

### 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 (Indigenous Women and children)	Ottawa	613-789-1141
Groupe Entre-Femmes De L'Ts	Gatineau	819-776-3694
The Grind	Pembroke	(613) 732-9423 After business hours call: (613) 401-4890 Sun-Sat, 4PM-10PM (only)

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

### 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
The Grind	Pembroke	(613) 732-9423 After business hours call: (613) 401-4890 Sun-Sat, 4PM-10PM (only)

### Homeless Shelters for Youth

Shelter	Region	Phone Number
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
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### 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 and Crisis Lines

Agency	Information	Phone Number
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Distress Centre of Ottawa Region	Confidential Listening services available 24/7 Database of resources to connect callers with	613-238-3311
Kids Help Phone	For youth, also offers a text line for crisis or distress	1-800-668-6868
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)
Ottawa Rape Crisis Centre Line	Available 24/7 to provide emotional support.	613-562-2333
Mental Health Crisis Line	Crisisline.ca Available 24/7 for individuals 16+ within the Ottawa, Prescott and Russell, Renfrew, Stormont, Dundas, Glengarry and Akwesasne regions	613-722-6914 1-866-996-0991
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
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
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 <a href="https://www.hopeforwellness.ca/">https://www.hopeforwellness.ca/</a>
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) <a href="https://www.talk4healing.com/live-chat/">https://www.talk4healing.com/live-chat/</a>
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

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
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

### Counselling Services

Agency	Services	Contact Info
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 <a href="http://www.menandhealing.ca">www.menandhealing.ca</a>
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 <a href="http://ottawacatt.com">ottawacatt.com</a>
Serenity Renewal for Families	Provides sliding scale support to <b>individuals and families affected by addiction</b> 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 <a href="mailto:info@serenityrenewal.ca">info@serenityrenewal.ca</a>
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 <b>brief-solutions focused single session</b> 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.	<a href="http://www.counsellingconnect.org">www.counsellingconnect.org</a>

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, <b>short-term, face-to-face Cognitive Behavioural Therapy (CBT)</b> 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: <a href="https://www.theroyal.ca/sites/default/files/2019-08/IASP_Champlain_Region_Referral_Form_EN.pdf">https://www.theroyal.ca/sites/default/files/2019-08/IASP_Champlain_Region_Referral_Form_EN.pdf</a>	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. <b>Clients may need to be videotaped for learning purposes.</b> 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 <b>DBT program</b> . 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.	Traumaclinic.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, 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.	613-686-6645 ottawa.admin@cfir.ca
Affordable Therapy Network	A directory of therapists offering affordable counselling across Canada.	<a href="https://affordabletherapynetwork.com/">https://affordabletherapynetwork.com/</a>
Psychology Today	Website that provides articles, connection to profiles of local therapists, and much more.	<a href="https://www.psychologytoday.com/ca">https://www.psychologytoday.com/ca</a>

**\*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/7gmt.. 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

<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.	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 <a href="mailto:info@jfsottawa.com">info@jfsottawa.com</a>
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, cooking workshops, and a drop in centre	613-728-1800 20-1100 Medford St <a href="mailto:info@caldwellcentre.ca">info@caldwellcentre.ca</a>



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
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@ afchildrenservices.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 environment for people to be assisted with pregnancy, abortion, and sexual health supports for people or parents as they support their kids.	613-226-3234 222 Somerset St
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 <a href="https://www.oafm.on.ca/">https:// www.oafm.on.ca/</a>

### 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 <b>do not</b> offer counselling, legal support or assistance with claims or disputes.	613-237-1000

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
CAS/VAW Integrated Services Program  (offered through Western Ottawa Resource Centre)	Referrals to the program are initiated by the child protection worker. The VAW services are voluntary. The VAW case managers will work with mothers in their homes, in the community and/or by phone, providing practical assistance and emotional support. Can also connect women to related programs for counselling, transitional/housing support programs, peer support program, and child witness programs.	613-591-3686
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)
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.	<a href="https://www.rainn.org/">https://www.rainn.org/</a>

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 <a href="mailto:safepet@ovma.org">safepet@ovma.org</a>
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 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.	613-763-5332 1-866-239-0558 <a href="mailto:info@voicefound.ca">info@voicefound.ca</a>
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 <a href="mailto:info@nrocr.org">info@nrocr.org</a>
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 <a href="mailto:reportONdisability@ontario.ca">reportONdisability@ontario.ca</a>
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.	<a href="http://LoveisRespect.org">LoveisRespect.org</a> Text: LOVEIS to 22522 Call: 1-866-331-9474

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

### Local Emergency Services

Agency	Services	Contact Info
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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><b>Victim Crisis Unit:</b> 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><b>Police Reporting Unit:</b> Takes reports that do not require police to attend however would substantiate police involvement, some examples include break &amp; 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

### 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 minibus 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: <a href="https://www.octranspo.com/en/para-transpo/">https://www.octranspo.com/en/para-transpo/</a>
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

### Housing

Agency	Services	Contact Info
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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 <b>(Special care for men, TED program)</b> 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
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.	3-1-1 City of Ottawa: 613-580-2400 or 1-866-261-9799  OCH: 613-731-1182 For tenant support workers press 3 and then 4
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: <a href="http://optionsbytown.com">optionsbytown.com</a>

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.	613 Student rooms: 613-860-1444 <a href="https://www.613studentrentals.com/inneedaroom.html">https://www.613studentrentals.com/inneedaroom.html</a>
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: <a href="https://www.salusottawa.org/supportive-housing/how-to-apply-for-salus-supportive-housing/">https://www.salusottawa.org/supportive-housing/how-to-apply-for-salus-supportive-housing/</a>

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

**Financial**

<b>Program</b>	<b>Service</b>	<b>Contact Info</b>
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 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.	613-725-3494 x115  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.	<a href="http://www.ottawaboothcentre.org/?ID=65">http://www.ottawaboothcentre.org/?ID=65</a>  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 <a href="mailto:mfhp@diabetes.ca">mfhp@diabetes.ca</a>
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>

### 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
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 <a href="https://www.postpartum.net/">https://www.postpartum.net/</a>
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).	<a href="https://www.omama.com">https://www.omama.com</a>
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.	<a href="http://www.dadscan.ca">http://www.dadscan.ca</a>

### 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.	<a href="https://on-bpd.ca/en">https://on-bpd.ca/en</a> 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  <a href="https://www.ottawacbt.ca">https://www.ottawacbt.ca</a>  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 <a href="mailto:general@cmhaottawa.ca">general@cmhaottawa.ca</a>
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.	<a href="https://www.dbtselfhelp.com/">https://www.dbtselfhelp.com/</a>
BPD Resource Center	This online resource educates people affected by BPD and connects them with treatment and support in their local areas.	<a href="https://www.nyp.org/bpdresourcecenter">https://www.nyp.org/bpdresourcecenter</a>

### Online Resources

Agency	Service	Contact Info
Togetherall  Formerly  Big White Wall	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 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	<a href="https://togetherall.com/en-ca/">https://togetherall.com/en-ca/</a>
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. <b>A referral from physician must be submitted for access to this program.</b>	<a href="https://bouncebackontario.ca/">https://bouncebackontario.ca/</a>
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	<a href="https://ca.portal.gs/">https://ca.portal.gs/</a>

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.	<a href="https://www.therapistaid.com/">https://www.therapistaid.com/</a>
Centre for Clinical Interventions	Psychoeducational website which researches and provides comprehensive worksheets to support issues related to mood disorders, eating disorders, and coping skills.	<a href="https://www.cci.health.wa.gov.au/">https://www.cci.health.wa.gov.au/</a>

### Caregiver Supports

Agency	Service	Contact Info
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.	<a href="https://theoasiskanata.ca/">https://theoasiskanata.ca/</a>
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 <a href="https://ontariocaregiver.ca/">https://ontariocaregiver.ca/</a>

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 <a href="https://onehsn.com/Ottawa/">https://onehsn.com / Ottawa/</a>
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

### 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)	<b>Does not provide crisis support services</b> Provides information and resources to communities to reduce the suicide rate and minimize the harmful consequences of suicidal behaviour.	<a href="https://www.suicideprevention.ca/">https://www.suicideprevention.ca/</a>
Centre for Suicide Prevention	An education centre based in Alberta with online, in-print, and interactive library of over 45 000 suicide specific items.	<a href="https://www.suicideinfo.ca/">https://www.suicideinfo.ca/</a>

### 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 <b>available online</b> across Canada and in-person in the Greater Toronto Area.	1-866-633-4220 Email: <a href="mailto:nedic@uhn.ca">nedic@uhn.ca</a> Chat: <a href="https://nedic.ca">nedic.ca</a>
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 <a href="mailto:info@blossomcounsellingcentre.com">info@blossomcounsellingcentre.com</a>
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 <a href="mailto:ottawa.admin@cfir.ca">ottawa.admin@cfir.ca</a>

### General Mental Health

Agency	Service	Contact Info
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
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) <a href="https://centrelecap.ca/">https://centrelecap.ca/</a>

### Seniors Supports

Agency	Service	Contact Info
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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	613-523-4004 <a href="https://dementiahelp.ca/">https://dementiahelp.ca/</a>
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, foot care, home help/maintenance, snow removal and friendly visits.	613-829-9777 2730 Carling Ave info@oldeforge.ca
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 <a href="mailto:info@sosonsite.com">info@sosonsite.com</a>
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 <a href="https://spectrumhealthcare.com/services/seniors-for-seniors/">https://spectrumhealthcare.com/services/seniors-for-seniors/</a>

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. Referrals must be made by MRP.	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.	<a href="http://www.nicenet.ca/cartnice/gallery.aspx?pg=112 &amp;gp=57">http://www.nicenet.ca/cartnice/gallery.aspx?pg=112 &amp;gp=57</a>  or nicenet.ca and click tools in the banner
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

### 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
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 volunteer grief caregiver. Either way, we are here to offer resources and understanding.	Centerforloss.com  907-226-6050
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
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.	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
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 Frye 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 <a href="mailto:info@efryottawa.com">info@efryottawa.com</a> 211 Bronson Ave

The Québec Family Doctor Finder		www.gamf.gouv.qc.ca
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
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
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 stakeholders: volunteers; donors; allies in the medical, dental, and social service communities; educators; and others.	1-800-665-3223
St. Lukes Table	Open five days a week, provides day programs with community services including: meal programs, telephone number and mailing address provision, haircuts and personal hygiene supplies, use of computers, recreational services, and counseling services for vulnerable people. Services are targeted to low income people experiencing homelessness or near homelessness, however all are welcome.	613-234-6287 contactus@stlukes table.ca  760 Somerset St. W

211	211 is a helpline and online database of Ontario's community and social services. 211 is answered and updated by highly-trained specialists. This service is confidential and offered in 150 languages.	2-1-1 <a href="https://211ontario.ca/">https://211ontario.ca/</a>
Food Not Bombs Ottawa	Delivers free vegan meals, no questions asked, made up of unsold food donated from local businesses. Currently running deliveries on Wednesdays from 2-5. Food can be requested through email or by filling out food request form on google (linked through their Instagram, @ottawafoodnotbombs)	Foodnotbombsottawacanada@gmail.com  @ottawafoodnotbombs
Therapeutic	Website that provides information, guidance, and connection to resources for navigating the laws and process in acquiring an emotional support animal.	<a href="https://therapeutic.org/">https://therapeutic.org/</a>

### Addictions

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 <a href="https://www.connexontario.ca/">https://www.connexontario.ca/</a> Website offers chat services, email support and service directory
Prescott-Russell Addiction Service	Services include: Screening, assessment and referral Counselling – individual and group interventions Youth-adapted program Mothers with young children program Program for people with housing issues	Anyone can call: 1-844-304-1414 Health care professionals may refer clients by faxing a service request to 613-632-7450 <a href="https://hgh.ca/programs-services/addiction/#tab3">https://hgh.ca/programs-services/addiction/#tab3</a>
Service Access to Recovery (SAR)  Formerly Known As  Ottawa Addictions Access and Referral Services (OAARS)	System navigation to support both French and English-speaking people with addictions using a harm reduction 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.	613-241-5202 1777 Montreal Road, Ottawa (Montfort Renaissance) Navigator1@mri.ca

<p>Rapid Access Addiction Medicine Clinic (RAAMIC)</p> <p>Offered through The Royal</p>	<p>RAAMIC provides outpatient (not in need of immediate hospitalization) rapid access to addiction medicine services for patients who present to TOH-ED and require services for alcohol or opioid problems.</p> <p>Patients do not require a scheduled appointment time, but can present at any time during regular clinic hours: RAAMIC Alcohol: Monday to Friday 8:00am to 11:00am RAAMIC Opioid: Monday and Thursday 10 AM to 12 PM and 1 to 2 PM Tuesday and Wednesday 8 AM to 12 PM and 1 to 2 PM</p>	<p>Phone: 613-722-6521 x6508 Fax: 613-715-5802</p>
<p>Ontario Addiction Treatment Centres</p>	<p>Needle exchange program, naloxone overdose response program, safe inhalation program, suboxone and methadone clinics, and Hepatitis C treatment program</p>	<p>Ontario: 1-877-937-2282 Ottawa: 613-233-1141</p>
<p>Withdrawal Management Centre</p>	<p>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</p>	<p>613-241-1525</p>
<p>The Shepherds of Good Hope</p>	<p>Offers Targeted Emergency Diversion Program (TED) as 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.</p> <p>Hope Outreach is a shelter program for women. While living in the program, they can access support, assessment and referral for their addiction issues.</p>	<p>Managed Alcohol Program (MAP) 613-688-1848 613-241-4303</p>
<p>Lifestyle Enrichment for Senior Adults (LESA)</p>	<p>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.</p>	<p>613-233-5430 Toll-Free: 1-877-795-8442</p>
<p>Rideauwood Addiction and Family Services</p>	<p>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.</p>	<p>613-724-4881</p>

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®.	<a href="http://www.smartrecovery.org">www.smartrecovery.org</a>
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

### Immigration/Multicultural Services

Agency	Services	Contact Info
Wabano	Indigenous Centered medical, social, mental health, spiritual, and community services. Offers facility rentals, primary care, counselling, dental, and sexual health clinics that integrate traditional medicine, education, and community engagement	Programs: 613-748-0657 Health Clinic: 613-748-5999  Address: 299 Montreal Rd, Ottawa (Vanier)

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 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 Health Services Network Inc (OHSNI)	Coordinates specialist and tertiary health care between Ottawa services and residents of Baffin. This can include medical care, nursing case 30gmt., social work, interpretation services, access to culturally appropriate food, arrangement of appts, accommodation and transportation.	Office: 613-523-7822 Pager: 613-788-1432 120-1929 Russell Rd, Ottawa
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
Catholic Centre for Immigrants	Helps refugees and immigrants adapt and integrate into Canadian society. Provide programs and services to all newcomers regardless of race, gender, sexual orientation, age or religion. Offers programs in settlement, youth, community connections, pastoral services, employment and housing services and community integration.	613-232-9634 219 Argyle Ave
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.	<a href="https://wemattercampaign.org/">https://wematter campaign.org/</a>

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.
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, Ottawa, ON 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@mfsoc.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

### 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 <a href="https://www.dsontario.ca/">https://www.dsontario.ca/</a>
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, 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.	(613) 249-8593 <a href="mailto:info@valorsolutions.ca">info@valorsolutions.ca</a>
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 <a href="mailto:admin@scsonline.ca">admin@scsonline.ca</a>
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 <a href="mailto:info@emergingminds.ca">info@emergingminds.ca</a>
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

### LGBTQ+

Agency	Services	Contact Info
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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 <a href="mailto:welcome@kindspace.ca">welcome@kindspace.ca</a> 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 <a href="mailto:ballard@ysb.ca">ballard@ysb.ca</a>  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 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.	613-233-4443 x2194 <a href="mailto:ospn.rfao@gmail.com">ospn.rfao@gmail.com</a>
Around the Rainbow	Community-based program, which provides a full range of LGBT+ 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 <a href="mailto:fsfo@familyservicesottawa.org">fsfo@familyservicesottawa.org</a>
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.	saefityottawa@gmail.com

[www.ospn-rfao.ca](http://www.ospn-rfao.ca)

### Legal

Organization	Services	Contact Info
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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 <a href="https://www.legalaid.on.ca/">https://www.legalaid.on.ca/</a>
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, Human Rights Tribunal of Ontario, Landlord and Tenant Board, Ontario Special Education (English) Tribunal, Ontario Special Education (French) Tribunal and Social Benefits Tribunal.	Landlord Tenant Board: 1-888-332-3234 Human Rights Tribunal: 1-866-598-0322 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.	<a href="https://stepstojustice.ca/">https://stepstojustice.ca/</a>
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	<a href="https://www.cleo.on.ca/en">https://www.cleo.on.ca/en</a>
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.	<a href="https://lso.ca/home">https://lso.ca/home</a> 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.	<a href="https://www.attorneygeneral.jus.gov.on.ca/english/ovss/ila.php">https://www.attorneygeneral.jus.gov.on.ca/english/ovss/ila.php</a>  1-855-226-3904
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