



Services to Vulnerable Persons

Social service team (SST)

Rationale

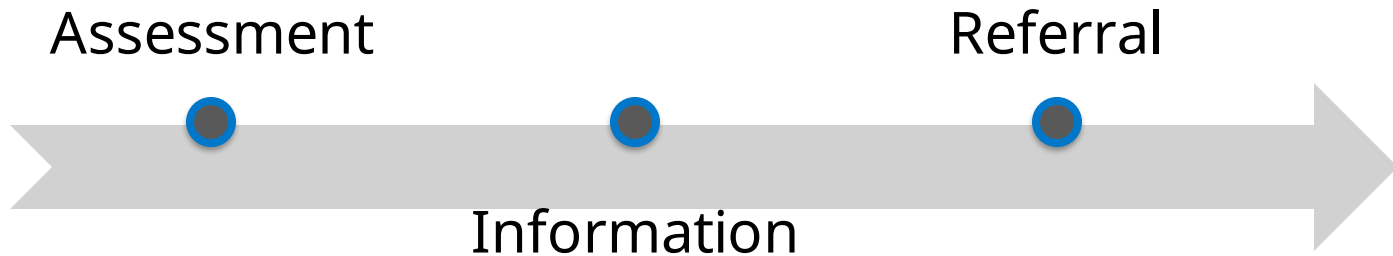
- An embedded library-based service is one of the most effective response to bridge the gap of disparities (Access, information and supports).
- Expand collaborative programs with social service organizations from different sectors such as housing, health and mental health.



Objectives

The initiative provides access and connection to social service and mental health supports to address challenges faced by our city's most vulnerable residents.

- Deliver direct services and supports in the library setting
- Provide reliable information that empower customers and improve their wellbeing
- Facilitate linkage to services outside the library to ensure a continuum of service in the community.



The Service

We've partnered with **Gerstein Crisis Centre** to offer low-barrier social services and programs to library customers, in a welcoming and judgement-free environment.

The Social Services Team (SST) can help with:

- short-term counselling
- mental health supports
- primary care services
- housing access
- addiction resources
- financial and employment supports
- wellness and recovery programs



Community Crisis Intervention Workers (CCIWs)



789 Yonge St M4W 2G8



239 College St M5T 1R5



190 Fort York Boulevard, Toronto, ON M5V 0E7



327 Bathurst St M5T 1J1

Toronto Reference Library

- Wednesdays 10-6 pm
- Fridays 10-6 pm
- Every other Saturday

Lillian H. Smith

- Tuesdays 9-5 pm
- Thursdays 9-5 pm
- Every other Saturday

Finding Recovery Through Exercise Skills and Hope (**F.R.E.S.H.**), Wellness Recovery Action Plan (**WRAP**), and **SafeTALK** programs at four TPL branches.

Referrals

- Anyone experiencing distress, mental health and/or substance use issues and needs assistance.
- A person whose safety is in question, but no act of violence or imminent threat has occurred at that time.
- Anyone who seems to need or want additional help outside the scope of the library services.





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