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Professional Development and Resources

Organization	Services	Contact Info
CATIE	CATIE strengthens Canada's response to HIV, hepatitis C and the toxic drug crisis by bridging research and practice. We connect healthcare and community-based service providers with the latest science, and promote good practices for prevention, testing, treatment and substance use health programs. As Canada's official knowledge broker for HIV, hepatitis C, sexual health and harm reduction, you can count on us for up-to-date and accurate information.	www.catie.ca
ECHO (offered through CAMH)	An interactive virtual education and capacity building initiative that supports the spread of evidence-based mental health and addictions care across the province of Ontario. Healthcare providers join ECHO sessions to gain skills, knowledge, and confidence. Through ECHO, providers enhance (or advance) their practice and improve care for people seeking mental health and addictions services.	https://camh.echoontario.ca/
PESI	Provides a vast digital library of courses and materials for continuing education in psychotherapy. Offers courses and certifications with occasional options to access webinars or materials for free.	www.pesi.com
DBT Virtual	Join our DBT skills webinars led by our trained DBT experts, who will review a new DBT skill each session to help you gain better emotion control, improve your relationships, and increase your overall well-being — all for free. This is part of our mission to increase access to DBT services, including for those who do not have access to therapy. Please note that these webinars do not qualify as or replace therapy.	www.dbtvirtual.com

*Info that has been highlighted should be removed from document before providing to patients

Homeless Shelters for Women

Shelter	Region	Phone Number
Cornerstone	Ottawa	613-237-4669
Shepherds of Good Hope- Hope Outreach	Ottawa	613-789-4179
Minwaashin Lodge	Ottawa	613-789-1141

(Indigenous Women and children)		
Groupe Entre-Femmes De L'Ts	Gatineau	819-776-3694
Sakeenah Homes (Muslim women)	Ottawa	1-888-671-3446 Ext 120

Homeless Shelters for Men

Shelter	Region	Phone Number
The Ottawa Mission	Ottawa	613-234-1144
The Salvation Army Booth Centre	Ottawa	613-241-1573 front desk: 226
Shepherd's of Good Hope	Ottawa	613-241-6494

Drop-In Centres and Street Outreach

Agency	Information	Contact Info
Salvation Army Outreach	Offered through clearly identified street outreach van. When appropriate, may transport people to a recognized drop-in and generate referrals to other service providers, housing services and shelters, food banks, community meals and mental health services among other community supports. Can provide transportation from hospital post-discharge to connect with shelter placement.	613-241-1573 from 11:00am to 3:00am
Belong Ottawa Centre 454 The Well St. Luke's Table	<p>Belong Ottawa oversees three programs, Centre 454, The Well, and St. Luke's Table. Please note that The Well is targeted specifically to women, children and gender diverse people. These programs provide day programs with community services including: meal programs, telephone number and mailing address provision, haircuts and personal hygiene supplies, use of computers and wi-fi, recreational services, and counseling services for vulnerable people. Services are targeted to low income people experiencing homelessness or near homelessness, however all are welcome.</p> <p>The Salvation Army Van can transport people as needed to these centres, however there is often a wait period before pick up. Centre 454's hours are Monday to Sunday 8am to 3pm (1pm on Wednesdays) St. Luke's Table hours Monday to Saturday 8am-3pm (1pm Thursdays). The Well's hours are Monday to Sunday, 8am to mid afternoon for women only and 3pm-8pm Monday, 12:30pm to 8pm Tuesday-Friday for all others.</p>	<p>Belong Ottawa: 613-235-4351</p> <p>The Well: 613-594-8861 275 Elgin St.</p> <p>St. Luke's Table: 613-238-4193 211 Bronson Ave (will return to 760 Somerset after renovations)</p> <p>Centre 454: 613-235-4351 454 King Edward Ave.</p>
ROH Psychiatric Outreach Team (The Royal)	A short-term support team of social workers and nurses who work collaboratively with various community partners including shelters, drop-ins, community health centres, family resource centres and social housing. This team supports case management and resource counseling for vulnerably housed or homeless	Patients are connected through accessing support within applicable community partners as listed in description.

	individuals with serious and persistent psychiatric conditions by engaging with them in community to provide extra support accessing treatment and resources. This team can support people in Ottawa, Renfrew, Pembroke and Arnprior.	
Urban Outreach Team (Through Centretown CHC)	<p>Our team includes doctors, nurse practitioners, nurses, social support workers and harm reduction workers who have expertise serving people who are homeless, have experienced trauma and/or are living with concurrent disorders.</p> <p>We offer Walk-in Health Clinics on Tuesday and Friday mornings from 9:00-11:30 a.m. This clinic is a temporary clinic. Our team will work with you and the client to explore health care options to access long term. Clients will be triaged to ensure they meet our eligibility criteria, further detail can be found here: https://www.centretownchc.org/programs/urban-health-program</p>	613-233-4697 info@centretownchc.org
Neighbourhood Resource Teams (offered through The Ottawa Police)	<p>Dedicated teams of officers who focus on developing public safety initiatives unique to each neighbourhood. This is done through work with community leaders and frontline partners, non-profit organizations, businesses, and the City of Ottawa. The goal is to meet you in your neighbourhood to develop plans to enhance community safety and well-being together.</p> <p>Because NRT officers are assigned for a longer period of time in their area, it lets them build relationships and get to know the people they serve. These teams are available to support communities including Carlington, Vanier, East and West Suburban, Bayshore, Centretown, Byward/Lowertown/Sandy Hill, and South Ottawa.</p>	Neighbourhoodpolicing@ottawapolice.ca
Caldwell Family Centre	<p>The Drop-In provides a safe and welcoming place for anyone seeking companionship and social interaction to alleviate isolation.</p> <p>Hours are: Monday to Friday, 8:00am to 3:00pm, closed the first Friday of the month</p> <p>Also provides between 350 and 500 healthy breakfasts and lunches each weekday at the Drop-in Centre.</p> <p>Hours are: breakfast served 8:00am to 9:30am, lunch served 1:00pm to 2:30pm, closed first Friday of the month</p> <p>We provide off-site meals to low-income families, seniors, and those with mobility issues at four Ottawa Community Housing apartment buildings.</p>	info@caldwellcentre.ca 613-728-1800 1475 Caldwell Ave.

Homeless Shelters for Youth and Families

Shelter	Region	Phone Number
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Carling Family Shelter	Nepean	613-820-9909
Youth Services Bureau –Young Men’s Shelter (ages 16-21)	Ottawa	613-907-8975
Youth Service Bureau –Young Women’s Shelter (ages 16-21)	Ottawa	613-789-8220
Avenue Des Jeunes	Gatineau	819-778-0634
St. Mary’s Home (young pregnant women/teens)	Ottawa	613-749-2491 x1
Y Family Shelter (Offered through YMCA)	Downtown Ottawa	Must be assessed by City of Ottawa crisis worker: 613-560-6000
Corkstown Transitional Housing Shelter (Newcomer focused)	Ottawa	613-580-9610 Must be assessed before placement by calling 3-1-1

Shelters for Abused Women and Children

Shelter	Region	Phone Number
Harmony House	Ottawa	613-233-3386
Oshki Kizis/Minwaashin Lodge (for Indigenous Women)	Ottawa	613-741-5590
Sakeenah Homes (Islamic based)	Ottawa, Toronto, Brampton, London	1-888-671-3446 Ext 3
Nelson House	Nepean	613-225-3129
Maison D’Amitie	Gloucester	613-747-0020
Chrysalis House	Kanata	613-591-5901
Interval House of Ottawa	Manotick Area	613-234-5181
Lanark County Interval House	Carleton Place	1-800-267-7946
Naomi’s Family Resource Centre	Winchester	613-774-2838
Maison Baldwin House	Cornwall	613-938-2958
L’Autre Chez-Soi	Aylmer	819-685-0006
Maison Unies-Vers-Femmes	Gatineau	819-568-4710
Maison Libere-Elles	Chelsea	819-827-4044
Maison d-Hebergement Pour Elles Des Deux Vallees	Buckingham	819-986-8289
City of Ottawa-Emergency Assistance (Shelter Coordination for families fleeing abuse)	Ottawa	613-560-6000

Please note women in domestically violent situations seeking counseling and case management supports do not need to be residents within shelters to receive support services from shelters.

<https://www.sheltersafe.ca/>

Distress Supports and Crisis Response

Agency	Information	Phone Number
Distress Centre of Ottawa Region	Confidential Listening services available 24/7 Database of resources to connect callers with	613-238-3311

Mental Health Crisis Line	Serves people 16 years of age and over. The Mental Health Crisis Line offers professionally trained volunteers are there to answer your call 24 hours a day, seven days a week. They will provide support in a crisis in French or English and can transfer your call to the local crisis team if needed.	Within Ottawa 613.722.6914 Outside Ottawa 1.866.996.0991
Mobile Crisis Team (MCT) Mental Wellbeing Response Team (MWRT) Community Crisis Beds (CCB)	A crisis response team providing short term community outreach for mental health crisis response. Social Workers and Nurses who can partner with police (Mental Health Unit or MHU), paramedics (Mental Wellbeing Response Program or MWRT), and the crisis line to support people in crisis. Provides outreach calls and home assessments, brief stabilization and resource counselling from community and assessing for appropriate connection to emergency services (does not provide emergency response, for immediate concerns call 911). This team also has access to 11 community crisis beds (CCB) for brief stabilization (typically 3-5 days) where patients are supported with intensive case management.	Phone:613-241-3925 Fax: 613-241-7710 Accepts referrals through fax and epic e-referral. Please direct patients seeking to connect without physician referral to the mental health crisis line who can escalate as needed for mobile crisis team referral.
Alternate Neighbourhood Crisis Response (ANCHOR)	A non-911 number to triage and support mental health and/or substance use crisis related calls via community based crisis response team. This team aims to provide culturally appropriate and equity centered services for Ottawa residents over the age of 16. They can respond to crisis situations on foot or in vehicle to assess and connect people in need. If there is any concern for violence or use of weapons please call 9-1-1.	2-1-1
National Suicide and Crisis Line	Canada-wide crisis line available through call or text 24/7. When you reach out, a trained responder will listen without judgement, provide support and understanding, and can tell you about resources that will help.	9-8-8
Sexual Assault Support Centre of Ottawa	24/7 confidential support for women of all backgrounds	613-234-2266
Assaulted Women's Help Line	Awhl.org	1-866-863-0511 Text based: 1-866-863-7868 Bell, Rogers, Fido, Telus: #SAFE #7233)
Canadian Human Trafficking Hotline	Operates 24/7 to assist with people or their loved ones who have concerns of human trafficking. Also provides information, local resources and online chat support on trafficking on their site.	1-833-900-1010 Canadianhumantraffickinghotline.ca
Ottawa Rape Crisis Centre Line	Available 24/7 to provide emotional support.	613-562-2333

S.O.S. Femmes	Francophone crisis line for women over the age of 13 facing domestic violence. Provides 24/7 support and resource counselling.	1-800-387-8603
Fem'Aide	24/7 provincial telephone helpline for Francophone women dealing with domestic violence or sexual assault. Can support, provide information, and refer to services.	1-800-336-2433
Tel-Aide Outaouais	Francophone crisis line for all ages	613-741-6433 (Ottawa) 819-775-3223 (Gatineau) 1-800-567-9699 (Rural Gatineau, toll-free)
Veteran's Affairs Canada Assistance Service	Provides over the phone psychological support 24/7. Designed for Veterans, former RCMP members and their families/caregivers. Callers do not need to be a client of VAC to receive services.	1-800-268-7708 TTY: 1-800-567-5803
Ontario Caregiver Helpline	24/7 helpline for caregivers of all types. We support caregivers by being their one point of access to information, so they have what they need to be successful in their role.	1-833-416-2273
Naseeha Muslim Youth Helpline	Free and confidential helpline for young Muslims to receive immediate, anonymous and confidential support over the phone Monday to Friday, 6am to 9pm	1-866-627-3342
Spectrum Crisis Line	For LGBTQ+ Youth Available 24/7	613-260-2360 1-877-377-7775
Youth Services Bureau Crisis Line	For youth up to 18yo	613-260-2360 1-877-377-7775
Kids Help Phone	For youth, also offers a text line for crisis or distress	1-800-668-6868
Seniors Safety Line	Provides 24/7 contact and referral information for local agencies across the province that can assist in cases of elder abuse. Trained counsellors also provide safety planning and supportive counseling for older adults who are being abused or at-risk of abuse.	1-866-299-1011
A Friendly Voice Seniors Line (55+)	Offers empathetic and supportive listening for callers. Through their conversations volunteers will encourage and support callers to engage with their community. If requested, volunteers can assist the senior by providing contact information for local services and programs from publicly accessible information sources. Please note, A Friendly Voice is not a referral service.	613-692-9992 or 1-855-892-9992

Counselling Services

Agency	Services	Contact Info
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Men and Healing	Individual psychotherapy which is male centered, trauma informed and has emotional integrity. Scope includes anger management, childhood abuse recovery, emotional intelligence building, gender and sexuality support, substance abuse recovery and more.	613-482-9363 www.menandhealing.ca
Ottawa Centre for Attachment and Trauma Therapy	OCATT support families whose children have experienced trauma, as well as first responder and military families. They provide services in individual, couple and family therapy. There is a waitlist.	613-435-2355 160 Terence Matthews, Kanata ottawacatt.com
Serenity Renewal for Families	Provides sliding scale support to individuals and families affected by addiction and related issues. Offers counselling and educational programs to clients young and old, improving the emotional well-being of thousands of area families. Some programming includes identity/family of origin work, anger and resentment, codependency, boundaries, and self-care/distress tolerance skills.	(613) 523-5143 202 – 2255 St. Laurent Blvd info@serenityrenewal.ca
Counselling Connect	Acts as a one stop access point for people to connect with and navigate local counselling services. Clients connected through this service will be connected with a brief-solutions focused single session which will serve to direct them to appropriate resources or explore needs for longer term counselling. This session has no waitlist and clients can be seen as soon as same day or next day.	www.counsellingconnect.org
Centre for Treatment of Sexual Abuse and Childhood Trauma (CTSACT)	Provides long term therapy models specifically targeted to treat issues pertaining to trauma (whether clients would like to identify that or not). They offer group and individual services, as well as professional training events. These services are at cost however sliding scale is available ranging from ~20 dollars to 140, with potential to submit claims to private insurers. There is a waitlist.	Intake line: (613) 233-4929 265 Carling Ave
Increasing Access to Structured Psychotherapy (IASP)	Offered through the Royal to provide adults 18+ free, short-term, face-to-face Cognitive Behavioural Therapy (CBT) for adults experiencing depression, anxiety disorders, obsessive-compulsive disorder, and/or post-traumatic stress disorder (PTSD). Must be referred by a physician or nurse practitioner to receive services, forms can be found at: https://www.theroyal.ca/sites/default/files/2019-08/IASP_Champlain_Region_Referral_Form_EN.pdf	For intake questions: 1 (877) 527-8207.
The Counselling Group	Offered by Jewish Family Centre a full range of counselling and support services for children, individuals, couples and families. Some areas of interest include trauma and family violence, adoption, sexuality, separation/divorce, and acquired injury/disability. They also provide group counselling focused on specific issues, such as anger management or grief.	Intake Counsellor (613) 722-2225 ext. 352

Walk-in Counselling Clinic	Offers counselling services in English, French, Arabic, Spanish, Somali, Cantonese and Mandarin at a variety of different locations. Clinic hours are available at different locations throughout the week, including evenings and weekends. No referral is required. You will be assisted, with no appointment, on a first-come, first-serve basis during our Walk-In Counselling Clinic hours. The Walk-In Counselling Clinic is open to Ontario residents within the greater Champlain region.	613-755-2277
Saint Paul University's Counselling and Psychotherapy Centre	Welcomes a diverse clientele for individual, couple or family therapy. Offers sliding scale counselling and psychotherapy in English and French. Services are provided by counselling interns at the MA and PhD level in Counselling and Spirituality at Saint Paul University. Clients may need to be videotaped for learning purposes. The counselling interns are supervised by professionals who are certified and accredited by a recognized professional association.	613-782-3022 counselling @ustpaul.ca
The Ottawa Institute of Cognitive Behavioural Therapy	Private practice clinic composed of therapists with expertise in Cognitive Behavioural Therapy (CBT). Offers a variety of assessment and treatment including intensive assessment and diagnosis, adult ADHD assessments, individual and group therapy, home/community based treatment, intensive day treatment for OCD and anxiety, Virtual Reality, and a DBT program . Options can be provided on a sliding scale.	(613) 820-9931 411 Roosevelt Ave. Suite 200
Ottawa South Resiliency Clinic	We provide evidence-based, professional counselling services that include: Cognitive Behavioural Therapy (CBT), Dialectical Behaviour Therapy (DBT), Acceptance and Commitment Therapy (ACT), positive psychology and mindfulness approaches. There is free and convenient parking behind the building, both in the parking lot and on O'Donnell Court.	613-614-4236 2200 Prince of Wales Drive #100
The Ottawa Anxiety and Trauma Clinic	The Ottawa Anxiety and Trauma Clinic is a private practice, fee for service clinic that specializes in the provision of mental health services related to psychological trauma. We are a multi-disciplinary group of licensed mental health professionals, including psychologists, psychiatrists, social workers, and psychotherapists who all have a special interest in helping people who have been through traumatic experiences. All of our clinicians offer services in English; some of our staff are bilingual and offer services in French as well.	Traumaclicnic.ca 613-737-1194
Centre for Interpersonal Relationships	Highly trained mental health clinicians who provide a wide-range of treatment and assessment services to clients of all ages and backgrounds. Accessibility of services is promoted by clinicians through their offering of reduced cost services, secure video psychotherapy,	613-686-6645 ottawa.admin @cfir.ca

	and corporate/professional/executive coaching service. Clinicians at CFIR provide scientific, evidence-based treatment approaches, including Cognitive-Behavioural, Emotion-Focused, Psychodynamic, EMDR, Systemic and Narrative Therapy.	
Affordable Therapy Network	A directory of therapists offering affordable counselling across Canada.	https://affordabletherapynetwork.com/
Psychology Today	Website that provides articles, connection to profiles of local therapists, and much more.	https://www.psychologytoday.com/ca
Theravive	Theravive is a network of licensed therapists and psychologists committed to helping people receive the best mental health care available. Provides a search engine allowing you to screen therapists by postal code, area of expertise, and cost.	https://www.theravive.com/

***Counselling Services are also available at most CHCs and Family Centres, listed within services in below tables**

Resource and Community Health Centres

Agency	Services	Contact Info
Southeast Ottawa CHC	Offers primary care, walk-in clinics, chronic disease self-management program, community kitchen and food programs, early years and parenting programs, counselling services, nutrition supports, respite programs, youth drop in, tax clinics and supports for winter necessities/snow removal.	613-737-5115 1355 Bank St
Centretown CHC	Offers programming and services in LGBTQ+ and Trans health, early years and family, obstetrics and pregnancy, diabetes, medical services and primary care, healthy eating, crisis support, seniors programs, community engagement, dental screenings, homeless/transitional housing, mental health and addictions, and newcomer supports.	613-233-4443 420 Cooper St
Nepean Rideau Osgoode Community Centre	Supports in Arabic, food support, baby cupboard, counselling, intake and systems navigation, income tax, seniors' programs, credit Canada debt solutions, legal aid drop ins, housing supports, elder abuse response, and diabetes supports.	613-596-5626 1547 Merivale Rd
Sandy Hill CHC	Offers primary care, walk-in clinics, foot care services, counseling, social service walk-in clinic, dietician, youth health clinic, ID clinic, safe injection, methadone/suboxone clinics and addictions services, intensive case management, and a rolling grocery service.	613-789-1500 221 Nelson St
Eastern Ottawa Resource Centre	Offers crisis intervention, food cupboard, income tax clinics, child and youth programs, violence against women, child witnesses counsellor, adult day programs, meals on wheels, transportation supports.	613-741-6025 2339 Ogilvie Rd

Western Ottawa Community Resource Centre	WOCRC provides health and social services to communities in far west Ottawa. Offers counselling and group programming for people across the life span including parents, children, people experiencing abuse, seniors, and people with physical disabilities.	613-591-3686 2 Macneil Court
Carlington CHC	Offers after school programs and youth drop in, family, pregnancy and parenting programs, addiction services, Low-Income Energy Assistance program, language interpretation, food boxes, dental screening and foot care, medical services, counselling, seniors supports, ACTT, chronic disease prevention/mgmt. programs, Contact Ottawa for access to voicemail, and crisis supports.	613-722-4000 900 Merivale Rd
Orleans-Cumberland Resource Centre	Assists with accessing used goods/ food bank, parenting/early years programming, employment services, family health team, housing resources, military family supports, and second language programs.	613-830-4357 240 Centrum Blvd
Rideau Rockcliffe Resource Centre	Offers anti-poverty supports, emergency baby cupboard and food supports, French community supports, parenting resources, housing help, crisis intervention, youth supports, home supports/housing resources, family health team and family resources, and counselling.	613-745-0073 225 Donald St
Pinecrest-Queensway CHC	Offers employment supports/resources, housing supports, student supports for OSAP and scholarship application, youth programs, early learning and parenting supports, multicultural supports, senior programs, food bank, clean needle exchange, abuse supports, health and counselling services as well as various community engagements.	613-820-4922 1365 Richmond Rd
Somerset West CHC	SWCHC offers services in Primary Care, Health Promotion, Families and Children, Mental Health and Addictions as well as Chronic Disease Management. They offer wide range of programming for newcomers and Asian populations, families, seniors, and people experiencing poverty. They also have a wide array of respiratory health services.	613-238-8210 55 Eccles St
Vanier Community Service Centre	Offers employment supports, early years/pregnancy supports, food bank, crime prevention, francophone legal clinic, community programs, counselling, settlement program, francophone programs, and support for the elderly.	613-744-2892 290 Dupuis St
Sexual Health Clinic (offered through Ottawa Public Health)	Provide services which include free and confidential STBBI (sexually transmitted blood borne infection) testing and treatment; and low cost birth control to Ontario residents including: Information on STBBIs	179 Clarence St, Ottawa 613-234-4641

	(sexually transmitted and blood borne infections) and contraception, Free testing and treatment for STBBIs, Confidential or anonymous HIV testing Emergency contraception (ECP), Affordable contraception (for those who qualify), IUD/IUS insertion (by appointment only at main clinic) Pregnancy testing & information about options Hepatitis A & B immunization (for those who qualify) Vaccine against human papillomavirus (HPV) (for those who qualify), Free condoms. Be advised you must have OHIP to access services.	
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<https://www.caredove.com/ocsa>

<http://www.coalitionottawa.ca/en/find-your-chrc.aspx>

Family Services

Agency	Services	Contact Info
Family Services Ottawa	Offers counselling programs, supervised access, parenting programs, post-partum supports, counselling and groups for women who have experienced domestic violence, dispute resolution, art programs, and programs for LGBTQ+ people as well as education around gender identity and sexual orientation. Patients assessed in emerg or in OPD and identified as needing quick access to psychotherapy can be referred to the FSO Quick Access to Brief Counselling program which offers up to 8 free sessions without a long wait period. Referral forms can be found in PES.	613-725-3601 312 Parkdale Ave
Jewish Family Services	Offers non-sectarian services including a full range of counselling programs, homeless outreach programs, Jewish support programs, newcomer support programs and settlement counselling, Jewish focused support programs for seniors.	613-722-2225 300-2255 Carling info@jfsottawa.com
Caldwell Family Centre	Offers various programs and resources to people within the Carlington-Nepean catchment area including food bank, clothing and baby supply depot, toy library, newcomer supports, summer camps and after school programs, computer access, employment supports, cooking workshops, and a drop in centre.	613-728-1800 20-1100 Medford St info@caldwellcentre.ca
EarlyON Child and Family Centre – Ottawa South	Provides a place for children aged 0-6, their parents and caregivers to take part in programs and activities together. Parents and caregivers can also get information about services available to them in the community, learn about their children's development and get answers to their questions. Has drop in play groups and a resource library	613-737-6369 2330 Don Reid earlyonottawasouth@afchildrensservices.ca
Planned Parenthood	Provides a range of services and information for people in the Ottawa area to make healthy decisions about their health, bodies and relationships. Education, counselling, information, and referral services are provided in a safe	613-226-3234 222 Somerset St

	environment for people to be assisted with pregnancy, abortion, and sexual health supports for people or parents as they support their kids.	
Ontario Association for Family Mediation	We accredit and support mediators in Ontario to promote family mediation as the first choice for families in conflict. Website has a search engine to find a mediator for families in high conflict seeking to resolve without legal intervention. Examples include divorce and separation, marriage and cohabitation, elder and intergenerational caregiving, and family businesses.	1-844-989-3026 https://www.oafm.on.ca/

Family Violence Services

Agency	Services	Contact Info
Sexual Assault Support Centre of Ottawa	Provides support services by womyn, to womyn who have experienced sexual violence. They strive to increase public awareness and offer training on the issues and effects of violence against womyn. Provides informal individual counseling, accompaniment and advocacy services, support groups, and public education.	Support: 613-234-2266 Office: 613-725-2160 info@sascottawa.com
Ottawa Coalition to End Violence Against Women	Community organization that offers services in prevention of VAW, public education and movement building, and giving resources and voice to people who work with survivors and people who have experienced violence. They do not offer counselling, legal support or assistance with claims or disputes.	613-237-1000
SheMatters	She Matters is a community of women-identifying survivors and allies standing united in healing and support, education, and advocacy. We encourage survivors of all backgrounds to participate in our creative campaigns, advocacy initiatives, and policy development. Leads the SheRises Community to provide safe spaces for survivors of sexual violence. Offers range of online supports and education including podcast, blog, resources and reports. Offers 1:1 peer support for reporting sexual violence, navigating the justice process, and general personal support.	Shematters.ca
H.E.A.L.T.H Clinic	Provides trauma informed healthcare for people who are at risk of, have or are currently experiencing human trafficking sexual assault/abuse, or who find mainstream healthcare as traumatic or inaccessible. They can provide primary care and sexual health services for people older than 13, regardless of gender, ability, insurance or residency status. There is no identification or health insurance required, but referrals must be within the mandate described above.	873-354-5450 healthclinic613@gmail.com

Counselling and Family Service Ottawa (CFS)	A non-profit that offers a range of services across eastern Ottawa to help people in both official languages, with interpretation services offered for other languages. Provides counselling services for women, men, children and groups as well as a range of programs for child/youth witnesses to crime or domestic violence, capacity/resilience building programs, programs for people with a history of enacting abuse/neglect, advocacy and community outreach for marginalized people, VAW and transitional support programs for women experiencing abuse, support for men who have experienced sexual abuse, and partner outreach.	613-233-8478 310 Olmstead St, Vanier
Sexual Assault and Partner Abuse Care Program (SAPACP)	Offered through The Ottawa Hospital that has an interdisciplinary team available 24/7 to provide trauma sensitive medical care to any person 16 years of age and older who has experienced sexual or intimate partner violence in the greater Ottawa region. Outpatient services are accessible by self-referral, referral by health professional and/or our community partners.	613-798-5555 x 13770 (Located at the Civic Campus)
Survivors of Incest Anonymous (SIA)	Maintains a world-wide directory of SIA, self-help, and support groups (meetings virtual, phone based, no local in-person groups currently). Peer led support groups follow the 12-step self-help model developed by Alcoholics Anonymous. Website also offers psychoeducational resources for online reading. Joining groups are free, much of online reading comes at low cost (from 50 cents to \$2)	https://siawso.org/
Ottawa Rape Crisis Centre	Offers emotional support crisis line, counselling services and connection to further community resources.	Office line: 613-562-2334
Rape Abuse Incest National Network (RAINN)	American based services but great info to access online, including facts and statistics, survivor story sharing, and safety plan guides/psychoeducation.	https://www.rainn.org/
SafePet Ontario	Fosters companion animals for women and their children who are fleeing from intimate partner violence into the safety of local Violence Against Women (VAW) shelter. The program provides veterinary intake and long- or short-term fostering for the duration of a woman's stay in a shelter. Upon exiting the shelter, owners are reunited with their pets so they can move into a better future together.	1.800.670.1702 safepet@ovma.org
SOS violence conjugale Quebec based	(24 hr crisis line) to obtain information regarding VAW resources in Quebec	1-800-363-9010
Voicefound	Works to prevent sexual abuse and trafficking and to support the healing and recovery of people who have experienced sexual abuse or trafficking. Offers a	613-763-5332 1-866-239-0558 info@voicefound.ca

	healthcare clinic and programs to help people escape current trafficking, support people who have survived trafficking in the past, and programs for adult survivors of sexual abuse.	
Elder Abuse Response & Referral Service (EARRS)	Assessment, case management & referral services to seniors dealing with physical abuse, emotional abuse, financial abuse, sexual abuse, & neglect. Offered through the Nepean, Rideau & Osgoode CRC,	613-596-5626 x230 info@nrocrc.org
ReportON	ReportON is a telephone line and email address to report actual or suspected abuse or neglect of adults with a developmental disability. The abuse or neglect might be at the hands of the person's family, friends, care giver or a stranger.	1-800-575-2222 reportONdisability@ontario.ca
Love is Respect	A project of the National Domestic Violence Hotline, love is respect offers 24/7 information, support, and advocacy to young people between the ages of 13 and 26 who have questions or concerns about their romantic relationships. We also provide support to concerned friends and family members, teachers, counselors, and other service providers through the same free and confidential services via phone, text, and live chat.	LoveisRespect.org Text: LOVEIS to 22522 Call: 1-866-331-9474

<https://www.ottawahospital.on.ca/en/clinical-services/deptpgmcs/programs/sexual-assault-and-partner-abuse-care-program/>
<https://endingviolencecanada.org/getting-help/>

Local Emergency Services

Agency	Services	Contact Info
Ottawa Regional Police	<p>Emergency response and crime/prevention or intervention.</p> <p>Tracks and investigates missing persons files</p> <p>Investigates allegations of elder abuse and vulnerable adult abuse by a caregiver or a person of trust.</p> <p>offers Hate crime unit to make reports or access three interventions: investigation, community outreach/victim support, and intelligence/ data gathering to identify trends.</p> <p>Victim Crisis Unit: Provides information, crisis counseling and resources to vulnerable persons and victims of crime/abuse. The Victim Crisis Unit is staffed by crisis counselors who also triage to appropriate services.</p> <p>Police Reporting Unit: Takes reports that do not require police to attend however would substantiate police involvement, some examples include break & enters, low level assaults not requiring medical attention, missing persons, breaches, and suspicious activity. This unit can be contacted for recent history of crime/physical violence.</p>	<p>613-236-1222 (non-reporting lines, to file report call 911)</p> <p>Elder Abuse Investigation Unit: x2400</p> <p>Hate Crime Unit: X5015</p> <p>Victim Crisis Unit: x2223</p> <p>Police/Missing persons reporting Unit: x7300</p>

Children's Aid Society	Protects children and youth from harm by ensuring safety from violence, ensuring access to necessary resources, providing family education and counselling services, provides supervision and adoption services when necessary.	613-747-7800
Victim Services (OVS)	Provides emotional support, practical assistance, referrals and advocacy to individuals who have been victimized as a result of a crime or tragic circumstance, without judgment in order to lessen the impact of victimization. OVS is a community-based agency committed to treating individuals with courtesy, compassion and with respect for their dignity, privacy and diversity.	613-238-2762
Victim Witness Assistance Program (VWAP)	Information and sometimes financial assistance to support participation in the criminal court process * services begin once police have laid charges and continue until the court case is over * case-specific information (court dates, bail conditions) * court preparation * needs assessment * emotional support * crisis intervention * referrals to community agencies. Services are offered to victims and witnesses of intimate partner abuse/ domestic violence, child physical and sexual abuse, sexual assault (including historical sexual assault and human trafficking) * families of homicide victims, families of motor vehicle fatalities * elderly victims, victims with disabilities, victims of hate crime	613-239-1229
Ontario Poison Centre	Helps to answer questions about poisons 24 hours a day, every day of the year and advises when medical care is needed. We can help people of all ages in more than 170 languages.	416 813 5900 1 800 268 9017
MedicAlert Connect Protect	Gives emergency responders and healthcare providers quick and secure 24/7 access to registered members medical profile. It is designed for individuals living with dementia or developmental disability.(\$60/year cost)	Medicalert.ca/Connect Protect
Philips Lifeline Alert	Provides 24/7 access to Medical Alert System which can notify trusted loved ones and emergency response teams when someone needs help. System can provide medical alert services both for home and mobile for people going out, auto alert for fall detection, check in calls, and GPS tracking for wandering.	1-800-387-8120 ext. 7751 stephane.cameron@philips.com
Evidence Control Services	To retrieve lost, found, or stolen property. Please call in advance to coordinate the release of property that has been found, abandoned or taken as evidence.	To inquire about a missing bicycle, other stolen or lost articles: 613-236-1222 x5238
RCMP Firearms Program	To make non-urgent reports (during business hours) for public safety regarding people with access to firearms. You will need the full name and DOB for the person you	1-800-731-4000 cfp-pcaf@rcmp-grc.gc.ca

	are making a report about, address and physical descriptions also help.	
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Suicide Supports

Agency	Service	Contact Info
Suicide Prevention Ottawa (SPO)	Provides resources, education, and program development for the general public and caregivers wanting to learn how to support suicidality or seeking peer support. Offers Post Suicide Support Team (PSST) group sessions for non-family after a suicide.	(613) 729-0577, ext. 1252 PSST: 613-737-7791
Canadian Association for Suicide Prevention (CASP)	Does not provide crisis support services Provides information and resources to communities to reduce the suicide rate and minimize the harmful consequences of suicidal behaviour.	https://www.suicideprevention.ca/
Centre for Suicide Prevention	An education centre based in Alberta with online, in-print, and interactive library of over 45 000 suicide specific items.	https://www.suicideinfo.ca/

Assertive Community Treatment Teams

Agency	Services	Contact Info
ACTT Central Intake (Operated through the Royal)	Helps people with complex, long-term and serious psychiatric illness to work towards personal goals, provides after hours emergency services, assesses and manages symptoms and medications. Eligibility criteria includes multiple hospitalizations of a minimum of 50 days in past year or 150 days over 3 years. An individual, the family or the current service provider can make referrals. A central intake team reviews referrals for all Ottawa area ACTT. A client assessment will be done to determine eligibility for ACTT service.	Micheline Viau-Benn 613-722-6521 ext 7325 Fax: 613.739.8400
Bank Street ACTT	Dr. Ribeyre Dr Walsh-Bergin	613-722-6521 ext 7300 After hours: 613-818-7547 Fax: 613-739-8400
Montfort ECTI (ACTT)	Dr. Ducharme	613-688-1083 Fax:613-688-1087
Catherine Street ACTT	Dr. Ribeyre, Dr. Ripley	613-722-6521 ext 7109
Pinecrest-Queensway ACTT	Dr. Tighe	613-820-4922 ext 3369
Carlington ACTT	Dr. Whelan	613-722-9731 After hours: 613-223-4860 Fax: 613-722-8244

ACT Stepdown	The Assertive Community Treatment (ACT) Step-down team is an interdisciplinary team of mental health professionals who work in partnership with clients who are living with serious and persistent illness. The ACT Step-down program brings mental health services to the client's home, community or hospital. Model of service is case management with a recovery focus. Services are offered to previous clients of ACT who require a less intensive level of support. The intake process takes two to three weeks. The referrals come from the 5 Ottawa ACT Teams. Acting psychiatrist is Dr. Walsh Bergin.	613-722-6521 ext 7370 Fax: 613-739-8400
FACT-DD (Flexible ACT for dual diagnosis)	For People with an Intellectual Disability (DSOER eligible) over the age of 18 who are experiencing symptoms of mental illness and who may experience the following: significant behavioural challenges; extended hospital stays and frequent use of emergency services; and involvement in the criminal justice system. Offers a range of treatment from very intensive and crisis based to less intense maintenance during times of stability. Provides same supports as an ACT team with a specialized scope for people with developmental disabilities.	613-722-6521 ext 7141 Fax: 613-729-3316 After Hours: 613-915-5613

Transportation

Agency	Services	Contact Info
ParaTranspo	Shared-ride, book-in-advance, public transit service open to eligible customers who are unable to take conventional transit (buses and O-Train) some or all of the time due to a disability. Funded by the City of Ottawa, provides minibuses and contracted taxi services in Ottawa's urban communities and between urban/rural areas and to Hull (in Gatineau).	Info line: 613-218-8417 Applications: https://www.octranspo.com/en/para-transpo/
Driving Miss Daisy	Provides at-cost driving and accompaniment services for seniors or people with disabilities within Ottawa South (Alta Vista, Riverpark, Elmvale Acres, Barrhaven, Huntclub, Riverside South, Manotick). All Driving Miss Daisy vehicles can accommodate collapsible wheelchairs and walkers when the client is able to self-transfer. Accepts cash, cheque or e-transfer.	613-796-2285 conrad@drivingmissdaisy.net
Salvation Army Outreach Van	Transports homeless and at-risk people from the streets to safe, appropriate shelter. Provides services seven days a week from 11am to 3am. Appropriate shelter can include taking clients to harm reduction units and withdrawal-management services. This service is typically	Call 3-1-1 and request transportation to get to shelter 613-859-2124 for pick up from emerge

	arranged by nurses/clerks in emerg for d/c to shelter.	
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Housing

Agency	Services	Contact Info
Inner City Health	Ottawa Inner City Health (OICH) aims to improve the health and access to health care for people who are chronically homeless. They coordinate and integrate health care services. OICH has special health care units (Special care for men, TED program) located in local shelters creating a safe environment where health care can be provided. These special units are staffed by personal support workers and supported by visiting nurses and doctors.	613-562-4500 Hospice: 613-234-1144 x242 Mens Special Care: nurse JC 613-218-8674 COVID+ homeless: Tammy 613-868-8376
Housing Help Action Housing (Each serve different catchments)	Action Housing and Housing Help are two distinct housing loss prevention organizations in Ottawa. They provide free services to low- to moderate-income individuals and families to access and maintain safe, adequate and affordable housing. They can support with tenant advocacy, housing system and landlord tenant board navigation, tenant right education, and assistance in finding affordable housing.	Housing Help 613-563-4532 info@housinghelp.on.ca Action Housing 613-562-8219 info@action-logement.ca
Residential Services Group Homes Ottawa Community Housing (OCH) Domiciliary Hostels/Subsidized Retirement Home	Offered through the City of Ottawa residential services and oversees applications for Domiciliary Hostels to provide long term housing to adults who require some supervision to maintain independent living. Services include furnished rooms, 24 hour response, medication mgmt., snacks, light housekeeping, and other community services. Patients should be notified that their ODSP or OW will be dispensed to the home to cover living expenses with a monthly special needs allowance of ~\$150, and they may have a roommate. To be eligible patients should be over the age of 18, living with psychiatric, developmental, or physical disability and consent to this service. They must be independent for ADLs/IADLs and for transfers if using an assistive device.	3-1-1 City of Ottawa: 613-580-2400 or 1-866-261-9799 To consult for complex patients, Residential Services: Karen 613-580-2424 x26586 OCH: 613-731-1182 For tenant support workers press 3 and then 4 Applications can be found in SW resources
Homes for Special Care	The Homes for Special Care program provides residential care to individuals with a mental illness who no longer require hospitalization. The program is funded, and residences are licensed by the Ontario Ministry of Health and Long Term Care. There are currently 181 HSC beds in Champlain and South East.	(613) 345-1461 ext. 1600

Options ByTown	Provides permanent housing with on-site supports to 126 vulnerable people. No diagnosis needed to access housing or support services, applications made through the social housing registry. They have housing workers and community engagement workers to provide resources, community support, and stable housing.	(613) 241-6363 Contact info for eight resource centers can be found on their website: optionsbytown.com
TRY supportive housing program for women	Provides low cost housing with support for 18+yo single women who are homeless or at risk of homelessness. Has rooms with other facilities being shared, most rooms do not have private bathrooms. Clients provide their own mattress, bedding, towels, and cooking supplies/groceries. TRY has case managers and housing support workers, crisis counsellors, and community resource support. Residents must be able to contribute financially to program fee, motivated to engage with personal development, and maintain prosocial behaviour.	613-237-1320 x 5138
Salus Fisher	Salus provides a wide range of supportive housing options including a transitional rehabilitation program, shared homes and independent living opportunities in communities throughout the city of Ottawa. They also offer mental health programming and supports. Eligibility for Salus Housing at the time of housing offer is dependent on the applicant being in receipt of portable support services through a Mental Health Community Support Service (MHCSS) agency or Assertive Community Treatment Program (ACTT).	(613) 729-0123 Application packages can be found on their website: https://www.salusottawa.org/supportive-housing/how-to-apply-for-salus-supportive-housing/
Rooming Houses	Rooming houses offer individual rooms for rent to those in need of transitional housing. These rooms often share a kitchen and washroom facilities with other tenants. Rooms for rent can often be found on Kijiji, facebook marketplace, padmapper or general google searches. Local rooming house options can be found below.	
Social Housing Registry of Ottawa	Central waiting list for people applying for rent-geared-to-income housing.	https://www.housingregistry.ca/
Rooming Houses		
613 Student Rooms Martin (Landlord) Tammy (Landlord)	Has 130 rooms to rent mostly in areas of Blair St and St. Laurent Blvd, not specific to students but open to everyone. All the units come fully furnished. With the turn key concept, all the big ticket items you need in a home is taken care of by us. You get; Wifi, Heat, Hydro, Furniture, Appliances and all this maintenance free.	613-860-1444 Press 1 for Martin Ottawa Rooms contact: Tammy 613-567-3503 Ottawa Rooms contact: Martin 613-261-7017

		https://www.613studentrentals.com
Richard Goodwin	75 Cambridge St.	613-866-4169
	Below are addresses of rooming houses you can access. In order to explore room availability you must go to the address and ask to speak with the superintendent: 317 Cambridge St 91 James St 326 Nepean St	
Ottawa Rooms	Multiple rooms in Centretown area. Office located at 469 Gladstone. Office Hours: Monday to Thursday: 9AM to 1:30PM Friday: 9AM to 2PM	613 567 3503
Jill and Scott Todd	42 York St (Chateau Lafayette)	613-241-4747

<https://www.ottawainnercityhealth.ca/programs/>

<https://ottawa.ca/en/family-and-social-services/housing/residential-services-homes-domiciliary-hostels>

Financial

Program	Service	Contact Info
Essential Health and Social Supports Program (EHSS)	Helps Ottawa residents who cannot afford items or services needed to maintain housing or health items not covered by other programs. Can assist with payment for things like: urgent dental/denture care, eye exams/glasses, housekeeping/laundry, utilities bills arrears deposits and reconnection fees, rent arrears or deposits, assistive devices program, bathroom aids, surgical or diabetes supplies, cremations and burials. Low-income people not on ODSP or OW can qualify, as long as they have not already purchased the item. (OW or ODSP should be redirected to their caseworker)	dial 3-1-1 and ask for EHSS
Trillium Drug Benefits Program	A provincial program to help people not already covered by Ontario Drug Benefit program to afford costs of some medical supplies and prescriptions when these exceed 4% of net household income. Applications can be made online or over the phone	416-642-3038 1-800-575-538
Social Assistance Programs	Includes ODSP, OW for people with no paid into plans and CPP, CPP-Disability, EI, and EI sick leave for people who have coverage, these are all programs to provide income support to people who are unable to work for various reasons. Applications can be made online, over the phone or in person at local Community and Social Support Centres.	OW: (613) 560-0624 ODSP: (613) 234-1188 press 1 EI: 1-800-206-7218
Causeway Work Centre	Offers a variety of education and employment support programs to connect people with various	613-725-3494 x115

	challenges to employment opportunities including: Solutions for Youth Project (paid pre employment for youth 16-29), employment supports program for ODSP recipients, financial literacy training, support for people trapped by Pay Day loans, and a wellness program.	fdaly@causeway workcentre.org 22 O'Meara St Mon-Fri 8 am-4 pm
Credit Counselling Ottawa	Offers confidential, non-judgmental, free credit counselling to explore solutions for debt management, creating budget plans, and to stop collection calls.	613-234-0505 1-888-527-8999 info@nomore debts.org
EBO Financial Education Centre (Formerly Entraide budgétaire Ottawa)	Offers bilingual budget counselling, creditor advocacy, financial education, and income tax services.	613-746-0400 info@centre-ebo .com
Victim Quick Response Program (VQRP+)	Victim Quick Response Program (VQRP+) provides timely financial assistance to eligible individuals who have been victimized by violent crime (homicide, attempted murder, serious physical assault, domestic violence, sexual assault, human trafficking, voyeurism, child abuse, criminal harassment, and hate crime) and/or their family members as well as witnesses. Financial needs should be unable to be covered by other programs and be needed to cover costs such as: emergency repairs, counseling, funeral costs, or emergency care/support fees.	613-238-2762 info@ovs-svo.com Service can be accessed through Ottawa Victim Services or by calling the Distress Centre
Veterans Affairs Canada	Offers veterans unique access to financial support/medical expense compensation systems, healthcare and case management resources, housing and employment resources, and family supports. Can also find Veteran's Ombudsman, increase funding for LTC and in home services to support independence and other supports on their website.	1-866-522-2122 TTY: 1-833-921-0071 Loretta Laroque 613-9497733 or 613 796 9525
Non-Insured Health Benefits (NIHB)	Provides funding for medical equipment and medications to eligible members of the Inuit population. Process can take several days to several weeks. To obtain funding detailed prescriptions should be faxed at least 48 hours before d/c to OHSNI case manager. Please refer to in SW resources	OHSNI office line: 613- 523-7822
Low Energy Assistance Program (LEAP)	Service offered to Ottawa-area residents who have fallen behind on their Hydro bill. Managed by Salvation Army Booth Centre, Eligible applicants can receive up to \$500 in emergency assistance (or \$600 if your home is electrically heated). The funds are paid directly to the utility company. People can apply through their local CHC or resource centre.	http://www.ottawabooth centre.org/?ID=65 613-241-1573 ext. 325

The Monitoring for Health Program	Helps Ontarians with diabetes who use insulin or have gestational diabetes pay for the cost of their blood glucose testing supplies. The program is funded by the Ministry of Health and Long-Term Care and administered by Diabetes Canada. Must have no other coverage (in whole or in part) through a group benefit plan, private insurance or other government program for the supplies being claimed.	1-800-361-0796 mfhp@diabetes.ca
Lilly Canada Cares Insulin Assistance Program	Individual must apply to this program through a Health professional only - such as a Diabetes Educator. This program will provide insulin to patients who cannot afford it and do not have government or private insurance. Those eligible for this assistance include patients requiring insulin whose household incomes fall below Statistics Canada Low-Income Cut-Off levels AND who do not have other government or private health insurance. The supply will be delivered to the designated Diabetes Education Centre for the individual to pick up. If the need is still present after three months the individual, with their Health Care Professional can reapply.	1-888-479-7587 ext. 3006 (information line for healthcare providers)

<https://www.diabetes.ca/get-involved/local-programs---events/ontario-monitoring-for-health-program>

Student Resources

Service	Supports Provided	Contact Info
Good2Talk	Good2Talk is a free, confidential service for post-secondary students in Ontario, available 24/7. Students in Ontario can receive professional counselling and information and referrals for mental health, addictions and well-being through either talk or text.	1-866-925-5454 or text GOOD2TALKON to 686868
Ontario Student Assistance Program (OSAP)	The Ontario Student Assistance Program (OSAP) is a financial aid program that can help you pay for college or university. If you are having financial issues you can connect with the finance dept of your school or OSAP directly to explore available options.	1-877-672-7411 TTY: 1-800-465-3958
Empower Me - Mental Health Resources	Empower Me has a number of professionals with various domains of expertise, including psychology, psychotherapy, social work, nutrition, etc., to support you and respond effectively to diverse needs. You can access services via telephone, videoconference, or in person (when permitted in accordance with public health guidelines and COVID-19 advisories).	Toll-free 24/7: 1-833-628-5589
Algonquin College Ottawa Campus		
Student Distress Line	Operates M-F from 8am to 4pm. They do not have a voicemail. Able to offer supportive listening and connect with immediate appointment with Counselling Services during hours of operation.	613-727-4723 x7300 3rd floor of Student Commons

Project Lighthouse	Project Lighthouse aims to shine a light on the topic of sexual violence and help you navigate healthy sexual relationships. Through compassion, education, and awareness, this initiative aims to reduce sexual violence at Algonquin College and support survivors of sexual violence.	projectlighthouse@algonquincollege.com
Security Services	Immediate help for students who are on campus and at imminent risk of harm. Available 24/7.	613-727-4723 x5000
SA Food Cupboard	This supportive service provides students who require the services with food and other basic necessities.	Room C033 (Student Central, in the lower level of the DARE District)
Financial Aid	Get information about the many different forms of financial assistance available to help you finance your education.	613-727-0002 Student Central, in the lower level of the DARE District algonquincollege.com/financialaid
University of Ottawa		
Financial Aid and Awards Service	If you feel as though you're sinking into financial despair or have been the victim of a crime or another incident that is creating financial hardship for you, make an appointment with a financial aid counsellor. We'll evaluate the urgency of your situation and will do our best to get you the help you need.	613-562-5734 Desmarais Building, Room 3156
Counselling Services (The Student Academic Success Service (SASS))	The Counselling office offers a range of accessible resources and services based on the Stepped Care model. Our student-centered approach aims to support and empower students so that they can thrive and find their own path to academic success and wellness.	613-562-5200 couns@uOttawa.ca 100 Marie-Curie Private (MCE) 4th Floor All counselling sessions currently taking place virtually: https://sass.uottawa.ca/en/counselling/meet-a-counsellor
ByWard Family Health Team (BWFHT)	Offers primary healthcare services with several areas of specialized care as part of a comprehensive multidisciplinary health organization. Includes range of healthcare professionals, notably walk in clinic, immigration examinations, mood disorder clinic and psychiatry, and sports medicine/physiotherapy.	613-564-3950 300-100 Marie Curie Pvt Ottawa ON K1N 6N5 https://bywardfht.ca/contact/contact-information/ to book appt online
Carleton University		
Health and Counselling Services	Health and Counselling Services offers Same-Day Counselling Monday to Friday from 11 a.m. – 4 p.m. in the main clinic. Same-Day Counselling is no	613-520-6674 1125 Colonel By Drive

	appointment necessary and the service operates like a walk in clinic. Check in opens at 10:45 a.m. and afternoon spots are limited. The Last walk in patient will be seen at 3:15 p.m.	Suite 2600 CTTC Building Monday to Friday 8:30 a.m. to 4:30 p.m
Campus Safety Services	Campus Safety Services is a department of the Finance and Administration Division of Carleton University. The department consists of Patrol Services, Parking Services, Technical Services, Emergency Management and the Carleton University Student Emergency Response Team (CUSERT) to address the needs of the community for personal safety, protection of property and parking needs.	Emergencies: (613) 520-4444 (or, dial 4444 from any university land-line) General Inquiries: 613 520 3612
Awards and Financial Aid	Get information about the many different forms of financial assistance available to help you finance your education.	613-520-3600 Awards@carleton.ca

Youth Services

Agency	Service	Contact Info
Youth Services Bureau	Youth Services Bureau of Ottawa (YSB) is one of the largest and most comprehensive non-profit agencies serving youth in this community. More than 350 caring professionals work from 20 locations across the city to deliver a vast range of programs and services that support at-risk youth and their families. Offers services for mental health, walk-in clinics, intensive family support, community and housing supports, case management and service coordination, ethno-cultural community programs, health clinics, school programs and employment services, youth justice services, etc.	24/7 crisis line: 613-260-2360 Mental health services 613-562-3004 www.ysb.ca 2675 Queensview Dr.
1Call1Click	1Call1Click.ca is available to assist infants, children and youth from birth to 21 years of age. We cover parts of eastern Ontario including Ottawa, Pembroke, Cornwall, Hawkesbury, and surrounding areas including the counties of: Lanark, Leeds and Grenville; Stormont, Dundas and Glengarry; Prescott-Russell and Renfrew. Children, youth and families/caregivers, wanting to be connected with mental health, addictions, substance use health and or neurodevelopmental health services, are welcome to reach out to 1Call1Click.ca: Partners provide care for every level of need. We match you with a partner that is best for your specific needs. Systems navigation for children, youth and families, struggling with complex mental and addiction needs-guiding, problem solving and managing ongoing care.	1call1click.ca 613-260-2360 (ext 2) or toll free at 1-877-377-7775

Practical Supports

Agency	Service	Contact Info
Ottawa Food Bank	Providing access to food through community food programs across Ottawa.	613-745-7001 Ottawafoodbank.ca
Hijinx	Grassroots community organization run by two social workers who perform miscellaneous supports and community engagement. Individuals can access with requests for random acts of kindness, something to eat, human interaction, etc. It is an informal community hub/resource and thrift store.	613-864-4289 Email: highjinx@live.ca 290 Kent St. Ottawa
PAW ID Clinic (Through Sandy Hill CHC)	Practical Assistance Worker (PAW) ID Clinic assists homeless clients and clients on ODSP in applying for: OHIP cards, Birth Certificates S.I.N. cards, Replacement Citizenship cards. This program also provides an ID safekeeping service where clients can store their ID in a secure area and access it as needed. Appointments are booked each Monday for that week only. Appointments are filled very quickly – it is best to call early Monday morning	613-789-6309

Animal Welfare Services

Agency	Service	Contact Info
SPCA/Humane Society	Provides a safe haven for sick, injured and homeless animals in Ottawa. Can intervene if an animal has been abandoned or if an owner is unable to provide adequate care. They cannot however enforce animal care laws or animal apprehensions.	245 West Hunt Club Rd. 613-725-3166
Animal Welfare Services	Enforces the Provincial Animal Welfare Services Act by sending inspectors to respond to concerns, provide outreach and education on animal care best practices. They can support for pets, livestock, zoos, aquariums, and equines. Available 24/7, call this number if an animal is in distress due to injury, illness, suffering, neglect or abuse.	1-833-926-4625
By-Law	Ensures animal owners are in alignment with by-laws for animal care, registration with the city, leashing, prohibition of exotic or undomesticated animals, etc. Can apprehend animals in case of violation for by-laws or if owners can no longer provide care due to eviction, incarceration, fire or medical emergency, or any other similar situation deemed appropriate. Animals taken into protective care will be held for a maximum of five days.	3-1-1
Elder Dog	ElderDog Canada is a charity that seeks to assist and support older adults in the care and well-being of their canine companions and to promote the welfare of older dogs whose lives have been disrupted due to illness, relocation or death of a human companion.	ElderDog Ottawa Kim Lefebvre Elderdogottawa@gmail.com

	They are able to provide volunteers to provide dog care for admitted patients.	1-855-EDOGCAN (1-855-336-4226)
SafePet Ontario	Fosters companion animals for women and their children who are fleeing from intimate partner violence into the safety of local Violence Against Women (VAW) shelter. The program provides veterinary intake and long- or short-term fostering for the duration of a woman's stay in a shelter. Upon exiting the shelter, owners are reunited with their pets so they can move into a better future together.	1.800.670.1702 safepet@ovma.org
Therapetic	Website that provides information, guidance, and connection to resources for navigating the laws and process in acquiring an emotional support animal.	https://therapetic.org/

Borderline Personality Resources

Agency	Service	Contact Info
Ottawa Network for BPD	Educates and supports relatives of people with BPD and helps family members develop skills for coping.	https://on-bpd.ca/en info@on-bpd.ca
Ottawa Institute of Cognitive Behavioural Therapy	Offers comprehensive DBT treatment program that involves individual psychotherapy and group skills training. In order to participate in the program, participants need to commit to weekly group therapy sessions and supplementary individual therapy sessions. Covered by most insurance benefits	613-820-9931 https://www.ottawacbt.ca 411 Roosevelt Ave
Canadian Mental Health Association	Offers a variety of services and programs that are accessible to both the public and other support organizations. This includes, but is not limited to, people with lived experiences and family members, mental health training services, Dialectical Behaviour Therapy and more.	613-737-7791 311 McArthur Ave, Suite 201 general@cmhaottawa.ca
DBT Self Help	This website is a service for people who are seeking information about DBT (Dialectical Behavior Therapy). <u>This site was written primarily by people who have been through DBT, not DBT professionals.</u> For this reason, consider the source of any given document. We cannot give advice, but we can talk about our experiences on our DBT journey.	https://www.dbtselfhelp.com/
BPD Resource Center	This online resource educates people affected by BPD and connects them with treatment and support in their local areas.	https://www.nyp.org/bpdresourcecenter

Online Resources

Agency	Service	Contact Info
Togetherall	An online peer-to-peer support community for your mental health. An anonymous community where members can support each other. Access 24 hours a day, 365 days a year. Trained practitioners available	https://togetherall.com/en-ca/

Formerly Big White Wall	24/7 to keep the community safe. Self-assessments and resources. Creative tools to help express how you're feeling. Wide range of self-guided courses to do at your own pace	
BounceBack (through CMHA)	BounceBack is a free skill-building program. It is designed to help adults and youth 15+ manage low mood, mild to moderate depression and anxiety, stress or worry. Delivered over the phone with a coach and through online videos, you will get access to tools that will support you on your path to mental wellness. No longer accessed through physician referral, clients can connect through AccessMHA.ca	https://bouncebackontario.ca/
Wellness Together Canada	A mental health and substance use website to support people across Canada and Canadians living abroad in both official languages. We provide the following resources for you at no cost: Immediate text support, Info and videos on common mental health issues, Mental wellness programs you can do on your own and with coaching, Monitored communities of support Individual phone, video, and text counselling	https://ca.portal.gs/
eMentalHealth	Provides anonymous, confidential and trustworthy information, 24 hours a day, 365 days a year. Features include: Mental Health Help (i.e. directory of mental health services and organizations) Info Sheets: Information about a variety of mental health conditions and topics. Screening Tools: Find out if you or a loved one has a mental health concern with our free, online screening tools. Events Calendar: Information about mental health events in your area. News Feed: Information about the latest mental health news. Research directory: Information about research studies in your area.	Ementalhealth.ca
OCD center of Los Angeles	Website created by an OCD treatment centre based in LA that has a wealth of knowledge on OCD including it's many different subtypes, symptoms, resources, and education.	Ocdla.com
TherapistAid	Psychoeducational (not meant to replace therapy) website which offers a library of worksheets, interactive tools, guides, videos and articles. Many available for free, some at cost.	https://www.therapistaid.com/
Centre for Clinical Interventions	Psychoeducational website which researches and provides comprehensive worksheets to support issues related to mood disorders, eating disorders, and coping skills.	https://www.cci.health.wa.gov.au/

Caregiver Supports

Agency	Service	Contact Info
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Parents Lifelines of Eastern Ontario (PLEO)	Peer support and system navigation service for caregivers whose children are experiencing mental health and/or addiction challenges. Offers bilingual, confidential helpline for caregivers of children, youth, and young adults.	613-321-3211
The Oasis in Kanata	Community outreach program of Glen Cairn United Church that offers information, education, and support for caregivers of people with mental illness living in Kanata and the surrounding area. Is able to support and connect caregivers to resources.	https://theoasiskanata.ca/
The Ontario Caregiver Association	The Ontario Caregiver Helpline directly addresses the need for caregiver specific supports and can help caregivers access information like finding respite, financial supports, power of attorney, and information related to system navigation. We support caregivers by being their one point of access to information, so they have what they need to be successful in their role.	1-833-416-2273 https://ontariocaregiver.ca/
Ottawa Child Care Registry and Waitlist	Apply for full fee, subsidy or both by completing just one application! Licensed child care programs must meet and maintain specific provincial standards, set out in the Child Care and Early Years Act. These standards provide for the health, safety and developmental needs of children	3-1-1 https://onehsn.com/Ottawa/
SAFE Families	Safe Families is a network of families who volunteer to care for your children for as long as you need. Our goal is to keep your family intact. Once you feel like you and your home environment is stable and healthy we'll work with you to reunite your family as soon as possible. As the legal guardian you maintain full custody of your children. Our aim is to form a partnership between you and the volunteer families and see the Host Family as extended family. Many parents need help and support but don't need their children to stay with a Host Family. Our Family Coaches and Family Friends can provide you with support and guidance, such as helping you to find work or secure an apartment.	613-222-8266 ottawa@safefamilies.ca
Parent Resource Centre	City-wide hub, offering early and middle years services for children, and specialized supports for parents and caregivers. Also develop targeted training for community professionals and service providers who work directly with children and families. Has playgroups, parent workshops, family resilience programs, parent support lines, and community events.	613-565-2467 Parent Support Line: ext 2 300 Goulburn Crescent Ottawa, ON information@parentresource.ca

Perinatal Resources

Agency	Service	Contact Info
Roger Neilson House	Provides hospice/end of life care, bereavement services and palliative supports to children and families of dying infants/children. Some supports offered include memory making, legacy building, perinatal hospice/loss of pregnancy support, recreation therapy, respite care, sibling support. May need referral from CHEO to access some services.	613-523-6300 x4600 info@rogerneilsonhouse.ca
Mothercraft	Supports the needs of families from prenatal to age 12 by providing comprehensive prenatal and parenting classes/workshops, perinatal support, programming for children with special needs, as well as an array of programs and services offered through EarlyON Child and Family Centres.	(613) 728-1839 info@mothercraft.com 475 Evered Avenue
Monarch Maternal and Newborn Health	At the Monarch Centre, we have Registered Nurses, Board Certified Lactation Consultants and Family Doctors who specialize in maternal and newborn care. We provide all necessary breastfeeding support, bilirubin checks for jaundice and full post partum check up and follow up for mom and baby. Connects with parenting programs, community resources, mental health resources and home care. Must have referral submitted by midwife or physician to access services.	Harmony Health Centre 152 Cleopatra Drive Suite 108 Phone: 613.627.0795 Bank Street Professional Centre Phone 613.691.2578
Beyond Baby Blues Postpartum Therapy Support Group-FSO	Beyond the Baby Blues is an 8 week group program for mothers who are experiencing postpartum depression and/or postpartum anxiety. This group is designed for women who are noting the signs and symptoms of distress that go beyond the short-term “baby blues” that many women experience after birth. We also offer: Support and assessment during perinatal period (including pregnancy and postpartum), referral to community partners, parenting information, parenting groups and referrals to community resources	613-725-3601 ext. 108 Family Services Ottawa, 312 Parkdale Avenue wsmith@family servicesottawa.org
Postpartum Support International (PSI)	Promotes awareness, prevention and treatment of mental health issues related to childbearing in every country worldwide. Provides access to information, social support, and informed professional care to deal with mental health issues related to childbearing.	1.800.944.4773 https://www.postpartum.net/
OMama	OMama is a website and a mobile application (app) that connects you to trusted, evidence-informed pregnancy, birth, and early parenting information (focusing on resources in Ontario, Canada).	https://www.omama.com

Dads Can	Canadian website based out of London, ON. Offers tips and practical information on how to support a partner who is experiencing postpartum depression. Offers advice on how to cope with the day-to-day stress of having a new baby. Offers help to men who want to be involved in the fathering role.	http://www.dadscan.ca
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Eating Disorder Supports

Agency	Service	Contact Info
Hopewell	Eating Disorder Support Centre that offers support groups, mentoring programs, and community outreach to provide public education on eating disorders and body image.	(613) 241-3428 info@hopewell.ca
National Eating Disorder Information Centre (NEDIC)	NEDIC provides information, resources, referrals and support to Canadians affected by eating disorders through our toll-free helpline and instant chat. Outreach and education programming focuses on the awareness and prevention of eating disorders, and is available online across Canada and in-person in the Greater Toronto Area.	1-866-633-4220 Email: nedic@uhn.ca Chat: nedic.ca
Blossom Counselling Centre	An Ottawa-based counselling centre for adults offering psychotherapy and nutrition counselling for eating disorders, body shame, self-esteem, and anxiety. Our providers strive to be LGBTQIA+ affirming, fat positive, and trauma-informed.	613-229-9515 info@blossomcounsellingcentre.com
Eating, Weight & Body Image Treatment Service (Offered through CFIR)	Our mental health professionals can support you to address your concerns, issues or struggles related to eating, weight and body image. Services are at cost with various prices. Covered by most insurance programs	613-686-6645 ottawa.admin@cfir.ca

General Mental Health

Agency	Service	Contact Info
AccessMHA	AccessMHA makes it easier to help find mental health, or substance use health and addictions support, services, and care. We eliminate the guesswork and work with you to refer you to the services you need, all while supporting you through the process. After reaching out to us, you will be paired with a trained mental health, substance use health and addictions professional who will connect you to the services you need from a network of partner organizations. For people 16 years or older, not a crisis service. Typically acts as centralized intake to gain access to most mental health services in the region. Offers services in English and French.	Accessmha.ca Client's fill out a very lengthy online intake form and then select a time in the coming days to weeks for an intake call. Once the intake call is completed they can typically expect to wait a number of weeks for further follow up.

Psychiatric Survivors of Ottawa	Non-Profit that offers a safe and non-judgmental environment for people who have experience within the mental health system to provide peer support and shared learning.	613-567-4379 211 Bronson Avenue
Canadian Mental Health Association	CMHA Ottawa is committed to providing direct services and supports for eligible individuals in the city of Ottawa who are experiencing mental health challenges. Also offers a variety of services and programs that are accessible to both the public and other support organizations.	613-737-7791 Familiar Faces: 613 822 6135
CAP (CPS)	New agency since 2020, which provides mental health and addictions services in French. CAP is an amalgamation of Centre psychosocial and Maison Fraternité. Serves the Ottawa-Carleton area.	613-789-2240 613-260-2360 (Crisis Line) https://centrelecap.ca/

Seniors Supports

Agency	Service	Contact Info
Good Companions	Offers services to seniors and adults with physical disabilities to provide support for medical transportation, phone check-ins, prescription pick up, day programs, support for home maintenance, food hamper delivery, meals on wheels, social events, and in house services for haircuts, esthetics, foot care, denture clinics, legal services and connection to other services as needed.	613-236-0428 info@thegoodcompanions.ca 670 Albert St, Ottawa
The Dementia Society	Provides Dementia Care Coaches for one on one supports to patients or their caregivers, public education, support groups, and social/recreational programs. There is no waitlist and supports can be very active/wraparound. Although patients can access this resource independently, it is recommended that professionals still submit referrals regardless of expected discharge to ensure continuity of care and connection to supports. Referrals can be found at: https://dementiahelp.ca/program-schedule/ using the right-sided tab titled 'Submit a Form'	613-523-4004 https://dementiahelp.ca/
Ottawa West Community Support	Provides various at cost services to seniors including: day programs, lunch programs, foot care, medical transportation, shopping bus, snow removal and yard work, friendly visiting/phone calls, respite and personal care, housecleaning, repairs, and odd jobs.	613-728-6016 1137 Wellington St info@owcs.ca
Old Forge Community Resource Centre	Provides seniors and adults with physical disabilities support with: medical transportation, grocery shopping/prescription pick up, yard work, day programs, phone check ins, recreational programs,	613-829-9777 2730 Carling Ave info@oldeforge.ca

	foot care, home help/maintenance, snow removal and friendly visits.	
Meals on Wheels	Delivers nutritious hot or frozen meals to individuals to help them maintain their health and independence at home. Seniors, people with chronic illness or disabilities, and people recovering from illness or surgery are eligible for services.	613-233-2424 service@mealsonwheelsottawa.org
The Glebe Centre	The Glebe Centre's Community Programs at Abbotsford offer a comprehensive range of programs and services to 55+ seniors living in the community. The community programs offer fitness, recreation and artistic programming and clubs as well as lectures and special events.	613-230-5730 950 Bank Street
Seniors On Site	Provides at-cost PSS/companion care, alzheimer's and dementia care, IADL support, home maintenance, transportation and accompaniment, respite/overnight care, etc. Offers free in-home courtesy visit to discuss services with no obligation. Offers affordable services in the greater Ottawa area and can give services in homes and assisted living facilities.	613-422-7676 info@sosonsite.com
Seniors for Seniors (A division of Spectrum)	Companionship and care for seniors living in eastern Ontario and Quebec regions. At-Cost services offered by other seniors and includes: friendly drop-in visits, light housekeeping, driving to appointments, overnight and live-in care, medication reminders, meal preparation, errands and grocery shopping, respite for families, personal care, Alzheimer's and dementia care, handy person.	1-844-422-7399 https://spectrumhealthcare.com/services/seniors-for-seniors/
Geriatric Psychiatric Community Services of Ottawa	Interdisciplinary team provides support to maintain seniors in their home by managing psychiatric symptoms and challenging behaviours. Can assess, provide case management, diagnose, care plan and provide support/education for caregivers to assist with behaviour management and advocacy. <u>Referrals must be made by a doctor.</u>	Intake Coordinator: 613-562-9777 x5239
Elder Dog	ElderDog Canada is a charity that seeks to assist and support older adults in the care and well-being of their canine companions and to promote the welfare of older dogs whose lives have been disrupted due to illness, relocation or death of a human companion. They are able to provide volunteers to provide dog care for admitted patients.	ElderDog Ottawa Kim Lefebvre Elderdogottawa@gmail.com 1-855-EDOGCAN (1-855-336-4226)
NICE Tools Resource Center	Offers digital tools for seniors and their caregivers to navigate a variety of themes including: caregiver self care, driving cessation, legal information, dementia care, end of life issues, financial literacy, elder abuse, addictions, and mental health.	http://www.nicenet.ca/cartnice/gallery.aspx?pg=112&gp=57

		or nicenset.ca and click tools in the banner
Aging in Place	Offers a variety of services in various locations. Services include: homemaking and meals, transportation, nursing and allied health visits, personal care.	https://owcs.ca/aging-in-place
Primary Care Outreach to Seniors (South-East Ottawa CHC catchment area)	Our Primary Care Outreach program offers free in-home services to seniors 65+ in our Ottawa catchment area. Services are provided by Registered Nurses and Community Health Workers. Our goal is to help connect isolated and/or vulnerable seniors living at home to the care and resources they require to live safely and foster their wellbeing.	https://www.seochc.on.ca/programs-and-services/community-services/primary-care-outreach/
Seniors Outreach Team (Through Centretown CHC)	Team of registered nurses and community health workers who can offer home visits to support vulnerable seniors in accessing primary care and social services. This team can help with chronic disease monitoring, accompaniment to medical appointments, geriatric health assessments, care planning and advocacy, case management and system navigation. Please note this service is only available within the Centretown CHC catchment area for people over 65 who experience significant barriers to accessing health care services and live with significant risk. This program is not available to seniors living in LTC, retirement homes or assisted living facilities or who are acutely palliative.	613-233-4697 ext. 2182

Palliative and Bereavement

Agency	Services	Contact Info
City of Ottawa-Emergency Assistance	If circumstances have left you unable to afford the comfort of a funeral or burial ceremony when a loved one dies, you may be able to receive assistance. The City offers agreements specifically for funeral and burial financing and therefore cannot reimburse any costs or commitments made.	613-560-6000
What to do When Someone Dies	Answers to common questions about what to do, next steps, and what support is available when a loved one dies in Ontario.	https://www.ontario.ca/page/what-to-do-when-someone-dies
Bereaved Families of Ontario- Ottawa	An organization made up of people in Ottawa who provide peer support to people in grief. Services include group programs, memorial events, art therapy, 1:1 support, and educational workshops.	613-567-4278 office@bfo-ottawa.org
Center for Loss and Life Transition	Organization dedicated to helping people who are grieving and those who care for them. Perhaps someone you love has died, or you want to help a grieving friend or family member. Or maybe you are a professional or	Centerforloss.com 907-226-6050

	volunteer grief caregiver. Either way, we are here to offer resources and understanding.	
Hospice Care Ottawa	Offers grief, palliative and end-of-life programs/services to people living in the City of Ottawa. All services are offered at no charge to clients and their families. We provide Community Hospice Care programs such as in-home visits and day hospice, Residence Hospice Care, Bereavement Care and Caregiver Support. Based out of May Court, Ruddy-Shenkman, and La Maison de l'Est.	Community services intake line: 613-680-0306

Miscellaneous

Agency	Services	Contact Info
Ottawa Dental Society	Connects people with emergency dental services and helps people on social assistance to access services. Emergency services include: pain relief, smoothing fractures, treating infections or antibiotics, temporary restoration, extraction, fixing broken crowns, and pulpotomy. They service people all week from 9am to 9pm, with an exception to OW recipients who are redirected to Public Health between the hours of 8:30 to 4:30. They also have a directory for people to find a dentist on their website.	Dental Emergency Number: 613-523-4185 Non-emergency: 613-523-3876 ottawadental society.org
AIDS and Sexual Health Infoline	Offering information, counselling and safer sex information Monday – Friday, 10am – 10:30pm & Saturday – Sunday, 11am – 3pm	1-800-668-2437
Canadian Armed Forces Transition Centre AKA Integrated Personnel Support Centre	Provides an integrated, one-stop centre where ill and injured CAF members and their families are offered transition services and casualty support. This is a centre where veterans can have support accessing many programs offered through Veteran's Affairs Canada and other partners, supporting CAF members, veterans and their families. They provide special care and attention to those who are ill or injured and help with transition to civilian life.	613-945-6600 x3014 1745 Alta Vista Dr.
Public Guardian and Trustee (PG&T)	Provides support to patients who have been deemed incapable and do not have an appropriately deemed Power of Attorney. PG&T hosts consent and capacity boards when pt's want to challenge an incapacity, can investigate POA to ensure best interests of the pt and can manage financial affairs or occasionally provide custodial authority for personal care or placement in LTC decisions (when no POA or SDM is available).	(613) 241-1202 Marlene Vermeaten Treatment Decisions Consultant 613-241-1524
AboutFace	Promotes and enhances the emotional and mental well-being of individuals with facial differences and their families through social and peer support, information, educational programs and public awareness. To do this, we work with other	1-800-665-3223

	stakeholders: volunteers; donors; allies in the medical, dental, and social service communities; educators; and others.	
Canadian National Institute for the Blind (CNIB)	CNIB Foundation is a non-profit organization driven to change what it is to be blind today. We deliver innovative programs and powerful advocacy that empower people impacted by blindness to live their dreams and tear down barriers to inclusion. This includes support and services to enhance daily living skills, recreational programs, employment/academic programs, and support with technology, rehab services, and guide dogs.	https://www.cnib.ca/en?region=on 1-800-563-2642
211	Confidential service that connects callers to a full range of community, social, government & health service information. Meant to be a first stop for information about child care, language classes, job searches, housing, emergency shelters, services for persons with disabilities, home support, legal assistance, financial assistance, and more. Bilingual, and reliable up-to-date information with referral specialists working 7 days a week. Also has an online directory which focuses on non-profit, community based or government organizations that provide direct service to the public. Private or commercial organizations are also listed only when non-profit or government organizations do not offer a comparable service.	2-1-1 https://211ontario.ca/
Aphasia Centre of Ottawa	Facilitates the inclusion of people with aphasia in family and community life by bridging the communication gap. Professional staff and trained volunteers provide communication therapy, counselling, ongoing support, and advocacy.	(613) 567-1119 https://aphasiaottawa.org/
Fetal Alcohol Resource Program	The bilingual Fetal Alcohol Resource Program aims to support the large numbers of people affected by this permanent physical disability. Through education and community leadership development the program draws together resources, skills and knowledge that exists in Ottawa and provides clinical support and community navigation for individuals with FASD and their families.	613-761-9522 TTY: 613-725-6175 Toll Free: 1-866-222-2138
FASD Ontario	Committed to providing accurate, up to date information on Fetal Alcohol Spectrum Disorder. Offers online trainings. This website will help you find the closest available services and supports, discover a variety of resources and training, and become aware of the latest FASD related news and events.	https://fasdinfo.ca/en 1-800-397-9567
innoviCares	A free drug payment card that can help pay a portion of the cost of some prescriptions. Can be used alone or with existing drug plans, several psychiatric medications are covered.	https://innovicares.ca/en

Criminal Justice

Agency	Services	Contact Info
John Howard Society	Provides services and supports to reduce crime and victimization by helping individuals, and families, who are at risk of, or have come into, conflict with the law. Our work includes the provision of prevention and intervention services, as well as advocacy, public education, and community partnerships. These include supports in crime prevention, housing, services in court and detention, community reintegration, employment support, conflict resolution and anger management, re-offense diversion, and life skills training.	613-789-7418 550 Old Patrick St jhsottawa@ottawa.johnhoward.ca
Elizabeth Fry Society	Elizabeth Fry Society of Ottawa supports and advocates for young and adult women in our community who are criminalized or may become criminalized. Offers programs and services with housing support and residential programs, court/prison in-reach, and case management.	613-237-7427 info@efryottawa.com 211 Bronson Ave
Mothers Offering Mutual Support (MOMS)	Community of women (not just moms) who offer mutual support for coping with a loved one being involved in the justice/corrections system. Offers support groups, advocacy, and connection to resources.	https://www.momsottawa.com/
Prostitutes of Ottawa-Gatineau Work, Educate and Resist (POWER)	bilingual, sex positive organization created by and for sex workers that works to further the rights of sex workers as workers and human beings. They work to raise awareness/advocate within the criminalization of sex work, organize social events, provide access to programs/services for harm reduction and access to resources, support sex workers navigate systems including legal/police involvement and healthcare systems.	Powerottawa.ca powerottawa@gmail.com

Addictions and Harm Reduction

Agency	Services	Contact Info
ConnexOntario	Addiction, mental health, and problem gambling treatment services. Helpful, supportive System Navigation Specialists answer all calls, emails or webchat requests 24/7. They maintain up to date and comprehensive database of resources. Our referral service is free and confidential.	1-866-531-2600 https://www.connexontario.ca/ Website offers chat services, email support and service directory
Ontario Problem Gambling Hotline	Confidential and open 24hrs a day. Available in English & French	1-888-230-3505
Service Access to Recovery (SAR)	System navigation to support both French and English-speaking people with addictions using a harm reduction	613-241-5202

Formerly Known As Ottawa Addictions Access and Referral Services (OAARS)	model. Can complete ADAT, treatment planning and helps navigate mental health, housing, primary care, and income support systems. They offer walk in clinics, assessments, community groups, supports for families, and warm referrals for anyone over the age of 16. Encompasses all individuals with addiction problems, including drugs, alcohol, and gambling, from mild to severe. Goals may include harm reduction, moderation or abstinence.	1777 Montreal Road, Ottawa (Montfort Renaissance) Navigator1@mri.ca
Rapid Access Addiction Medicine Clinic (RAAMIC) Offered through The Royal or Sandy Hill CHC	RAAMIC provides outpatient (not in need of immediate hospitalization) rapid access to addiction medicine services for patients who require services for alcohol or opioid problems. Patients need valid OHIP card or equivalent to access services.	The Royal Phone: 613-722-6521 x6508 Fax: 613-715-5802 Sandy Hill Walk-in Clinic M-F before 2pm. Phone: 613-569-3488 ext 2106 General questions can be directed to 613-569-3488
Ontario Addiction Treatment Centres	Needle exchange program, naloxone overdose response program, safe inhalation program, suboxone and methadone clinics, and Hepatitis C treatment program	Ontario: 1-877-937-2282 Ottawa: 613-233-1141
Withdrawal Management Centre	Non-medical facility (person must be conscious, mobile, and medically stable upon admission) · Men and women over the age of 16 · In house AA and NA meetings available · Assessment and referral services available · Stays are generally short-term (3-7 days), but vary depending on person's needs · Participation in groups is mandatory	613-241-1525
The Shepherds of Good Hope Targeted Emergency Diversion Program (TED) and Hope Outreach	A health care service which offers 24 monitoring for detox in shelter and provides accessible treatment and care including nursing, mental health services, intensive case management, peer support for appointments, nurse practitioners, psychiatry, access to an internist and medical monitoring. Hope Outreach is a shelter program for women. While living in the program, they can access support, assessment and referral for their addiction issues.	Managed Alcohol Program (MAP) 613-688-1848 613-241-4303
Lifestyle Enrichment for Senior Adults (LESA)	LESA is a substance abuse and problem gambling counselling service for seniors offered across the City of Ottawa. Support is provided for men and women aged 55 and older who are concerned about their alcohol or drug use or problem gambling. Services include: community workshops; in-home visits; groups; outings; seniors problem gambling support line which is anonymous, confidential, and free.	613-233-5430 Toll-Free: 1-877-795-8442

Rideauwood Addiction and Family Services	Offers a wide range of substance use, behavioural addictions, and mental health supports to youth, young adults, adults, parents and families. Some of these include a youth justice program, pregnancy and parenting programs, harm reduction and cessation supports, and a concurrent disorder program.	613-724-4881
NESI Van	Offered through Somerset West CHC, offers harm reduction services for people who use drugs, including safer inhalation and injection supplies, collection and disposal of used equipment, and peer support in a non-judgmental environment. Stop by the NESI drop-in room at the Eccles Branch or call the NESI van to have supplies delivered.	613-761-0003 55 Eccles, Ottawa
SITE Van	Offered through Ottawa Public Health, includes site needle and syringe program services provided through mobile outreach van and at fixed office location. Distribution of harm reduction supplies (injection and inhalation supplies, naloxone). Distribution of condoms and lube. Health education/ promotion. Substance use counselling. General counselling and support. Referral to health and social service agencies including drug treatment services.	613-232-3232 179 Clarence St, Ottawa
SMART Recovery	Self-Help online resource for both people experiencing addictions and family /friends of people experiencing addictions. Self-Management And Recovery Training (SMART) is a global community of mutual-support groups. At meetings, participants help one another resolve problems with any addiction (to drugs or alcohol or to activities such as gambling or over-eating). Participants find and develop the power within themselves to change and lead fulfilling and balanced lives guided by our science-based and sensible 4-Point Program®.	www.smartrecovery.org
Amethyst Women's Addiction Centre	Offers alternative addiction services to women. Amethyst is committed to working with diverse and marginalized groups of women. We address and communicate the specific ways in which substance use and/or problem gambling affect women's well-being and why social change is necessary. Offers programs in health promotion, treatment, and public education/prevention.	613-563-0363 INFO@AMETHYST-OTTAWA.ORG
Dave Smith Youth Treatment Centre	Residential Addiction & Mental Health Treatment for Youth and Families. A non-profit, community-based agency that is dedicated to helping youth (13-21) and families across Ontario overcome substance use, mental health and related issues. Offers Comprehensive Assessment, Residential Treatment (flexible length of stay – up to 3 months), Post-Residential Continuing	613-594-8333 Female Campus ext. 2205 Male Campus ext. 2206 admissions@davesmithcentre.org davesmithcentre.org

	Care, Family Services, Academics, Primary Care (via Nurse Practitioners), Psychiatry, Pro-Social Recreation	
Homelessness & Addiction Recovery Treatment hubs	The Ottawa HART Hub is designed as a low-barrier, trauma-informed, culturally responsive, 24/7 health care model that integrates primary care, mental health, substance use treatment, housing with supports, and health systems navigation. By combining targeted community outreach and co-located services, they will address increasing community needs and ensure individuals with complex health and housing challenges can access the care and support they need for stability, recovery, and long-term success. Please note that HART hubs are a new service model being rolled out by the province and will likely be in development for some time, therefore may not be accurately reflected by this information.	Offered through Somerset West CHC and Pinecrest Queensway CHC.
Ontario Addiction Treatment Centre (OATC)	Offers opioid agonist therapy through methadone and suboxone medications to support reduction/cessation of illicit substances. Service users can self-refer and can also access treatment for communicable diseases including Hepatitis C. OATC focuses on a harm reduction model and other programs including needle exchange, naloxone overdose response program, safe inhalation and supervised consumption.	Multiple locations throughout Ottawa region and beyond. Info line for new patients: 1-877-937-2282

Indigenous Services

Agency	Services	Contact Info
First Nations and Inuit Hope for Wellness Help Line	Provides culturally competent counselling services, dedicated resources, crisis intervention 24/7 through both phone and online chat.	1 855 242-3310 https://www.hopeforwellness.ca/
Aboriginal Suicide Prevention Lifeline	Sponsored by Turtle Island Native Network	1-800-273-8255 1-800-799-4889 TTY
Talk4Healing	A culturally grounded, fully confidential helpline for Indigenous women available in 14 languages all across Ontario. Available 24/7 through phone or chat.	1-855-554-HEAL (4325) https://www.talk4healing.com/live-chat/
Indian Residential School Survivors Society	We at Indian Residential School Survivor Society (IRSSS) strive to provide physical, emotional, intellectual, spiritual growth, development, and healing through culturally-based values and guiding principles for Survivors, Families, and Communities.	Crisis line 24/7: 1-800-721-0066 https://www.irsss.ca/
NAN Hope	Nishnawbe Aski Mental Health and Addictions Support Access Program. 24/7 access phone, and from 8am to 12am through text or live chat. Provides rapid access to confidential crisis services, navigation to mental health and addictions support services, and rapid access to clinical/ mental health counselling.	1-844-NAN-HOPE 1-844-626-4673 https://nanhope.ca/ info@nanhope.ca

Tungasuvvingat Inuit	Tungasuvvingat Inuit is an Inuit-specific, provincial service provider that provides social support, cultural activities, counselling and crisis intervention as a one-stop resource centre. Offers a wide range of programming to assist with support, healing and wellness across the life span and with many social challenges. Range of services includes: family/parenting support, legal system support, youth programming, homelessness supports, cultural awareness and lifelong healing.	613-565-5885 1071 Richmond Rd info@tungasuvvingat inuit.ca
We Matter	We Matter is an Indigenous youth-led and nationally registered organization dedicated to Indigenous youth support, hope and life promotion. Community members from across Canada submit short videos, written and artistic messages sharing their own experiences of overcoming hardships, and communicating with Indigenous youth that no matter how hopeless life can feel, there is always a way forward.	https://wematter campaign.org/
Odawa Native Friendship Centre	The Odawa Native Friendship Centre offers a full calendar of events including programs for all age groups and needs, cultural events and social/recreational activities. Range of services includes: family/parenting support, legal system support, youth programming, homelessness supports, cultural awareness and lifelong healing.	613-722-3811 815 St. Laurent Blvd.
Akausivik Inuit Family Health Team	Medical Centre Offers Free Primary Care Dedicated to the Inuit Community The Akausivik Inuit Family Health Team has continued to treat clients face-to-face and maintained its practice of delivering direct care. AIFHT also provides service to the homebound, homeless, hard to reach, high risk, and those in medical travel isolation.	613-740-0999 generalinfo@aifht.ca Monday – Friday 9:00am to 5:00pm Phones are answered 9:00am to 5:00pm Patient appointments start at 10:15am
Wabano	We provide Healthcare Services – from an Indigenous perspective. We practice wholistic health. That means that we believe that true health includes four aspects of wellbeing: physical, mental, emotional and spiritual. At Wabano, we blend contemporary with traditional to find the perfect balance for you and your entire family. Our unique model of care is so effective, that it informs health policy across the Province.	Health Clinic: (613) 748-5999 Administration: (613) 748-0657 299 Montreal Road, Ottawa, ON K1L 6B8 Mon–Fri 9:00am to 5:30pm

Immigration/Multicultural Services

Agency	Services	Contact Info
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Immigrant Women Services	Offers services in crisis intervention, interpretation, settlement and integration, abuse counselling, public education/outreach. These services are built on a foundation of a mission to meet the needs of immigrant and minority women who were victims of domestic violence.	613-729-3145 219 Argyle Ave infomail@immigrant womenservices.com
Ottawa Newcomer Health Centre	Offers culturally and linguistically appropriate healthcare, mental health, and social services for newcomers directly while also supporting in navigating health and social systems. Provides interpretation services to healthcare professionals.	613-691-0192 219 Argyle Ave
Ottawa Community Immigrant Services Organization	Provides comprehensive settlement and integration services, language and culture specific clinical counselling, multicultural liaison program to schools, language instruction for newcomers, and career mentorship.	613-249-0006 1800 Bank St
Somali Centre for Family Services	Broad-based, non-profit organization that assists refugees and immigrants — particularly Somali families and individuals living in Ottawa — with the timely and culturally appropriate services that enhance their social-economic well-being in Canada. Offers settlement services/counselling, community outreach, seniors' social events and phone calls, interpretation, youth programs/drop ins, and mentorships.	(613) 526-2075 1719 Bank St, K1V 7Z4 info@scfsottawa.org
Muslim Family Services of Ottawa (MFSO)	Community service and mental health services for all communities. Our focus areas include Muslims with mental health issues as well as vulnerable, marginalized, racialized, and low-income Muslims/residents of the downtown core. Culturally-responsive counselling and psychotherapy centre offering a variety of services.	(613) 562-2273 309 Cooper St Suite 503 info@mfso.ca
Islam Care Centre	Islam Care Centre has served as Ottawa's downtown Muslim organization since 1993, offering spiritual, social, and mental health services.	(613) 232-0210 Temp: 375 Somerset St. W Ottawa, info@islamcare.ca
African, Caribbean, & Black Wellness and Resource Centre (ACB)	The African, Caribbean & Black Wellness & Resource Centre (ACB) is an organization committed to educating, enriching, and empowering residents of the Ottawa/Gatineau area. The centre seeks to strengthen our community by fostering unity, self-determination, cooperative economics, collective work, and creativity. Together we can make a better tomorrow by building a stronger society, making connections, helping our community, and improving our future!	https://acbwellness.ca/ 610 Donald St. 613-801-7426
Living Healthy Champlain	Living Healthy Champlain offers workshops for health care professionals that will help them to support their patients in making behaviour changes	https://www.livinghealthychamplain.ca/

	based on their own motivations, and empower them to self-manage their chronic conditions. Living Healthy Champlain also provides additional workshops for trainees to maintain and develop providers' skills in working with behavior change, and to share best practices.	
Canadian Institute for Public Safety Research and Treatment	As part of the National Research Consortium, CIPSRT serves as the Knowledge Exchange Hub for knowledge synthesis, translation, and exchange that relies upon the best contemporary research evidence supporting an overall mission to help current and former public safety personnel, their leaders, and their families to maintain and improve their mental health and wellbeing.	

Developmental Disability Services

Agency	Services	Contact Info
Christian Horizons	Support with community participation, children's respite, employment, independent living or residences for people with higher needs	613-225-5900 x44
Innovative Community Support Services (ICSS)	Offers residences for people with a dual diagnosis as well as community supports and supports for independent living. ICSS has behaviour support workers who are able to provide inpatient visits to eligible patients with development disabilities.	(613) 824-9424
Citizen Advocacy For all types of disabilities	Provides community engagement and advocacy for people with disabilities and their families, regardless of age. Provides various group programs and matches volunteers to participants for 1 on 1 supports.	613-761-9522 TTY: 613-725-6175 1-866-222-2138
Developmental Services Ontario (DSO)	DSO is the access point for adults with a developmental disability to receive funding and access community programs to help with community participation, independent living, caregiver respite/supports, <u>adult protective services</u> to investigate/intervene on suspected abuse, and access to more resources. Locations are across Ontario, with five in Eastern Division.	1-855-376-3737 https://www.dsontario.ca/
Valor and Solutions	Offers bilingual services to adults with an intellectual disability or dual diagnosis who present challenging behaviours and/or complex medical needs across the Eastern Region of Ontario. All referrals generated from DSO. Through consultation, education, training,	(613) 249-8593 info@valorsolutions.ca

	on-site support and practical interventions; recommendations are put forth to the circle of support with the goal to reduce the presentation of challenging behaviours and to enhance quality of life.	
Service Coordination Support	First line of support to connect youth and adults living with autism or developmental disability to local resources. They offer services including: case management, respite services, coordinated service planning for youth, and residential/community services for youth in the care of CAS	613-748-1788 admin@scsonline.ca
Emerging Minds	Private agency offering interdisciplinary supports for assessments, behaviour intervention plans, and treatment for children, adolescents, adults and families with autism or other neurodevelopmental challenges. Note that this program is at cost (expensive but able to adjust fees) and often has extensive waitlists. Their website also lists some good tools and resources for people to access.	613-728-3808 info@emergingminds.ca
LiveWorkPlay	LiveWorkPlay helps the community welcome and include people with intellectual disabilities, autistic persons, and individuals with a dual diagnosis to live, work, and play as valued citizens. LiveWorkPlay offers two distinct categories of support: employment Supports and community Connecting/Supported Independent Living	613-235-9550

LGBTQIA+

Agency	Services	Contact Info
Kind Space	Provides community development, online library and referral resources, advocacy for safer sex practices, sex positive dialogue and building understanding of LGBTQ+ issues.	613-563-4818 welcome@kindspace.ca 222 Somerset St W, Suite 404
Spectrum (for youth)	Serves youth 14-24 who identify as LGBTQ+ Peer to peer community youth group, workshops, discussion groups, art collaborations, counselling services, peer mentoring, and primary care resources, access to a snack, showers, laundry, harm reduction supplies, telephone, internet, crisis counsellors available	613-241-7788 x300 ballard@ysb.ca 147 Besserer St
Ottawa Senior Pride Network	Volunteer-run network made up of LGBTQ older adults committed to creating safe, LGBT-positive seniors' services (age 50+) & programs, residential environments, and a strong visible	613-233-4443 x2194 ospn.rfao@gmail.com

	senior queer community. Can assist with resources such as affordable LGBTQ+ friendly housing, community events, end of life care, and provides trainings for local organizations. Offered through Centretown CHC.	
Around the Rainbow	Community-based program, which provides a full range of LGBTQ+ education, programs, support services and counselling regarding gender identity, gender expression and sexual orientation. Offers programming for inclusion, workshops, art and play groups, and caregiver support groups. Offered through Family Services Ottawa.	613-725-3601 fsfo@familyservicesottawa.org
Ottawa CHC Trans Health Program Adult (through Centretown CHC)	Offers medical, social/practical, and counselling support to help trans people over 18yo navigate their transition (hormones, ID changes, psychosocial supports, etc)	613-233-4443 x 2109
Support And Education For Trans Youth Ottawa (SAEFTY)	SAEFTY Ottawa fosters spaces for trans and gender diverse children, youth, and adults, along with their families to connect with each other through youth-centred events outside of mainstream health and social services in the Ottawa region.	saeftyottawa@gmail.com

www.ospn-rfao.ca

Legal

Organization	Services	Contact Info
Community Legal Services of Ottawa	Legal clinic which provides free legal services for residents in Ottawa with low income. They can help with legal issues pertaining to: employment and work, health and disability, housing law, immigration law, income assistance and social assistance appeals, refugee law, tribunals and court. They have legal information to offer in: abuse and family violence, criminal law, debt and consumer rights, family law, French language rights, help from lawyers and paralegals, human rights, wills and power of attorney.	South Clinic: 1355 Bank St 613-733-0140 Downtown: 1 Nicholas St 613-241-7008 West Clinic: 1301 Richmond 613-596-1641
Legal Aid Ontario	Provides legal representation and financial support to cover costs of lawyers to low income residents in Ontario. Provides support in over 300 languages.	Call Monday to Friday, 8 am to 5 pm 416-979-1446 1-800-668-8258 Bell Relay service: 1-800-855-0511 https://www.legalaid.on.ca/
Social Justice Tribunals Ontario	Holds tribunals and can provide guidance to resolve issues pertaining to: Child and Family Services Review Board, Criminal Injuries Compensation Board, Custody Review Board,	Landlord Tenant Board: 1-888-332-3234 Human Rights Tribunal: 1-866-598-0322

	Human Rights Tribunal of Ontario, Landlord and Tenant Board, Ontario Special Education (English) Tribunal, Ontario Special Education (French) Tribunal and Social Benefits Tribunal.	Social Benefits Tribunal: 1-800-753-3895 Criminal Injuries Board: 1-800-372-7463 Child and Family Board: 1-888-777-3616 Custody Review Board: 1-888-728-8823 Special Education Board: 416-326-1356
Steps to Justice	Online guide to law in Ontario. Offers a variety of legal information and online chat support for topics pertaining to any legal issue or rights advice.	https://stepstojustice.ca/
Community Legal Education Ontario (CLEO)	Provides legal rights education and information to help people understand and exercise their legal rights. It features an extensive collection of legal information resources and publications available in a variety of languages and formats	https://www.cleo.on.ca/en
Law Society of Ontario	Law Society of Ontario governs Ontario's lawyers and paralegals in the public interest by ensuring that the people of Ontario are served by lawyers and paralegals who meet high standards of learning, competence and professional conduct. There is a search engine to find lawyers and paralegals on their site as well as a place to file complaints.	https://lso.ca/home 1-800-668-7380 416-947-3300
Independent Legal Advice for Sexual Assault Survivors Pilot Program	Offered in Ottawa, Toronto and Thunder Bay, this pilot program provides up to four hours of free legal advice to help you make informed decisions about your next steps. It's confidential and available at any time after the sexual assault has occurred. Legal representation is not included (court representation). Applicants must be over 16yo, residents of the cities included, and the assault needs to have taken place in Ontario.	https://www.attorneygeneral.jus.gov.on.ca/english/ovss/ila.php 1-855-226-3904

<http://www.sjto.gov.on.ca/en/>