

COVID-19: Agency Capacity to Provide Ongoing Remote Counselling

LGBTQ+ and LGBTQ+ Affirmative

AIDS Committee of Toronto (In-House Counselling and Community Counselling)

Services Offered: Online asynchronous counselling (via email through a secure website created for ACT), instant messaging (through secure website), phone sessions, zoom telehealth, possible some group programming in the near future.

Waitlists: wait times vary for all programs.

Limit on sessions: unlimited for in-house counselling, limit of 15 sessions for community counselling.

Eligibility Criteria (in-house counselling): open to all gender identities and sexual orientations but prioritizes those living with or impacted by HIV.

Eligibility Criteria (community counselling): gay/bi/queer/trans/MSM regardless of HIV status.

Counselling Referral Contacts: Service Access and Office Coordinators Grace at gchiutsi@actoronto.ca or Clive at cgray@actoronto.ca.

Communication Technologies: email and instant messaging through a secure website created for ACT, phone and zoom.

Address: 543 Yonge Street, 4th floor, Toronto ON, M4Y 1T5

Hours: Mon – Thurs 10am – 9pm | Friday 10am-5pm | closed weekends and stat holidays

Contact: Main: 416-340-2437; Voicemail: 416-340-8484; email: ask@actoronto.org

Central Toronto Youth Services – emailed + left message (no response)

Services: “all client counselling sessions/intake will be offered via phone or other secure online video tools.”

Eligibility Criteria: youth aged 12-17 and their families through individual counselling, family counselling and group work.

Counselling Referral Contact Info: 416-924-2100 x 245

Address: 65 Wellesley St. E

Hours: unclear at this time

Contact: 416-924-2100

David Kelley Services

Services: Waitlists for counselling at DKS are currently closed. DKS is currently offering single session counselling sessions over the phone on weekdays from 9am – 6pm at 416-595-9618. Counselling sessions are approximate 50 minutes and are open to folks who are 18+. If no counsellors are available folks are encouraged to leave a message and a counsellor will return their call between 11:30am and 6:30pm.

Hours: 9am-6pm on weekdays

Contact: 416-595-9618

Family Services Toronto

Services: Waitlists for counselling at DKS are currently closed. DKS is currently offering single session counselling sessions over the phone on weekdays from 9am – 6pm at 416-595-9618. Counselling sessions are approximate 50 minutes and are open to folks who are 18+. If no counsellors are available folks are encouraged to leave a message and a counsellor will return their call between 11:30am and 6:30pm.

Hours: 9am-6pm on weekdays

Contact: 416-595-9618

Friends of Ruby

Services: Counsellors are currently providing virtual counselling by phone using Bell Total Connect and via video conferencing through doxy.me. Zoom is also available should that be a better option for clients. Waitlists are currently short to non-existent, however this can always change, quite rapidly. Participants are entitled to 20 1:1 counselling sessions (this may also include family/couple sessions) once a week.

Friends of Ruby is also trying to incorporate online counselling via a secured chat network however this has not yet been implemented.

Eligibility Criteria: 2SLGTBQIA Youth aged 16-29.

Address: 489 Queen Street East, (Lower Level – LL01), Toronto, ON

Contact: info@friendsofruby.ca | 416-359-0237

Sherbourne Health

Services: “Due to the COVID-19 pandemic, Mental Health Services are limited. As a result there will be **no new intakes** for the time being.” See [Mental Health COVID-19 update](#).

Address: 333 Sherbourne St., Toronto ON, M5A 2S5

Primary Care and Clinical Service Hours: Mon-Fri 9am-5pm (Sat clinics suspended) See [Service Changes due to COVID-19](#).

Contact: info@sherbourne.on.ca | 416-324-4100

Skylark’s What’s Up Walk-in

Services: Phone ‘walk-in’ sessions

‘Walk-in’ Hours: Mon 10-6 | Tues 10-6 | Wed 12-8 | Thurs 2-6 | Fri 10-3

Contact:

- For walk-ins from 1:30-6pm on Mondays, Tuesdays and Thursday call 416-482-0081 and press 5.
- For walk-ins from 9am-1:30pm on Mondays, Tuesdays and Fridays + Wednesdays from 11am-7pm please call 416-482-0081 and press 6.

Stella's Place

Bean Bag Chat: open from 12-9pm Mon-Thurs and 4-9pm on Fri & Sun. Find the app on Google Play, Apple Store on <http://www.beanbagchat.ca/>. Online peer support, counselling and mental health support tools open to young adults aged 16-29.

'Walk-in' Counselling: same day phone and video counselling appointments on Tues & Thurs from 3-6pm. Call 416-461-2345 x 0 or email connect@stellasplace.ca to book a virtual appointment.

Scheduled Counselling Appointments: taking place at predetermined time via phone, BBC, or video platform.

Intake Contact: Access Team members can be reached at 416-461-2345 x 0 or at connect@stellasplace.ca.

Women's Health in Women's Hands

Services: The Center is providing essential primary care services on site and non-essential services by phone. All mental health intakes are suspended indefinitely at this time as WHWH is focusing on past and existing clients. If someone has been a client of WHWH in the past they are welcome to access mental health and counselling services at this time.

To do so, they may call Farrah at extension x4912 and leave her a message stating their interest. Additionally, folks may self-refer for counselling by leaving a message with Farrah if they would like to be contacted for an intake after the COVID-19 pandemic has subsided.

Address: 2 Carlton Street, suite 500, Toronto ON, M5B 1J3

Hours: 9am-5pm Mon – Fri | closed Sat & Sun

Foodbank Hours: Tues 2-4pm | Thurs 10am-12pm

Clinical Services Contact: 416-593-7655 x 7

Mental Health Services Contact: 416-593-7655 x 4912

Woodgreen

'Walk-in' Counselling: Virtual 'walk-in' is being offered on Tues & Wed at 4:15pm on a first-come first-served basis. Clients can speak to a counselling for an hour-long session by calling (416) 645-6000 x 1990.

Youth Clinical 'Walk-in': Sessions will be provided on Wednesdays from 3-8pm (last session starting at 6:30pm) and Thursdays from 2-8pm (last session starting at 6:30pm) over the phone at 647-382-4153.

Main address & General Contact: 815 Danforth Ave, suite 100, Toronto ON, M4J 1L2 | info@woodgreen.org | 416-645-6000

Low Cost Psychotherapy

Hard Feelings

Due to the COVID-19 outbreak, Hard Feelings has closed their storefront and all counsellors have moved their practices online. Waitlists are dependent on each individual counsellors. All counsellors offer 12 sessions + 3 boosters. The rate for individual therapy is \$50-\$80 per session, depending on an individual's capacity to pay. There are three counsellors who have availability as of April 10th: Ali Ahmad, Hailey Goldberg and Jennifer Servinis. There are also three counsellors who have space on their waitlists: Asma Ali, Niles Patel and Andi Yumansky.

Hard Feelings is also working on launching an online low-cost single-session initiative next week.

Center for Training in Psychotherapy

In response to the COVID-19 pandemic, Toronto Psychology Centre is committed to limiting the ways in which this virus can potentially spread through the community and is providing video or telephone therapy sessions. Some clinicians are also offering online therapy for folks outside of the GTA. To book an appointment or resume treatment contact 416-333-4909.

OISE Psychology Clinic

Due to concerns for clients, clinicians and staff, the OISE Psychology Clinic will be closed until at least April 3rd, after which time they will reassess the situation and notify clients of next steps.

The Gestalt Clinic

As of April 9th, the Gestalt student clinic has now re-opened and will be doing intakes with potential clients. During this time all therapy sessions will be conducted online. Once the COVID-19 pandemic has subsided, student therapists will resume seeing clients face-to-face. Clients are being asked to consider the fact that they will need to have a good quality internet connection, a computer or device with audio and video capabilities, and a private, confidential space for sessions. To make an appointment leave a message at 416-964-9464 x 18.

Umbrella Mental Health Network

UMHN is currently offering online psychotherapy and e-counselling services via Zoom. Some therapists are offering both over-the-phone and Zoom services. Sessions are 50 minutes long and cost \$150 for individual counselling and \$175 for couples counselling. Sliding scale rates may also be available depending on the therapist. The wait time is also dependant on the therapist and may range from a few days to 2 weeks. There is no limit to the number of sessions folks can have.