

# Crisis Resources and Services

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**Disclaimer:** This document is intended as a quick-reference guide. Information is subject to change. Please confirm details directly with service providers.

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# Crisis Resources and Services

Human trafficking is a complex and deeply harmful form of exploitation that affects individuals, families, and communities across Ontario, including within the Wellington-Dufferin-Guelph area. This resource has been developed to support frontline providers, community partners, and anyone seeking immediate guidance in identifying, responding to, and connecting individuals with appropriate crisis and support services. It brings together crisis services, shelters, Indigenous-led supports, hospital-based programs, legal resources, and emergency response options available as of February 2026.

For questions or updates, please contact Wellington-Dufferin-Guelph Public Health's Client and Community Services team at [info@wdgpublichealth.ca](mailto:info@wdgpublichealth.ca).

**In an Emergency:** Call 911 immediately

**National Human Trafficking Hotline**

1-833-900-1010 (200+ languages)

## Searchable Resource Databases

### Shelter Safe (women and children)

Search for shelters and distress lines across Canada, providing information on pets allowed, accessibility, formal inclusivity policies, children's programs, and shelter type.

**Website:** [sheltersafe.ca/get-help](https://sheltersafe.ca/get-help)

### Mulberry: Safety Starts Here

Search for gender-based violence services that are available across Ontario. Search results can be filtered in a variety of ways including type of service/support, the programs they offer, how they provide support (text, phone, chat, in person), and service features (accessibility features and service frameworks). **Website:** [mulberryfinder.ca/organization](https://mulberryfinder.ca/organization)

### Victim Services Directory

Directory of services, programs, and supports for victims of various crimes in Ontario (provides link to contact information and websites) **Website:** [ovss.findhelp.ca](https://ovss.findhelp.ca)

## Ontario Network of Sexual Assault/Domestic Violence Treatment Centre's Navigation Line

To speak with a forensic nurse to find out which sexual assault/intimate partner violence treatment center is closest to you. **Call:** 1-855-NAV-SADV (628-7238)

## Women Crisis Services

### Anti-Human Trafficking Program (AHTP) – Women in Crisis Guelph-Wellington

Provides safety, support, information and advocacy to women and gender-diverse people and their children in Guelph and throughout Wellington County.

**Office:** 519-836-1110 ext. 222 between 9:00am and 5:00pm

**24/7:** 519-836-5710 / 1-800-265-7233 (answered by Shelter staff)

**Address:** 38 Elizabeth Street, Guelph

**Email:** [adminrec@gwwomenincrisis.org](mailto:adminrec@gwwomenincrisis.org)

**Website:** [gwwomenincrisis.org](http://gwwomenincrisis.org)

**Sexual Assault Centre:** counselling and support to women 16 years +

**Office:** 519-823-5806 or 519-836-1110

**Marianne's Place:** 8-week emergency shelter (women & children leaving violence)

**Shelter Intake:** 519-836-5710 or 1-800-265-7233 (toll free)

**Business Line:** 519-836-6831

**Rural Women's Support Program:** services for women and their children living in rural Wellington County who have experienced sexual assault, harassment, and stalking. Connect to supports located in Palmerston, Harriston, Fergus, and Erin offices.

**Non-urgent:** 519-836-1110 or 1-800-265-7233

**Crisis Lines:** 519-836-5710 or 1-800-265-7233 (toll free)

**Transitional & Housing Support Program:** services to women who are experiencing violence/abuse as well as those who have left violent/abusive relationships recently or in the past.

**Office:** 519-836-6865 ext. 222

## Women's Crisis Services (Waterloo Region)

Offers services such as 24/7 support, outreach services, shelter, counselling, medical care, addictions support, etc.

**24/7:** 519-653-2422 or 519-742-5894

**Head Office: (Kitchener):** 519-741-9184; **(Cambridge):** 519-653-2289

**Address:** Anselma House (Head Office) 700 Heritage Drive, Kitchener, ON N2A 3N9  
Haven House 10 Acorn Way, Cambridge, ON N1R 8M5

**Website:** [wcsvr.org](http://wcsvr.org)

## Victim Services

### Victim Crisis Assistance Ontario (VCAO)

Talk to an information and referral counsellor to receive free, non-judgemental, confidential support to people affected by crime/tragic circumstances. Referral source for services available through Victim Services (i.e. assist with the application for Victim Quick Response Program)

**Call 24/7:** 1-888-579-2888 or 1-888-340-1001 (TTY)

Choose the option to speak to someone about services for victims of crime in your community.

**Online:** [vswguelph.on.ca/programs/victim-crisis-assistance-ontario](http://vswguelph.on.ca/programs/victim-crisis-assistance-ontario)

### Victim Quick Response Program+ (VQRP+)

Can assist with emergency expenses (home safety repair, cell, emergency transportation, accommodation, meals, etc.), counselling and transportation to counselling, and funeral expenses for homicide victims. Available in over 50 communities across the province.

**Call 24/7:** 905-951-3838 or 1-888-743-6496

**Office:** 519-824-1212 ext. 7205

**Address:** 15 Wyndham St S, Guelph ON N1H 4C6

**Brochure:** [VQRP+ brochure](#)

### Victim/Witness Assistance Program – Wellington

Advocate and navigate victims/witnesses through the court process with a dedicated worker (i.e. Assistance with impact statement and restitution statement)

**Call:** 519-837-6366

**Address:** 74 Woolwich St, Guelph ON N1H 3T9

## Victim Services: Guelph Wellington

Provides support, referrals, safety planning, advocacy and education services that are designed with a victim centred approach. We accept referrals from community agencies and/or self-referrals. If you are a victim and wish not to report to police, we respect that and will still provide support.

**Guelph:** 519-824-1212 ext. 7304

**Mount Forest:** 519-323-9660

**Rockwood:** 519-856-4929

**Email:** [victim@vswguelph.on.ca](mailto:victim@vswguelph.on.ca)

**Website:** [vswguelph.on.ca](http://vswguelph.on.ca)

**Mobile Emergency Response Systems (MERS):** personal tracking device for high-risk victims of violence, while at home or in the community 24/7. The device has a panic button which when activated, sends an SOS signal to alert the police of the client's location.

## Victim Services: Caledon/Dufferin

Provides crisis intervention services to victims of crime and tragedy: emotional support, practical assistance and information about options and choices that support the victim's needs. Support can be offered in-person or by telephone.

**24/7:** 905-951-3838

**Caledon East:** 905-951-3838 or 1-888-743-6496

**Orangeville:** 519-942-1452 or 1-888-743-6496

## Guelph Police Services

**Call:** 519-824-1212 (Office) or 911 (24/7)

**Human Trafficking and Intimate Partner Violence Unit:** Services are always survivor driven, and include safety planning, meeting in the community (plain clothes) for a discussion about options or a "meet and greet", to assure survivors they have not done anything wrong, offer criminal investigation, community referrals and connections. Criminal investigation is not mandatory (i.e. provide a statement but withhold placing charges).

## Wellington County Ontario Provincial Police (Rockwood, Fergus, Mount Forest & Palmerston)

**Call:** 1-888-310-1122

## Hospital Services

### Sexual Assault & Domestic Violence Care and Treatment Centres

Care is provided by specially trained nurses, or a social worker in a private and quiet room away from the emergency department. Services are voluntary and are based on the needs and choices of each client and **police are not called without client consent.**

Services include medical assessment, documentation of assault, STI/pregnancy testing, and prophylactic treatment if needed. A Sexual Assault Evidence Kit can be completed to collect DNA (non-medical information). Samples can be held up to a year (frozen), if the client does not want police involvement at the time of collection. If the client does not have healthcare coverage, that can be discussed.

#### Guelph General Hospital (24/7)

Counselling is available in-house; trained in EMDR and can offer in-person and virtual.

**Call:** 519-822-5350 ext. 42151

**Office:** 519-837-6440 ext. 42728 (administrative assistant)

#### Groves Memorial Hospital (Fergus) 24/7

**Call:** 519-843-2010

#### Headwaters Health Care Centre: Sunrise Centre (Orangeville) 24/7

**Call:** 519-941-2702

## Indigenous Services

### Southwest Ontario Aboriginal Health Access Centre (SOAHAC)

Provides holistic wraparound health and wellness services throughout Southwestern Ontario, including dental care, primary care services, traditional healing, and mental health services.

**Location:** 745 Coronation Blvd, Unit #102, Cambridge, Ontario N1R 7R1

**Call:** (226) 476-3672

## Talk4Healing

Get 24/7, culturally sensitive crisis counselling, advice and support for Indigenous Women and their families living in urban, rural and remote communities, both on and off reserve.

Support is available in English, Ojibway, Oji-Cree and Cree.

**Text or Call:** 1-855-554-4325 (1-855-554-HEAL)

**Thunder Bay Crisis Line:** 807-346-4357 (807-346-HELP)

## Healing Our Sisters (Anti-human trafficking program) – Native Women’s Centre

Trauma-informed culturally respectful wrap around services for women who have experienced human trafficking: transitional beds, transportation, medical care. Emergency supports can be coordinated if needed.

**Location:** 1900 King St. East Hamilton, ON L8K 6R4

**Website:** [nativewomenscentre.com/anti-human-trafficking-crisis-team](http://nativewomenscentre.com/anti-human-trafficking-crisis-team)

Main office: (905) 664-1114 or 1-888-308-6559

**Courage for Change Program:** meet with women in the community who are at risk, entrenched, exiting, or historical experience, crisis support, service navigation, case management, safety planning. Will support even if they are not willing to leave the situation.

## Atlohsa Family Healing Services – London

Healing and wellness services for Indigenous peoples with culturally appropriate care and support for mental health, substance use, homelessness, and family violence.

**24/7:** 1-800-605-7477

**Office:** 519-438-0068 (Mon-Fri; 9-5pm)

**Address:** 343 Richmond St, London ON N6A 3C2

**Email:** [admin@atlohsa.com](mailto:admin@atlohsa.com)

**Website:** [atlohsa.com](http://atlohsa.com)

## Okaadenige: Anti-Human Trafficking Program

Private and safe survivor circle; providing space for participants to rebuild their bundles and access the healing support they need, and one-on-one support and access to traditional support services.

**Call:** 226-559-1847

**Text:** 519-318-0795

**Email:** [okaadenige@atlohsa.com](mailto:okaadenige@atlohsa.com)

## Yakhiya'take'nhas Supportive Housing/Zhaawanong 24/7 Emergency Shelter

Emergency/transitional shelter and support for Indigenous women and their children who are at risk of violence, abuse, and/or homelessness.

**Call:** 519-432-2270 or 1-800-605-7477

**Address:** 256 Hill St, London ON

## Community Supports

### Family Violence Prevention Program – Woolwich Community Services

Provides education, safety planning and options available to make informed decisions. Referrals to community supports (housing, financial, legal, counselling) are available.

**Urgent:** 519-653-2422 or 519-742-5894

**Office:** 519-669-5139 or 1-800-661-7918 (Mon-Fri; 9-5pm)

**Address:** 5 Memorial Ave, Elmira, ON N3B 2P8

**Website:** [woolwichcommunityservices.org](http://woolwichcommunityservices.org)

### Compass Community Services

Free individual, family and group counseling for mothers and their children who have witnessed/experienced abuse.

**Call:** 519-824-2431

**Website:** [compasscs.org](http://compasscs.org)

## Shelters

### Elora House

Safe house offering accommodations, supportive programming, and restorative care.

**Eligibility:** 14+ years old, completely detoxed (including marijuana), may be on Suboxone, not currently involved in the sex industry, has experienced human trafficking or sexual exploitation (recent or historical). Referral must come from an agency worker; all information is strictly confidential.

**Call:** 519-710-2176 (Mon-Fri; 9-5pm)

**Email:** [elorahouse-staff@ercf.ca](mailto:elorahouse-staff@ercf.ca)

**Intake referral email:** [rprogrammanager@ercf.ca](mailto:rprogrammanager@ercf.ca)

### Anova

Support services for women, with or without children, who have experienced abuse and violence. This is a pet-friendly shelter.

**Emergency Shelters:** High security, never closed, emergency and short-term shelter for women and children who have experienced gender-based violence.

**Call:** Crisis & Support Line 519-642-3000

**Website:** [anovafuture.org](http://anovafuture.org)

**Locations:** 101 Wellington Road, London **and** 450 Clarke Road, London

**Community Outreach:** Provides assistance to individuals experiencing violence: meeting in places that are safe for clients, support with individual safety plans, navigating systems (legal, financial, housing, health, etc.), safe and affordable housing, connection to resources and supports, advocacy and referrals.

**Call:** 519-642-3000

### Birchway – Niagara

Provides shelter and services for women and children experiencing abuse, include safety planning, transitional and housing support, referrals, and support line.

**24/7** 905-356-5800 (call or text)

**Email:** [support@birchway.ca](mailto:support@birchway.ca)

**Website:** [birchway.ca](http://birchway.ca)

**Safe Shelter:** for women 16+ years old and children, with counselling supports

**Location:** McLeod Rd, Niagara Falls

**Call:** 905-356-5800 (call or text)

## Family Transition Place – Orangeville

Provides shelter, counselling, community outreach, and crisis line support.

**Emergency shelter:** safe and comfortable place for women and children, with assistance with food, transportation, childcare, advocacy, and accompaniment to court, counselling and appointments. Pet friendly on-site.

**Call:** 519-941-4357 [HELP] or 905-584-4357 [HELP] or 1-800-265-9178

**Email:** [support@familytransitionplace.ca](mailto:support@familytransitionplace.ca) (alternative to a phone call)

**Address:** 20 Bredin Pkwy, Orangeville ON L9W 4Z9

**Second Stage Housing:** supportive temporary housing (up to a year) to help with transition to independent living.

**24/7 Crisis Line:** 519-941-4357

## Animal Protection

### Safe Pet Ontario

Run by students at the Ontario Veterinary College (September-April) offering temporary accommodation for pets of women who are accessing the Services of Guelph-Wellington Women in Crisis. Not an emergency service and may take up to three weeks to place your pet. **Website:** [safepet.ca/apply](http://safepet.ca/apply)

### Domestic Shelters

Find a domestic violence shelter that offers a pet program.

**Website:** [domesticshelters.org](http://domesticshelters.org)

## Hotlines

### Canadian Human Trafficking Hotline

Support available in more than 200 languages. Can assist in finding emergency shelter locations. 1-833-900-1010.

### Assaulted Women's Help Line TTY

Provides crisis counselling, safety planning, emotional support, information and referrals.

1-866- 863-0511 or 1-866-863-7868

## Community Torchlight – Distress Centre Wellington/Dufferin

**Distress Line:** listening, support, referral and crisis assistance services for all ages.  
**519-821-3760 or 1-888-821-3760**

**Youth Support Line:** supportive listening and general referral information.  
**519-821-5469 or 1-888-821-3760**

**Crisis Line:** first point of contact for agencies, hospitals, individuals / professionals needing to access the Crisis Intervention System in Wellington-Dufferin.  
**519-821-0140 or 1-877-822-0140**

**Emergency Shelter Line:** for anyone in need of EMERGENCY temporary shelter and somewhere warm and safe to sleep.  
**519-767-6594 or 1-888-821-3760**

## Distress Centre Wellington-Dufferin

Provides confidential supportive listening to individuals in Waterloo, Wellington and Dufferin. **519-821-3760**

## EARS for Men (Distress Centre)

Support for adult male victims of sexual abuse. **519-570-3277**

## Fem'aide

Get 24/7 anonymous crisis counselling and referral services for Francophone and French speaking women. Text or call: **1-877-336-2433 (1-877-FEMAIDE)**

## French Speaking Distress and Crisis Call Lines

**Website:** [hotpeachpages.net/canada/femmefr/ontario.pdf](http://hotpeachpages.net/canada/femmefr/ontario.pdf)

## Kids Help Phone

More than a helpline. Call, text, chat and more to get support using Kids Help Phone's 24/7 e-mental health services. For all young people in Canada. **1-800-668-6868**

## Lesbian/Gay/Bisexual Line Youth Line

Confidential, Non-judgemental & Informed 2SLGBTQ+ Support. YouthLine offers free support through our Ontario-wide 2SLGBTQ+ peer-support HelpLine. **1-800-268-9688**

## Talk4Healing Indigenous women Helpline

Get 24/7, culturally sensitive crisis counselling, advice and support for Indigenous Women and their families living in urban, rural and remote communities, both on and off reserve. Support is available in English, Ojibway, Oji-Cree and Cree. **1-855-554-HEAL (4325) text or call.**

## Hope for Wellness – Indigenous Peoples 24/7

Available to all Indigenous Peoples across Canada. Experienced and culturally competent counsellors are reachable by phone and chat 24 hours a day, 7 days a week. Both phone and chat are available in English & French. **1-855-242-3310.**

### Upon request (not 24/7):

Telephone support is also available in Cree; Ojibway (Anishinaabemowin); Inuktitut. You may need to schedule a time that a language-speaker will be available.

## Victim's Support Line

The multilingual Victim Support Line provides services to victims of crime across Ontario, in most languages spoken in the province. Victims of crime and their families have access to a wide range of services, including counselling, financial assistance and other supports. **416-314-2447 or 1-888-579-2888**

## Youth Support Line (University of Guelph):

**519-821-5469**

## Legal Services

### Free Legal Support Program (through Human Trafficking Hotline):

**1-833-900-1010**

**Current:** Kelly and Rochell – Anti-Human Trafficking Lawyers

- Offers free, confidential legal advice to survivors and potential victims of human trafficking in Ontario, and cases where trafficking occurred outside Ontario

- Provides representation at application hearings in any Ontario Court of Justice, helps complete restraining order applications, and is open to guardians of child survivors or children at risk of being trafficked
- No criminal case is required to apply for a restraining order

### About Restraining Orders

- Court orders to protect health and safety from a trafficker
- Can limit what the person can do, where they can go, and who they can contact
- Can be in place for up to 3 years and renewed if necessary
- Enforced by police
- Only applies to traffickers when they are in Ontario

## Legal Services: Quick Reference

- Advocacy Centre for the Elderly: 1-416-598-2656
- Barbara Schlifer Commemorative Clinic (Toronto): TTY 416-323-9149 416-323-1361
- Child & Family Advocacy Office: 1-800-263-2841
- Citizen & Immigration Canada: 1-888-242-2100
- Community Justice Initiatives: 519-744-6549
- Criminal Compensation: 416-326-2900 or 1-800-372-7463
- Community Legal Education Ontario (CLEO): 416-408-4420
- Crown Attorney's Office: 519-822-1031
- Disabled Women's Network Ontario (DAWN): [dawnontario@sympatico.ca](mailto:dawnontario@sympatico.ca)
- John Howard Society: 519-836-1501
- Lawyer Referral Service: 1-900-565-4577 (\$6.00 charge to phone bill)
- Legal Aid Ontario: 519-824-0170
- Legal Clinic of Guelph & Wellington County: 519-821-2100 or 1-800-628-9205
- Ontario Human Rights Commission: 1-800-387-9080
- Ontario Office of the Public Guardian & Trustee: 1-800-366-0335
- Probation & Parole: 519-837-6306

## Interpreter Services: Quick Reference

### Canadian Hearing Society: Emergency

**1-866-518-0000**

TTY: **1-977-215-9530** (appointment only)

Text: **416-712-6637** (charges may apply); E-mail: [urgent@chs.ca](mailto:urgent@chs.ca)

Emergency American Sign Language (ASL) services are available 24/7 (hospital, medical clinics, crisis centres, shelters, police, court settings, etc.) Services are based on availability.

### **Kitchener-Waterloo Multicultural Centre**

**519-745-2593** (Servicing Kitchener-Waterloo, Brant, and Guelph-Wellington)

Referrals must be made through [kwmulticultural.ca/interpreters](http://kwmulticultural.ca/interpreters). Responses are within a few minutes:

Requests for interpreters can only be done by an agency or organization. Client support related to domestic violence, sexual violence, elder abuse, or human trafficking is **free**. Interpreting services can be done in-person, by phone or video chat in over 50 languages. Services are available 24/7.