



FROM CRISIS TO CONNECTION

Supporting Tamil individuals, families & service providers

DILANI • **டிஸாணி**
Toronto Community Crisis Service (TCCS) • TAIBU Community Health Centre

What is crisis?

A mental health crisis is when emotional distress or life circumstances become difficult to manage and begin affecting a person's safety, well-being, or daily life.

நெருக்கடி (க்ரைசிஸ்) என்றால் என்ன?

“நெருக்கடி” / “க்ரைசிஸ்” என்பது ஒருவரின் அன்றாட வாழ்க்கையைத் தடைசெய்து, உடனடி நடவடிக்கையைக் கோரும் ஒரு நிலை.

திடீரென ஏற்படலாம்

மன அழுத்தத்தையும் நிச்சயமற்ற தன்மையையும் உருவாக்கும்

உடல்நலம், மனநலம், குடும்ப வாழ்க்கை உள்ளிட்ட வாழ்க்கையின் பல அம்சங்கள் பாதிக்கப்படலாம்



OVER TO YOU



What does crisis in the Tamil community look like?

தமிழ் சமூகத்தில்
நெருக்கடி / க்ரைசிஸ்
எப்படி இருக்கும்?



FROM THE FRONT LINE

What our data is showing us..

Mental health of family member
Schizophrenia Depression
General Assessment
Parent coping with child's disability
Housing Problem Anxiety
Request for referral Caregiver stress
Counselling Food Insecurity
Immigration Issues Family Discord
Social isolation Financial Problem
Low self-esteem
Relationship problems
Fear/concern about mental health Hearing voices



FROM THE FRONT LINE

What my teammates and I keep seeing

1 Overwhelmed children. Sisters and daughters as navigators.

2 Medical non-compliance.

3 Substance-induced psychosis.

4 Revolving-door discharge.

5 Lack of understanding of diagnoses.



SERVICING TORONTO THROUGHOUT



What is the Toronto Community Crisis Service?



“டொரான்டோ கம்யூனிட்டி க்ரைசிஸ் சேர்விஸ்” என்றால் என்ன?

24 / 7, 365

Available right across the City of Toronto, day and night.

FREE & CONFIDENTIAL

In-person mental health support from mobile crisis teams that come to you.
You can choose to remain anonymous.

AGE 16+

Under 16, call 211 and you will be connected to youth supports instead.
We support people regardless of status/health insurance.

NON-POLICE-LED

Trained mental health crisis workers. Community-based, client-focused, trauma-informed.

VOLUNTARY

Consent-based from the first minute to the last. You can stop at any point.



WHERE

TCCS is city-wide. TAIBU covers the northeast.

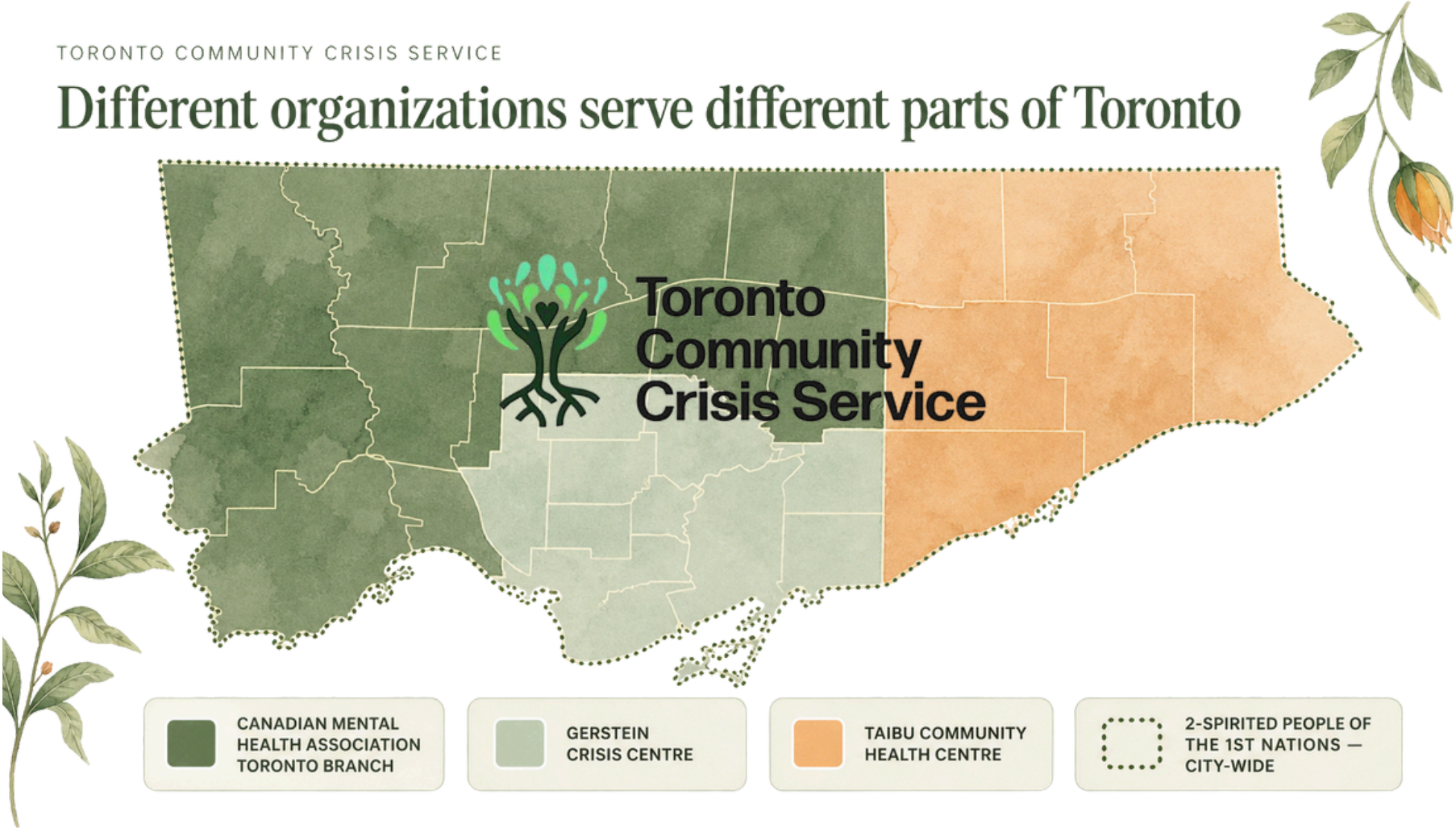
TCCS Northeast service boundaries

NORTH	Steeles Avenue East
EAST	Pickering Town Line, Little Rouge River, Rouge River
SOUTH	The Scarborough shoreline
WEST	Victoria Park Avenue

The service expanded city-wide in 2024. Different community partners anchor each area of Toronto, but the number you dial is the same everywhere.

TORONTO COMMUNITY CRISIS SERVICE

Different organizations serve different parts of Toronto



CALL 2-1-1

From anywhere in the City of Toronto

WHERE

TAIBU Community Health Centre

TPS Divisions 41,42,43

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From anywhere in the City of Toronto

What is TAIBU?



1

A Community Health Centre in Malvern

Founded in 2005 under the sponsorship of the Black Health Alliance, in Ontario's community health centre expansion.

2

Who TAIBU serves

Black communities across the GTA as its priority population, and every resident of Malvern, bounded by McCowan Rd, the Pickering Town Line, Highway 401 and Steeles Ave.

3

What TAIBU offers

Primary care, counselling and mental health, diabetes education, dietetics, foot care, youth and seniors programming, Francophone services.

4

TAIBU and TCCS

TAIBU is the community anchor delivering the Toronto Community Crisis Service across northeast Toronto and Scarborough.





SCENARIO

ஒரு சூழ்நிலை

Let's walk through one real situation, step by step.

WHAT TO WATCH FOR

How to support those experiencing thoughts of suicide

தற்கொலை எண்ணங்களை அனுபவிப்பவர்களுக்கு எவ்வாறு ஆதரவளிப்பது

LOOK FOR SIGNS

- Sudden changes in mood or behaviour
- Withdrawal or hopelessness
- Giving away valued possessions
- Major changes in eating or sleep

HOW TO ENGAGE

- Approach with empathy and create space to talk
- Ask directly about suicide
- Use open-ended prompts: "Tell me more."
- Listen without judgment
- Stay calm and supportive

HOW TO SUPPORT

- Stay with them and create a safety plan
- Reduce access to means of self-harm
- Connect them with trusted supports and resources
- Call/text 988, 211/TCCS, or Gerstein: 416-929-5200
- Call 911 if there is immediate danger



*A cluster of signs, or a sharp change from someone's baseline, is worth a call. **Don't wait to ask questions.***



WHEN CRISIS HAPPENS AFTER WORK HOURS

வேலை நேரத்திற்குப்
பிறகு நெருக்கடி
நிலை ஏற்படும்போது

*A family is worried
about someone they
love but...*

- their regular worker or clinic is closed
- they are unsure whether it is “serious enough”
- they fear asking for help means police or hospital
- several people in the household are already overwhelmed
- nobody knows what the next step is



THE QUESTION YOU MIGHT BE WONDERING ABOUT

211 or 911?

CALL 211

when there is no immediate danger

- Mental health or substance use crisis
- A wellness check on someone you are worried about
- Someone withdrawn, distressed or not coping
- The person needs support, not an emergency response
- Age 16 and over

CALL 911

when someone is in immediate danger

- Immediate risk of harm to self or others
- A weapon is involved
- A medical or fire-related emergency is happening
- Violence is active right now
- You cannot safely stay on the line

**If you are unsure, call 211. Trained staff will talk it through with you.
911 call-takers also know about TCCS and can transfer the call across.**



HOW TO ACCESS

Make a call and ask questions

அழைத்து கேள்விகளைக் கேளுங்கள்

1



CALL 211

211-க்கு அழையுங்கள்

2



ASK FOR A CRISIS
TEAM TO VISIT

“க்ரைசிஸ் டீம்”
அனுப்பும்படி கேளுங்கள்

3



ASK FOR
INTERPRETATION

மொழிபெயர்ப்பு வசதியைக்
கோரவும்

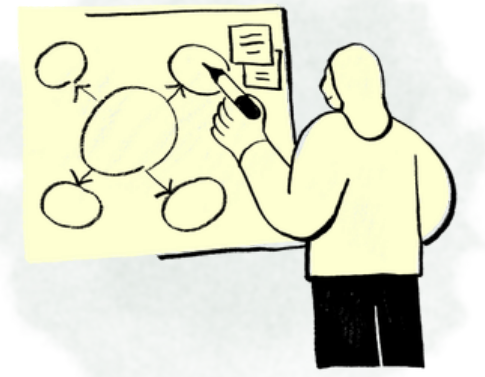
4



EXPLORE OPTIONS

விருப்பங்களை
ஆராயுங்கள்

5



MAKE A PLAN

ஒரு திட்டத்தை
வகுத்துக் கொள்ளுங்கள்

TCCS crisis workers can utilize phone interpretation during the crisis call and during follow up.

WHAT YOU ACTUALLY GET

What the crisis team can do

CRISIS INTERVENTION

Counselling, suicide intervention, de-escalation and safety planning, for the person and for anyone around them.

System navigation & referrals: food, shelter, health care, income and employment supports.

Essential living supplies: Food, clothing and hygiene items, if available.

CASE MANAGEMENT

Short-term support that continues after the crisis, up to three months.

Drop-in case management every Wednesday, 11am-3pm.

FOLLOW UP SUPPORTS

Wellbeing checks, referrals, ongoing safety planning, up to three months.

On the ground, that can also include:

Crisis beds

Transportation (taxi, TTC)

Gift cards

Drop-in clinic

Follow-up contact



Everything we do is consent-based

அனைத்தும் சம்மதத்தின் அடிப்படையில்

WHAT WE CAN DO

- Come to the person, wherever they are, any time
- Listen, de-escalate, sit with the family
- Explain options in plain language
- Connect people to services and follow up
- Transport to hospital and warm transfer if the person agrees

WHAT WE DON'T DO

- Force anyone to speak with us
- Force anyone to take medication
- Force anyone to accept support
- Remove someone from their home or current location
- Act without the person's consent



WHEN CONSENT IS NOT POSSIBLE

Mental Health Act: Form 2

An “Order for Examination” under section 16 of Ontario's Mental Health Act.

Who can apply

Any family member, friend or person who knows the individual and is worried about their safety.

How

Bring sworn information before a Justice of the Peace at an Ontario Court of Justice.

What it authorises

Police may apprehend the person and bring them to a physician to be examined.

How long it lasts

Seven days, including the day it is signed. After that a new Form 2 is needed.

What it does NOT do

It does not allow the hospital to detain anyone. The physician decides what happens next.

Then what

The physician may sign a Form 1, admit the person voluntarily, or let them go home.

TCCS can co-respond with Toronto Police Services if client consents.



Help us understand what is missing

எது குறைவாக உள்ளது என்பதைப் புரிந்து கொள்ள உதவுங்கள்

What would help your organization better support Tamil youth, seniors, families and caregivers?

உங்கள் அமைப்பு தமிழ் இளைஞர்கள், முத்தவர்கள், குடும்பங்கள் மற்றும் பராமரிப்பாளர்களுக்கு சிறப்பாக ஆதரவளிக்க எது உதவும்?

- Service and referral gaps
- Training needs
- Tamil-language resources
- Experiences with 211 and TCCS
- Provider wellness and vicarious trauma supports
- Ideas for outreach and collaboration
- Anything we have not asked

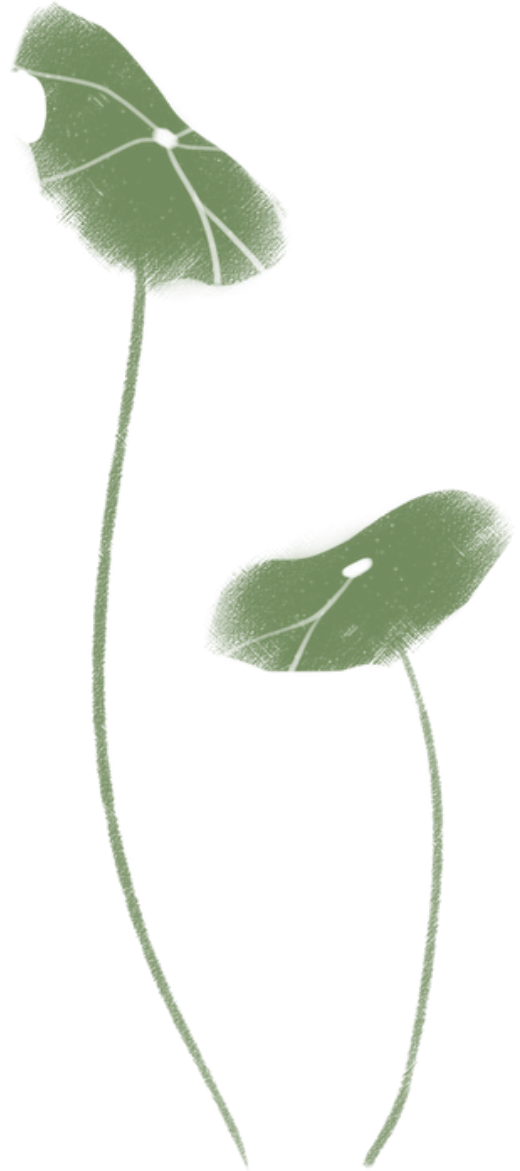
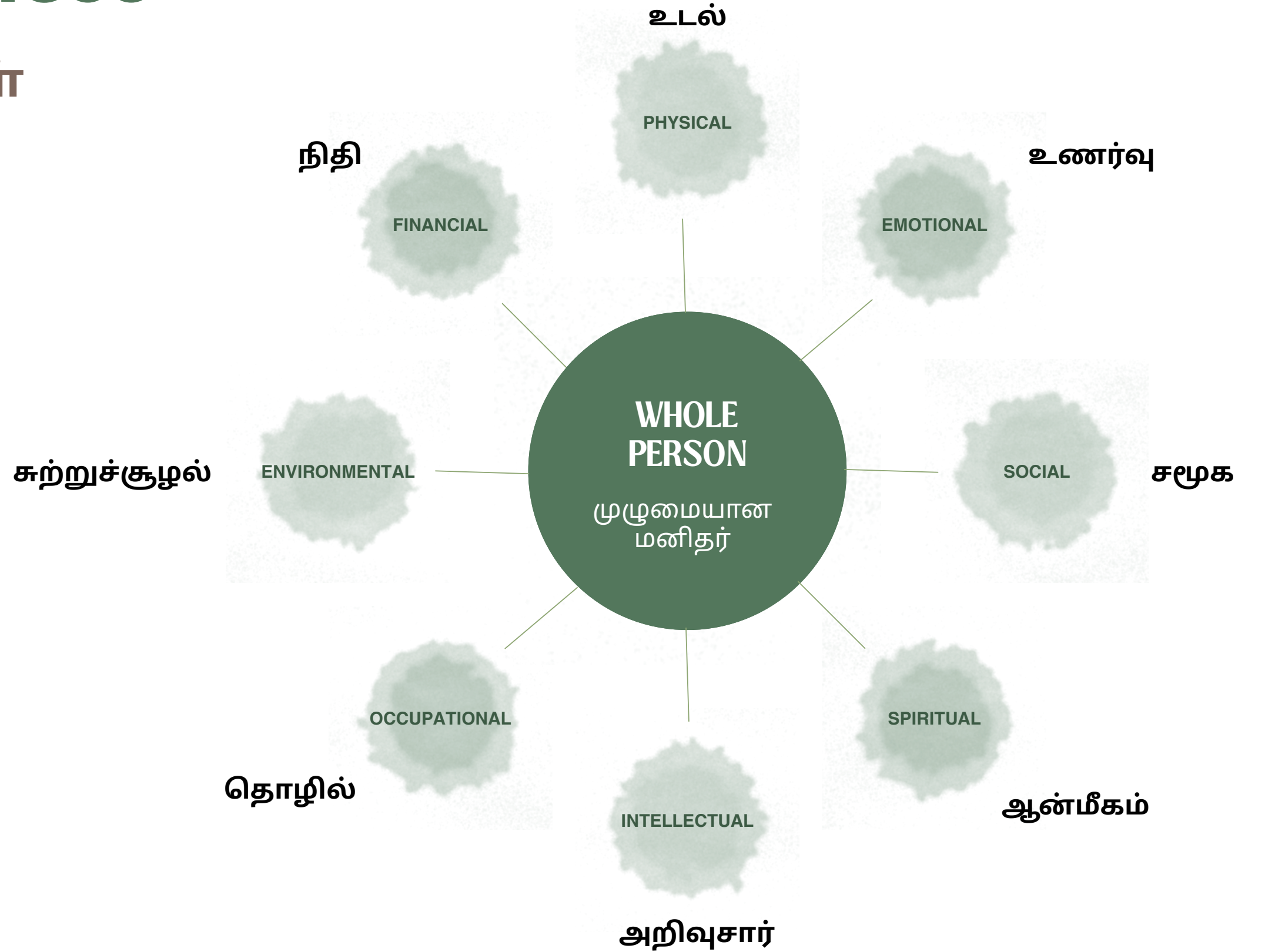


Two minutes. Anonymous.
சில நிமிடங்கள்.
பெயர் சொல்லத் தேவையில்லை.

BEFORE YOU GO

Dimensions of wellness

நல்வாழ்வின் பரிமாணங்கள்



TAKE THIS WITH YOU

Resources

In the packages at the back

- Resources
- Wellness wheel printout
- “Key Numbers” Guide

Free Counselling Services

- Ontario Structured Psychotherapy
- ConnexOntario
- CAMH Virtual Urgent Care (same day)

Numbers worth noting:

- 211

Toronto Community Crisis Service · 24/7
- 911

Immediate danger, weapons, medical emergency
- 9-8-8

Suicide Crisis Helpline · call or text · 24/7

- 416-929-5200

Gerstein Crisis Centre telephone crisis line
& short-term crisis beds · 24/7
- 416-644-3536

TAIBU Community Health Centre
27 Tapscott Road, Scarborough





நன்றி THANK YOU

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Toronto Community Crisis Service · TAIBU Community Health Centre

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