

# Child and Youth Mental Health Crisis TIP SHEET for Prescott-Russell

If you feel frightened or unable to cope with a situation and you need help now, there are resources and numbers you can use to get help.



## 9-1-1 Emergency Number

To use in case of emergency situation where the safety of people or property is a risk, requires a police, fire or ambulance response.

For example: a crime in progress, a fire or medical crisis, a threat to self or others, and urgent assistance is required



## Non-Emergency Number

If the situation is not an emergency but requires prompt attention.

For example: property damage, mischief, theft

Ontario Provincial Police (OPP)  
1-888-310-112



## 24/7 Kids Help Phone Options

App: "Always There"

Live Chat: [www.kidshelpphone.ca](http://www.kidshelpphone.ca)

Call: 1-800-668-6868

Text: Text "connect" to 686868



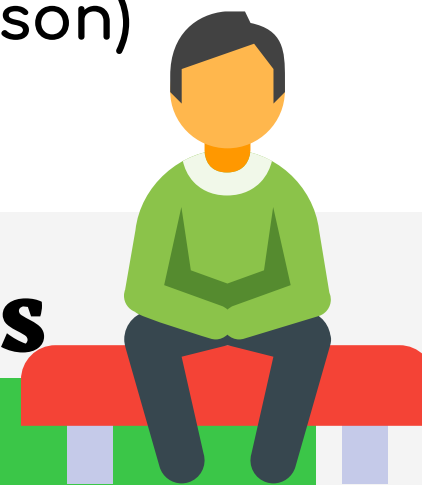
## How to prepare for emergencies and non-emergency calls:



Remain calm (this is the hardest part) and speak clearly.

Have the following information ready:

- Reason for Call
- Your full name
- Location/address
- Telephone number
- Relationship to Person
- Date of birth
- Medication
- Diagnosis
- Existence of Safety Plan
- Triggers (what may upset the person)



## Crisis Support Numbers

If you need crisis support where risk is lower than in emergency situations, for example: emotional crisis like grieving/dealing with loss

For children and youth up to 17 years of age: call 24/7 the youth and family crisis line  
**1-800-675-6168**

For youth over 18 years of age: Call 24/7  
**1-866-996-0991**

## 2-1-1 Information and Referral



Connects people to community, social, government and health services in Ontario, even for victims/survivors of crime.

For more information call 2-1-1