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*Mental Health & Addiction  
Services of Ottawa*

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## **Mental Health & Addiction Services of Ottawa**

200-1489 Merivale Road.  
Ottawa, ON K2E 5P3

P: 613-225-7272 F: 613-225-6767  
info@mhaso.ca – www.mhaso.ca

## **Resources for Families**

### **Crisis Help**

#### **Crisis Lines**

(Open 24 hrs.)

#### **Child, Youth and Family Crisis Line of Eastern Ontario 613-260-2360/1-877-377-7775**

Youth 18 and under, and Caregiver. Administered by Youth Services Bureau. Mobile Crisis Unit can attend the home Monday to Friday 4:30 pm to Midnight and Saturday/Sunday 11 am to 11 pm to support families of youth 12-18 in crisis; option of short-term (up to 5 days) out of - home placement at The residential Crisis Unit for youth 12-15 with consent of youth and caregiver.

#### **Distress Centre 613-238-3311**

Serves Ottawa and Western Quebec. Provides individual support, crisis intervention and suicide prevention.

#### **Drug and Alcohol Helpline 1-800-565-8603**

#### **Fem'Aide 1-877-336-2433 TTY 1-866-860-7082**

#### **Kids Help Phone 1-800-668-6868**

Children and youth 5-20.

#### **Mental Health Crisis Line 613-722-6914/1-866-966-0991**

Crisis counselling, information and referral services for adults, youth 16 and older.

#### **Native Youth Crisis Hotline 1-877-209-1266**

#### **Ottawa Police: 613.236.1222, or in case of an emergency dial 9-1-1**

**Sexual Assault and Partner Abuse Care Program 613-798-5555 x13770 TTY 613-761-4140**

Adults and youth 14 and older. Medical care for sexual or domestic violence.

**Sexual Assault Support Centre 1-877-677-6532**

Young women 14 and older.

**Tel Aide Outaouais 613-741-6433**

**CHEO Psychiatric Emergency Services 613-737-2332**

Youth up to 18. Located at 410 Smyth Road.

**The Royal Ottawa Hospital; Family Program 613-722-6521 ext.; 6653**

For families of loved ones who have a substance use/concurrent disorder.

**Pink Triangle Services 613-563-4818.**

Counselling and support groups for GLBTQ youth.

**Tele-Health Open 24 hrs. /day. 1-866-797-0000. TTY 1-866-797-0007**

To speak with a nurse about medical or health-related concerns.

**Sexual Health Centre 613-563-2437**

## **Mental Health Walk-in Clinics**

(All Walk-ins recommend attending at least 1 hour before clinic closing.)

**YSB Youth Mental Health Walk-in Clinic 613-562-3004**

Youth 12-20, and/or Caregiver. Tuesdays and Thursdays Noon to 8 pm. Located at 2301 Carling Avenue.

**Crossroads Children's Centre Mental Health Walk-In Clinic 613-723-1623 x333**

Children and youth up to 12 and Caregiver. Thursdays Noon to 8 pm. Located at 1755 Courtwood Crescent.

**Catholic Family Services Ottawa 613-233-8487**

Youth 12-18 and/or Caregiver. Thursdays Noon to 8 pm and Fridays Noon to 5 pm. Located at 310 Olmstead Street.

**Family Services Ottawa 613-725-3601**

Youth 12 to 18 and/or Caregiver. Wednesdays Noon to 8 pm and Sundays Noon to 5 pm. Located at 312 Parkdale Avenue.

**Jewish Family Services 613-722-2225**

Youth 12-18 and/or Caregiver. Located at 300-2255 Carling Avenue.

## **Additional Family Health and Counselling Resources**

**PFLAG English 1-888-530-6777 French 1-888-530-6483**

Group for GLBTTQ individuals, families, friends and Caregivers.

**Somali Centre for Family Services 613-526-2075 the Door Youth Centre 613-237-3667**

**Youth multi-cultural Drop-In Centre. Located at 755 Somerset Street West.**

**The Men's Project 1-877-677-6 532 Open 9-5 pm**

Crisis support for adult men, and young men 16 and older.

**Tungasuvvingat: Inuit Family Resource and Health Centre 613-749-9839**

Children, Youth and Caregiver programs.

**Wabano Centre for Aboriginal Health 613-748-0657**

First Nations, Metis. And Inuit Youth and Caregiver programs.

**Youth Services Bureau (YSB) 613-562-3004**

Counselling for youth 12 to 18, and Caregiver. DBT program. (Intake department 613-562- 3004)

## **Legal**

**Community Legal Services 613-241-7008**

Central office is located at 1 Nicholas Street.

**Family Law Information Centre (FLIC) 613-238-7931**

Located at 161 Elgin Street (Courthouse). Free information and help related to family law.

**Lawyer Referral Service 1-900-565-4577 Legal Aid Ontario 1-800-668-8258**

## Self-Help and Recovery

### **Adult Children of Alcoholics [www.acainnerpeace.ncf.ca](http://www.acainnerpeace.ncf.ca)**

Children's Mental Health Ontario provides information for caregivers, families and professionals. Learn signs that indicate a child or youth should be seen by a health professional.

### **[www.Good2talk.ca](http://www.Good2talk.ca)**

Information and mental health/addiction s counselling for youth in college or university. Or youth can call 1-866-925-5454

### **[www.mood gym.org](http://www.moodgym.org)**

A CHEO-recommended online, interactive tool for youth to help build skills to manage stress, depression and anxiety. Does not replace needed treatment by a medical or mental health professional.

### **[www .ottawa.cioc.ca](http://www.ottawa.cioc.ca)**

Community Information Centre of Ottawa to view a listing of all area services. Or dial '2-1-1 '.

### **[www.thebrain.mcgill.ca](http://www.thebrain.mcgill.ca)**

Information about the role of the brain in behavior and treatment.

### **[www.thinkkids.org](http://www.thinkkids.org)**

Parenting, collaborative problem-solving model, youth with behavioral challenges.

### **[www.rideauwood.org](http://www.rideauwood.org)**

Rideauwood Addiction and Family Services.

### **[www.youthnet.on.ca](http://www.youthnet.on.ca)**

A CHEO-supported youth-run service. Groups address issues such as self-esteem and stress management.

## Housing

### **City of Ottawa Emergency Shelter Placement Assistance Dial '3-1-1'**

Emergency housing placement s 24 hrs. /day.

### **YMCA/YWCA Second Stage Housing for Youth 613-237-1320**

### **Tewegan Transition House 613-233-0672**

First Nations, Inuit and Metis young women 16-29.

**Young Women's Emergency Shelter Open 24 hrs. /day. 613-789-8220**

Administered by YSB. For young women 16-20 (12-15 with consent of Caregiver).

**Young Men's Emergency Shelter Open 24 hrs. /day. 613-907-8975**

Administered by YSB. For young men 16-20 (12-15 with consent of caregiver).

## **Adolescent Health, Mental Health and Sexual Health**

**CHEO Adolescent Health Clinic 613-737-7600 x3664**

Family referrals for youth substance abuse and mood disorders. Does not accept referrals for psychosis or severe suicidality.

**CHEO Centralized Intake for Mental Health Services. 1-866-737-2496**

Physician referrals for severe psychiatric illness, eating disorders, and endocrinology (obesity).

**Healthcare Connect 1-800-445-1822**

Register to get a Family Physician.

**LGBTQT Youth Line 1-800-268-9688 (Also TTY)**

Phone, email or text message counselling for LGBTQT youth.

**Ottawa Withdrawal Management Centre (Detox) 613-241-1525**

Residential and community withdrawal support services for adults, and youth 16 and older.

**Parents' Lifeline of Eastern Ontario (PLEO) 613-321-3211**

Support for Caregiver of child and youth with mental illness receiving treatment at CHEO.

**Catholic Family Services 613-233-8487**

Counselling, parenting groups.

**Children's Aid Society 613-221-9474 TTY 613-742-1617**

**Centre psychosocial pour enfants et familles d'Ottawa 613-789-2240**

Youth up to 17, and Caregiver.

**Chinese Community Services 613-235-4875 Circle of Support 613-820-4922**

Health and Community Services for Arabic and Somali speaking youth, and Caregivers.

**Crossroads Children's Centre 613-723-1623**

Mental health treatment, counselling, in-home family support. Children up to 12 and Caregiver.

**Family Services Ottawa 613-725-3601**

Counselling, parenting groups.

**Fetal Alcohol Spectrum Disorder Support 1-866-797-0000**

Information and referral through TeleHealth.

**Hopewell Eating Disorder Support Centre 613-241-3428**

**Jewish Family Services 613-722-2225**

Individual counselling.

**Learning Disabilities Association 613-567-5864**

Information, support for Caregiver of children and youth with a Learning Disability or ADHD.

**Military Family Resource Centre 613-998-4888**

**Minwaashin Lodge 613-741-5590**

Support for Aboriginal Women. Youth Spirit Movers and Fire Keepers Program.

**Newcomer Information Centre 613-238-5462**

**Ottawa Community Immigrant Services Organization (OCISO) 613-725-0202**

Counselling, settlement support.

**Alcoholics Anonymous 613-237-6000**

**Al-Anon 613-860-3431**

**Gamblers Anonymous 613-567-3271**

**Narcotics Anonymous 613-236-4674**

**Nar-Anon 613-860-0902**

**Overeaters Anonymous 613-820-5669**

**Serenity Renewal for Families 613-523-5143**

Support programs for youth and Caregivers.

**Smart Recovery 613-747-4848**

CBT/REBT-based recovery group.

**The Source 613-321-3211**

Social support and activities for young adults diagnosed with mental illness.

## Online Resources

**[www.drdansiegel.com](http://www.drdansiegel.com)**

Parenting, resilience, the brain and child development.

**[www.camh.net](http://www.camh.net)**

Centre for Addiction and Mental Health.

**[www.cpo.on.ca](http://www.cpo.on.ca)**

To find a private psychologist.

**[www.coalitionottawa.ca](http://www.coalitionottawa.ca)**

Find the Community Health and Resource Centre nearest you. Community Health Centers offer a range of counselling, health, sexual health, mental health, and youth social, recreational and community development.

**[www.clavesmithcentre.org](http://www.clavesmithcentre.org)**

Apply to a local residential treatment center. Youth 12-23.

**[www.eMentalHealth.com](http://www.eMentalHealth.com)**

General mental health resources.

**[www.kidsmentalhealth.com](http://www.kidsmentalhealth.com)**