

Youth Community Support Resource Guide

The below guide outlines a variety of free support and mental health resources for youth aged 16+ in our community. If you are looking for more specialized resources or referrals, please connect with your guidance counsellor or the school social worker. **Please note that if you are experiencing a life-threatening emergency, call 9-1-1.**

QUICK-ACCESS COUNSELLING		
Service Name	Description	How to Access
Counselling Connect	Free single session, same day/next day virtual or phone counselling service for people of all ages. You can use this service as many times as needed.	https://www.counsellingconnect.org/ Go to the website, click on the age group that applies to you, input the requested information and choose a day and time for your appointment.
Youth Services Bureau Walk-In Counselling	Free in-person, walk-in counselling for youth aged 12 - 21. This service is also how you get added to a waitlist for other YSB services such as long-term counselling.	12:00 pm - 8:00 pm (last session booking is at 6 pm) Tuesdays at 1355 Bank St, Suite 300 Thursdays at 2225 Mer Bleue Rd Questions? Call 613-562-3004 https://www.ysb.ca/services/ysb-mental-health/youth-mental-health-walk-in-clinic/
Walk-In Counselling Clinic	Offers free counselling services in English, French, Arabic, Somali, Cantonese and Mandarin at a variety of different locations.	Information on locations and, times and counselling modality (in person, virtual, phone) available here: https://walkincounselling.com/
CRISIS LINES - AVAILABLE 24/7		
Service Name	Description	How to Access
Youth Services Bureau	For children and youth experiencing a crisis, as well as for guardians, caregivers or friends concerned about a young person in crisis.	https://www.ysb.ca/services/ysb-mental-health/24-7-crisis-line/ Can chat online at the website above, or

		call 613-260-2360
Kids Help Phone	For kids, teens and young adults in crisis or in need of support. Available in multiple languages.	https://kidshelpphone.ca/urgent-help Text CONNECT to 686868 Call 1-800-668-6868
Distress Centre of Ottawa	Available to anyone in distress/crisis.	https://www.dcottawa.on.ca/ Distress: 613-238-3311 Crisis: 613-722-6914 OR 1-866-996-0991 Text: 343-306-5550 - Only available from 10am - 11pm
Hope for Wellness Helpline	Offers immediate support (counselling/crisis intervention) to all Indigenous peoples across Canada.	https://www.hopeforwellness.ca/ Chat online through the above website, or call 1-855-242-3310
Sexual Assault Support Centre of Ottawa	Support for survivors of sexual assault.	https://sascottawa.com/ 613-234-2266
Ottawa Rape Crisis Centre	Emotional support for survivors of sexual assault/rape.	https://orcc.net/ Call - 613-562-2333
Creating Opportunities & Resources Against the Trafficking of Humans (CORATH)	Support for youth aged 12 - 24 who are experiencing, or have experienced, exploitation/trafficking.	https://corath.ca/contact/ Text/SMS - 613-576-4006 Call - 1-888-918-0186 Email - CORATH@rsc-crs.com
SPECIALIZED SUPPORT PHONE LINES & SERVICES		
Service Name	Description	How to Access
LGBTQ Youthline	Offers confidential and non-judgemental peer support through our telephone, text and chat services.	https://www.youthline.ca/ Available Sunday - Friday 4 pm - 9:30 pm Online chat available through website.

	English only.	Call - 1-800-268-9688 Text - 647-694-4275
National Eating Disorder Information Centre	Provides information, resources, referrals and support to Candainds affected by eating disorders.	Available Monday - Thursday 9 am - 9 pm And Fridays from 9 am - 5 pm Chat through website - https://nedic.ca/ Call - 1-866-663-4220
Support line for African, Caribbean, and Black (ACB) Communities	Phone support for ACB residents of Ottawa.	Available Monday - Friday 9 am - 4 pm Call - 343-571-0097 https://www.swchc.on.ca/programs/support-line-for-african%2C-caribbean%2C-and-black-(acb)-communities
Trans Lifeline	Provides trans peer support for community members.	https://translifeline.org Available 24/7 Call 1-877-330-6366
Black Youth Helpline	Serves all youth, and specifically responds to the needs for Black youth.	https://blackyouth.ca/ Available every day from 9 am - 10 pm Call 1-833-294-8650 OR 416-285-8650
Naseeha	Provides mental health support to Muslim and non-muslims.	https://naseeha.org/ 7 days a week, 12 pm - 12 am Call or Text 1-866-627-3342
Voice Found	Survivor led organization committed to the prevention of child sex abuse and commercial sexual exploitation (human sex trafficking).	https://www.voicefound.ca/the-hope-found-project Call - 613-763-5332 Email - info@voicefound.ca
Unsafe at Home Ottawa	A secure text and online chat service for women and members of 2SLGBTQ+ communities who are	Available 7 days a week, 8:30 am - 12 am Chat -

	experiencing abuse.	https://unsafeathomeottawa.ca/chat-text/ Text/Whatsapp - 613-704-5535
YOUTH DROP-IN & FOOD BANK SERVICES		
Service Name	Description	How to Access
Operation Come Home	For youth 16 - 25. A safe place to get warm, eat breakfast, use a computer/phone, and access other services.	150 Gloucester St Ottawa, ON K2P 0A6 613-230-4663 Open Monday-Friday 8:30 am - 11:30 am https://operationcomehome.ca/programs/resources-drop-in/
Youth Services Bureau	For youth 16 - 20. A safe place to get warm, eat lunch, have a shower, use a computer/phone, and access other services.	147 Besserer St 613-241-7788 ext 300 or 400 Monday - Friday 12 pm - 6 pm Saturday & Sunday 1 pm - 6 pm https://www.ysb.ca/services/community-and-housing-services/drop-in/
Ottawa Food Bank	Provides fresh and non-perishable food, as well as baby supplies, toiletries, and cleaning supplies to people in Ottawa in need.	Find your nearest food bank by entering your address at this website: https://www.ottawafoodbank.ca/get-help/
YOUTH SHELTERS		
Service Name	Description	How to Access
Young Women's Shelter	For woman-identifying youth aged 16 - 20. Lesbian/bisexual/transgender positive and culturally sensitive. Immediate access to safe housing, food and support services.	Inquire about availability by calling 613-789-8220.
Young Men's Shelter	For male-identifying youth aged 16 - 20. Immediate access to safe housing, food and support services.	Inquire about availability by calling 613-907-8975

Restoring Hope	Drop in and overnight shelter for youth aged 16 to 24. Just show up when it is open - no need to call ahead.	140 Laurier St W Ottawa, ON 613-808-3321 Shelter Hours Friday 9 pm - 9 am Saturday 10 pm - 8 am Sunday 9 pm - 8:30 am Monday 10 pm - 8:30 am Tuesday 10 pm - 8:30 am Drop-In Hours Friday 9 pm - 11:30 pm Saturday 10 pm - 11:30 pm Sunday 9 pm - 11:30 pm Monday 10 pm - 11:30 pm Tuesday 10 pm - 11:30 pm
Haven Too Youth Shelter	Drop in and overnight shelter for youth aged 16 to 24. Just show up when it is open - no need to call ahead.	109a Fourth Avenue Ottawa, ON 613-236-1804 haventoocoordinator@gmail.com Wednesdays & Thursdays Only Drop In from 9 pm - 12 am Overnight shelter from 12 am - 9 am
City of Ottawa	At any time, you can call the City of Ottawa to get assistance with finding shelter/housing - 24/7.	Dial 3-1-1 from your phone, 24/7, and follow the prompts to be connected with a housing worker.
SELF-REFERRAL SERVICES		
Service Name	Description	How to Access
1Call1Click	A mental health referral service that connects you to appropriate mental health and addiction	To access the self-referral tool: https://forms.1call1click.ca/Self-Schedulin

	support. For youth 21 and under	g/1Call1Click-Virtual-Appointment
Access Mental Health and Addictions - Regional Coordinated Access	For youth/adults 16+ years old. Connect you to appropriate mental health and addiction support.	To access the self-referral tool: https://www.accessmha.ca/#Howitworks Website also has this list of additional mental health resources: https://www.accessmha.ca/resources
ADDICTION SUPPORT		
Service Name	Description	How to Access
Rideauwood Addiction and Family Services	Has a variety of programs to provide support with the impacts of substance use - whether you are struggling yourself, or are being impacted by substance use of family/others.	Ask your guidance counsellor for a referral to the school-based program. https://www.rideauwood.org/ Call 613-724-4881 Monday - Friday 8:30 am - 4:30 pm
Narcotics Anonymous	A community-based peer support organization where individuals with lived experience support one another with recovery through meetings. Open to anyone and everyone with a focus on addiction to any substance.	Meetings are available in-person and virtually, and there are several meetings every day in Ottawa. Info here: https://ottawana.org/meet.html Call - 613-862-2433
Alcoholics Anonymous	A community-based peer support organization where individuals with lived experience support one another with recovery through meetings. Open to anyone and everyone with a focus on addiction to alcohol.	Meetings are available in-person and virtually, and there are several meetings every day in Ottawa. Info here: https://ottawaaa.org/meetings/ Call - 613-237-6000
SMART Recovery	Provides support meetings run by volunteers well-versed with the SMART model. Provides	Meetings are held virtually and online. To find meetings near you, go to this link and

	peer-support for those seeking recovery from addiction.	type in your city and province: https://meetings.smartrecovery.org/meetings/?_ga=2.170458787.281581122.1670349898-691846176.1670349898
PARENT SUPPORT		
Service Name	Description	How to Access
Parents Lifeline of Eastern Ontario - PLEO	Non-profit family peer support organization for parents of children 25 and under who are facing mental health challenges.	https://www.pleo.on.ca/ Call - 613-321-3211 OR 1-855-775-7005