

# 24/7 Crisis Services

**16 and Older**

*For immediate and life-threatening emergencies call 9-1-1*



COAST is a mobile crisis outreach and intervention service operates seven days a week, 24-hours a day for individuals 16 years and older experiencing a **mental health crisis**. Information is collected over the phone by a qualified health professional. If needed, the mobile team will assess the person in crisis in their community. Ongoing telephone support and/or referral to appropriate follow up services may be recommended to prevent further crisis.

*COAST is not a rapid-response service.*

*For life-threatening emergencies call 9-1-1.*

**Call COAST 24/7 at  
1-866-550-5205 ext. 2**



**905-682-4584**

You are not alone.

There is someone for you to talk to if you or someone you know has experienced sexual violence either recently or in the past. Speak directly to one of our support counsellors who will offer you non-judgmental support, understanding, information and options specific to your concerns.

We are here to listen and to help.



If you or someone you know is in need of support, our Distress Line service continues to be available 24/7

- St. Catharines, Niagara Fall– **905-688-3711**
- Port Colborne, Wainfleet– **905-734-1212**
  - Fort Erie and Area – **905-382-0689**
- Grimsby, West Lincoln – **905-563-6674**



Our team offers confidential, non-judgemental advice and support for women, non-binary individuals, and their children experiencing gender-based violence and abuse.

If this is an emergency, please dial 911

Call or text our 24/7 support line to speak with a compassionate counsellor:

**905.684.8331\***

\*Given the limitations of technology, please call if you do not receive a response to your text message.



## **Withdrawal Management Services (Detox Centre)**

Access Line Mental Health & Addictions Telephone support is a free service for all Niagara residents over the age of 16. Call yourself or for someone you care about and we'll connect you to the appropriate mental health and addictions services.  
**1-800-550-5205 ext.2**

Open 24 hours a day, seven days a week. The centres provide crisis intervention, withdrawal management, rest, nutrition and hygiene restarts, assessments, supportive counselling and self help groups, consultation, treatment referrals and discharge planning in a supportive, supervised setting for alcohol and other drug issues. No referral is necessary. Inpatient and outpatient support is available.

- **264 Welland Ave., St. Catharines ON**  
**Call first : 905-682-7211**



## **SafeBeds**

SafeBeds offers an alternative to hospitalization for individuals with a mental illness experiencing a crisis and unable to stay in their current living situation. SafeBeds is a voluntary, non-medical facility providing services 24/7.

This short term residential program offers crisis support, counselling, coping strategies, safety planning and recovery planning. Individuals staying with us are provided basic living needs including means, clothing and personal care items during their stay. Mental health counsellors are there to offer support, advocacy, referrals and linkages to community based services.

**The average stay at SafeBeds is 3 to 5 days.** To access this program, individuals must be 16 years or older and in a self-identified crisis. They must be agreeable to the facility and program rules and to working on recovery focused goals. They must present no health or safety risks to themselves or others.

## **How can I learn more about SafeBeds?**

Individuals interested in a referral to the Safe Beds program can contact the **Mental Health and Addictions Access Line at 1-866-550-5205, extension 2.**