

# FRANCOPHONE HEALTH & SOCIAL SERVICES

## WHERE TO GO WHEN YOU'RE LOOKING FOR HELP

This is not an exhaustive list. Please call ConnexOntario Health Services Ontario at 1 866 531-2600 or visit [www.211Toronto.ca](http://www.211Toronto.ca)

The following lists community agencies, hospital-based services, hotlines, and organizations where you can find a therapist working in private practice.

Psychotherapy is provided by a variety of regulated health care workers including registered psychotherapists, psychologists, social workers, nurses, psychiatrists, general practitioners (GPs) and occupational therapists. Treatment from a psychiatrist or GP is covered by public health insurance (such as OHIP in Ontario), and will not cost you anything. Other mental health care providers, such as registered psychologists, registered social workers and registered psychotherapists may also be free if they work in government-funded hospitals, clinics, agencies or an employee assistance program. But if they work in a private practice, their services will not be covered by OHIP, and you may have to pay. If you have an employer-provided or private health insurance plan, part or all of your therapy fees may be covered. For more information on finding a therapist, refer to the CAMH resource sheet on psychotherapy.

## Clinical Services

### Auberge Francophone

925 Albion Ave., suite 306, Toronto, ON

[www.aubergefrancophone.org](http://www.aubergefrancophone.org)

647 956-0928, 416 910-0615

[info@aubergefrancophone.org](mailto:info@aubergefrancophone.org)

**Services offered:** Referral services and various other services based on needs

**Eligibility:** French-speaking newcomers, Francophones

### Canadian Mental Health Association

#### CMHA Durham

60 Bond St. W., Oshawa, ON

[www.durham.cmha.ca](http://www.durham.cmha.ca)

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If any of this information is incorrect or outdated, or if there are additional organizations or programs that would be helpful to include, please e-mail the information to us at [access.resources@camh.ca](mailto:access.resources@camh.ca).

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**camh**

905 436-8760 ext. 137

[mireilleh@cmhadurham.org](mailto:mireilleh@cmhadurham.org)

**Services offered:** Community support (case management, assertive community treatment team, early intervention), housing (subsidized, Transitional Rehabilitative Housing program), community wellness (life skills, youth and peer support), health promotion and education

**Referral:** Self-referral

### CMHA Halton

1540 Cornwall Rd., unit 102, Oakville, ON (head office)

211 Guelph St., unit 5, Georgetown, ON

[halton.cmha.ca](http://halton.cmha.ca)

905 693-4270, 1 877 693-4270

[info@cmhahrb.ca](mailto:info@cmhahrb.ca)

**Services offered:** Crisis outreach and support, walk-in counselling, anger management and public education

**Referral:** Self-referral

### CMHA Peel Dufferin

314-7700 Hurontario St., Brampton, ON

905 451-2123, 1 877 451-2123

[info@cmhapeel.ca](mailto:info@cmhapeel.ca)

**Services offered:** 24/7 crisis support, assertive community treatment team, counselling, treatment and brief services for substance use

**Referral:** Self-referral

### CMHA Toronto

700 Lawrence Ave. W., suite 480, Toronto, ON

1200 Markham Rd., suite 500, Scarborough, ON

[www.toronto.cmha.ca](http://www.toronto.cmha.ca)

416 789-7957, 416 789-7957

[info@cmhato.org](mailto:info@cmhato.org)

**Services offered:** Community support (case management, assertive community treatment, early intervention, social recreation, peer support), housing services (short-term beds for people with mental illness who are in crisis, court support, case management, crisis prevention and crisis beds for people over 16 in the criminal justice system who are homeless or at risk of becoming homeless), employment assistance

**Eligibility:** People living in Toronto

**Referral:** Self-referral

## Centre Francophone de Toronto (Francophone Community Health Centre)

555 Richmond St. W., Toronto, ON (main site)

5 Fairview Mall Dr., suite 280, North York, ON

20 Lower Spadina Ave., Toronto, ON

[www.centrefranco.org](http://www.centrefranco.org)

416 922-2672 ext. 290

**Services offered:** Mental health counselling and therapy services, medical health clinic (general practitioner and nurse practitioner), children's mental health services, children and family services, newcomer services, employment services and legal aid services

**Eligibility:** All welcome

**Fee:** None

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## La Passerelle (The Gateway) Program

647 793-4344 ext. 11606

[passerelle@centrefranco.org](mailto:passerelle@centrefranco.org)

**Services offered:** Day treatment program for students dealing with behavioural, emotional or social challenges

**Eligibility:** Students age six to 18

**Referral:** Self-referral

## Peel Children's Centre

[www.peelcc.org/fr/services/family-counselling](http://www.peelcc.org/fr/services/family-counselling)

416 410-8615 (crisis response 24/7)

905 451-4655 (mental health services)

**Services offered:** Psychiatric, psychological and school-based services (counselling, peer and family support groups), mental health services

**Eligibility:** Peel Region residents under age 18

**Referral:** Self-referral

## Tangerine Walk-In Counselling

[www.tangerinewalkin.com](http://www.tangerinewalkin.com)

905 795-3530

**Services offered:** Free walk-in counselling for children, youth and families

**Eligibility:** Children, youth and families living in Peel Region

**Referral:** Self-referral

**Fee:** None

## Youth Mental Health Services

[turningpoint.ca/pour-le-service-en-francais](http://turningpoint.ca/pour-le-service-en-francais)

416 922-2672 ext. 2

**Services offered:** Youth mental health services

**Eligibility:** Francophone youth (up to age 18 years)

**Referral:** Self-referral

## Women

### Fem'aide Crisis Line

1 877 Femaide (1 877 336-2433)

**Services offered:** Phone support, referrals to community resources

**Eligibility:** French-speaking women who have experienced violence and are over age 16

**Note:** Open 24/7

## La Maison d'hébergement

[www.lamaison-toronto.org](http://www.lamaison-toronto.org)

647 777-6419

[hebergement@lamaison-toronto.org](mailto:hebergement@lamaison-toronto.org)

**Services offered:** Women's shelter, legal help, individual and group creative therapy activities

**Eligibility:** Women over age 16 who are victims of violence

**Fee:** None

## Oasis Centre des femmes

465 Yonge St., Toronto, ON

150 Main St., Brampton, ON

[www.oasisfemmes.org](http://www.oasisfemmes.org)

416 591-6565 (Toronto), 905 454-3332 (Brampton)

[services@oasisfemmes.org](mailto:services@oasisfemmes.org) (Toronto), [josettes@oasisfemmes.org](mailto:josettes@oasisfemmes.org) (Brampton)

**Services offered:** Women's shelter, counselling, employment services, court support, immigration and refugee services, supportive housing, transitional support, community engagement (prevention and education), art therapy

**Eligibility:** Women over age 16 who are victims or survivors of all forms of violence; who are immigrants, refugees or newcomers; or who are looking for employment

**Fee:** None

## Community Support Services

### Family Service Toronto

355 Church St., Toronto, ON

[familyservicetoronto.org/our-services/programmes-en-francais](http://familyservicetoronto.org/our-services/programmes-en-francais)

416 595-0307

**Services offered:** Walk-in counselling (Wednesdays 3:30–7:30 p.m), Passport program (support for adults with developmental disabilities and their caregivers), Partner Assault Response program (education and counselling program for offenders mandated by court)

**Eligibility:** Age 18 and older

**Referral:** Self-referral

**Fee:** None

### Programme passages (The Access Point)

[www.theaccesspoint.ca](http://www.theaccesspoint.ca)

416 640-1934, 1 800-640-1934

**Services offered:** Co-ordinated access to mental health and addiction support services and supportive housing for French-speaking people

**Eligibility:** People age 16 and older living within Port Union Rd. to Highway 427, and Steeles Ave. to the lake

**Referral:** Self-referral online

**Fee:** None

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## Toronto North Support Services (Mental Health and Homeless Services)

[www.tnss.ca](http://www.tnss.ca)

416 499-5969 ext.239

**Services offered:** Programs for people who have mental health problems or are homeless: case management, assertive community treatment teams, supportive housing services and early psychosis intervention

**Eligibility:** 16 years of age and older

**Referral:** Self-referral

**Fee:** None

## AIDS Organizations

### Action Positive VIH/sida

543 Yonge St., 4th floor, Toronto, ON

[www.actionpositive.ca](http://www.actionpositive.ca)

416 340-8484 ext. 260/261

**Services offered:** Counselling (psychosocial support, referrals to clinics and hospitals), community interventions (education workshops, concrete help in managing and performing daily activities, distributing grocery cards, etc.)

**Eligibility:** People who live with, are affected by or are at risk of being infected by HIV

**Referral:** Self-referral

**Fee:** None

### African Partnership Against AIDS (APAA)

526 Richmond St. E., Toronto, ON

[www.apaa.ca](http://www.apaa.ca)

416 924-5256 or 416 644-1650

**Services offered:** Confidential support services, HIV awareness and community outreach, research

**Eligibility:** People living with HIV/AIDS, their partners, families and friends, as well as the public

**Referral:** Self-referral

**Fee:** None

### Centres d'Accueil Héritage

33 Hahn Pl., suite 104, Toronto, ON

[www.caheritage.org](http://www.caheritage.org)

416 365-3350

**Services offered:** Structured social and recreational activities and physical exercise, supportive housing, intervention and assistance services (counseling, transportation and escort to appointments)

**Eligibility:** Francophones 55 years and older

**Referral:** Self-referral

**Fee:** None

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## Helplines

### 211 Ontario

[211ontario.ca](http://211ontario.ca)  
211

**Services offered:** Provides information on and referrals to Ontario's community, social, health-related and government services

### Fem'aide (For Women)

[femaide.ca](http://femaide.ca)  
1 877 336-2433

**Services offered:** Provincial 24/7 telephone helpline for Francophone women dealing with violence

### Jeunesse, j'écoute (Kid's Help Phone)

[jeunessejecoute.ca](http://jeunessejecoute.ca)  
1 800 668-6868

**Services offered:** 24/7 anonymous counselling for children and youth

### ConnexOntario

[www.connexontario.ca](http://www.connexontario.ca)  
1 866 531-2600

**Services offered:** Access to addiction, mental health and problem gambling services

### Allo j'écoute (good2talk)

[allojecoute.ca](http://allojecoute.ca)  
1 866 925-5454

**Services offered:** Confidential 24/7 helpline for post-secondary students

## Organizations and Site for Finding a Therapist

### College of Registered Psychotherapists of Ontario

375 University Ave., Ste. 803, Toronto, ON  
[www.crpo.ca](http://www.crpo.ca)  
1 844 712-1364  
416 479-4330

**Services offered:** Online directory of psychotherapists (To find a therapist, look under "Public," then "Find a registered psychotherapist" and then click on "Search the public register") You can then get therapist listings for your area by putting in the city and province for the location you are seeking, and indicating "French" under Language.

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## Findasocialworker.ca

[www.findasocialworker.ca](http://www.findasocialworker.ca)

**Services offered:** Online directory of social workers in private practice in Ontario. You can search by language as well as region, expertise and gender.

**Fees:** Varies by social worker

## Medical Psychotherapy Association Canada (MDPAC)

[www.mdpac.ca](http://www.mdpac.ca)

416 410-6644

**Services offered:** Website has a “Find a psychotherapist” link under “Patients and public” that will help you find a physician who practises psychotherapy and is currently accepting clients. You can search by type of therapy and special interests, but not by language.

**Fees:** Covered by OHIP

## Ontario Society of Psychotherapists

[www.psychotherapyontario.org](http://www.psychotherapyontario.org)

416 923-4050

**Services offered:** On their website, click on “Find a Therapist” and then narrow your search by following the drop-down menus to specify what you are looking for (e.g., problem/issue, approach, availability, language).

**Fees:** Varies by psychotherapist

## Psychotherapy and Counselling Centre

2340 Dundas St. W., Toronto, ON

905 682-3064 (St. Catharines and Niagara)

416 920-9355 (Toronto and other cities)

**Services offered:** Help finding a counsellor or psychotherapist in Ontario by filling on their referral form or calling one of their offices. (One of the search options does include language.)

**Fees:** Varies by psychotherapist

## PsychologyToday

[www.psychologytoday.com/ca/therapists](http://www.psychologytoday.com/ca/therapists)

**Services offered:** Help finding a therapist, psychiatrist, support group or treatment centre by searching their website. Search options include language.