuse including digital abuse.
- [Metropolitan Action Committee on Violence Against Women and Children](#) (METRAC)
- [Native Women's Association of Canada](#) (NWAC)
- [onefamilylaw.ca](#) – a website designed to help women get information on family law matters.
- [The White Ribbon Campaign](#) – men working to end men's violence against women.
- [The Women's Legal Education and Action Fund](#) (LEAF)
- [Regroupement québécois des centres d'aide et de lutte contre les agressions à caractère sexuel](#) (RQCALACS)



Support for Children/Youth

- [Beyond Borders](#) – Ensuring Global Justice for Children
- [Canadian Centre for Child Protection](#) (CCCP)
- [Child Advocacy Centre Niagara](#)
- [The Gatehouse](#) – provides a comfortable, non-threatening environment to help survivors of child abuse find their voice during the investigation process. These programs help facilitate a child's disclosure of abuse in a way that will be less traumatic by focusing on the needs of the victim and non-perpetrating family members.
- [KIDS HELP PHONE](#) 1 800 668 6868
- [LovelsRespect.org](#) – Break the Cycle and the National Dating Abuse Helpline collaborate to provide information about healthy relationships, dating and recognizing abuse including digital abuse.
- [Ontario Association of Children's Aid Societies](#) (OACAS) – a membership organization that represents 51 children's aid societies in Ontario.
- [Boost Child & Youth Advocacy Centre](#) (Toronto)
- [Zebra Child Protection Centre](#) (Edmonton)
- [Little Warriors](#) – a charitable organization with a national focus that educates adults about how to help prevent, recognize, and react responsibly to child sexual abuse. Little Warriors also provides information about the prevalence and frequency of child sexual abuse and information about healing and support resources.
- [Justice for Children and Youth](#) – Justice for Children and Youth is a specialty legal aid clinic and children's rights organization, providing direct legal representation to low-income kids (young people under 18 and homeless youth under 25 in Ontario).
- [Radius Child and Youth Services](#) – a registered charity that provides clinical assessment and treatment for children, youth and families affected by abuse. They service the Halton, Peel, Toronto and Peel Regions with two main offices in Oakville and Etobicoke.



LGBTQIA+ Survivors

- [ASAAP](#) – addresses the diverse needs of communities by running special projects to create enabling environments for sexual health development. 416 599 2727.
- [Rainbow Health Ontario](#) – province-wide program of Sherbourne Health that works to promote the health of Ontario's LGBT2SQ communities.
- [Parents, Families, Friends & Allies of Toronto's LGBTQ* community](#) (PFLAG) – works to create a more accepting society for lesbian, gay, bisexual and transgender individuals and their families, friends and allies.
- [The 519](#) – responds to the evolving needs of the LGBTQ2S communities, from counselling services and queer parenting resources to coming out groups, trans programming and senior's support.
- [The Canadian Centre for Gender and Sexual Diversity](#) (CCGSD)

LGBTQIA+ Children & Youth

- [GenderCreativeKids](#) – resources for supporting and affirming gender creative kids within their families, schools and communities.
- [Central Toronto Youth Services](#) (CTYS) – a community-based, accredited Children's Mental Health Centre that serves many of Toronto's most vulnerable youth. Check out their [resource guide for parents of trans youth](#)
- Toronto District School Board (TDSB) – [Guidelines for the Accommodation of Transgender and Gender Non-Conforming Students and Staff](#).
- [Transgender Youth Clinic @ SickKids](#) – adopts an affirming approach to gender identity and care.
- [Trans Care BC](#) – for gender creative, trans or questioning children & youth



Men-Identifying Survivors

- [British Columbia Society for Male Survivors of Sexual Abuse](#)
- [The Central Alberta Sexual Assault Support Centre](#)
- [CRIPHASE](#), le Centre de Ressources et d'Intervention pour hommes Abusés Sexuellement dans leur Enfance / The resource and intervention centre for men sexually abused in their childhood (Montreal). French and English.
- [The Gatehouse](#) – offers a variety of programs including the Gatehouse Adult Support Network for adults who have experienced child abuse.
- [Little Warriors](#) – a charitable organization with a national focus that educates adults about how to help prevent, recognize, and react responsibly to child sexual abuse.
- [Hope for Men](#) – information and weekly peer support groups for Adult Male Survivors of Childhood Sexual Abuse in Hamilton, St. Catharines, Brantford and Guelph.
- [Men & Healing](#) – resources for men and a national resource for training.
- [Men's Trauma Centre](#) – based in Victoria, BC and provides victim services and individual and group counselling for male (16+) survivors of childhood abuse and adult trauma including sexual assault.
- [The Scarborough Hospital Sexual Assault Care Centre](#) – resources and information for victims of sexual assault.
- [The Sexual Assault Centre for Quinte and District](#)



Individual & Group Counselling

- [Bereaved Families Ontario](#) – support groups, resources and education for bereaved families in Ontario.
- [The Canadian Register for Health Service Providers in Psychology](#) – allows users to search, by specialization, for therapists throughout Canada.
- [Family Service Toronto](#) - 416 595 9618
- [Catholic Family Services](#) - 416 921 1163
- [Women's Health in Women's Hands](#) - 416 593 7655
- [West End Sexual Assault Treatment Program](#) (WESAT) - 416 913 7540
- [Breakthrough at the YWCA](#) - 416 487 7151 ext. 266
- [The Gatehouse](#) - 416 255 5900 ext. 221

Mental Health & Addictions Treatment Services

[Find mental health and addictions services in your community.](#) You can get free and confidential support for:

- depression
- anxiety
- addiction
- gambling
- other mental illnesses

Call Mental Health TO 1 866 585 6486 to be connected with mental health counselling for infants, children, youth and families. No fees. No appointment. MHTO agents connects callers to qualified counsellors 9 am to 7 pm Mon-Fri.

[Connex Ontario](#) – provides free and confidential health services information for people experiencing problems with alcohol and drugs, mental illness and/or gambling. Funded by the Government of Ontario. System navigation and information service is live-answer 24/7, confidential, and free.



Support for Homicide Survivors

- [BC Victims of Homicide](#)
- [Canadian Parents of Murdered Children and Survivors of Homicide Victims Inc.](#) (CPOMC) – a nationally incorporated support group in Canada for survivors of homicide victims and their families.
- [Distress Centres – Survivor Support Programme](#) – supporting individuals and families in the aftermath of suicide and homicide in a peer-based support program in Toronto. Contact Alex Shendelman 416 595 1716
- [Families and Friends of Murder Victims](#)
- [The Healing Tree](#)
- [Association of Families of Persons Assassinated or Disappeared](#) (AFPAD) – Quebec
- [Victim Services of Peel](#) – Phone: 905 568 8800
- Remember Me – Homicide Survivors social support group. Providing life-long hope, inspiration and emotional support for those who have lost a loved one to homicide. Contact Victim Services of York Region @ 905 953 5363. Meetings are held every 2nd Tuesday of the month.
- [Victims of Homicide Support Society of Edmonton](#)
- [Victims of Violence](#) – Canadian Centre for Missing Children

Human Trafficking

- [Human Trafficking National Coordination Centre](#) (HTNCC) - RCMP
- [The London Abused Women's Centre](#) – offers women and girls over the age of 12 who have been sex trafficked (or are at risk) with trauma-informed counselling, crisis and outreach support to meet basic needs, rent supplements, systems navigation, and advocacy support.
- [A New Day](#)
- [Voice Found](#)
- For Ontario: if you or anyone you know might be at risk, call Ontario's confidential Human Trafficking Helping at 1 833 999 9211, TTY 1 888 340 1001 for information and to find services.

Victims of Fraud/Scams

- [The Canadian Anti-Fraud Centre](#)
- [Romance Scams](#)
- [RCMP – Identity Theft and Identity Fraud Victim Assistance Guide](#)



Victim Services

- [PCVI – Victim Services Directory](#)
- [Ending Violence Association of BC](#)
- [Ontario Network of Victim Service Providers](#)
- [Police Victim Services of BC](#)
- [Crime Victim Assistance Centres – Quebec](#)

Survivor's Rights

- [Victims' Rights in Canada](#)
- [Canadian Victims Bill of Rights](#) – enacted on July 23rd, 2015
- [Victims' Rights: A Voice, Not A Veto](#) – 1998 Report of the Standing Committee on Justice and Human Rights

Need a Lawyer?

- [Law Society of Upper Canada Lawyer Referral Service](#) – for 30 minutes of free legal advice in Ontario

Restorative Justice

- [Collaborative Justice Program](#) – this Ottawa-based group uses a restorative justice approach to deal with cases of serious crime, where the accused has accepted responsibility for the harm done and has a desire to make amends, and the victim is interested in participating in a reparative process.
- [Mennonite Central Committee](#)
- [Correctional Services Canada Restorative Opportunities Program](#)

Crime Prevention

- [Cybertip.ca](#)
- [National Crime Prevention Centre](#)
- [Block Parent Association](#)
- [Evaluating Crime Prevention Through Social Development Projects](#)
- [ProAction Cops & Kids](#) – working in Toronto to establishing a positive relationship between cops and kids at risk.
- [Canadian Safe School Network](#)
- [Stop Sex with Kids](#)



Internet & Social Media Safety

- Cybertip.ca
- [Canadian Centre for Child Protection/TELUS Mobile Safety website](#) – to educate parents/guardians about the potential risks posed to children/adolescents using mobile phones, and to highlight proactive strategies that can be used to help keep children/adolescents safe. In addition to risks and safety strategies, the site includes information related to the advantages and benefits to mobile phones, points to consider when choosing a mobile phone for your child and downloadable resource information.
- Cyberbullying.ca – a website that educates youths and others about the use of information and communication technologies to bully and harm others.
- [Kids in the Know](#) – an interactive safety education program for increasing the personal safety of children and reducing their risk of sexual exploitation.
- [textED](#) – an interactive website where people can learn about the short-term costs and the long-term ramifications of texting.
- [A thin line](#) – MTV's A Thin Line campaign was developed to empower young people to identify, respond to, and stop the spread of digital abuse in their life and among peers.
- [Tech Without Violence](#) – created by OCTEVAW. Resources to help prevent, respond to and support individuals experiencing online gender-based violence or harassment, known as cyberviolence.
- [Draw-the-Line](#) – engaging Ontarians in a dialogue about sexual violence.
- [Heartmob](#) – staying safe on social media – Social Media safety guides for Facebook, Twitter, Reddit, Tumblr and Youtube.
- [Take Back the Tech](#) – a collaborative campaign to reclaim information and communication technology (ICT) to end violence against women (VAW).
- [Crash Override Network](#) – Online Abuse Crisis Helpline, resource centre and advocacy group. Staffed by survivors, trying to make the internet a safer place.
- [Women, Action & the Media](#) (WAM!) – supports Twitter users experiencing gendered harassment and abuse on the platform, including abuse that intersects with racial, LGBT and other kinds of oppression.



United States

- [Ark of Hope for Children](#) brings awareness of and provides emotional care for victims of child abuse, child sex trafficking and bullying (peer abuse). Ark of Hope focuses on care, habilitation and life transformation to help victims become empowered survivors.
- [Families of Homicide Victims and Missing Persons, Inc.](#)
- [Gateway to Post Traumatic Stress Disorder Information](#)
- [GriefNet.org](#) – an Internet community of persons dealing with grief, death, and major loss with 37 e-mail support groups and two web sites.
- [The Homicide Support Project – Virginia Mason Medical Clinic](#)
- [International Center for Unidentified and Missing Persons](#)
- [National Center for Missing and Exploited Children](#)
- [The National Center for Victims of Crime](#)
- [National Center for Post-Traumatic Stress Disorder](#)
- [National Organization for Victim Assistance](#)
- [National Organization on Male Sexual Victimization](#)
- [National Next of Kin Registry](#)
- [Office for Victims of Crime](#)
- [Parents of Murdered Children](#)
- [RAINN](#) – the nation’s largest anti-sexual violence organization
- [Removing Chains](#) – Removing Chains.org offers 15 FREE and anonymous live chat rooms for victims and survivors of almost every type.
- [Safe Hub Collective](#) – a group of people working to make all public spaces safer and more accessible for everyone in the Greater Boston area through collective action and community-based solutions.
- [The Stalking Victims Sanctuary](#)
- [Hostage US](#) – an independent non-profit organization that supports hostages and their families both during and after a kidnapping.

