

Crisis Lines including Telephone, Online and Chat

Is someone in a crisis? Crisis lines offer free, immediate and confidential one-on-one assistance to callers in need and usually operate 24 hours a day, 7 days a week. They are generally staffed by either paid professionals, or trained volunteers. They will listen, offer support and advice, and if necessary, will try to help the caller get connected to help in his/her community.

All Ages

Mental Health Crisis Line

613-722-6914

1-866-996-0991 (Toll Free)

crisisline.ca

16 years and up

Distress Centre of Ottawa and Region

613-238-3311

www.dcottawa.on.ca

Up to 18 years

Youth Services Bureau of Ottawa (YSB) : Child, Youth and Family Crisis Line for Eastern Ontario

1-877-377-7775 (Toll Free)

613-260-2360 (Crisis Line)

www.icrs.ca/en/

All ages

Sexual Assault Support Centre of Ottawa

613-234-2266

TTY: 613-725-1657

www.sascottawa.com

16 years and up

Ottawa Rape Crisis Centre (ORCC)

613-562-2334

613-562-2333 (Crisis Line)

TTY: 613-562-3860

www.orcc.net

5 - 20 years

Kids Help Phone

416-586-5437

800-668-6868 (Crisis Line)

www.kidshelpphone.ca

All ages

ConnexOntario

1-866-531-2600

1-866-531-2600 (Toll Free)

Fax: 519-439-0455

www.connexontario.ca

All ages

Tel-Aide Outaouais

613-741-6433 x18005679699

www.tel-aide-outaouais.org

All ages

Assaulted Women's Helpline

416-863-0511

1-866-863-0511 (Toll Free)

TTY: 1-866-863-7868

www.awhl.org

All ages

Distress Centres Ontario

416-486-2242

www.dcontario.org

16 years and up

Fem'aide

1-877-336-2433

1-877-336-2433 (Toll Free)

1-877-336-2433 (Crisis Line)

TTY: 1-866-860-7082

Fax: 1-613-241-8435

www.femaide.ca

16 - 30 years

Good2Talk Post-Secondary Student Helpline

1-866-925-5454

www.good2talk.ca

All ages

Ontario Poison Centre

1-800-268-9017

www.ontariopoisoncentre.com/onta...

All ages

Crisis Services Canada

437-317-4488

1-833-456-4566 (Crisis Line)

www.crisisservicescanada.ca

All ages

First Nations and Inuit Hope for Wellness Help Line

1-855-242-3310

1-855-242-3310 (Crisis Line)

<https://www.canada.ca/en/health-...>

Up to 30 years

NEED2 Prevention Education and Support (NEED2) : Youthspace.ca [Online and SMS Text Chat]

Unavailable

youthspace.ca

Walk-In Counselling

(Looking for an appointment the same day, or within a few days? Walk-in counselling clinics provide counseling services, without a need to book a long time in advance. They can be helpful for many issues such as family conflict, stress, grief, depression, anxiety, relationship issues, separation, divorce or abuse. Most of the time, no appointment is required, though some clinics may require you to call ahead the same day to book appointments for that day).

6 years and up

Counselling and Family Service Ottawa (CFS)

613-233-8478

Fax: 613-233-9881

www.cfsottawa.ca

Up to 12 years

Crossroads Children's Centre : Mental Health Walk In Clinic

613-723-1623 x333

www.crossroadschildren.ca/?page_...

All ages

South-East Ottawa Community Health Centre

613-737-5115

Fax: 613-739-8199

www.seochc.on.ca/

All ages

The Counselling Group

613-722-2225 x352

www.thecounsellinggroup.com

All ages

Wabano Centre for Aboriginal Health : Wabano Centre for Aboriginal Health Walk-in Counselling Clinic

613-748-0657

www.wabano.com/mental-health/wal...

All ages

Western Ottawa Community Resource Centre (WOCRC)

613-591-3686

www.wocrc.ca

12 - 20 years

Youth Services Bureau of Ottawa (YSB) : Youth Mental Health Walk-in Clinic

613-562-3004

613-260-2360 (Crisis Line)

www.ysb.ca/index.php?page=walk-i...

All ages

The Walk-in Counselling Clinic

613-722-2225

Fax: 613-722-2225

www.walkincounselling.com

Hospital Emergency Department

Is there an emergency such as medical or mental health emergency? If less intense options (e.g. calling a crisis line) are not possible or haven't helped, then it may be helpful to visit the local hospital Emergency Department. Typical mental health emergencies include:

- * thoughts of suicide to the point where the person requires emergency help to keep them from ending their life;
- * manic episode or psychosis where a person is behaving in an irrational way with inability to function.

16 years and up

Hôpital Montfort

613-746-4621

www.hopitalmontfort.com

16 years and up

Ottawa Hospital

613-722-7000

TTY: 613-761-4024

www.ottawahospital.on.ca

All ages

Queensway Carleton Hospital

613-721-2000

www.qch.on.ca

Up to 17 years

Children's Hospital of Eastern Ontario (CHEO)

613-737-7600

www.cheo.on.ca/en/cheomentalheal...

Information and Referral Services

Are you looking for help, but don't know where to get started?

Consider contacting an Information and Referral (I & R) service, which can help you to 1) Find out about resources (i.e. 'information'), and 2) Connect you to those resources (i.e. 'referral').

All ages

Community Information Centre of Ottawa (CICO)

613-241-4636 x211

1-877-761-9076 (Toll Free)

TTY: 1-866-540-0565

www.cominfo-ottawa.org

Up to 24 years

Parents' Lifeline of Eastern Ontario (PLEO)

613-321-3211

1-855-775-7005 (Toll Free)

www.pleo.on.ca

All ages

Canadian Mental Health Association (CMHA), Ottawa branch

613-737-7791

www.cmhaottawa.ca

All ages

Ottawa Academy of Psychology Referral Service

613-235-2529

www.ottawa-psychologists.org/

5 - 20 years

Kids Help Phone

416-586-5437

800-668-6868 (Crisis Line)

www.kidshelpphone.ca

All ages

ChamplainHealthLine.ca

613-310-2222

www.champlainhealthline.ca

All ages

Drug and Alcohol Helpline

1-800-565-8603

1-800-565-8603 (Toll Free)

1-800-565-8603 (Crisis Line)

www.drugandalcoholhelpline.ca

All ages

ConnexOntario

1-866-531-2600

1-866-531-2600 (Toll Free)

Fax: 519-439-0455

www.connexontario.ca

All ages

Carlington Community Chaplaincy

613-728-9933

www.carlingtonchaplaincy.com/

All ages

City of Ottawa : Ottawa Public Health (OPH)

613-580-6744

TTY: 613-580-9656

www.ottawa.ca/residents/health/i...

All ages

Eastern Ottawa Resource Centre (EORC)

613-741-6025

613-745-4818 x6137453665 (Crisis Line)

TTY: 613-741-3556

Fax: 613-741-7029

www.eorc-creo.ca

All ages

Military Family Resource Centre of the National Capital Region (MFRC-NCR)

613-998-4888

Fax: 613-998-9585

<https://www.cafconnection.ca/Nat...>

All ages

Nepean, Rideau and Osgoode Community Resource Centre (NROCRC)

613-596-5626

TTY: info@nrocr.org

www.nrocr.org

All ages

Olde Forge Community Resource Centre

613-829-9777

www.storm.ca/~forge/

All ages

Ottawa Independent Living Resource Centre

613-236-2558 x222

www.oilrc.com

16 years and up

Ottawa Rape Crisis Centre (ORCC)

613-562-2334

613-562-2333 (Crisis Line)

TTY: 613-562-3860

www.orcc.net

All ages

Rainbow Health Ontario (RHO)

416-324-4100

www.rainbowhealthontario.ca/

All ages

Service Coordination (SCS)

613-748-1788

www.scsottawa.on.ca

All ages

South-East Ottawa Community Health Centre

613-737-5115

Fax: 613-739-8199

www.seochc.on.ca/

All ages

The Counselling Group

613-722-2225 x352

www.thecounsellinggroup.com

Addictions (including Drugs, Alcohol and Gambling)

"Addictions" refers to problems using drugs or alcohol or other problem behaviours. Gambling can also be addictive and can cause severe financial, emotional, and relationship problems.

16 years and up

Montfort Renaissance : Ottawa Addictions Access and Referral Services (OAARS)

613-241-1525

www.saato.ca/en/

All ages

Drug and Alcohol Helpline

1-800-565-8603

1-800-565-8603 (Toll Free)

1-800-565-8603 (Crisis Line)

www.drugandalcoholhelpline.ca

16 years and up

Sandy Hill Community Health Centre : Addictions and Mental Health Services

613-789-8941

<https://www.shhc.ca/programs/am...>

All ages

Rideauwood Addiction and Family Services

613-724-4881

www.rideauwood.org

13 - 21 years

Dave Smith Youth Treatment Centre (DSYTC)

613-594-8333

www.davesmithcentre.org

16 years and up

Royal Ottawa Mental Health Centre (The Royal)

613-722-6521

www.theroyal.ca

18 years and up

Amethyst Women's Addiction Centre

613-563-0363

TTY: 613-563-2995

www.amethyst-ottawa.org

16 years and up

Royal Ottawa Mental Health Centre (The Royal) : Substance Use and Concurrent Disorders Program

613-722-6521

theroyal.ca

12 years and up

Maison Fraternité

613-741-2523

1-877-654-0990 (Toll Free)

www.maisonfraternite.ca

15 years and up

Nar-Anon Family Groups of Ontario, Ottawa Chapter

1-877-239-0096 (Toll Free)

www.naranonontario.com

All ages

Sex Addicts Anonymous (SAA)

613-786-1060

<https://saaottawa.org>

All ages

Narcotics Anonymous, Ottawa Chapter

1-888-811-3887 (Toll Free)

www.ottawana.org

55 years and up

Lifestyle Enrichment for Senior Adults (LESA)

613-233-5430

1-877-795-8442 (Toll Free)

www.centretownchc.org/?id=15

All ages

Al Anon Ottawa

613-860-3431

www.al-anon-ottawa.ca

18 years and up

Empathy House of Recovery

613-730-7319

www.empathyhouse.com

All ages

Gamblers Anonymous Hotline

613-567-3271

www.gamblersanonymousottawa.org

18 years and up

Vesta Recovery Program for Women

613-233-0353

www.vestarecoveryprogram.com

16 years and up

Montfort Renaissance : Ottawa Withdrawal Management Centre (OWMC)

613-241-1525

www.cgso.ca

All ages

Alateen Canada

613-723-8484

www.al-anon.alateen.org/

All ages

Alcoholics Anonymous (AA)

613-237-6000

www.aa.org

Self-help, Mutual Aid and Support Groups

Self-help, mutual aid and support groups are non-profit, voluntary organizations which provide support to individuals who share a common experience.

As defined by the International Network of Mutual Help centres, self-help groups are non-profit; open to members of the general public who share a common experience; meet face-to-face on a regular, ongoing basis, and are open to new members; provide mutual support through discussion and sharing of information and experiences. Members use their individual strengths to support each other, and can use their collective strengths to promote social change; Run by and for group members. Although professional (health care) providers may participate at the request of the group, their role stays that of a consultant.

Mental Health in General

All ages

Canadian Centre for Men and Families (CCMF)

647-479-9611

1-844-900-2263 (Toll Free)

www.menandfamilies.org/

All ages

Carlington Community Chaplaincy

613-728-9933

www.carlingtonchaplaincy.com/

13 years and up

Catholic Mental Health Support Group (CMHSG)

613-745-7774

annunciation-ottawa.com/catholic...

All ages

Centretown Community Health Centre : GLBTTQ Services

Unavailable

www.centretownchc.org/en/program...

All ages

Centretown Community Health Centre : GLBTTQ Youth Program

Unavailable

www.centretownchc.org/en/program...

All ages

Centretown Community Health Centre : Gay Zone

613-580-2610

gayzonegaie.ca

12 - 17 years

Elizabeth Fry Society : Decision-Making Workshop

613-237-7427 x154

www.efryottawa.com

All ages

Kind (PTS)

613-563-4818

kindspace.ca

All ages

Military Family Resource Centre of the National Capital Region (MFRC-NCR)

613-998-4888

Fax: 613-998-9585

<https://www.cafconnection.ca/Nat...>

16 years and up

Montfort Renaissance : Les Ateliers de L'Élan

613-744-2244

www.montfortrenaissance.ca/en

18 years and up

Mood Disorders Ottawa (MDO)

613-526-5406

www.mooddisordersottawa.ca/

All ages

PFLAG Canada : PFLAG Ottawa Chapter

1-888-530-6777 (Toll Free)

www.pflagottawa.ca

Up to 24 years

Parents' Lifeline of Eastern Ontario (PLEO)

613-321-3211

1-855-775-7005 (Toll Free)

www.pleo.on.ca

All ages

Partners for Mental Health

613-798-5862

www.partnersformh.ca

18 years and up

Psychiatric Survivors of Ottawa (PSO)

613-567-4379

1-877-550-4879 (Toll Free)

www.pso-ottawa.ca

18 years and up

Recovery Canada (RI)

Unavailable

www.recoverycanada.org

All ages

South-East Ottawa Community Health Centre

613-737-5115

Fax: 613-739-8199

www.seochc.on.ca/

Up to 24 years

St. Mary's Home

613-749-2491

www.stmaryshome.com

All ages

Ten Oaks Project

613-321-2825

www.tenoaksproject.org

Anxiety

All ages

Canadian Centre for Men and Families (CCMF)

647-479-9611

1-844-900-2263 (Toll Free)

www.menandfamilies.org/

All ages

Carlington Community Chaplaincy

613-728-9933

www.carlingtonchaplaincy.com/

13 years and up

Catholic Mental Health Support Group (CMHSG)

613-745-7774

annunciation-ottawa.com/catholic...

16 years and up

Montfort Renaissance : Les Ateliers de L'Élan

613-744-2244

www.montfortrenaissance.ca/en

18 years and up

Mood Disorders Ottawa (MDO)

613-526-5406

www.mooddisordersottawa.ca/

18 years and up

Mood Disorders Ottawa (MDO) : Bi-monthly support group

612-526-5406

www.mooddisordersottawa.ca

All ages

Mood Disorders Ottawa (MDO) : Orleans Family Support Group

613-526-5406

www.mooddisordersottawa.ca

All ages

Mood Disorders Ottawa (MDO) : Wellness Recovery Action Plan (WRAP)

613-526-5406

www.mooddisordersottawa.ca

Up to 24 years

Parents' Lifeline of Eastern Ontario (PLEO)

613-321-3211

1-855-775-7005 (Toll Free)

www.pleo.on.ca

All ages

Partners for Mental Health

613-798-5862

www.partnersformh.ca

18 years and up

Psychiatric Survivors of Ottawa (PSO)

613-567-4379

1-877-550-4879 (Toll Free)

www.pso-ottawa.ca

18 years and up

Recovery Canada (RI)

Unavailable

www.recoverycanada.org

6 - 11 years

SNAP (Stop Now And Plan) Program (SNAP)

613-733-5478 x225

www.scfsottawa.org/snap.php

All ages

South-East Ottawa Community Health Centre

613-737-5115

Fax: 613-739-8199

www.seochc.on.ca/

All ages

Western Ottawa Community Resource Centre (WOCRC)

613-591-3686

www.wocrc.ca

All ages

Anxiety Disorder Association of Ontario (ADAO)

613-729-6761

TTY: 1-877-308-3843

www.anxietydisordersontario.ca

All ages

Children's Mental Health Ontario

416-921-2109

1-888-234-7054 (Toll Free)

www.cmho.org

All ages

Parents for Children's Mental Health (PCMH)

416-220-0742

www.pcmh.ca

18 years and up

Trafalgar Addiction Treatment Centres

855-972-9760

855-972-9760 (Toll Free)

<https://trafalgarresidence.com/>

All ages

Anxiety Disorders Association of Canada

514-484-0504

www.anxietycanada.ca

Depression

All ages

Canadian Centre for Men and Families (CCMF)

647-479-9611

1-844-900-2263 (Toll Free)

www.menandfamilies.org/

All ages

Carlington Community Chaplaincy

613-728-9933

www.carlingtonchaplaincy.com/

13 years and up

Catholic Mental Health Support Group (CMHSG)

613-745-7774

annunciation-ottawa.com/catholic...

16 years and up

Montfort Renaissance : Les Ateliers de L'Élan

613-744-2244

www.montfortrenaissance.ca/en

18 years and up

Mood Disorders Ottawa (MDO)

613-526-5406

www.mooddisordersottawa.ca/

18 years and up

Mood Disorders Ottawa (MDO) : Bi-monthly support group

612-526-5406

www.mooddisordersottawa.ca

All ages

Mood Disorders Ottawa (MDO) : Orleans Family Support Group

613-526-5406

www.mooddisordersottawa.ca

All ages

Mood Disorders Ottawa (MDO) : Wellness Recovery Action Plan (WRAP)

613-526-5406

www.mooddisordersottawa.ca

Up to 24 years

Parents' Lifeline of Eastern Ontario (PLEO)

613-321-3211

1-855-775-7005 (Toll Free)

www.pleo.on.ca

All ages

Partners for Mental Health

613-798-5862

www.partnersformh.ca

18 years and up

Psychiatric Survivors of Ottawa (PSO)

613-567-4379

1-877-550-4879 (Toll Free)

www.pso-ottawa.ca

All ages

South-East Ottawa Community Health Centre

613-737-5115

Fax: 613-739-8199

www.seochc.on.ca/

All ages

Western Ottawa Community Resource Centre (WOCRC)

613-591-3686

www.wocrc.ca

All ages

Parkinson Canada (PSO)

613-722-9238

1-800-565-3000 (Toll Free)

www.parkinson.ca

All ages

Children's Mental Health Ontario

416-921-2109

1-888-234-7054 (Toll Free)

www.cmho.org

All ages

Mood Disorders Association of Ontario (MDAO)

416-486-8046

1-888-486-8236 (Toll Free)

Fax: 416-486-8127

www.mooddisorders.ca

All ages

Parents for Children's Mental Health (PCMH)

416-220-0742

www.pcmh.ca

All ages

Canadian Mental Health Association, National Office (CMHA)

613-745-7750

www.cmha.ca/bins/index.asp?lang=...

All ages

Co-Dependents Anonymous (CoDA)

604-239-1042

www.codacanada.ca

All ages

Mood Disorders Society of Canada

519-824-5565

www.mooddisorderscanada.ca

Schizophrenia and Psychosis

13 years and up

Catholic Mental Health Support Group (CMHSG)

613-745-7774

annunciation-ottawa.com/catholic...

16 years and up

Montfort Renaissance : Les Ateliers de L'Élan

613-744-2244

www.montfortrenaissance.ca/en

Up to 24 years

Parents' Lifeline of Eastern Ontario (PLEO)

613-321-3211

1-855-775-7005 (Toll Free)

www.pleo.on.ca

18 years and up

Psychiatric Survivors of Ottawa (PSO)

613-567-4379

1-877-550-4879 (Toll Free)

www.pso-ottawa.ca

18 years and up

Recovery Canada (RI)

Unavailable

www.recoverycanada.org

All ages

Schizophrenia Society of Ontario, Ottawa Region (SSO)

613-722-6521 x7775

www.schizophrenia.on.ca

All ages

Children's Mental Health Ontario

416-921-2109

1-888-234-7054 (Toll Free)

www.cmho.org

All ages

Parents for Children's Mental Health (PCMH)

416-220-0742

www.pcmh.ca

All ages

Schizophrenia Society of Ontario

1-800-499-6367 x4164496830

www.schizophrenia.on.ca

All ages

Canadian Mental Health Association, National Office (CMHA)

613-745-7750

www.cmha.ca/bins/index.asp?lang=...

All ages

Mood Disorders Society of Canada

519-824-5565

www.mooddisorderscanada.ca

All ages

National Network for Mental Health

705-386-8788

1-888-406-4663 (Toll Free)

nnmh.ca/

All ages

Schizophrenia Society of Canada

1-204-786-1616

1-800-263-5545 (Toll Free)

www.schizophrenia.ca

All ages

Intervoice

Unavailable

www.intervoiceonline.org/

Counselling and Therapy

Counselling and therapy can be helpful for dealing with a wide variety of issues (e.g. stress and coping, relationship problems) and mental health conditions (e.g. depression, anxiety, etc.)

12 - 20 years

Youth Services Bureau of Ottawa (YSB)

613-729-1000

613-260-2360 (Crisis Line)

www.ysb-bsj.ca

All ages

Canadian Mental Health Association (CMHA), Ottawa branch

613-737-7791

www.cmhaottawa.ca

6 years and up

Counselling and Family Service Ottawa (CFS)

613-233-8478

Fax: 613-233-9881

www.cfsottawa.ca

3 years and up

Christian Counselling Ottawa (CCO)

613-729-8454 x0

www.christiancounsellingottawa.c...

All ages

Family Services Ottawa

613-725-3601

www.familyservicesottawa.org

All ages

Jewish Family Services of Ottawa (JFS)

613-722-2225

www.jfsottawa.com

All ages

Ottawa Community Immigrant Services Organization : Counselling Program

613-725-0202

<https://ociso.org/clinical-couns...>

All ages

Algonquin College Student Support Services

613-727-4723 x7200

www.algonquincollege.com/counsel...

All ages

Artswell

613-256-6912

www.artswell.ca

All ages

Canadian Centre for Men and Families (CCMF)

647-479-9611

1-844-900-2263 (Toll Free)

www.menandfamilies.org/

17 years and up

Carleton University Health and Counselling Services

613-520-6674

carleton.ca/health/counselling-s...

All ages

Carleton University Paul Menton Centre

613-520-6608

TTY: 613-520-3937

<https://carleton.ca/pmc/students...>

18 years and up

Centre For Interpersonal Relationships (CFIR) : Neuropsychology

Unavailable

cfir.ca/NeuropsychologicalAssess...

Up to 18 years

Centre Psychosocial (CPS)

613-789-2240

613-260-2360 (Crisis Line)

www.centropsychosocial.ca

16 years and up

Centre d'aide et de lutte contre les agressions à caractère sexuel (CALACS)

613-789-8096

1-877-336-2433 (Crisis Line)

TTY: 1-866-860-7082

www.calacs.ca

All ages

Centre for Psychological Services and Research (CPSR)

613-562-5289

Fax: 613-562-5169

socialsciences.uottawa.ca/psy/cp...

All ages

Centre for Treatment of Sexual Abuse and Childhood Trauma (CTSACT)

613-233-4929

www.centrefortreatment.com

All ages

Children's Hospital of Eastern Ontario (CHEO) : CHEO Autism Program

613-249-9355

1-877-542-2294 (Toll Free)

www.cheo.on.ca/en/autism

Up to 17 years

Children's Hospital of Eastern Ontario (CHEO) : CHEO Autism Program (OAP)

613-249-9355

1-877-542-2294 (Toll Free)

www.cheo.on.ca/autism

All ages

City of Ottawa : Sexual Health Centre

613-563-2437

www.ottawa.ca/health_safety/sexu...