

## COMMUNITY RESOURCE CONNECTIONS OF TORONTO (CRCT)

CRCT supports adults with serious mental health problems in ways which empower them to live with dignity and fulfillment in the community.

Our work is guided by the following values: respect, freedom of choice, trust, self-determination, consumer-driven, collaboration, providing opportunities, justice, fairness, and equality. CRCT makes a special effort to explore, understand, promote and value the many cultural and social experiences of the world. Our work reflects an anti-racist and anti-oppression framework.

### Our Programs

- Community Support Services (CSS)  
(East and West Teams)  
Family Program  
Somali and Tamil focused workers
- Health Promotion Program
- Hostel Outreach Program (HOP)  
(working with women)
- Mental Health Court Support Services

### Access and Equity

CRCT has a commitment to work with people facing barriers to service, especially as a result of homelessness, conflict with the law, race, culture, ethnicity, sexual orientation and language.

CRCT is a non-profit, charitable community mental health agency serving the Toronto area for more than 30 years.

We assist adult users of the mental health system. Core funding is provided to CRCT by the Ontario Ministry of Health and Long Term Care. Supplemental funding is provided by the United Way of Greater Toronto, the Ministry of Canadian Heritage, the Rotary Club of Toronto, the EJLB Foundation, the Ontario Trillium Foundation, and the City of Toronto – Access and Equity Grant.

### Charitable Registration

#118871128 RR0001

*Donations Gratefully Accepted*

Visit our web site [www.crct.org](http://www.crct.org) for more information – and for our comprehensive guide to mental health services, supports and resources in the Toronto area.



Community  
Resource  
Connections  
of Toronto



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## COMMUNITY SUPPORT SERVICES



## WHAT IS COMMUNITY SUPPORT SERVICES (CSS)?

Community Support Services is a program of Community Resource Connections of Toronto (CRCT), a non-profit community mental health agency serving the Toronto area for more than 30 years.

We assist adults (16 and over) who are having a lot of difficulty in day-to-day living as a result of severe and persistent mental health issues.

### Our Services

Community Support Services assists you to:

- meet your basic needs such as food, housing, clothing, health care;
- participate in your community and find activities you enjoy including recreation, work or education;
- work with your family and other support people (with your consent);
- manage crises;
- learn the skills you need to meet your goals;
- connect to resources and services you need and want.

Services are provided in English, Tamil, Somali and several other languages.

*Our catchment area is east North York, Scarborough, Central and West Toronto.*

## REFERRALS

Individuals who feel they have a mental health problem are welcome to refer themselves – as are family members, friends or other service providers. The person must meet the criteria and be in need of intensive long-term community support.

If our service is not appropriate for you, we will try to help you find a more suitable program in the city to meet your needs. We know that it may be difficult for some people to get connected with services. We are prepared to spend time doing outreach to try and develop a working relationship.

To make a referral call our Intake Coordinator at (416) 482-4103 ext. 316.

Intake is provided in three languages: English, Tamil and Somali.

## OUR GOALS AND VALUES

- We know that people with mental health issues can and do recover.
- Our services are voluntary and we work in partnership with you to help you meet your goals.
- We will help you get the information you need to make your own decisions.
- We work with you to help you identify and further develop your strengths and sense of hope.
- We will acknowledge our differences and work toward a relationship of mutual respect with you.
- We want and value your meaningful participation at an individual, program and agency level.

## CONFIDENTIALITY

All employees, students and volunteers at CRCT are required to sign an oath of confidentiality. We keep your personal information private and do not release it to anyone without your consent, unless obligated by law. To learn more about our privacy policies, see our Brochure “CRCT’s Commitment to Privacy” or contact Program Privacy Officer at (416) 482-4103 ext. 232.

## SUGGESTIONS/COMPLAINTS

We are committed to providing you and your family/significant others with the best possible service (with your consent).

We encourage you to give us your suggestions at any time. If you are dissatisfied with anything about our services – or if you have a compliment – we’d like to hear about it. You can talk directly to your worker or the Program Manager, or you can write us a letter. We value your feedback.

To reach the Program Managers, call East Team (416) 482-4103 ext. 239, West Team (416) 482-4103 ext. 238.

**“Recovery  
is possible,  
support  
makes it easier.”**

- A consumer