

# Access the care you need

## Call 911 for emergencies

I am experiencing a **mental health crisis**



**705-759-3398**

for hospital crisis services  
or call/text **9-8-8**

I am a **kid or teen** and I need **crisis support**



**1-800-668-6868**

or text 'connect' to 686868  
or visit [kidshelpphone.ca](http://kidshelpphone.ca)

I need a virtual **primary care appointment**



**1-888-684-1999**

or visit [nevirtualcare.ca](http://nevirtualcare.ca)

I'm looking for **local mental health and addictions services**



**705-759-5989**

or call 1-855-366-1466  
or visit [connexontario.ca](http://connexontario.ca)

I need **health advice** from a registered nurse and/or help finding a **family doctor**



**8-1-1**

or visit [ontario.ca/health811](http://ontario.ca/health811)

I need local **home care and/or community support services**



**1-800-461-2919**

or visit [northeastsupport.ca](http://northeastsupport.ca)  
to explore services near you

I'm looking for **Indigenous-focused services**



**705-844-2021**

I need information on **social and community services**



**2-1-1**

or visit [211north.ca](http://211north.ca)

I am a **caregiver** looking for support



**1-833-416-2273**

or visit [ontariocaregiver.ca](http://ontariocaregiver.ca)



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# Tips for accessing care

If you are experiencing an emergency or a crisis, contact help immediately.

## Before

### Get organized

- Write down symptoms, medications, and questions you have.
- Have your health card, insurance, and any relevant medical documents ready.
- **Note:** many services **do not** require a health card — reach out even if you don't have one.

### Find the right space

- Move to a safe and quiet location.
- Consider having a support person with you.
- **Note:** if you're not comfortable speaking over the phone, ask if virtual or in-person options are available.

### Allow time

- You may have to wait to access the services you need. You may be provided with other options to explore while you are waiting.

## During

**Introduction** (depending on the service you are accessing, you may be welcome to remain anonymous)

“My name is [name] and I'm calling because [reason].”

“I'm [age] years old and live in [city/town].”

“My gender is [gender].” (if applicable)

“I identify as [First Nations/Métis/Inuit].” (if applicable)

### Tips for answering questions

- Take your time. Whatever you choose to share, you won't be judged.
- If you're uncomfortable with a question, consider asking, “Do you require this information to help me today?”
- The person you speak to may ask the following questions to ensure they offer care and services that may be important to you.
  - “Do you identify as First Nations, Métis, or Inuit?”
  - “Do you live in a First Nations Community (reserve)?”
  - “Would you like an Indigenous System Navigator to help you plan and connect to available health services?”

### Clarifying questions

“Can you please repeat that for me? I want to make sure I understand.”

“Do you have information on available services for [your needs] in our area? Can you send that information to me?”

“What are the next steps for [diagnosis/treatment/accessing services]?”

## After

### Write it down

- Write down the name of the person you spoke to, any reference numbers, and the date and time of the call.
- Keep track of any changes in your symptoms.

### Stay connected

- If you don't hear back from the organization you spoke to within the expected timeframe, reach out to them.