

Greater Ottawa Area





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Canadian Mental Health Association Mental health for all Association canadienne pour la santé mentale La santé mentale pour tous



Help right now

If you or the person you care for is in crisis and you need help right now, please:

- Call 911 (emergency) or your local emergency number
- Visit your local hospital's emergency department
- Contact a toll-free distress line in your province

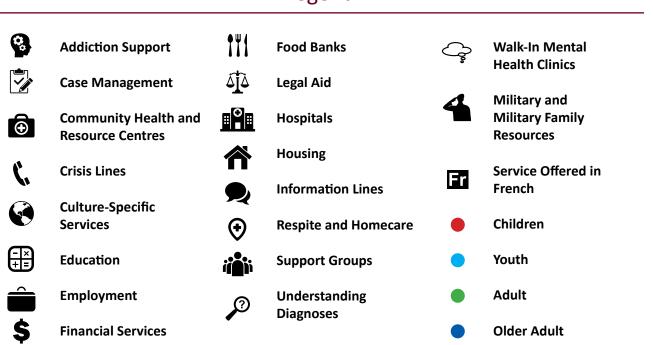
Feedback: MHCG@ottawa.ca

About This Guide

The *Resource Guide* reflects mental health resources and supports located throughout the Ottawa Region.

This guide serves to accompany the *Mental Health Caregiver Guide*, a national resource for caregivers of individuals living with mental illness and mental health challenges.

This guide is not an exhaustive list of all supportive services, but rather a starting point – feel free to contact the resources identified in this guide to explore how they could assist you or the person you care for on the journey to recovery.



Legend

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Addiction Support

Addiction Support

Amythest Women's Addiction Centre • **F**

Offers both residential and out-patient programs for women addicted to drugs, alcohol, and gambling. Services include individual counselling, group counselling, and health promotion programs.

(613) 563-0363

www.amethyst-ottawa.org

The Ottawa Addictions Access and Referral Services (OAARS) • •

Offers assessments, information, and referrals for those experiencing addiction.

1-800-565-8603

www.drugandalcoholhelpline.ca/Directory/ <u>Program/16772</u>

Dave Smith Youth Treatment Centre •

Offers both residential treatment and outpatient services for youth aged 13-21 experiencing addiction.

(613) 594-8333

www.davesmithcentre.org

Maison Fraternité 🔵 🗩 🖬

Offers addiction support for Francophone youth aged 12-18.

(613) 741-2523

www.maisonfraternite.ca

Rideauwood Addiction and Family Services •

Offers counselling, support groups, assessment, and resources for those experiencing addiction and their families.

(613) 724-4881

www.rideauwood.org

The Wabano Centre for Aboriginal Health • •

Offers over 40 programs and services designed to meet the needs of Ottawa's Aboriginal community. Services include a primary care clinic, seniors' circles, cultural programming, mental health programs, fitness programs, homeless outreach, and after-school programs.

(613) 748-0657

www.wabano.com



Case Management

Case Management

The Canadian Mental Health Association (CMHA) Ottawa

Provides programs, services, and resources for individuals living with mental illnesses and their families.

(613) 737-7791

www.ottawa.cmha.ca

The Royal Ottawa Mental Health Centre • • • •

Offers assessment, treatment, and rehabilitation for adults and youth with serious mental illnesses.

(613) 722-6521

www.theroyal.ca

Salus Ottawa 🔍 🖬

Provides rehabilitation and supportive housing services to adults in the Ottawa area with severe mental illness.

(613) 729-0123

www.salusottawa.org

Youth Services Bureau 🗢 🖬

Offers a number of services for youth between the ages of 13-24. Services include crisis support, counselling, assessment, support groups, employment services, drop-ins, youth advisory committees, and housing services.

(613) 729-1000

www.ysb.on.ca





Community Health and Resource Centres

Community Health and Resource Centres

Carlington

Offers crisis support, counselling, family counselling, health services, and resources.

(613) 722-4000

www.carlington.ochc.org

Centretown 🔵 🗨 🖬

Offers crisis support, counselling, family counselling, LGBTQ+ counselling, support groups, health services, and resources.

(613) 233-4443

www.centretownchc.org

Community Living Renfrew County South • •

Offers counselling, family counselling, and resources.

(613) 432-6763

www.clrcs.com

Eastern Ottawa 🗢 🗢 🗨 🖬

Offers counselling, family counselling, health services, and resources.

(613) 741-6025

www.eorc-creo.ca

Estrie 🔍 🗨 🖬

Offers counselling, family counselling, support groups, health services, and workshops.

(613) 525-5544 (Alexandria) (613) 487-1802 (Bourget) (613) 987-2683 (Chrysler) (613) 443-3888 (Embrun)

http://www.cscestrie.on.ca/en/

Hunt Club-Riverside 🔵 🗖 🖬

Offers crisis support, family counselling, and health services.

(613) 247-1600

www.seochc.on.ca

Lowertown 🗢 🗢 🗨 🖬

Offers crisis support, counselling, family counselling, support groups, assessment, health services, and resources.

(613) 789-3930

www.crcbv.ca

Nepean, Rideau and Osgoode

Offers counselling, assessment, and health services.

(613) 596-5626

www.nrocrc.org

North Lanark

Offers counselling and health services.

(613) 259-2182

www.northlanarkchc.on.ca

Orléans-Cumberland 🔵 🗨 🖬

Offers crisis support, counselling, family counselling, support groups, health services, and resources.

(613) 830-4357

www.crcoc.ca

Rainbow Valley

Offers social work and health services.

(613) 757-0004

www.rainbowvalleychc.on.ca

Rideau-Rockcliffe 🔵 🖬

Offers crisis support, counselling, family counselling, health services, and resources.

(613) 745-0073

http://www.crcrr.org/en

Pinecrest-Queensway •

Offers crisis support, counselling, family counselling, health services, and resources.

(613) 820-4922

www.pqchc.com

Sandy Hill 🔴 🔵 🗶 🖬

Offers crisis support, counselling, family counselling, health services, and resources.

(613) 789-1500

www.sandyhillchc.on.ca

Somerset West

Offers crisis support, counselling, family counselling, support groups, health services, and resources.

(613) 238-8210

www.swchc.on.ca

South-East Ottawa 😐 🔍 🗨 🖬

Offers crisis support, counselling, family counselling, assessment, health services, and resources.

(613) 737-5115

www.seochc.on.ca

Vanier 🔵 🔵 🖻 🖬

Offers counselling, family counselling, and health services.

(613) 744-2892 http://www.cscvanier.com/en/home

Western Ottawa 🔍 🔍 🗨 🖬

Offers crisis support, counselling, family counselling, health services, and resources.

(613) 591-3686 www.wocrc.ca Whitewater Bromley (Beachburg)

Offers social work and health services.

(613) 582-3685

www.wbchc.on.ca



Crisis Lines

Crisis Lines

Child, Youth and Family Crisis Line of Eastern Ontario

Provides professional help in English and French for children, youth, and families in crisis. Available 24/7.

(613) 260-2360

www.icrs.ca/en

Community and Social Service Referrals • • • • **F**

Provides information and referrals in English and French to individuals and families living in Eastern Ontario.

2-1-1

www.211ontario.ca

Drugs and Alcohol Helpline

Provides information about drug and alcohol addiction services in English, French, and over 170 other languages. Available 24/7.

1-800-565-8603

www.drugandalcoholhelpline.ca

Femaide 🔍 🗨 🖬

A provincial telephone helpline for Francophone women who are dealing with violence and/or who have been sexually assaulted. Available 24/7.

1-877-336-2433

http://www.femaide.ca

Kids Help Phone 🔵 🗖

Provides support in English and French for youth under the age of 20. Available 24/7.

1-800-668-6668

www.kidshelpphone.ca

Mental Health Crisis Line

An all-encompassing crisis service offered in English and French. Available 24/7.

(613) 722-6914 1-866-996-0991

www.crisisline.ca

Ontario Poison Centre 🔎 🔍 🗨 🖬

Provides medical information about poisoning in English and French from registered nurses and pharmacists. Please call 9-1-1 if a poisoning victim is not breathing or having a seizure. Available 24/7.

1-800-268-9017

http://www.capcc.ca/en

Ottawa Distress Centre 🗢 🗨 🗨

An all-encompassing crisis service in English. Available 24/7.

(613) 238-3311

www.dcottawa.on.ca

Ottawa Rape Crisis Centre 🗢 ●

Provides English service to survivors of sexual violence, supporters, and family and friends of survivors. The crisis line volunteer counsellors provide crisis intervention on issues such as: childhood sexual abuse, recent sexual assault, flashbacks and suicide intervention. Crisis line available 24/7.

(613) 562-2333

www.orcc.net

Pembroke Regional Hospital Mobile Crisis Team • • • • • •

Provides a crisis intervention service to the clients of Renfrew County through phone line and an on-call back-up in the county for more serious calls. Local mobile team available for response to Renfrew County. Available 24/7.

1-866-996-0991

www.mentalhealthhelpline.ca/Directory/ Program/3876

Tele-Aide Outaouais 🛡 🔍 🛡 🖬

A crisis line for French-speaking individuals. Available 24/7.

(613) 741-6433 1-800-567-9699

www.telaideoutaouais.ca

Tele Health Ontario 🔵 🔵 🗩 🖬

A free, confidential service that provides health advice or information from a registered nurse. Available 24/7.

1-866-797-0000

www.ontario.ca/page/get-medical-advicetelehealth-ontario

Trans Life Line 🔵 🔵 🔵

A non-profit dedicated to the well-being of trans people. The hotline is staffed by trans people, for trans people.

1-877-330-6366

www.translifeline.org



A multiservice agency for children, teenagers, adults and their families living throughout the United Counties of Prescott-Russell. Available 24/7.

(613) 673-5148 1-800-675-6168

www.valorispr.ca/en/

Youthline 🔵

Provides service for youth, by youth that affirms the experiences of lesbian, gay, bisexual, transsexual, transgender, 2-spirited, queer and questioning youth in Ontario. Youth Line offers confidential and non-judgemental peer support to youth under the age of 27 through telephone, text and chat services. Available from Sunday to Friday, 4:00PM to 9:30 PM.

1-800-268-9688

www.youthline.ca

Youth Services Bureau Mobile Crisis Line

For children and youth ages 18 and under who are experiencing a crisis, and for parents, guardians, caregivers, friends or service providers who are concerned about a young person in crisis. Available 24/7.

(613) 260-2360 1-877-377-7775

www.ysb.on.ca/index.php?page=24-7-crisis-line





Culture-Specific Services

Culture-Specific Services

The Akausivik Inuit Family Health Team • • • •

Offers free primary care dedicated to the Inuit community. Services include immunizations, physical check-ups, pre- and post-natal health care, mental health assessment, counselling, psychiatry, STI testing and treatment, and specialist access.

(613) 740-0999

<u>www.aifht.ca</u>

Catholic Family Services Ottawa

Catholic Family Services Ottawa offers crisis intervention, counselling, family counselling, support groups, and assessment.

(613) 233-8478

www.cfsottawa.ca

Immigrant Women Services

A community-based social service agency providing the culturally appropriate services to immigrant women and their children. Services include crisis counselling, language interpretation, free classes, and settlement/ integration services.

(613) 729-3145

www.immigrantwomenservices.com

Jewish Family Services Ottawa

Jewish Family Services Ottawa offers crisis intervention, counselling, family counselling, support groups, and assessment.

(613) 722-2225 x 352

<u>www.jfsottawa.com</u>

Makonsag Aboriginal Head Start •

An Aboriginal preschool program that fosters cultural awareness and early learning for Aboriginal children and their families, while contributing to positive lifelong experiences as members of Ottawa's Aboriginal community.

(613) 724-5844

<u>www.makonsag.ca</u>

Minwaashin Lodge 🔵 🔵 🔵

Provides a range of programs and services to First Nations, Inuit, and Métis women and children (regardless of status) who are survivors of domestic and other forms of violence. Programs include cultural programs, counselling, a shelter, housing services, employment training, youth programs, and senior programs. All programs and services are provided in the context of cultural beliefs and values to ensure a holistic approach is used as part of the healing journey.

(613) 741-5590

www.minlodge.com

Muslim Family Services Ottawa

Muslim Family Services Ottawa offers crisis intervention, counselling, family counselling, employment assistance, and immigrant services.

(613) 232-6376

www.mfso.ca

Ottawa Chinese Community Service Center (OCCSC) • • •

Offers crisis support, counselling, family counselling, and assessment for Chinese individuals and families.

(613) 235-4875

www.occsc.org

Ottawa Community Immigrant Services Organization (OCISO)

Offers crisis support, counselling, family counselling, support groups, assessment, and resources for immigrants.

(613) 725-5671 x 322

www.ociso.org

Ottawa Immigration & Refugee Law Office • • • •

Provides legal assistance for immigrants and refugees.

(613) 238-7931

www.legalaid.on.ca/en/contact/about. asp?place=807355

Ottawa Inuit Children's Centre 🗢 🗢

A multi-service Inuit organization that provides cultural, educational, recreational, and social support services to children, youth and families of Ottawa's growing Inuit community. The centre primarily offers programming to children and youth aged 0-13.

(613) 744-3133 x 232

www.ottawainuitchildrens.com

Somali Centre for Family Services

Offers crisis support, counselling, family counselling, and assessment for Somali individuals and families.

(613) 526-2075

www.scfsottawa.org

Tungasuvvingat Inuit 🔍 🔍 🗨

Provides Inuit-specific programming such as pre-and-post-natal education, counselling, cultural programming, housing support, employment support, and residential traumaand-addiction treatment.

(613) 565-5885

www.tungasuvvingatinuit.ca

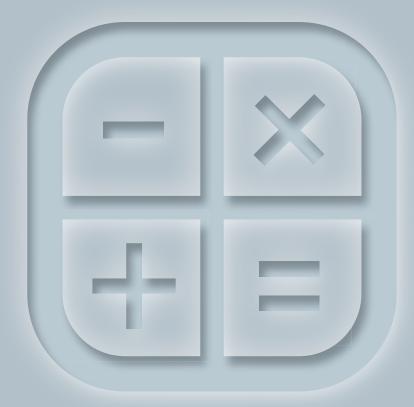
The Wabano Centre for Aboriginal Health • • • •

Offers over 40 programs and services designed to meet the needs of Ottawa's Aboriginal community. Services include a primary care clinic, seniors' circles, cultural programming, mental health programs, fitness programs, homeless outreach, and after school programs for kids.

(613) 748-0657

www.wabano.com





Education

Education

Can Learn 🔵 🗨 🖬

Contains information about education, including financing, loans, online calculators, program searches, housing resources, bursaries, and scholarships.

www.canlearn.ca

The French Catholic School Board

Provides French educational services for children and youth, as well as continuing education services for adults.

(613) 675-4691

www.csdceo.ca

Conseil des écoles publiques de l'Est de l'Ontario • • • •

Provides French educational services for children and youth, as well as continuing education services for adults.

1-888-332-3736

www.cepeo.on.ca

The Ottawa Catholic School Board

Provides educational services for children and youth, as well as continuing education services for adults.

(613) 224-2222

www.ocsb.ca

The Ottawa-Carleton District School Board • • • • • •

Provides educational services for children and youth, as well as continuing education services for adults.

(613) 239-2325

www.ocdsb.ca

The Ottawa Children's Treatment Centre ••••

Provides educational and other services for children who are physically or developmentally disabled.

(613) 737-0871 (Site 1) (613) 737-0871 (Site 2)

www.octc.ca

Renfrew County District School Board • • • •

Provides educational services for children and youth, as well as continuing education services for adults.

(613) 735-0151

www.rcdsb.on.ca

Renfrew County Catholic District School Board • • 🖬

Provides educational services for children and youth.

(613) 735-1031 www.rccdsb.edu.on.ca

The Youville Centre

Offers counselling, addiction support, childhood education, and adult education to adolescent mothers and their children.

(613) 231-5150

www.youvillecentre.org





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Employment

Employment

Causeway Work Centre

Supports disabled people in finding employment.

(613) 725-3494

www.causewayworkcentre.org

La Cité 🔍 🗨 🖬

Assists with resume development, employment assessment, job search, job training, and employment referrals.

(613) 443-2300

www.eolcc.ca

City of Ottawa - Employment and Financial Assistance • • • •

Contact 2-1-1 for resources in your area

http://ottawa.ca/en/residents/social-services/ employment-and-financial-assistance

Community Employment Resource Centre • • •

Assists with resume development, employment counselling, job searches, and apprenticeship application.

(613) 828-2123

www.cercottawa.ca

Cornwall Business Enterprise Centre (Cornwall) • F

Provides consultation for new or existing smallto medium-sized businesses.

(613) 933-0074

www.businessenterprisecentre.ca

The Economic and Social Council of Ottawa-Carleton

Supports Francophone immigrants by providing employment services, health services, and citizenship resources.

(613) 248-1343

www.cesoc.ca

Employment Ontario Apprenticeship Office • • •

Provides registration, information, and support for apprentices and employers.

(613) 731-7100 (Ottawa) (613) 735-3911 (Pembroke)

www.tcu.gov.on.ca/eng/employmentontario/ training

Employment Services Centre 🗨 🖝

Assists with resume development, employment assessment, job search, and employment referrals.

(613) 443-5732 (Embrun) (613) 632-0179 (Hawkesbury) (613) 446-4189 (Rockland)

http://www.csepr.ca/en/

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Invest Ottawa 🌑 🖬

Provides consultation, financial support, and training for new or established small- to medium-sized businesses.

(613) 828-6274

www.investottawa.ca

Job Zone d'emploi 🔵 🗩 🖬

Prepares, guides and assists individuals, in English and in French, to find employment through employment and career counselling, information resources, job opportunities and access to community and outreach services.

(613) 933-9675 (Cornwall) (613) 744-5627 (Winchester)

www.jobzonedemploi.ca

Ottawa Community Loan Fund 🔵 🖬

A non-profit organization providing microloans for business and professional development purposes.

(613) 366-2159

www.oclf.org

YMCA-YWCA of the National Capital Region • • •

Assists with resume development, employment assessment, job search, job training, employment referrals, and housing services.

(613) 788-5001

www.ymcaywca.ca

Youth Services Bureau 🗢 🖬

The Youth Services Bureau offers a number of services for youth in the age range of 13-24. Services include crisis support, counselling, assessment, support groups, employment services, drop-ins, youth advisory committees, and housing services.

(613) 729-1000

www.ysb.on.ca

Youth Zone Jeunesse 🗢 🗨 🖬

Youth Zone Jeunesse is accessible to anyone between the ages 16 and 30 years old for support and services to assist with finding employment.

(613) 580-9663

www.ottawa.ca/en/youth-zone-resource-center







Financial Services

Financial Services

Credit Canada Ottawa 🔍 🗨 🖬

Provides non-profit credit counselling for those in the Ottawa area looking for help with their debt problems. Professionally accredited counsellors can assist with a complete financial review, a debt consolidation program, and a spending plan.

(613) 216-6077

www.creditcanada.com/locations/creditcanada-ottawa

Credit Counselling Society Ottawa

A non-profit consumer credit and debt counselling service. Professionally accredited counsellors can assist with the creation of a spending plan, debt consolidation, and other financial services.

(613) 234-0505

www.nomoredebts.org/canada/ontario/ ottawa/credit-counselling.html

Invest Ottawa 🔵 🖬

Provides consultation, financial support, and training for new or established small- to medium-sized businesses.

(613) 828-6274

www.investottawa.ca

Ottawa ACORN 🔍 🗨 🖬

An independent national organization of low- and moderate-income families. Services include tax services, financial consultation, and information about social assistance.

(613) 746-5999

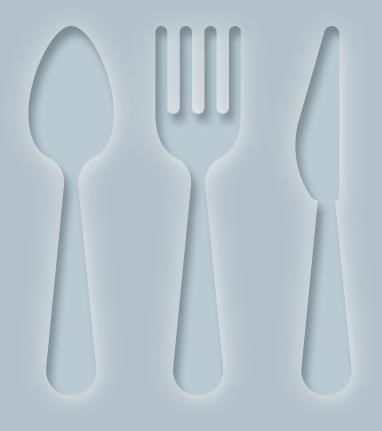
www.acorncanada.org/ottawa

Ottawa Community Loan Fund 🔵 🖬

A non-profit organization providing microloans for business and professional development purposes.

(613) 36<mark>6-215</mark>9

www.oclf.org



Food Banks

Food Banks

The following food banks provide food to low-income families on a scheduled and/or emergency basis.

AGAPE Centre • • • •

(613) 938-9297

www.agapecentre.ca

Arnprior and District Food Bank

(613) 668-4462

https://renfrewcountyconnections.cioc.ca/ record/RCC0027

CCS Food Bank CCS Food Bank

(613) 764-5203 http://www.casselman.ca/en/service_banque_ alimentaire.asp

Centretown Emergency Food Centre • • • • • •

(613) 232-3059 www.cefcottawa.org

Cobden and District Food Bank

(613) 647-7801 https://renfrewcountyconnections.cioc.ca/ record/RCC0638

Dalhousie Food Cupboard

(613) 230-3982 www.dalhousiefoodcupboard.ca

Deep River and Area Food Bank

(613) 584-2484 www.drdh.org/foodbank.html

(613) 543-0065 (Morrisburg) (613) 774-0188 (Winchester)

https://ottawa.cioc.ca/record/ KGN6148?UseCICVw=85

Eganville and District Community Food Bank • • • •

(613) 628-3993 https://ottawa.cioc.ca/record/RCC0469

Gloucester Emergency Food Cupboard • • • • • •

(613) 749-4728 www.gefc.ca

Good Neighbours Food Bank of the Township of Russell • • • • • •

(613) 443-2793 www.babv-gnfb.ca

Hawkesbury Central Food Bank

(613) 636-0666 https://kingston.cioc.ca/record/KGN1578

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Heron Emergency Food Centre

(613) 737-9090 www.hefc.ca

Kanata Food Cupboard 🗢 🗢 🗨 🖬

(613) 836-7847 www.kanatafoodcupboard.ca

Killaloe Food Bank 🛡 🔍 🛡

(613) 757-2209 https://renfrewcountyconnections.cioc.ca/ record/RCC0198

(613) 257-8546 www.lanarkcountyfoodbank.ca

Mobile Market 🛑 🔵 🗩 🖬

A mobile market that brings healthy, affordable, and culturally appropriate foods to Ottawa neighbourhoods.

The prices on the MarketMobile are, on average, 40% less than in retail grocery stores. Visit website for schedule and locations, cash only.

www.marketmobileottawa.ca

Orleans-Cumberland Food Bank

(613) 830-4357 1-866-821-7770

http://crcoc.ca/programs-services/food-bank/

Osgoode Emergency Food Cupboard • • • • •

(613) 821-1481 https://ottawa.cioc.ca/record/ OCR1888?Number=0

Ottawa Food Bank 🔵 🔵 🗩 🖬

(613) 745-7001 www.ottawafoodbank.ca

The Ottawa Mission 🔍 🗨 🖬

(613) 234-1144 www.ottawamission.com

Parkdale Food Centre 🔍 🔍 🔍

(613) 722-8019 www.parkdalefoodcentre.ca

Renfrew and District Food Bank

(613) 433-9216 https://renfrewcountyconnections.cioc.ca/ record/RCC0353

Richmond Food Bank 🗕 🔵 🔵

(613) 838-5397 www.richmondfoodbank.org

The Salvation Army

(613) 932-7515 (Cornwall) (613) 241-1573 x 268 (Ottawa) (613) 735-5601 (Pembroke) (613) 432-7721 (Renfrew)

www.salvationarmy.ca

(613) 831-0451 www.stittsvillefoodbank.ca

St. Joseph's Food Bank 🔵 🔵 🔵

(613) 732-3807 www.stjosephsfoodbank.ca

Westboro Region Food Bank

(613) 722-3851

www.westborofoodbank.wix.com/ westborofoodbank





Legal Aid

Legal Aid

Community Legal Services Ottawa Centre • • • •

A not-for-profit organization that provides free legal services in areas of housing, immigration, workers' compensation, and social assistance.

(613) 241-7008

www.clsoc.ca

Legal Aid Ontario 🗢 🗨 🖬

Provides legal assistance for low-income people. Services include legal representation, legal aid applications, legal resources and referrals, and a certificate program for complex cases.

(613) 238-7931

www.legalaid.on.ca

Ottawa Immigration & Refugee Law Office • • • •

Provides legal assistance for immigrants and refugees.

(613) 238-7931

www.legalaid.on.ca/en/contact/about. asp?place=807355

South Ottawa Community Legal Services • • • **F**

A non-for-profit organization that provides free legal services in areas of housing, immigration, workers' compensation, and social assistance.

(613) 733-0140

http://www.clsoc.ca/en/index.html

University of Ottawa Community Legal Clinic • • • • •

Provides legal services to the Ottawa community. Staffed by lawyers and law students, the Clinic provides public legal education, legal advice, and representation at court for a variety of criminal, family and tenant-related matters.

(613) 562-5600

www.commonlaw.uottawa.ca/community-legalclinic/about

Vanier Community Service Center

Provides free legal advice on a number of legal topics to low-income persons.

(613) 744-2892

http://www.cscvanier.com/en/legal

West End Legal Services of Ottawa

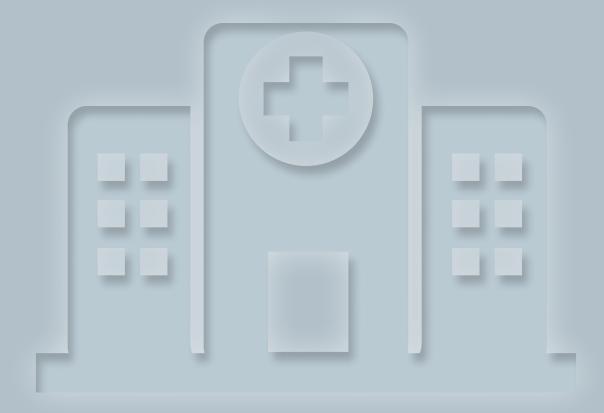
Provides free legal advice on a number of legal topics to low-income persons.

(613) 596-3364

www.westendlegal.ca



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Hospitals

Hospitals

Almonte General Hospital • • • •

Offers services including inpatient and outpatient services, a regional obstetrical program, a regional long-term care program, a diabetes program, rehabilitation, sexual assault support, and specialized treatment.

(613) 256-2500

www.almontegeneral.com

Carleton Place District and Memorial Hospital • • • •

Offers services including emergency care, inpatient services, rehabilitation services, physiotherapy, sexual assault support, and specialized treatment.

(613) 257-2200

www.carletonplacehospital.ca

The Children's Hospital of Eastern Ontario (CHEO) • • •

A pediatric health and research center providing family-centered patient care to those under 18 years of age. Services include emergency care, inpatient and outpatient services, mental health services, a diabetes program, the regional eating disorder program, a gender identity clinic, and specialized treatment.

(613) 737-7600

www.cheo.on.ca

Cornwall Community Hospital (Cornwall) • • • • • •

Offers services including inpatient services, surgical units, a critical care unit, rehabilitation, and psychiatric services.

(613) 938-4240

www.cornwallhospital.ca

Deep River and District Hospital

Offers services including emergency care, physiotherapy, long-term services, diagnostic services, and specialized treatment.

(613) 584-3333

www.drdh.org

Glengarry Memorial Hospital

Offers services including inpatient services, surgical care, psychiatric services, diagnostic services, rehabilitation, and specialized treatment.

(613) 525-2222

www.hgmh.on.ca

Hawkesbury and District Hospital

Offers services including emergency care, surgical care, a diabetes program, and specialized treatment.

(613) 632-1111

www.hgh.ca

Kemptville District Hospital

Offers services including emergency care, diagnostic services, and outpatient services.

(613) 258-6133

www.kdh.on.ca

Montfort Hospital

Offers Francophone services including mental health services, cancer care, physiotherapy, palliative care, diagnostic services, and specialized treatment.

(613) 746-4621

www.hopitalmontfort.com/en

The Ottawa Hospital (Civic Campus)

Offers services including a specialized cardiac clinic, outpatient services, a diabetes program, sexual assault support, and specialized treatment.

(613) 722-7000

www.ottawahospital.on.ca

The Ottawa Hospital (General Campus) • • •

Offers services including inpatient and outpatient services, a regional centre for HIV/ AIDS, specialized care centres, and specialized treatment.

(613) 722-7000

www.ottawahospital.on.ca

The Ottawa Hospital (Riverside Campus) • • •

Offers services including treatment services, diagnostic services, a diabetes program, and specialized treatment.

(613) 722-7000

www.ottawahospital.on.ca

Pembroke Regional Hospital

Offers services including emergency care, intensive care, surgical care, mental health services, rehabilitation, and specialized treatment.

(613) 732-3675

www.pembrokeregionalhospital.ca

The Queensway Carleton Hospital

Offers services including emergency care, surgical care, palliative care, mental health services, rehabilitation, and specialized treatment.

(613) 721-2000

www.qch.on.ca

Renfrew Victoria Hospital

Offers services including surgical care, cancer care, diagnostic support, and addiction treatment.

(613) 432-4851

www.renfrewhosp.com

The Royal Ottawa Mental Health Centre • • • •

Offers assessment, treatment, and rehabilitation for adults and youth with serious mental illnesses.

(613) 722-6521

www.theroyal.ca

St. Francis Memorial Hospital (Barry's Bay) ● ● ● ●

Offers services including emergency care, inpatient and outpatient services, physiotherapy, and specialized treatment.

(613) 756-3044

www.sfmhosp.com

Winchester District Memorial Hospital • • • •

Offers services including emergency care, surgical care, and specialized treatment.

(613) 774-2422 www.wdmh.on.ca



Housing

Housing

Action Housing

Assists, supports and advocates on behalf of clients who need to find safe, adequate and affordable housing.

(613) 562-8219

www.action-logement.ca

City of Ottawa Housing and Social Services • • •

Provides information and referrals to individuals and families living in Eastern Ontario.

3-1-1

http://ottawa.ca/en/residents/social-services/ housing

Cooperative Housing Association of Eastern Ontario (CHASEO) • •

Provides resources and services about cooperative housing in the Eastern Ontario area.

(613) 230-2201

www.chaseo.ca

Cornerstone Housing for Women

Provides emergency shelter and supportive housing for women.

(613) 254-6584 (Booth St., Ottawa) (613) 233-2243 (Maclaren St., Ottawa) (613) 233-2243 (McPhail House, Ottawa)

(613) 237-4669 (O'Connor St., Ottawa)

www.ottawa.anglican.ca/cornerstone

Evelyn Horne Young Women's Emergency Shelter • 🖬

Evelyn Horne Young Women's Emergency Shelter provides emergency shelter and transitional housing for women and/or trans youth aged 16-21.

(613) 789-8220

www.ysb.on.ca/index.php?page=youngwomen-s-shelter

Housing Help

Offers resources, listings, and emergency housing services.

(613) 563-4532

www.housinghelp.on.ca

Minwaashin Lodge 🔵 🔵 🔵

Minwaashin Lodge provides a range of programs and services to First Nations, Inuit, and Métis women and children (regardless of status) who are survivors of domestic and other forms of violence. Programs include cultural programs, counselling, a shelter, housing services, employment training, youth programs, and senior programs. All programs and services are provided in the context of cultural beliefs and values to ensure a holistic approach is used as part of the healing journey.

(613) 741-5590

www.minlodge.com

Ontario Landlord and Tenant Board

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Informs landlords and tenants about their rights and responsibilities under the Residential Tenancies Act (RTA) and provides balanced and timely dispute resolution in accordance with the law.

1-888-332-3234

www.sjto.gov.on.ca/ltb

Operation Come Home 🔵 🖬

Operation Come Home is an employment, education, and support centre for homeless and at-risk youth age 16 and up. OCH programs focus on what works and what matters to youth, as well as encourage personal growth of everyone as an individual. Services based in Ottawa.

(613) 230-4663

1-800-668-4663

www.operationcomehome.ca

The Ottawa Mission 🌑 🗨 🖬

The Ottawa Mission provides emergency shelter for men over the age of 18.

(613) 234-1144

www.ottawamission.com

Salus Ottawa 🔍 🖬

Provides rehabilitation and supportive housing services to adults in the Ottawa area with severe mental illness.

(613) 729-0123

www.salusottawa.org

The Salvation Army

Provides emergency housing and food support.

(613) 241-1573 x 268

www.ottawaboothcentre.org

Shepherds of Good Hope

Provides emergency shelter, supportive housing, and counselling and addiction support for all genders.

(613) 789-8210

www.shepherdsofgoodhope.com

The Social Housing Registry of Cornwall (Cornwall) • • •

Centralized application centre for affordable housing in Cornwall.

(613) 937-7512

http://www.cornwall.ca/en/socialservices/ SocialHousing.asp

The Social Housing Registry of Ottawa • • •

Centralized application centre for affordable housing in Ottawa.

(613) 526-2088

www.housingregistry.ca

YMCA-YWCA of the National Capital Region • • • •

Assists with resume development, employment assessment, job search, job training, employment referrals, and housing services.

(613) 788-5001

www.ymcaywca.ca



The Young Men's Emergency Shelter provides emergency shelter and transitional housing for men and/or trans youth aged 16-21.

(613) 907-8975

http://www.ysb.ca/index.php?page=youngmen-s-shelter&hl=eng

Youth Services Bureau 🗢 🖬

The Youth Services Bureau offers a number of services for youth in the age range of 13-24. Services include crisis support, counselling, assessment, support groups, employment services, drop-ins, youth advisory committees, and housing services.

(613) 562-3004 www.ysb.on.ca





Information Lines

Information Lines

City of Ottawa Housing and Social Services • • •

Provides information and referrals to individuals and families living in Eastern Ontario.

3-1-1

http://ottawa.ca/en/residents/social-services/ housing

The Community Information Centre of Ottawa • • • • • •

Provides information and referrals to individuals and families living in Eastern Ontario.

2-1-1

www.211ontario.ca

Drugs and Alcohol Helpline

Provides information about drug and alcohol addiction services in English, French, and over 170 other languages. Available 24/7.

1-800-565-8603

www.drugandalcoholhelpline.ca

Ontario Landlord and Tenant Board

Informs landlords and tenants about their rights and responsibilities under the Residential Tenancies Act (RTA) and provides balanced and timely dispute resolution in accordance with the law.

1-888-332-3234

www.sjto.gov.on.ca/ltb

Ontario Poison Centre 🛑 🔵 🗩 🖬

Provides medical information about poisoning from registered nurses and pharmacists. Please call 9-1-1 if a poisoning victim is not breathing or having a seizure. Available 24/7.

1-800-268-9017

www.capcc.ca/en/content/ontario-poisoncentre-opc-centre-anti-poison-de-lontario

Tele Health Ontario 🛑 🔵 🗩 🖬

A free, confidential service that provides health advice or information from a registered nurse. Available 24/7.

1-866-797-0000

www.ontario.ca/page/get-medical-advicetelehealth-ontario



Respite and Homecare

Respite and Homecare

At-Home Hospice • • • •

Provides nursing, personal support, and sitter services for palliative clients, frail elderly, respite, and pediatric clients.

(613) 792-1167

www.athomehospice.com

Bytowne Homecare Services

Provides individuals of all ages and levels of care with nursing and non-medical assistance.

(613) 790-9355

www.bytownehomecare.com

Centre de services Guigues Alzheimer's Day Program • • •

Provides respite services for caretakers and day services for individuals living with Alzheimer's.

(613) 241-1266

www.centresg.ca

The Ottawa Rotary Home • • • •

Provides day, respite, and residential programs for adults and children with physical and/or developmental disabilities and/or complex medical needs.

(613) 236-3200 1-877-236-3250

www.rotaryhome.on.ca

Rural Ottawa South Support Services • •

Provides rural community support services for seniors.

(613) 692-4697

www.rosss.ca

Seniors on Site

Provides homecare services to seniors in the Ottawa area.

(613) 422-7676 www.sosonsite.com



Support Groups

Support Groups

Alcoholics Anonymous • • •

A non-profit, international, community-based organization for recovering alcoholics.

(613) 237-6000

www.ottawaaa.org

Kind (Formerly PTS) • •

Kind offers a number of support and counselling services for LGBTQ+ individuals and their families.

(613) 563-4818

www.ptsottawa.org

Maison Fraternité 🗢 🗨 🖬

Offers addiction support for Francophone youth aged 12-18.

(613) 741-2523

www.maisonfraternite.ca (in French only)

The Men's Project • • •

The Men's Project offers support groups, individual counselling, and family counselling for men who have experienced sexual assault and/or abuse.

(613) 230-6179

www.themensproject.ca

Narcotics Anonymous

A non-profit, international, community-based organization for recovering drug users.

1-888-811-3887

www.ottawana.org

Ottawa Rape Crisis Centre 🗢 ● ●

Provides English service to survivors of sexual violence, supporters, and family and friends of survivors. The crisis line volunteer counsellors provide crisis intervention on issues such as: childhood sexual abuse, recent sexual assault, flashbacks and suicide intervention. Crisis line available 24/7.

(613) 562-2333

www.orcc.net

Rideauwood Addiction and Family Services •

Offers counselling, support groups, assessment, and resources for those experiencing addiction and their families.

(613) 724-4881

www.rideauwood.org

Ottawa Community Immigrant Services Organization (OCISO)

Offers crisis support, counselling, family counselling, support groups, assessment, and resources for immigrants.

(613) 725-5671 x 322

www.ociso.org

Parents Lifelines of Eastern Ontario (PLEO)

Parents' Lifelines is a non-profit family support organization for parents and caregivers whose children to age 24 are dealing with mental health and/or addiction challenges. Services include telephone helpline, parent support groups, crisis services, access to walk-in services.

Helpline: (613) 321-3211

1-855-775-7005

www.pleo.on.ca

Youth Net 🗕 🗢 🖬

Offers counselling, support and activity groups, information resources, information presentation. Contact for more information on various groups.

(613) 738-3915

Tungasuvvingat Inuit • •

Provides Inuit-specific programming such as pre-and-post-natal education, counselling, cultural programming, housing support, employment support, and residential traumaand-addiction treatment.

(613) 565-5885

www.tungasuvvingatinuit.ca

Youth Services Bureau 🗢 🖬

Offers a number of services for youth between the ages of 13-24. Services include crisis support, counselling, assessment, support groups, employment services, drop-ins, youth advisory committees, and housing services.

(613) 562-3004

www.ysb.on.ca







Understanding Diagnoses

Understanding Diagnoses

The Canadian Mental Health Association (CMHA) Ottawa

The Canadian Association for Mental Health provides programs, services, and resources for individuals living with mental illnesses and their families.

(613) 737-7791

www.ottawa.cmha.ca

Crossroads Children's Centre

Offers walk-in mental health clinic, counselling, family counselling, support/activity group, assessment, information resources, information presentation.

Contact Intake Department at (613) 723-1623 ext.248. (613) 723-1623

www.crossroadschildren.ca

Ottawa Public Health 🔍 🔍 🗨 🖬

Ottawa Public Health provides referrals to counselling and assessments, as well as information about mental health and understanding diagnoses.

(613) 580-6744 www.ottawa.ca/health



Walk-In Mental Health Clinics

Walk-In Mental Health Clinics

Canadian Hearing Society Ottawa

The Canadian Hearing Society offers interpretation services, employment services, and counselling services for deaf or hard-ofhearing individuals and their families.

(613) 521-0509

www.chs.ca

Catholic Family Services Ottawa

Catholic Family Services Ottawa offers crisis intervention, counselling, family counselling, support groups, and assessment.

(613) 233-8478

www.cfsottawa.ca

Counselling and Support Services of Stormont, Dundas & Glengarry

Counselling and Support Services of Stormont, Dundas & Glengarry offers crisis intervention, counselling, family counselling, support groups, and assessment.

(613) 932-4610

www.css-sdg.ca

Family Services Ottawa 🗢 🗢 🗨 🖬

Family Services Ottawa offers crisis intervention, counselling, family counselling, support groups, and assessment.

(613) 725-3601

www.familyservicesottawa.org

Jewish Family Services Ottawa

Jewish Family Services Ottawa offers crisis intervention, counselling, family counselling, support groups, and assessment.

(613) 722-2225 x 352

www.jfsottawa.com

Crossroads Children's Centre 💻 🗢

Offers walk-in mental health clinic, counselling, family counselling, support/activity group, assessment, information resources, information presentation.

Contact Intake Department at (613) 723-1623 ext.248.

(613) 723-1623

www.crossroadschildren.ca

North Renfrew Family Services

North Renfrew Family Services offers crisis intervention, counselling, family counselling, and assessment.

(613) 584-3358

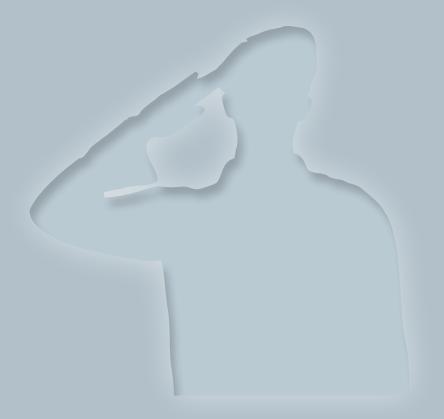
www.drdh.org/nrfs.html

Youth Services Bureau 🗢 🖬

Offers a number of services for youth between the ages of 13-24. Services include crisis support, counselling, assessment, support groups, employment services, drop-ins, youth advisory committees, and housing services.

(613) 562-3004

www.ysb.on.ca



Military and Military Family Resources

Military and Military Family Resources

Military Family Resource Centre – National Capital Region • • • • •

Military Family Resource Centres (MFRCs) provide military families with information, resources and services in Canadian Armed Forces (CAF) communities.

MFRCs are committed to enriching the lives of individuals and families in CAF communities through positive action, education and support. They provide relevant programs and services that empower and encourage strong, independent individuals and families within the CAF.

1-613-998-4888

https://www.familyforce.ca/sites/NCR/EN/ Pages/default.aspx

Family Information Line 🔵 🛡 🖬

As the loved one of a CAF member, you can contact the Family Information Line for any support you may need as a result of the unique nature of military life, including mental health issues.

The Family Information Line offers confidential, personal and bilingual assistance 24 hours a day, 7 days a week. Counsellors can help your family obtain information, and provide reassurance, support and referral to the various services offered to CAF families.

1-800-866-4546

https://www.familyforce.ca/sites/FIL/EN/Pages/ default.aspx

Operational Stress Injury Social Support (OSISS) ● ● ■

An OSISS Family Peer Support Coordinator can offer support, hope and acceptance from someone who has walked a little in your shoes.

Family Peer Support Coordinators have developed networks of community resources and can connect you to the resources of your choice. They know the links to valuable information and where to find tips to help you cope with your loved one's symptoms. They can inform you on how to care for yourself when you need it most.

1-800-883-6094

https://www.osiss.ca/en/index.html

Integrated Personnel Support Centre (IPSC) • • •

Casualty Support provides support services for serving and retired members of the Canadian Armed Forces who are ill, injured, deceased, their families, and next of kin.

If you need information on Casualty Support, your best source is your closest Integrated Personnel Support Centre (IPSC).

1-613-945-6600 Ext. 3014

http://www.veterans.gc.ca/eng/services/ information-for/caf/ipsc

Canadian Armed Forces Chaplaincy

As trained religious and spiritual caregivers, CAF chaplains contribute significantly to the spiritual and mental well-being of CAF members and their families. They are on-call 24/7 to support members in need and provide support and advice to the chain of command and care providers.

1-866-502-2203

http://www.forces.gc.ca/en/caf-communitysupport-services/chaplaincy.page_

Canadian Forces Health Services Centre Ottawa • • •

This Health Services Centre is one of 32 CF clinics across the country whose role it is to provide health services to CF members and other people entitled to come to us for their health care.

1-613-945-1111

http://www.forces.gc.ca/en/caf-communitybases-wings-cfsu-ottawa/dental-medical.page_

Canadian Forces Support Unit Ottawa Health Promotion • • •

The delivery of programs and services that empower Canadian Forces, regular and reserve members, their families and the Defence Team to take control of their health and well-being so that they can fulfill the CAF operational mandate while enjoying the highest practical standards of health and quality of life.

1-613-996-4315

http://www.cg.cfpsa.ca/cg-pc/Ottawa/EN/ HealthPrograms/HealthPromotion/Pages/ default.aspx

Canadian Armed Forces Member Assistance Program (CFMAP) • • •

CFMAP is a 24/7 toll-free telephone advisory and referral service for all CAF personnel and their families, and can provide short-term, confidential, external counselling for those in need. If you are concerned about any of the following issues, you can call CFMAP for help: marital and family, interpersonal relations, personal and emotional, stress and burn-out, work-related, including harassment and sexual assault, alcohol, drugs and prescription drugs.

1-800-268-7708

http://www.forces.gc.ca/en/caf-communitysupport-services-map/member-assistanceprogram.page

Canadian Armed Forces Sexual Misconduct Response Centre • • •

If Canadian Armed Forces members have experienced or witnessed harmful and inappropriate sexual behaviour, the Centre is now available. The SMRC provides support to CAF members affected by inappropriate sexual behaviour by helping them make informed choices on available options and provide resources to meet their individual needs.

1-844-750-1648

http://www.forces.gc.ca/en/caf-communitysupport-services/sexual-misconduct-responsecentre.page_

SISIP Financial Services • • •

The SISIP Financial Counselling program provides, at no cost, confidential and timely assistance to Canadian Armed Forces (CAF) members and their spouses who are experiencing financial distress. SISIP counsellors will work with military families to develop an action plan to address individual situations and will provide the necessary tools, techniques and knowledge to maintain sound and effective personal financial management practices.

For more information, visit the SISIP website at <u>www.sisip.com.</u>

