

Resource Guide for Mental Health, Addictions and Substance Use Health Services in Ottawa

Fall, 2024



Ottawa's Guiding Council for Mental Health
and Addictions
Conseil d'orientation sur la santé mentale et
les dépendances d'Ottawa

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WHO TO CALL IN A CRISIS

If you or someone else needs support related to suicide, please contact the [9-8-8 Suicide Crisis Helpline](#) (24 hours a day/7 days a week, bilingual).

For immediate support in a crisis, contact the [Distress Centre Ottawa and Region](#) (24 hours a day/7 days a week, bilingual) at 613-238-3311.

If you have a youth in crisis, contact the [Youth Services 24/7 Crisis Line](#) (24 hours a day/7 days a week) at 613-260-2360 or if outside Ottawa toll-free at 1-877-377-7775.

If you, or someone is in crisis that is an emergency, or you are concerned for your immediate safety and wellbeing, please call 9-1-1.

RESOURCES LOCATED IN THE EAST OF OTTAWA

RESOURCES LOCATED IN OVERBROOK

East Ottawa Community Family Health Team – Overbrook-Forbes Clinic

- **Services Provided:** Short term counselling; Psychological or psychosocial assessment, psychotherapy, group programs.
- **Who Provides Services:** Social worker, community health worker, psychologists.
- **Eligibility:** No restrictions
- **Access:**
 - Location: 225 Donald Street, Suite 120
 - Virtual option available
 - Hours: Mon-Fri 8:30-11:30am, 1:30-4:00pm
 - Wait-times: Not currently accepting new clients.
 - Cost: Individual therapy covered by OHIP, nominal fee for group programs if the individual can afford it
 - Language(s): English, French (primarily)
- **Contact information:**
 - Phone: 613-745-2228
 - Email: info@esfestottawa.ca
 - Website: <https://www.esfestottawa.ca/en>

Rideau-Rockcliffe Community Resource Centre

- **Services Provided:** Offers immediate assistance for short-term mental health help, refers to external resources for long term monitoring.
- **Who Provides Services:** Crisis and support workers.
- **Eligibility:** Residency requirements Ward 13, Postal codes starting with K1K and, in some cases, K1G (Avenues K through U) and K1M (on the East side of the river)
- **Access:**
 - Location: 815 St. Laurent Blvd
 - Virtual option available
 - Hours: Wed 8:30am-12:00pm
 - Wait-times: None
 - Cost: None
 - Language(s): English, French, Arabic, Spanish
- **Contact information:**
 - Phone: 613-745-0073
 - Email: info@crcrr.org
 - Website: <https://www.crcrr.org>
 - Social Media: <https://www.facebook.com/CRCRideauRockcliffeCRC>,
https://www.instagram.com/crc_rideaurockcliffe_crc/,
<https://www.linkedin.com/company/crc-rideau-rockcliffe-crc/>,
https://twitter.com/CRCRR_RRCRC

RESOURCES LOCATED IN VANIER

Akausivik Inuit Family Health Team – Mental Health Services

- **Services Provided:** Mental health services dedicated to the Inuit Community.
- **Who Provides Services:** Physicians and other health care and mental health professionals.
- **Eligibility:** Inuit, all ages
- **Access:**
 - 24 Selkirk St, Suite 300
 - Hours: Mon-Fri 9:00am-5:00pm
 - Wait-times: unknown
 - Cost: None
 - Language(s): English, Inuktitut
- **Contact information:**
 - Phone: 613-740-0999
 - Email: generalinfo@aifht.ca
 - Website: www.aifht.ca

Canadian Centre for Men and Families - Ottawa

- **Services Provided:** Various mental health programs and services including emotional support peer group, one on one counselling and therapy, support groups.
- **Who Provides Services:** Psychotherapists and Psychologists, Peer-led support groups
- **Eligibility:** Male, male-identified persons, or non-identified persons aged 18 years or older. Some programs enable women/female-identified persons to join such as Survivors of False Allegations
- **Access:**
 - Location: 292 Montreal Rd Suite 302
 - Hours: Mon-Fri 9am-4:30pm, program times vary
 - Wait-times: Several days-2 weeks
 - Cost: Free or Pay-what-you-can counselling
 - Language(s): English, French (minimal services)
- **Contact information:**
 - Phone: 613-518-1065
 - Email: ottawa@menandfamilies.org
 - Website: <https://menandfamilies.org/centres-orig/ottawa/>
 - Social Media: <https://www.facebook.com/equalitycanada/>, <https://www.instagram.com/equalitycanada/>, <https://twitter.com/equalitycanada>, <https://www.linkedin.com/company/canadian-association-for-equality/>

Canadian Mental Health Association Ottawa – Mental Health Community Support Service

- **Services Provided:** Weekly support groups that address mental health and addiction issues. Outreach and Intensive case management for individuals living with severe and persistent mental illness who are homeless or at risk of homelessness.
- **Who Provides Services:** Community support workers.

- **Eligibility:** 16 years and older with a severe and persistent mental health problem.
- **Access:**
 - Location: 311 McArthur Ave, Suite 301, city wide support
 - Hours: Mon-Fri 8:30-4:30pm
 - Wait-times: Varies, up to 2.5 years for outreach and case management services
 - Cost: None
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-737-7791
 - Email: general@cmhaottawa.ca
 - Website: Ottawa.cmha.ca
 - Social Media: <https://www.facebook.com/CMHAOttawa>, <https://twitter.com/CMHAOttawa>, <https://www.linkedin.com/company/canadian-mental-health-association-ottawa-branch>

Counselling and Family Service Ottawa

- Short- and long-term counselling
- **Services Provided:** Counselling and support services for individuals, couples, and families. Provides counselling for male survivors of sexual abuse, mental health issues, victims of partner abuse. Walk-in appointments available.
- **Who Provides Services:** Professional counsellors.
- **Eligibility:** Individuals 4 years and older.
- **Access:**
 - Location: 310 Olmstead St, Ottawa, city wide
 - Virtual option available
 - Hours: Mon-Thurs 9am-8pm, Fri 9am-5pm.
 - Walk-in Thurs 12pm-8pm and Fri 12pm-5pm
 - Wait-times: Currently 6 months, aiming to lower to 2 months.
 - Cost: Sliding scale, walk-in counselling and services for survivors of gender-based violence are free.
 - Language(s): English, French, Interpretive Services available
- **Contact information:**
 - Phone: 613-233-8478
 - Email: info@cfsottawa.ca
 - Website: www.cfsottawa.ca

Hopewell Eating Disorders Support

- **Services Provided:** Support groups, social events, art therapy and yoga programs to complement formal treatment to those affected by eating disorders/disordered eating.
- **Who Provides Services:** Registered Dietitians, Psychotherapists, Social Workers, Clinical Psychologists, Yoga Instructors.
- **Eligibility:** Anyone 17 years of age or older with eating disorders, no referral required.
- **Access:**
 - Location: 404 McArthur Ave
 - Virtual option available for support groups only

- Hours: Variable
- Wait-times: None except for the Family and Friends support group
- Cost: Fee for groups and social events, offers a pay-what-you-can option. Free of cost to Indigenous, Inuit, First Nations & Métis communities.
- Language(s): English
- **Contact information:**
 - Phone: 613-241-3428
 - Email: info@hopewell.ca
 - Website: <https://hopewell.ca>

Metis Nation of Ontario – Willow’s Drop-In

- **Services Provided:** Drop-in program providing substance use harm reduction, peer support, overdose prevention and education, and referrals for those who use substances.
- **Who Provides Services:** Social service worker, Social workers, volunteers, soon will have public health nurses.
- **Eligibility:** Women and 2SLGBTQ+ people who are 16 years and older who trade/sell sex and/or use substance. Do not have to be Indigenous to access services. No documents required.
- **Access:**
 - Location: 214 Montreal Rd, Suite 400
 - Hours: Weds 12pm-3pm
 - Wait-times: None
 - Cost - None
 - Language(s): English
- **Contact information:**
 - Phone: 613-748-1880 (Office)
 - Email: symonneg@metisnation.org, nafshiyah@metisnation.org
 - Website: <https://www.metisnation.org/>
 - Social Media: <https://www.facebook.com/ONMetis/>, <https://www.instagram.com/metisnationon/?hl=en>, <https://www.linkedin.com/company/métis-nation-of-ontario/?originalSubdomain=ca>, <https://twitter.com/metisnationon>

Montfort Renaissance – Intensive Community Support Program

- **Services Provided:** Supports individuals with severe and persistent mental health issues by supporting solutions and establishing a social and community network.
- **Who Provides Services:** Counselors with education in social and health services, Social workers, Psychotherapists, Community workers, Nurse Practitioners, Physicians.
- **Eligibility:** Resides in Ottawa, francophone, 16 years and older, severe and persistent mental health disorder, difficulty living in community.
- **Access:**
 - Location: 388 Montreal Rd
 - Hours: Varies
 - Wait-times: 3-6 months
 - Cost: None

- Language(s): French, English
- **Contact information:**
 - Phone: 613-742-0988 ext. 933
 - Email: info@mri.ca
 - Website: <https://montfortrenaissance.ca/en/programs-and-services/mental-health-services/intensive-community-support-program/>

Montfort Renaissance – Court Assistance and Diversion Program

- **Services Provided:** Redirect those with mental health problems who are dealing with courts towards appropriate mental health services.
- **Who Provides Services:** Trained staff.
- **Eligibility:** Residing in Ottawa, francophone, 16 years and older, facing criminal charges or probation or having been found not criminally responsible, difficulty living in community.
- **Access:**
 - Location: 338 Montreal Rd
 - Hours: Varies
 - Wait-times: None
 - Cost: None
 - Language(s): French, English
- **Contact information:**
 - Phone: 613-742-0988 ext 633
 - Email: info@mri.ca
 - Website: <https://montfortrenaissance.ca/en/programs-and-services/mental-health-services/court-assistance-and-diversion-program/>

Montfort Renaissance – Ateliers de L’Elan

- **Services Provided:** Encourage recovery and community involvement for those struggling with mental health by hosting social and artistic activities, physical and mental health activities, and personal development activities.
- **Who Provides Services:** Trained staff.
- **Eligibility:** Francophones with mental health disorders
- **Access:**
 - Location: 346 Montreal Rd
 - Hours: Mon-Fri 9:00am-4:00pm
 - Wait-times: None
 - Cost: None
 - Language(s): French, English
- **Contact information:**
 - Phone: 613-744-2244 ext. 600 or 614
 - Email: mbeliste@mri.ca or sbonenfant@mri.ca
 - Website: <https://montfortrenaissance.ca/en/programs-and-services/mental-health-services/atelier-de-lelan/>

Recovery Care

- **Services Provided:** Harm reduction clinic, hepatitis C screening, diagnosis, and treatment program, mental health services, substance use disorder treatment .
- **Who Provides Services:** Health care professionals (Physicians, physician assistant).
- **Eligibility:** No restrictions
- **Access:**
 - Location: 45 Montreal Road
 - Also offered in Byward Market (306 Rideau St), Nepean (2006 Robertson Rd), and Herongate (1800 Bank St)
 - Hours: Weds and Fri 9:30-3:30pm
 - Wait-times: None
 - Cost: None
 - Language(s): English
- **Contact information:**
 - Phone: 613-697-8123
 - Email: Van@recovery.care
 - Website: <https://recovery.care>
 - Social Media: <https://www.facebook.com/RecoveryCare1>, <https://www.instagram.com/recovery.care/>, https://twitter.com/RecoveryCare_

Sandy Hill Community Health Centre – Oasis Program

- **Services Provided:** Harm reduction services for people who use drugs including individual and group counselling services for youth, adult, and families. Supervised consumption site for harm reduction. SMART recovery groups. Rapid Access Addiction Medicine Clinic.
- **Who Provides Services:** Registered nurses and practical nurses, social services workers, people with lived experience (Supervised consumption site), Trained counsellors (counselling).
- **Eligibility:** Individuals and families seeking help for addiction (including problem gambling and overeating), mental health issues, or concurrent disorders.
- **Access:**
 - Location: 221 Nelson St
 - SMART recovery and counselling - Virtual (require phone/internet access)
 - Hours: Every day 8:00am-6:00pm (Supervised consumption site), Tues, Thurs 12:00pm-1:30pm (SMART Recovery), Mon-Fri before 2:00pm (RAAM Clinic)
 - Wait-times: Single session counselling provides same-day or next-day service.
 - Cost: None
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-789-1500
 - Email: info@sandyhillchc.on.ca
 - Website: <https://www.sandyhillchc.on.ca/>
 - Social Media: <https://www.facebook.com/sandyhillchc>, https://www.linkedin.com/company/sandy-hill-community-health-centre?trk=top_nav_home, <https://twitter.com/@sandyhillchc>

Serenity Renewal for Families

- Short-term counselling
- **Services Provided:** Short-term counselling, educational workshops and programs for adults, children, and families affected by addictions.
- **Who Provides Services:** Registered social workers, Registered psychotherapists.
- **Eligibility:** Open to all, self-referral.
- **Access:**
 - Location: 404 McArthur Avenue
 - Virtual option available
 - Hours: Mon-Fri 9:30am-2pm (reception)
 - Wait-times: 2-6 weeks.
 - Cost: Fees. Can be covered by extended health care insurance. Subsidies possible depending on situation, no one is turned away if unable to pay.
 - Counselling \$140 per one hour session
 - Workshops vary from \$140-300
 - Language(s): English
- **Contact information:**
 - Phone: 613-523-5143
 - Email: info@serenityrenewal.ca
 - Website: <https://www.serenityrenewal.ca/>
 - Social Media: <https://www.facebook.com/pages/Serenity-Renewal-for-Families/221269701585?v=wall>, <https://www.instagram.com/srf.ottawa/?hl=en>, <https://twitter.com/serenityrenewal>

St. Mary's Home – Young Parent Outreach Centre

- **Services Provided:** Mental health and addictions counselling through various therapeutic approaches. Educational workshops.
- **Who Provides Services:** Mental health and addictions counsellors.
- **Eligibility:** Pregnant or parenting youth (12-25 years old)
- **Access:**
 - Location: 780 de L'Église St.
 - Hours: Mon-Fri 9am-4pm
 - Wait-times: unknown
 - Cost: None
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-749-2491
 - Email: info@stmaryshome.com
 - Website: <https://stmaryshome.com>
 - Social Media: <https://www.facebook.com/SMHOttawa/>, <https://instagram.com/smhottawa?igshid=855i5zj61g7h>

Sunrise Medical

- **Services Provided:** Opiate withdrawal management facility offering methadone and suboxone
- **Who Provides Services:** Physicians
- **Eligibility:** No restrictions
- **Access:**
 - Location: 71 Montreal Rd
 - Hours: Mon-Wed, 7:30am-2:45pm
 - Wait-times: None (walk-in only).
 - Cost: None (covered by OHIP)
 - Language(s): English
- **Contact information:**
 - Phone: 613-680-7444
 - Email: sunrise.ottawa@gmail.com

Wabano Centre for Aboriginal Health

- Acute crisis and Longitudinal care
- **Services Provided:** Mental health programs that offer therapy sessions, addiction recovery, land-based cultural activities, and art-as healing. For Indigenous children, youth, adults, and families.
- **Who Provides Services:** Mental health professionals, addiction specialists.
- **Eligibility:** Persons of Indigenous heritage, First Nations, Inuit, Métis.
- **Access:**
 - Location: 299 Montreal Rd
 - Hours: Mon-Fri 9am-5:30pm
 - Wait-times: Intake for long-term counselling currently at capacity, walk-in counselling sessions available.
 - Cost: None
 - Language(s): English, Interpretive services for Indigenous languages
- **Contact information:**
 - Phone: 613-748-0657
 - Email: info@wabano.com
 - Website: <https://wabano.com/>
 - Social Media: <https://www.facebook.com/WabanoCentre>,
https://www.instagram.com/wabano_centre/?hl=en,
<https://www.linkedin.com/company/wabano-centre-for-aboriginal-health/>,
<https://twitter.com/WabanoHealth>

RESOURCES LOCATED IN THE SOUTH OF OTTAWA

RESOURCES LOCATED IN HERONGATE

The Ottawa Anxiety and Trauma Clinic

- **Services Provided:** Counselling, support, and treatment for trauma and mental health issues.
- **Who Provides Services:** Psychologists, psychiatrists, social workers, psychotherapists.
- **Eligibility:** No restrictions
- **Access:**
 - Location: 2277 Riverside Drive
 - Virtual option available.
 - Hours: Mon-Fri 8:30-4:30pm
 - Wait-times: Waitlist is currently closed for psychiatrists, waitlist for social worker and psychotherapists are up to one month.
 - Cost: Psychiatrists covered by OHIP if physician referral, psychologists \$225-240/hr (may be covered by extended care plan), social workers and psychotherapists are \$180/hour
 - Language(s): English, French (some staff)
- **Contact information:**
 - Phone: 613-737-1194
 - Email: info@traumaclinic.ca
 - Website: <http://www.traumaclinic.ca>

Recovery Care

- **Services Provided:** Harm reduction clinic, hepatitis C screening, diagnosis, and treatment program, mental health services, substance use disorder treatment.
- **Who Provides Services:** Health care professionals (Physicians, physician assistant)
- **Eligibility:** No restrictions
- **Access:**
 - Location: 1800 Bank Street
 - Also located in Byward, Nepean, and Vanier
 - Hours: Mon-Fri 8am-4pm
 - Closed STAT holidays
 - Wait-times: None
 - Cost: None
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-425-9525
 - Email: Van@recovery.care
 - Website: <https://recovery.care>
 - Social Media: <https://www.facebook.com/RecoveryCare1>, <https://www.instagram.com/recovery.care/>, https://twitter.com/RecoveryCare_

South-East Ottawa Community Health Centre

Services Provided:

- **Harm reduction supplies:** Offers safe supplies and essential information to individuals who use drugs.
- **Intake & Counselling Services:** Provides mental health support & initial mental health referral.
- **Who Provides Services:** Registered social workers.
- **Eligibility:** Anyone who uses drugs or anyone in the area who needs mental health support. Specific catchment area (includes Herongate).
- **Access:**
 - Location: 1355 Bank St., Suite 600
 - Hours: Tuesday, Wednesday, and Fridays 1:00pm-4:00pm, Mon-Fri 8:30-4:30 (for intake & counselling services)
 - Wait-times: 3-4 months for counselling
 - Cost: None
 - Language(s): English, French, Arabic, Spanish
- **Contact information:**
 - Phone: 613-737-5115 ext. 2386, 613-247-1600
 - Email: office@seochc.on.ca
 - Website: <https://www.seochc.on.ca>
 - Social media: <https://www.facebook.com/SEOCHC/>,
<https://www.instagram.com/seoyouth/>, <https://twitter.com/SEOCHC>

The Walk-In Counselling Clinic

- Short-term counselling
- **Services Provided:** Immediate mental health counselling services to individuals, couples, and families for a variety of mental health issues. LGBT2SQ+ specific therapy available.
- **Who Provides Services:** Professional counsellors.
- **Eligibility:** Anyone seeking mental health services (no age or geography limitations), no referral required
- **Access:**
 - Locations: (virtual options available)
 - 1355 Bank St, 6th floor (**Herongate**) (Tues 12:00pm-6:30pm)
 - 312 Parkdale Avenue (Tues 12:00pm-8:00pm, Sat 12:00pm-5:00pm)
 - 301-2255 Carling Avenue (Weds 12:00pm-8:00pm, Sun 12:00pm-5:00pm)
 - 55 Eccles St (Tues 12:00pm-6:30pm)
 - 420 Cooper St (Weds 12:00pm-8:00pm)
 - 310 Olmstead St (Vanier) (Thurs 12:00pm-8:00pm, Fri 12:00pm-5:00pm)
 - 240-1547 Merivale Rd (Thurs 1:30-8:30pm)
 - Hours: Vary by clinic (see above)
 - Wait-times: Same-day service, first come first serve
 - Cost: None
 - Language(s): English, French, Arabic, Spanish

▪ **Contact information:**

- Phone: 613-737-5115, 613-755-2277
- Email: mpobric@jfsottawa.com
- Website: <https://walkincounselling.com>
- Social Media: <https://www.facebook.com/TheWalkInCounsellingClinic/?fref=ts>,
<https://twitter.com/walkincounsel>

RESOURCES LOCATED IN THE WEST OF OTTAWA

RESOURCES LOCATED IN BAYSHORE

Carefor Health & Community Services – Let's Get Together Club

- **Services Provided:** Adult day program, socialization, and mental health support group for older adults living with a mental health diagnosis.
- **Who Provides Services:** Therapeutic recreationists, social service workers, personal support workers with additional training in Mental Health FIRST Aid for Older Adults and Psychosocial Rehabilitation.
- **Eligibility:** Adults 60 years and older with a mental health diagnosis and/or mental health challenges. Need to be within geographical boundaries for transport. Program referrals from Home and Community Care Support Services Champlain, health care professionals, or other community support services.
- **Access:**
 - Location: 2576 Carling Ave
 - Hours: Mon, Wed, Fri 9am-3pm (program), 8am-4pm (office)
 - Wait-times: Significant wait list (up to two years)
 - Cost: \$10 for program, \$16 for transportation
 - Language(s): English
- **Contact information:**
 - Phone: 613-721-6496
 - Email: info@carefor.ca
 - Website: <https://carefor.ca/services/lets-get-together-program>
 - Social Media: <https://www.facebook.com/CareforOntario>,
<https://www.instagram.com/careforhcs/>,
<https://www.linkedin.com/company/carefor-health-and-community-services/?viewAsMember=true>, <https://www.twitter.com/careforhealth>

Ottawa Centre for Cognitive Therapy

- Longitudinal care
- **Services Provided:** Cognitive therapy for a variety of mental health concerns. Provides support for family members or friends of those with mental health difficulties.
- **Who provides these services:** Psychologists and psychotherapists.
- **Eligibility:** Individuals and couples 14-80 years old
- **Access:**
 - Location: 1150 Morrison Drive, Suite 400C
 - Virtual option available
 - Hours: Mon-Fri 8am-8pm (treatment), Mon-Thu 10am-6pm (assessment)
 - Wait times: Ranges from a few weeks to a couple months depending on the therapist
 - Cost: Covered by Extended Health Coverage if referral from a physician

- If not covered: Assessment fee \$200 if 16 years and older, \$300 if 12-15, further appointments range from \$250-230/hr
 - Language(s): English, French
 - **Contact information:**
 - Phone: 613-729-0801
 - Email: admin@ocbt.ca
 - Website: <https://ocbt.ca/>
 - Social Media: <https://www.facebook.com/CentreForCognitiveTherapy/>, <https://twitter.com/OttawaCCT>

Western Ottawa Community Resource Centre

- Acute crisis and short-term counselling
- **Services Provided:** Crisis intervention (telephone or walk-in), individual short-term counselling, phone support, information and referral to resources, Violence Against Women (VAW) counselling program, LGBTQ+ program and counselling
- **Who Provides Services:** Trained staff
- **Eligibility:** Resident of Kanata, Goulbourn, or West Carleton (Bayshore specific, unless VAW – open city wide), Women 16 years and older for VAW
- **Access:**
 - Location: 2 Macneil Court, Kanata
 - Virtual option available (require access to phone)
 - VAW program open city wide
 - Hours: Mon-Fri 8:30am-4:30pm,, Sat 8:30am-1:30pm, evenings by appointment
 - Wait-times: unknown
 - Cost: None
 - Language(s): English and French
- **Contact information:**
 - Phone: 613-591-3686
 - Email: info@wocrc.ca
 - Website: <https://wocrc.ca/>
 - Social Media: <https://www.facebook.com/WOCRC.CRCCO>, https://twitter.com/WOCRC_CRCCO

CITY WIDE RESOURCES THAT INCLUDE OVERBROOK, VANIER, HERONGATE, BAYSHORE

VIRTUAL ONLY SERVICES

AccessMHA

- **Services Provided:** Helps those in need of support with finding services for mental health, substance use health and addictions by connecting individuals to services.
- **Who Provides Services:** Trained mental health and substance use health professionals.
- **Eligibility:** Individuals 16 years or older in Eastern Ontario looking for mental health or substance use services (or professionals acting on their behalf).
- **Access:**
 - Virtual (require internet access)
 - Hours: Variable (fill out application online and then get connected)
 - Wait-times: Initial appointment within 2 weeks, wait time after depends on level of needs
 - Cost: None
 - Language(s): English, French
- **Contact information:**
 - Phone: 1-833-527-8207
 - Email: inquiries@accessmha.ca
 - Website: <https://www.accessmha.ca/>

Counselling Connect

- **Services Provided:** Single session counselling appointments, mental health and addictions support groups.
- **Who Provides Services:** Trained counsellors (including counsellors from diverse backgrounds – Indigenous communities, African, Caribbean and Black communities, other racialized communities, LGBT2SQ+ communities).
- **Eligibility:** Residents of Ottawa and surrounding area, all ages
- **Access:**
 - Virtual
 - Hours: Varies per service
 - Wait-times: None
 - Cost: None
 - Language(s): English, French, Spanish, Arabic, Mandarin
- **Contact information:**
 - Phone: call 2-1-1 to book a session or via the website
 - Website: <https://www.counsellingconnect.org>
 - Social Media: <https://facebook.com/CounsellingConnectCounselingonConnecte/>,
<https://www.instagram.com/counsellingconnect/>,
<https://twitter.com/CounsellingConx>

Men and Healing

- **Services Provided:** Individual and group psychotherapy for men and their families who struggle with a variety of mental health struggles, including recovery from childhood abuse and trauma, anger management, emotional integrity, and sexual integrity.
- **Who Provides Services:** Psychotherapist or registered social worker.
- **Eligibility:** 16 years or older for individual therapy, 18 years or older for group therapy, residency requirement of Ontario & Quebec.
- **Access:**
 - Virtual
 - Hours: Mon-Sun 9am-8pm
 - Wait-times: None for individual services, group programs run every 3 months.
 - Cost: May be covered by private insurance plan.
 - Individual psychotherapy \$180 per session
 - Anger management, Men & healing Phase I, Emotional Integrity, and Sexual Integrity \$200 for assessment and \$850 per 20 hours
 - Men & Healing Phase II \$800 per 20 hours
 - All fees are HST exempt.
 - Language(s): English, Farsi (for individual therapy only)
- **Contact information:**
 - Phone: 613-482-9363
 - Email: info@menandhealing.ca
 - Website: <https://menandhealing.ca>
 - Social Media: <http://facebook.com/MenAndHealing>,
<https://www.instagram.com/menandhealing/>,
<https://twitter.com/menandhealing?lang=en>

LGBT YouthLine - Peer Support

- **Services Provided:** Provides confidential, anonymous mental health support for lesbian, gay, bisexual, transgender, transsexual, intersex, two-spirited, queer, and questioning youth.
- **Who Provides Services:** Trained peer supporters 16-29 years old.
- **Eligibility:** Everyone aged 26 and younger, all of Ontario.
- **Access:**
 - Virtual (Require phone or internet), Text or chat option
 - Hours: Sun-Fri, 4pm-9:30pm
 - Wait-times: N/A
 - Cost: None
 - Language(s): English
- **Contact information:**
 - Phone: 647-694-4275
 - Email: askus@youthline.ca
 - Website: <https://www.youthline.ca/>

Ottawa Victim Services – Victim Crisis and Referral Service

- **Services Provided:** Emotional support to victims of crime and tragedy, counselling, peer support, mental health and addiction services, connection to other services.
- **Who Provides Services:** Volunteers with 40+ hours of training.
- **Eligibility:** Anyone who has experienced crime or tragedy over the age of 16 years of age, crime or tragedy happened in the Ottawa area. Referral by police, emergency services, community agency, or self.
 - If under 16 years of age, can help if parent/guardian agrees or can connect to a different service/organization.
- **Access:**
 - Virtual (Phone)
 - Hours: Monday-Friday 8:30-4:30pm (partners can contact 24/7)
 - Wait-times: 3 business days to connect with the right support.
 - Cost: None
 - Language(s): English, French, Arabic, interpretive services available.
- **Contact information:**
 - Phone: 613-238-2762
 - Email: info@ovs-svo.com
 - Website: <https://ovs-svo.com>
 - Social media: <https://www.facebook.com/Ottawa-Victim-Services-180583415324076>, https://twitter.com/OVS_SVO

IN-PERSON AND VIRTUAL SERVICES

AIDS Committee of Ottawa – Harm Reduction Program – The Tool Shed

- **Services Provided:** Harm reduction for substance use including safe supplies, information regarding safer substance use, referrals to other services.
- **Who Provides Services:** Support workers.
- **Eligibility:** No restrictions
- **Access:**
 - Location: 19 Main St
 - Hours: Mon-Fri 9:00am-4:00pm
 - Wait-times: None
 - Cost: None
 - Language(s): English
- **Contact information:**
 - Phone: 613-238-5014 ext 239
 - Email: info@aco-cso.ca
 - Website: <http://aco-cso.ca/>
 - Social Media: <https://www.facebook.com/acocso>, <https://www.instagram.com/acottawa/>, https://www.linkedin.com/company/aids-committee-of-ottawa?trk=NUS_DIG_CMPY-fol, <https://twitter.com/ACottawa>

Algonquin College – Counselling Services

- **Services Provided:** Short-term counselling services for mental health concerns. Group counselling sessions also available.
- **Who Provides Services:** Counsellors
- **Eligibility:** Algonquin students enrolled in a minimum of a single course consisting of at least 24 hours of instruction.
- **Access:**
 - Location: 1385 Woodroffe Ave
 - Virtual option available
 - Hours: 8:00am-4:45PM
 - Wait-times: None
 - Cost: None
 - Language(s): English
- **Contact information:**
 - Phone: 613-727-4723 ext. 7200
 - Email: welcomecentre@algonquincollege.com
 - Website: <https://www.algonquincollege.com/counselling/>
 - Social Media: <https://www.facebook.com/algonquincollege>, <https://www.instagram.com/algonquincollege>, <https://x.com/AlgonquinColleg>, <https://www.linkedin.com/company/14808>

Amethyst Women’s Addiction Centre

- Short and long term
- **Services Provided:** Day program, health promotion programs (2 and 8 week programs on various topics), long-term treatment program (individual therapy, group support, workshops) for substance use.
- **Who Provides Services:** Therapists.
- **Eligibility:** Women-identified and gender diverse individuals living in the Ottawa region, 18 years of age and older
- **Access:**
 - Location: 488 Rue Wilbrod St, Ottawa
 - Virtual option available.
 - Hours: Variable
 - Wait-times: None (one-on-one support, support groups, workshops), 3-4 years (long-term treatment program)
 - Cost: None
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-563-0363
 - Email: info@amethyst-ottawa.org
 - Website: <https://amethyst-ottawa.org>
 - Social Media: <https://www.facebook.com/people/Amethyst-Womens-Addiction-Centre/100046245235736/>, <https://twitter.com/AmethystCentre>

Ancoura

- **Services Provided:** Affordable housing and a supportive community to adults living with a mental illness with social activities, one-on-one counselling, and connection to a mental health professional.
- **Who Provides Services:** Trained staff, health professionals
- **Eligibility:** 25 years and older living with a mental illness, no history of violence, no substance abuse. Need to have a good understanding of their mental illness and able to live autonomously with support. Self-referrals and referrals from families, hospitals, or organizations accepted.
- **Access:**
 - Location: 30 Cleary Avenue
 - Hours: 24/7
 - Wait-times: unknown
 - Cost: Rent (subsidized)
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-233-8130
 - Email: admin@ancoura.ca
 - Website: <https://ancoura.ca/>
 - Social media: <https://www.facebook.com/ancoura.community/>,
https://twitter.com/ancoura_ottawa, <https://www.linkedin.com/company/ancoura>

The Anglican Diocese of Ottawa – The Pastoral Counselling Centre

- **Services Provided:** Community counselling and psychotherapy services for individuals, couples, families and children facing a variety of mental health issues.
- **Who Provides Services:** Registered psychotherapists.
- **Eligibility:** No restrictions.
- **Access:**
 - Location: The Bronson Centre, 211 Bronson Ave, Suite 209
 - Virtual option available
 - Hours: Mon-Thu 10am-3pm (office)
 - Wait-times – None (connected within 2 weeks)
 - Cost: Set fees, costs vary
 - Language(s): English
- **Contact information:**
 - Phone: 613-235-2516
 - Email: connect@theopc.ca
 - Website: <https://www.ottawapastoralcounsellingcentre.ca>

Canadian Forces Morale and Welfare Services - Family Information Line

- **Services Provided:** Support service to the military community, providing short-term counselling, support groups, virtual emotional support, crisis support, and more.
- **Who Provides Services:** Trained counsellors.
- **Eligibility:** Canadian Armed Forces members, veterans, and their families.

- **Access:**
 - Virtual (phone/internet access required)
 - Hours: 24/7
 - Wait-times: None
 - Cost: None
 - Language(s): English, French
- **Contact information:**
 - Phone: 1-800-866-4546
 - Email: FIL@CAFconnection.ca
 - Website: <https://www.cafconnection.ca/National/Stay-Connected/Family-Information-Line.aspx>

Canadian Hearing Services – Connect Mental Health Counselling

- **Services Provided:** Professional mental health support for Deaf and hard-of-hearing individuals who are living with mental health issues.
- **Who Provides Services:** Counsellors trained in social work, psychotherapy, and related fields.
- **Eligibility:** 16 years and older, deaf or hard-of-hearing, resident of Ontario.
- **Access:**
 - Location: 1541 Merivale Rd, Suite C
 - Virtual option available
 - Hours: Mon-Fri 9am-5pm
 - Wait-times: 4-6 months
 - Cost: None
 - Language(s): ASL, QSL, English, French
- **Contact information:**
 - Phone: 1-886-518-0000
 - Email: info@chs.ca, connectmentalhealth@chs.ca
 - Website: <https://www.chs.ca/locations/ottawa>
 - Social Media: <https://www.facebook.com/canadianhearingservices/>,
<https://www.instagram.com/canadianhearingservices/>,
<https://www.linkedin.com/company/canadian-hearing-services/>,
<https://twitter.com/cdnhearing>

Carleton University – Counselling Services

- **Services Provided:** Short-term counselling for mental health issues.
- **Who Provides Services:** Registered psychotherapists, social workers, GP psychotherapists,
- **Eligibility:** Students of Carleton University.
- **Access:**
 - Location: 1125 University Dr, Ottawa, ON, K1S 5B6
 - Virtual option available
 - Hours: Mon-Fri 8:30am-4:30pm
 - Wait-times: Varies based on risk assessment, same-day access for crisis and emergencies

- Cost: None (included within student health fee)
- Language(s): English, French
- **Contact information:**
 - Phone: 613-520-6674 ext. 2
 - Website: <https://wellness.carleton.ca/counselling/>

Carlington Community Chaplaincy – Pastoral Care

- **Services Provided:** Crisis and short-term counselling.
- **Who Provides Services:** Chaplain
- **Eligibility:** No restrictions
- **Access:**
 - Location: 1465 Caldwell Ave, Unit 102
 - Hours: Mon-Wed, Fri 10am-11:30am, Sat 10:30am-12:30pm
 - Wait-times: None
 - Cost: None
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-728-9933
 - Email: chaplain@carlingtonchaplaincy.com
 - Website: <http://www.carlingtonconnection.com/pastoral-care.html>

Centre for Treatment of Sexual Abuse and Childhood Trauma

- **Services Provided:** Individual, couple, and group counselling and psychotherapy to address trauma and related mental health issues. Individual therapy, trauma processing groups, and cognitive processing groups for trauma.
- **Who Provides Services:** Registered psychotherapists and psychiatrists.
- **Eligibility:** No geographic or age limitations, open to all who have experienced abuse and/or trauma.
- **Access:**
 - Location: 11 Rosemount Ave, Suite 302
 - Virtual option available depending on program (Trauma Processing Group only offered virtually)
 - Hours: Mon-Fri 9:30am-5:30pm, by appointment only
 - Wait-times: Waitlist varies based on program, up to 20 people for the low fee individual therapy. Trauma processing group can be over a year long for the Women's group.
 - Cost: Individual therapy from \$80-160/hour, can be negotiated based on needs. Student interns can see clients starting at \$20/hour. May be covered by extended health care. Cognitive processing group covered by OHIP. Trauma processing groups \$25 for the 14-week program.
 - Language(s): English, French, Arabic, Farsi
- **Contact information:**
 - Phone: 613-233-4929
 - Email: info@centrefortreatment.com
 - Website: www.centrefortreatment.com

- Social Media: <https://www.facebook.com/Centre-for-Treatment-of-Sexual-Abuse-and-Childhood-Trauma-409043252462222/>, <https://www.linkedin.com/company/centre-for-treatment-of-sexual-abuse-and-childhood-trauma/>, <https://twitter.com/CTSACT>

Centretown Community Health Centre

- **Services Provided:** Various mental health programs. 2SLGBTQIA+ Short term counselling or Quick Access Counselling Clinic, Acu-Detox for mental health and substance use recovery, Counselling, Overcoming Anxiety and Depression Group, Self-Management and Recovery Group for alcohol and drug use, LESA Program for Substance Use & Problem Gambling. More services and resources available.
- **Who Provides Services:** Trained counsellors and staff. Counsellors for the 2LGBTQIA+ short term counselling are from the 2SLGBTQIA+ community. Acupuncture Detoxification Specialist for Acu-Detox.
- **Eligibility:** Age restrictions vary by program
 - 2SLGBTQIA+ Short term counselling 16+
 - Counselling 18+
 - Self-Management and Recovery Group 50+
- **Access:**
 - Location: 420 Cooper St. (Main office), 670 Albert St. (SMART Self-Management and Recovery Group)
 - Virtual options available for some programs
 - Hours: Mon-Weds 8:45am-8:00pm, Thurs 12:45pm-4:45pm, Fri 8:45am-4:00pm (Community Centre), Program specific hours vary.
 - Wait-times:
 - 2SLGBTQIA+ Short-term Counselling: 4-6 months
 - General Mental Health Short-term Counselling: 4-6 months
 - Acu-Detox, Overcoming Anxiety and Depression Group, SMART Self-Management and Recovery Group: No wait
 - Cost: None
 - Language(s): English, French (some), Hebrew (General mental health short-term counselling)
- **Contact information:**
 - Phone: 613-233-4443
 - Email: info@centretownchc.org
 - Website: <https://www.centretownchc.org>
 - Social Media: <https://www.facebook.com/CentretownCHC>, <https://www.instagram.com/ottawacchc>, <https://twitter.com/centretownchc>

Christian Counselling Ottawa

- **Services Provided:** Individual and couple counselling, individual intervention for anxiety, depression, trauma, violence, sexual addictions, and more.
- **Who Provides Services:** Psychotherapists and Social Workers.
- **Eligibility:** Individuals 16 years and older.
- **Access:**

- Location: 804 Greenbank Rd, Nepean
 - Virtual option available
- Hours: Mon-Weds, Fri 9:30am-12:30pm, Thurs 1:00pm-4:00pm, therapy hours vary
- Wait-times: Varies based on therapist and whether subsidy is required, longer for in-person.
- Cost: Sliding fee based on affordability, subsidies available (may affect wait time).
- Language(s): English, Arabic (select therapists), Mandarin (select therapists), Korean (select therapists)
- **Contact information:**
 - Phone: 613-729-8454
 - Email: intake@ccottawa.ca
 - Website: <https://www.christiancounsellingottawa.ca/>
 - Social Media: <https://www.facebook.com/christiancounsellingottawa>,
<https://www.instagram.com/christiancounsellingottawa/>,
https://twitter.com/ccottawa_info

Crocus Care Solutions

- **Services Provided:** Various types of therapy offered for a wide range of mental health concerns including refugee mental health, PTSD, anxiety, depression, addiction, and much more.
- **Who Provides Services:** Registered psychotherapists.
- **Eligibility:** Refugees, individuals who experienced motor vehicle accidents/work injury/sports injury/psychological trauma
- **Access:**
 - Location: 2211 Riverside Dr, Suite B-4
 - Virtual option available
 - Hours: Mon-Thu 7:30am-7:30pm, Fri 7:30am-4:00pm, Sat 9:00am-3:00pm
 - Wait-times: 1-2 weeks
 - Cost: None for refugees, fee for service for others but may accept extended health benefits, motor vehicle accident benefits, and WSIB
 - Language(s): English, French, Arabic, Azerbaijani, Italian, Russian, Spanish, Turkish
- **Contact information:**
 - Phone: 613-686-5818
 - Email: crocuscare@gmail.com
 - Website: <https://www.crocuscare.ca>
 - Social Media: <https://www.facebook.com/crocuscare/>,
<https://www.instagram.com/p/CdgzUsKLn1C/?igshid=MDJmNzVkMjY=>

Crossroads Children's Mental Health Centre

- **Services Provided:** Mental health agency for children 12 years and under with mental health challenges. School-based treatment program, in-home treatment program, individual, group, and family therapy.
- **Who Provides Services:** Child & Youth counsellors, Child & Family therapists.
- **Eligibility:** Children under 12 with major behavioural, emotional, and social challenges (and their families).

- **Access:**
 - Location: 1755 Courtwood Crescent
 - Virtual option available
 - In-school programs operate at 14 different schools across Ottawa
 - In-home treatment at client's home
 - Hours: Mon-Fri 8am-4pm (office), program hours vary
 - Wait-times: Fluctuate often
 - Home-based treatment program: 3 months
 - Clinical program: 4-5 months
 - Single session trial: 2 weeks
 - Cost: None
 - Language(s): English
- **Contact information:**
 - Phone: 613-723-1623 ext 259
 - Email: info@crossroadschildren.ca
 - Website: <https://crossroadschildren.ca>
 - Social Media: <https://www.facebook.com/CCMHC>,
<https://www.instagram.com/?hl=en>,
<https://twitter.com/CrossroadCentre?lang=en>,
<https://www.linkedin.com/company/crossroads-children-s-centre/?viewAsMember=true>

Dave Smith Youth Treatment Centre

- **Services Provided:** Residential addiction treatment services for youth providing assessment, live-in treatment (up to 3 months), aftercare support (up to 3 months), family services, psychiatric assessment and support.
- **Who Provides Services:** Clinical staff (addiction counsellor, etc.).
- **Eligibility:** Diagnosis or symptoms of, at minimum, mild-moderate substance use disorder (no formal diagnosis required), 13-21 years of age (and their families and caregivers), Ontario resident, no referral required.
 - Cannot be actively homicidal or suicidal, have severe and uncontrolled mental health issues such as psychosis, or violence/incarceration history.
- **Access:**
 - Location: 1895 Bradley Side Rd, Carp
 - Hours: 24/7 (Live-in clients), Mon-Fri 8am-4pm (Assertive Continuing Care and Family Services)
 - Wait-times: 2-12 weeks, varies throughout the year
 - Cost: No formal fees (only for off-site extra-curricular recreational activities, client spending money, and emergency return fare – accommodations can be obtained)
 - Language(s): English
- **Contact information:**
 - Phone: 613-594-8333
 - Email: info@davesmithcentre.org
 - Website: <https://www.davesmithcentre.org>

- Social Media: <https://www.facebook.com/davesmithyouthtreatmentcentre/>, <https://www.instagram.com/explore/locations/1008725022/dave-smith-youth-treatment-centre/>, <https://twitter.com/DaveSmithYouth>

Elim Counselling Service

- **Services Provided:** Counselling for a wide range of mental health and spiritual issues.
- **Who Provides Services:** Registered psychotherapists.
- **Eligibility:** Individuals 3-90 years old
- **Access:**
 - Location: 1390 Prince of Wales Dr, Suite 200 and 1825 St Joseph Blvd
 - Virtual option available
 - Hours: Mon-Fri 8am-7:30pm, Sat 9am-1pm
 - Wait-times: 1 week-1 month
 - Cost: Sliding scale based on income
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-699-1677
 - Email: mhart@elimcounsellingministry.com
 - Website: <https://elimcounsellingministry.com>
 - Social Media: <https://www.facebook.com/ElimChristianCounselling/info/?tab=overview>, <https://www.instagram.com/elimcounsellingservice/>, <https://twitter.com/elimcounselling>

Family Services Ottawa

- **Services Provided:** Mental health counselling for individuals and groups of persons living with serious mental health challenges. 2SLGBTQI+ counselling available, by counsellors who identify as part of that community.
- **Who Provides Services:** Social workers, psychotherapists.
- **Eligibility:** No restrictions
- **Access:**
 - Location: 312 Parkdale Ave
 - Virtual option available
 - Hours: Mon, Wed, Fri 8:30am-4:30pm, Tue, Thu 8:30am-8pm
 - Wait-times: Waiting list, varies throughout the year
 - Cost: Sliding scale
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-725-3601
 - Email: fscoc@familyservicesottawa.org
 - Website: <https://www.familyservicesottawa.org/>
 - Social Media: <https://www.facebook.com/familyservicesottawa/>, <https://www.instagram.com/familyservicesottawa/>, <https://ca.linkedin.com/company/family-services-ottawa>

Geriatric Psychiatry Community Services of Ottawa

- **Services Provided:** Geriatric mental health assessment to provide diagnosis and treatment options, case management, group therapy programs.
- **Who Provides Services:** Geriatric psychiatrists, registered nurses, occupational therapists, social workers, psycho geriatric resource consultant.
- **Eligibility:** Residents of Ottawa 65 years and older with mental health problems (or having dementia). Physician referral.
- **Access:**
 - Location: 75 Bruyère St, Suite 127Y
 - Virtual option available for some services (e.g., therapy)
 - Hours: Mon-Fri 8:30am-4:30pm
 - Wait-times: Variable, triaged based on severity of illness and safety concerns.
 - Cost: Covered by OHIP.
 - Language(s): English, French, Interpretive Services
- **Contact information:**
 - Phone: 613-562-9777 ext. 0
 - Website: gpcso.org

Harvest House Ministries of Ottawa-Carleton

- **Services Provided:** Residential alcohol and drug treatment program for men, residential after-care available.
- **Who Provides Services:** Addiction Counsellors with lived experience.
- **Eligibility:** Men 17-35 years of age with drugs and/or alcohol problems.
- **Access:**
 - Location: 3435 Ramsayville Rd, Ottawa
 - Hours: 24/7
 - Wait-times: Typically between a couple days- a couple weeks (due to administrative and admission process).
 - Cost: None
 - Language(s): English
- **Contact information:**
 - Phone: 613-521-9114
 - Email: info@harvesthouse.org
 - Website: www.harvesthouse.org
 - Social Media: <https://www.facebook.com/HarvestHouseOttawa/>,
<https://www.instagram.com/harvesthouseottawa/>,
http://twitter.com/HHM_Ottawa1979

Jaku Konbit – Provincial Youth Outreach Worker Program

- **Services Provided:** Offers short-term counselling for mental health for Afro-Caribbean youth.
- **Who Provides Services:** Social workers.
- **Eligibility:** 12-25 years old, Identify as African-Caribbean Canadian Black.
- **Access:**

- Location: 211 Bronson Ave, Room 215
 - Virtual option available
- Hours: Mon-Fri 9am-5pm
- Wait-times- None
- Cost: None
- Language(s): English, French
- **Contact information:**
 - Phone: 613-252-4368 and 613-567-0600
 - Email: pyow@jakukonbit.com
 - Website: <https://jakukonbit.com/enhanced-youth-outreach-worker-program/>
 - Social Media: <https://www.facebook.com/JakuKonbitOttawa>,
<https://www.instagram.com/jakukonbitottawa/>,
<http://www.twitter.com/jakukonbit>,
<https://www.linkedin.com/company/jakukonbit/about/?viewAsMember=true>

Jericho Road

- **Services Provided:** 9-month residential addiction recovery program for men, continuing care housing after 9-month program.
- **Who Provides Services:** Trained staff.
- **Eligibility:** Alcoholic and/or drug-addicted men 21 years and older. Must be psychologically stable and able to function without methadone or suboxone. Detoxification required prior to admission
- **Access:**
 - Location: 2089 Walkley Road
 - Hours: 24/7 (treatment), Mon-Fri 8am-4pm (admin)
 - Wait-times: Estimate cannot be given
 - Cost: Geared to income, no one is turned away based on financial factors
 - Language(s): English
- **Contact information:**
 - Phone: 613-567-5134
 - Email: connectrecovery@jerichoroad.ca
 - Website: <https://www.jerichoroad.ca/>
 - Social Media: <https://www.facebook.com/jerichoroadottawa>,
<https://www.instagram.com/jerichoroadottawa>,
<https://www.linkedin.com/company/jerichoroadottawa>

Jewish Family Services - The Counselling Group

- Short- and long-term counselling (no acute crisis care)
- **Services Provided:** Individual and group counselling, creative therapies (art, music, drama), psychological services and assessments. Refugee and Vulnerable Newcomers program to address mental health needs of immigrants and refugees.
- **Who Provides Services:** Clinical psychologists, Registered social workers, Registered psychotherapists.
- **Eligibility:** No restrictions
- **Access:**

- Location: 2255 Carling Ave, Suite 300
 - Virtual option available
- Hours:
 - Summer hours: Mon, Thu 9 am-5 pm, Tue 9 am-7 pm, Wed 9 am-8 pm, Fri 9 am-3 pm
 - Winter hours: Mon-Fri 9 am-3 pm, Sun 12 pm-5 pm
- Wait-times: No wait-list for most counselling. 4-8 week waitlist for the Refugee and Vulnerable Newcomers program.
- Cost: \$150 per hour for Registered social workers and Registered psychotherapists, \$220 per hour for Registered psychologists. Sliding scale.
- Language(s): English, French, Spanish, Arabic, Dari, Farsi, Hebrew, Polish, Creole, Cantonese, Somali
- **Contact information:**
 - Phone: 613-755-2299
 - Email: intake@thecounsellinggroup.com
 - Website: <https://thecounsellinggroup.com>
 - Social Media: <https://www.facebook.com/The-Counselling-Group>, <https://www.linkedin.com/company/the-counselling-group>, <https://twitter.com/counsellinggrp>

Kind Space - Be Kind to Your Mind

- **Services Provided:** Short-term, individual therapy for 2SLGBTQIA+ folks.
- **Who Provides Services:** Registered social workers.
- **Eligibility:** No restrictions.
- **Access:**
 - Location: 400 Cooper St
 - Virtual option available
 - Hours: Mon 2:00pm-8:00pm, Tues-Fri 12:00pm-8:00pm
 - Wait-times: 1 week- 6 months once on the waiting list (opens every 6 months).
 - Cost: None
 - Language(s): English
- **Contact information:**
 - Phone: 613-563-4818
 - Email: programming@kindspace.ca, rebecca@kindspace.ca
 - Website: <https://kindspace.ca/therapy/>

Social media: <https://www.instagram.com/kindspaceca>/**Maison Decision House**

- **Services Provided:** Residential substance use treatment program, up to three months. 8-week substance use treatment program focused on community reintegration also available.
- **Who Provides Services:** Clinical counsellors.
- **Eligibility:** Male offenders, 18 years and older with substance use problems.
- **Access:**
 - Location: 37 Irving Ave
 - 8-week substance use treatment program available virtually

- Hours: Mon-Fri 9:30am-12:00pm, 1pm-3pm
- Wait-times: Case-by-case basis
- Cost: None
- Language(s): English, French
- **Contact information:**
 - Phone: 613-728-5013
 - Email: decision@trytel.com
 - Website: <https://www.decisioncanada.com>

Manotick Counselling

- **Services Provided:** Counselling and psychotherapy services for individuals, couples, and families.
- **Who Provides Services:** Registered psychotherapists, psychologists.
- **Eligibility:** 6 years and older
- **Access:**
 - Location: 1139 Mill St
 - Virtual option available
 - Hours: Irregular
 - Wait-times – Few days-few weeks if no specific therapist requested
 - Cost: up to \$220 per session. Low fee/sliding scale/pro bono available (Intern)
 - Language(s): English, Farsi, Hebrew, Spanish
- **Contact information:**
 - Phone: 613-265-7664
 - Email: info@manotickcounselling.com
 - Website: <https://manotickcounselling.com>
 - Social Media: <https://www.facebook.com/Manotick-Counselling-150507248670922/>, <https://twitter.com/Manotickcounsel>

Max Ottawa

- **Services Provided:** Health and wellness services and programs for LGBTQ+ individuals, offering mental health navigation, discussion groups, and harm reduction services.
- **Who Provides Services:** Trained staff, peer facilitators
- **Eligibility:** Gay, bisexual, Two-Spirit, queer individuals, both cis and trans, 18 years and older
- **Access:**
 - Location: 400 Cooper St, Suite 9004
 - Hours: Mon, Tue, Thu 9:30am-5pm, Wed, Fri 9:30am-7pm, Harm reduction Wed, Fri 12pm-7pm
 - Wait-times: None
 - Cost: None
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-701-6555
 - Email: info@maxottawa.ca
 - Website: www.maxottawa.ca

- Social Media: <https://www.facebook.com/maxottawa.ca/>, <https://www.instagram.com/maxottawa.ca/>, https://twitter.com/max_ottawa

Metis Nation of Ontario – Mental Health and Addictions Program

- **Services Provided:** Case management, mental health and addictions assessment, individual and couple counselling, addictions counselling, other psychiatric services
- **Who Provides Services:** Métis clinicians, mental health and addictions professionals
- **Eligibility:** Must be registered citizens of the Métis Nation of Ontario.
- **Access:**
 - Virtual service only
 - Hours: Mon-Fri 8:30am-4:30pm
 - Wait-times: 6 months
 - Cost: None
 - Language(s): English, French
- **Contact information:**
 - Phone: 1-800-263-4889 Ext. 7
 - Email: MHA@metisnation.org
 - Website: https://www.metisnation.org/programs-and-services/community-wellbeing/mental-health-and-addictions-services/?doing_wp_cron=1722443332.4843161106109619140625
 - Social Media: <https://www.facebook.com/ONMetis/>, <https://www.instagram.com/metisnationon/?hl=en>, <https://twitter.com/metisnationon>, <https://www.linkedin.com/company/métis-nation-of-ontario/?originalSubdomain=ca>

Miwaashin Lodge Indigenous Women’s Support Centre - Mental Wellness and Counselling Services

- **Services Provided:** Individual and group counselling to support healing, recovery, and resilience focused on traumatic experiences that Indigenous individuals face. Offers crisis/short term counselling, trauma counselling, and substance counselling.
- **Who Provides Services:** Registered psychotherapists, registered social workers, registered art therapists, and recognized traditional healers.
- **Eligibility:** First Nations, Inuit, and Metis women (regardless of status) who are survivors of domestic and other forms of violence.
- **Access:**
 - Location: 2323 St. Laurent Blvd
 - Virtual option available
 - Hours: Mon-Fri 9am-5pm
 - Wait-times: None
 - Cost: None
 - Language(s): English, French, some First Nations languages
- **Contact information:**
 - Phone: 613-741-5590
 - Crisis line: 613-789-1141
 - Email: info@minlodge.com

- Website: <https://www.minlodge.com>
- Social Media: <https://www.facebook.com/minlodge>,
<https://www.instagram.com/minwaashin2022/>,
<https://twitter.com/minwaashinlodge>

Miwaashin Lodge Indigenous Women’s Support Centre – STORM team (Street Team OutReach Mobile)

- **Services Provided:** Emergency transportation to medical facilities, detox centers, homeless and VAW shelters; crisis interventions, referrals and information to community supports; basic harm reductions
- **Access:**
 - Friday to Sunday, 10 AM to 9 PM – call 613-262-2553
 - Wednesday to Friday, 4 PM to midnight – call 613-265-7448
 - Saturday to Monday, 4 pm to midnight – call 613-261-4491
 - Website: <https://www.minlodge.com/storm>

Montfort Renaissance – Women’s Residential Stabilization Program, Men’s Residential Stabilization Program

- **Services Provided:** Pre-treatment stabilization residence providing group programming, acupuncture, meditation, personal programming, crisis intervention, one-on-one counselling.
- **Who Provides Services:** Counsellors.
- **Eligibility:** Women/men 16 years and older, homeless or vulnerably housed, valid assessment and referral completed with the Ottawa Addictions and Referral Services. Must have goal of attending long-term residential addiction treatment afterwards.
- **Access:**
 - Confidential location
 - Hours: 24/7
 - Wait times: unknown
 - Cost: none
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-748-6652 (Women’s)
 - Email: info@mri.ca
 - Website: <https://montfortrenaissance.ca/>

Muslim Family Services

- **Services Provided:** Culturally sensitive and trauma-informed counselling and psychotherapy for individuals, couples, and families.
- **Who Provides Services:** Psychotherapists, Mental health counsellors.
- **Eligibility:** No restrictions
- **Access:**
 - Location: 309 Cooper St. Suite 503
 - Virtual option available

- Hours: Mon-Fri 9am-5pm
- Wait-times: None.
- Cost: Currently no charge
- Language(s): English, French, Arabic, Somali
- **Contact information:**
 - Phone: 613-562-2273
 - Email: info@mfso.ca
 - Website: mfso.ca
 - Social Media: <https://www.facebook.com/muslimfamilyservice/>,
<https://www.linkedin.com/company/muslim-family-services-of-ottawa/>

Ontario Addiction Treatment Centres

- **Services Provided:** Addiction treatment centre with community programs such as methadone treatment, sublocade treatment, suboxone treatment, Kadian treatment, safe use supplies, naloxone overdose response program, doctor's services, care referrals.
- **Who Provides Services:** Trained health care professionals (physicians, etc.).
- **Eligibility:** 18 years and older with a drug addiction.
- **Access:**
 - Location: 401 Somerset St W, 1318 Carling Ave, 263 Montreal Road (Vanier)
 - Hours: Mon-Fri 8:30am-4:00pm (closed 12:30-1:00pm), Sat-sun 9am-12pm (Carling Ave), Mon-Fri 6:00am-2:00pm (closed 12-12:20pm), Sat-Sun 9:00am-12:00pm (Somerset St)
 - Wait-times: None (Can see physician within 24 hours).
 - Cost: Mostly covered by OHIP.
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-627-0856 (Carling Ave), 613-686-0400 (Somerset St W)
 - Email: info@oatc.ca
 - Website: <https://www.oatc.ca>
 - Social Media: <https://www.facebook.com/OntarioAddictionTreatmentCentres>,
<https://www.linkedin.com/company/canadianaddictiontreatmentcentre>,
https://twitter.com/CATC_OATC

Ontario Counselling and Psychotherapy Centre

- **Services Provided:** Individual, couple, family and child psychotherapy for a variety of mental health concerns.
- **Who Provides Services:** Registered psychotherapists, Psychologists.
- **Eligibility:** Individuals 8 years and older
- **Access:**
 - Location: 356 Woodroffe Ave, Entrance G/H, Suite 201
 - Virtual option available
 - Hours: Irregular, therapist dependant
 - Wait-times: None (No wait policy)
 - Cost: \$125-200 per hour. Student intern for \$80/hour with sliding scale. May be covered by extended health care plan.

- Language(s): English, French, Arabic, Farsi, German, Hindu, Hungarian, Mandarin, Spanish, Portugese, Urdu
- **Contact information:**
 - Phone: 613-699-0060
 - Email: ocp.therapyinfo@gmail.com
 - Website: <https://ocpsychotherapycentre.com>

Ottawa City Operations – Special Needs, Frank Street Drop-In

- **Services Provided:** Drop-in centre offering social and recreational programs for adults living with mental health issues.
- **Who Provides Services:** Trained staff with crisis prevention and intervention training and inclusive recreation training from the City of Ottawa.
- **Eligibility:** Adults 18 years and older that are socially isolated and living with mental health issues
- **Access:**
 - Location: 166 Frank St.
 - Hours: Thu 6:00pm-9:00pm, Sat 6:00pm-9:30pm
 - Wait-times: unknown
 - Cost: Mostly none, small fee for some activities
 - Language(s): English, French
- **Contact information:**
 - Email: 311@ottawa.ca
 - Website: <https://211ontario.ca/service/68973396/ottawa-city-operations-parks-recreation-and-cultural-services-special-needs-frank-street-drop-in/>
 - Social Media: <https://www.facebook.com/cityofottawa/>, <https://www.instagram.com/cityofottawa/>, <https://twitter.com/ottawacity>

Ottawa Community Immigrant Services Organization – Clinical counselling

- Short- and long-term
- **Services Provided:** Counselling services to immigrant and refugee population. Short- and long-term counselling and psychotherapy.
- **Who Provides Services:** Counsellors.
- **Eligibility:** Newcomers, immigrants, refugees, refugee claimants, citizens, permit holders. Open to permanent residents, limited capacity to other immigrant classes.
- **Access:**
 - Location: 959 Wellington St W
 - Virtual option available.
 - Hours: Mon-Fri, flexible hours
 - Wait-times: 6-8 weeks
 - Cost: Sliding scale, can be waived on limited income
 - Language(s): English, French, Arabic, Farsi, Dari, German Czech. Intepretation services for other languages may be available
- **Contact information:**
 - Phone: 613-725-5671 ext. 337

- Email: getcounselling@ociso.org
- Website: <https://ociso.org/counselling/>
- Social Media: <https://www.facebook.com/OttawaOCISO>,
<https://www.linkedin.com/in/ottawa-community-immigrant-services-organization-a119a264/?originalSubdomain=ca>, <https://twitter.com/OttawaOCISO>

The Ottawa Hospital – Mental Health Mobile Crisis Team and Community Crisis Bed Program

- Acute crisis
- **Services Provided:** Outreach team responding to calls from individuals, family members, and professionals in the community during mental health crisis. Provides rapid assessment and stabilization for individuals in the community in mental health crisis.
 - Community crisis bed program: voluntary community-based alternative for those in mental health crises who do not require inpatient hospitalization but would benefit from temporary accommodation in a supportive environment.
- **Who Provides Services:** Mental health professionals.
- **Eligibility:** Individuals 16 years and older, must reside in Ottawa. Referral from health professional or community service worker is required for Community Crisis Bed Program.
- **Access:**
 - Location: Virtual (phone) or in-home
 - Hours: 24/7 (Crisis line), Mon-Sun 9am-9pm (Mobile crisis team)
 - Wait-times: None
 - Cost: None
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-722-6914 or 1-866-996-0991 (Crisis line)
 - Website: <https://www.ottawahospital.on.ca/>
 - Social Media: <https://www.facebook.com/OttawaHospital/>,
<https://www.instagram.com/ottawahospital/>, <https://twitter.com/OttawaHospital>

Ottawa Public Health – Harm Reduction Program

- **Services Provided:** Access to harm reduction supplies, supervised consumption services, counselling, and other harm reduction services.
- **Who Provides Services:** Public Health Nurses, Outreach Workers.
- **Eligibility:** People who inject drugs.
- **Access:**
 - Location: 179 Clarence St
 - Site Van travels to various locations within Ottawa
 - Hours: Mon-Fri 9am-5pm (Office and Supervised Consumption Services), Mon-Sun 5pm-11:30pm (Site Van)
 - Wait-times: None
 - Cost: None
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-580-2424 ext 29047 (Office and Supervised Consumption Services), 613-232-3232 (Site Van)

- Website: www.ottawapublichealth.ca/harmreduction
- Social Media: <https://www.facebook.com/ottawahealth>,
<https://twitter.com/ottawahealth>

Ontario Native Women’s Association - Babaamendam (Trauma-Informed Care)

- **Services Provided:** Supports Indigenous women and their families who are affected by trauma to navigate mental health and addiction services in their community. Includes Supportive and traditional indigenous counseling, Land-based therapy, Traditional healing, and more.
- **Access:**
 - Location: 183 McLeod St.
 - Hours: Mon-Fri 9am-5pm
 - Wait-times: unknown
 - Cost: None
 - Language(s): English
- **Contact information:**
 - Phone: 1-800-667-0816
 - Email: reception@onwa.ca
 - Website: <https://www.onwa.ca/trauma-informed-care>
 - Social Media: <http://www.facebook.com/ONWA7>,
https://instagram.com/onwa_official/, http://www.twitter.com/_ONWA_,
<https://www.linkedin.com/company/ontario-native-women's-association>

Ottawa Salus Corporation

- **Services Provided:** Mental health services including case management, transitional rehabilitation program while recovering from mental illness, supportive housing for adults with mental illness.
- **Who Provides Services:** Case managers
- **Eligibility:** Individuals 16 years and older who are facing and/or recovering from a psychiatric illness. Need to be on The Social Housing Registry wait list for Salus housing.
- **Access:**
 - Location: 2000 Scott St
 - Hours: Mon-Fri 8:30am-12pm, 1pm-4:30pm
 - Wait-times – 3 years to be assigned a case manager, 3.5 years for housing
 - Cost: Transitional & Permanent housing has rent geared to income
 - Language(s): English, French, ASL
- **Contact information:**
 - Phone: 613-729-0123
 - Email: info@salusottawa.org
 - Website: <https://www.salusottawa.org/>
 - Social Media: <https://www.facebook.com/SalusOttawa>,
<https://www.linkedin.com/company/ottawa-salus>,
<https://twitter.com/SalusOttawa>

Pinecrest Queensway Community Health Centre – Assertive Community Treatment Team, Clean Needle Exchange and Safer Inhalation

- **Services Provided:** Community-based services to clients via intensive treatment and rehabilitation including crisis services, mental health support, building skills, advocacy. Clean Needle Exchange and Safer Inhalation is a harm reduction program for substance use.
- **Who Provides Services:** Psychiatrist, occupational therapist, registered nurse, mental health workers.
- **Eligibility:** Individuals 16-75 years old with persistent or chronic mental illness. Multiple hospitalizations of a minimum of 50 days in past year or 150 days over 3 years. Referrals from inpatient psychiatric departments, physicians, community agencies, or individuals accepted. Eligibility determined by intake consultation.
- **Access:**
 - Location: 1365 Richmond Rd
 - Hours: 24/7 services
 - Clean needle and safer inhalation: 9:00am-3:30pm Mon-Wed, Fri, 1:00pm-3:30pm Thurs
 - Wait-times: 8-10 months (ACTT)
 - Cost: None
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-820-4922 ext. 3369
 - Email: s.shah@pqchc.com, c.larose@pqchc.com
 - Website: <https://www.pqchc.com>
 - Social Media: <https://www.facebook.com/PQCHC>, https://www.instagram.com/cs_exchange/?hl=en, <https://twitter.com/PQCHC>

Psychiatric Survivors of Ottawa

- **Services Provided:** Peer support programs for individuals experiencing mental health and/or substance use challenges, including educational workshops, social events, outings, and support groups.
- **Who Provides Services:** Trained peer supporters who have lived experienced
- **Eligibility:** Anyone 16 years old or older, no referral required
- **Access:**
 - Location: 211 Bronson Ave #313
 - Hours: Variable based on program
 - Wait-times: unknown
 - Cost: None
 - Language(s): English
- **Contact information:**
 - Phone: 613-567-4379
 - Email: info@pso-ottawa.ca
 - Website: <https://www.pso-ottawa.ca/>

- Social media: <https://www.facebook.com/psychiatricsurvivorsottawa/>, <https://www.instagram.com/psottawa/>, <https://twitter.com/PSOannounce>

Rideauwood Addiction and Family Services

- Short- and long-term treatment
- **Services Provided:** Individual and group outpatient counselling for substance use, gambling, or gaming, with goals of both harm-reduction and sobriety. School-based programs for young adults with substance use. Drug treatment programs.
- **Who Provides Services:** Addiction counsellors and psychotherapists.
- **Eligibility:** Ontario resident, 12 years and older. Referral from regional access and referral services (i.e. AccessMHA, 1Call1Click, Youth justice referral form) or self-referral
- **Access:**
 - Location: 312 Parkdale Avenue
 - Virtual counselling available
 - Hours: Mon-Fri, 8:30-4:30
 - Wait-times: Adult programs 4-12 months, Youth and Young adult programs 1-2 months. Provides brief counselling while waiting for services.
 - Cost: None
 - Language(s): English, French (limited), Interpretive services for other languages and/or hearing/visually impaired
- **Contact information:**
 - Phone: 613-724-4881
 - Email: admin@rideauwood.org
 - Website: <https://www.rideauwood.org/>
 - Social Media: <https://www.facebook.com/RideauwoodOttawa/>, <https://www.instagram.com/rideauwoodottawa/>

Roberts Smart Centre

- **Services Provided:** Mental health treatment and education through day programs in a classroom setting, private school option for children who find it difficult to go to traditional school due to mental health, in-school mental health services, live-in treatment options for youth with complex mental health.
- **Who Provides Services:** Clinicians, social workers, occupational therapists, teachers, child and youth counsellors.
- **Eligibility:** Individuals 12-18 years old with mental health challenges and behavioural struggles. Referral from agencies (Children's Aid Societies, youth-serving agencies) or from parents via Coordinated Access.
- **Access:**
 - Location: 1737 Woodward Dr, Suite 104, Ottawa (Head office)
 - 440 Albert St. (Private school)
 - Hours: Mon-Fri 8:30-4:30pm (administrative), program hours vary
 - Wait-times: 1-8 months depending on intake process.
 - Cost: Set fees for some services only.
 - Language(s): English, French (some programs)

- **Contact information:**
 - Phone: 613-728-1946
 - Email: info@rsc-crs.com
 - Website: <https://www.robertssmartcentre.com/>
 - Social Media: <https://www.facebook.com/robertssmartcentre>,
<https://www.instagram.com/robertssmartcentre/>, https://twitter.com/rsc_crs/

The Royal – ACT Teams

- **Services Provided:** Assertive Community Treatment Team for persons dually diagnosed (treatment for those with an intellectual disability and mental illness), ACT teams working with individuals with serious and persistent mental illness (treatment, medication monitoring, ongoing assessment), Step Down from ACT (when intensive ACT services are no longer required).
- **Who Provides Services:** Mental health professionals.
- **Eligibility:** Referrals from mental health facilities, family, community providers, family physicians. Hospitalizations of a minimum of 50 days in past year or 150 days in over 3 years. Individuals 18 years and older.
- **Access:**
 - Location: 1145 Carling Ave
 - Hours: Variable
 - Wait-times: unknown
 - Cost: None
 - Language(s): English
- **Contact information:**
 - Phone: 613-722-6521 ext. 7325
 - Website: <https://www.theroyal.ca/patient-care-information/clinics-services-programs/community-mental-health>
 - Social Media: <https://www.facebook.com/TheRoyalMHC/>,
<https://www.instagram.com/theroyalmhc/?hl=en>,
<https://twitter.com/theroyalmhc?lang=en>, <https://ca.linkedin.com/company/royal-ottawa-health-care-group>

The Royal Ottawa Mental Health Centre - Operational Stress Injury Clinic

- **Services Provided:** Specialized outpatient program serving Canadian Forces veterans and current members and eligible members of the Royal Canadian Mounted Police to treat PTSD and other operational stress injuries (anxiety, depression, substance use disorders) through therapy and medication.
- **Who Provides Services:** Clinicians with experience in assessing and treating PTSD, anxiety, depression, and substance use disorders.
- **Eligibility:** Canadian Forces veterans and current members and eligible members of the Royal Canadian Mounted Police, and family members of such clients. Referral from Veterans Affairs Canada, the Canadian Forces, or the RCMP required.
- **Access:**
 - Location: 1145 Carling Ave
 - Hours: Mon-Fri 8:00am-4:00pm

- Wait-times: Appointment within 15 business days of referral.
- Cost: None
- Language(s): English, French
- **Contact information:**
 - Phone: 613-722-6521 ext. 6270
 - Website: <https://www.theroyal.ca/patient-care-information/clinics-services-programs/operational-stress-injury-clinic>
 - Social Media: <https://www.facebook.com/TheRoyalMHC/>, <https://www.instagram.com/theroyalmhc/?hl=en>, <https://twitter.com/theroyalmhc?lang=en>, <https://ca.linkedin.com/company/royal-ottawa-health-care-group>

The Royal – Substance use and Concurrent Disorders

- **Services Provided:** Inpatient and outpatient services for people living with substance use and mental health concerns. Offers Rapid Access Addiction Medicine (RAAM) Services (reviews treatment goals, provides medications, brief counselling, connection to resources), Regional Opioid intervention Service (opioid agonist therapy and follow-up), various inpatient units (assessment and stabilization, concurrent disorders unit), Day programs.
- **Who Provides Services:** Multidisciplinary health team including addiction medicine physicians, clinical psychologists, psychiatrists, social workers, nurses.
- **Eligibility:** People with concerns about alcohol or opioid use. Regional Opioid intervention Service 16-29 years old who have struggled with opioid use for under 5 years. Accepts self-referrals.
- **Access:**
 - Location: 1145 Carling ave
 - Virtual options available (RAAM Clinic mostly virtual)
 - Hours: Mon-Fri 8am-4pm (Office)
 - Wait-times: unknown
 - Cost: None
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-722-6521 ext. 6508
 - Website: <https://www.theroyal.ca/patient-care-information/clinics-services-programs/substance-use-and-concurrent-disorders#:~:text=The%20Royal's%20Substance%20Use%20and,health%2C%20and%20physical%20health%20issues.>
 - Social Media: <https://www.facebook.com/TheRoyalMHC/>, <https://www.instagram.com/theroyalmhc/?hl=en>, <https://twitter.com/theroyalmhc?lang=en>, <https://ca.linkedin.com/company/royal-ottawa-health-care-group>

Saint Paul University - The Counselling and Psychotherapy Centre

- **Services Provided:** Individual, couple, and family counselling for a variety of mental health issues. Up to 30 appointments per person.

- **Who Provides Services:** Counselling interns (supervised by licensed professionals).
- **Eligibility:** 16 years and older, 12 years and over for family counselling.
- **Access:**
 - Location: 150 Hazel St. 2nd Floor
 - Virtual option available
 - Hours: Mon-Thu 9am-8pm, Fri 9am-5pm. Closed on Fridays from May-August
 - Wait-times: 3-6 months for individual therapy in English, 1-2 months for French
 - Cost: \$80/hour, sliding scale (from \$10) for those who qualify.
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-782-3022
 - Email: counselling@ustpaul.ca
 - Website: <https://ustpaul.ca/en/counselling-and-psychotherapy-centre/>

Sakeenah Canada – Mental Health Services

- **Services Provided:** Transitional shelter and essential supports for women and children leaving violence, provides mental health support for adults and youth. Mental health workers assess all residents and clients and provide them with therapy programs.
- **Who Provides Services:** Mental health workers.
- **Eligibility:** Women and children who experienced trauma due to abuse, poverty, homelessness, or financial or immigration issues. Muslim and non-Muslim women are accepted. Male children accepted with some age restrictions.
- **Access:**
 - Location: Undisclosed
 - Virtual services may be available
 - Hours: Mon-Fri 9am-5pm (office)s
 - Wait-time: unknown
 - Cost: None
 - Language(s): English, Interpretive services available
- **Contact information:**
 - Phone: 1-888-671-3446
 - Email: info@sakeenahcanada.com
 - Website: <https://www.sakeenahcanada.com>
 - Social Media: <https://www.facebook.com/SakeenahCanada/>,
<https://www.instagram.com/sakeenahcanada/>,
<https://www.linkedin.com/sakeenahcanada/>, <https://twitter.com/sakeenahcanada>

The Salvation Army – Booth Centre Ottawa - Stabilization

- **Services Provided:** 30–60-day abstinence-based residential program to treat addiction. Individual counselling, daily group programming.
- **Who Provides Services:** Trained staff, addiction counsellors
- **Eligibility:** Men seeking addiction treatment, drug and alcohol free for 24 hours prior to entering the program. 18 years and older.
- **Access:**
 - Location: 171 George St

- Hours: 24/7
- Wait-times: Waitlist, varies throughout the year.
- Cost: None
- Language(s): English
- **Contact information:**
 - Phone: 613-241-1573 (Office), 1-866-446-3030 ext 306 (Toll free)
 - Website: <http://www.ottawaboothcentre.org/>

Serenity House – Addiction Treatment Services

- **Services Provided:** 9-week residential treatment program for drugs, alcohol, and tobacco addiction including education, relapse prevention, and discharge planning. 12-month transitional housing program following treatment completion.
- **Who Provides Services:** Physicians, psychiatrists, psychotherapists, specialized counsellors, and support staff
- **Eligibility:** Men 18 years and older who are face addiction and may have mild to moderate concurrent disorders. Must be willing to participate in smoking cessation program and quit smoking for 3-month duration
- **Access:**
 - Location: 103 Leopolds Dr., Ottawa
 - 9:00am-5:00pm (administrative)
 - Wait-times: 1-2 months, fluctuates
 - Cost: Covered by OHIP
 - Language(s): English
- **Contact information:**
 - Phone: 613-733-3663
 - Email: admin@serenityhouseottawa.com
 - Website: <http://www.serenityhouseottawa.com>
 - Social Media: <https://www.facebook.com/serenityhouseottawa/>

Shepherds of Good Hope – The Trailer - Supervised Consumption Site

- **Services Provided:** Supervised consumption site for harm reduction wraparound services such as mental health care, substance use treatment.
- **Who Provides Services:** Trained staff and volunteers.
- **Eligibility:** No restrictions.
- **Access:**
 - Location: 256 King Edward
 - Hours: 24/7
 - Wait-times: None
 - Cost: None
 - Language(s): English
- **Contact information:**
 - Phone: 613-789-8210 (Shepherds of Good Hope)
 - Email: reception@sghottawa.com
 - Website: <https://www.sghottawa.com/the-trailer/>

- Social Media: <https://www.facebook.com/sghottawa/>, <https://twitter.com/sghottawa/>, <https://www.instagram.com/sghottawa/>, <https://www.linkedin.com/company/sghottawa/>

Sobriety House Inc

- **Services Provided:** Structured 28-day alcohol and drug dependency program with 24 hour supervision.
- **Who Provides Services:** Staff trained in addictions and counselling.
- **Eligibility:** Men 18 years and older with an alcohol and drug dependency who desire to change their lifestyle. Must have history of symptoms which supports diagnosis of chemical dependency, be physically and psychologically health enough to participate, and be capable of self-care of personal needs. Must contact OARRS program for referral.
- **Access:**
 - Location: 90 First Ave W
 - Hours: 24/7
 - Wait-times: 2 months
 - Cost: Services covered by OHIP, Fee for service beds
 - Language(s): English
- **Contact information:**
 - Phone: 613-233-0828 ext. 7
 - Email: sobrietyhouseottawa@gmail.com
 - Website: <http://www.sobrietyhouse.ca/>
 - Social Media: <https://www.facebook.com/sobrietyhouseottawa>

Somerset West Community Health Centre – Black Community Supports Phone Line

- **Services Provided:** Emotional support, service navigation, referrals.
- **Who Provides Services:** Trained staff
- **Eligibility:** Adults 18 years and older, Black residents, Ottawa
- **Access:**
 - Location: Ottawa wide (phone line)
 - Hours: Mon-Fri 9-4pm
 - Wait-times: None
 - Cost: None
 - Language(s): English, Swahili
- **Contact information:**
 - Phone: 343-571-0097
 - Email: acbwalkin@swchc.on.ca
 - Website: <https://www.swchc.on.ca/programs/black-community-supports-phone-line>
 - Social Media: <https://www.facebook.com/somersetwestchc>, https://www.instagram.com/swchc_community/, <https://twitter.com/swchc>

Somerset West Community Health Centre – Counselling services for the Black Community, Counseling services for the Chinese Community, General Counselling Services

- **Services Provided:** Culturally centered counselling session addressing mental health concerns.
- **Who Provides Services:** Trained staff
- **Eligibility:** Individuals and families from relevant communities
- **Access:**
 - Location: 55 Eccles St (Black and Chinese Community), 30 Rosemount Ave (Black Community)
 - Phone (General Counselling)
 - Hours: Mon-Fri 9am-5pm
 - Wait-times: unknown
 - Cost: None
 - Language(s): English, Swahili, Mandarin, Cantonese, Interpretive services available in 170+ languages
- **Contact information:**
 - Phone: 613-571-0097 (Black Community), 613-402-2159 (Chinese Community), 613-238-8210 (general)
 - Email: info@swchc.on.ca
 - Website: <https://www.swchc.on.ca>
 - Social Media: <https://www.facebook.com/somersetwestchc>, https://www.instagram.com/swchc_community/, <https://twitter.com/swchc>

Tungasuvvingat Inuit – Urban Inuit Community Centre

- Short- and long-term counselling
- **Services Provided:** Counselling services for grief, loss, trauma, addiction. Residential treatment program for substance use and concurrent disorders. Community-based counselling survivors for residential school trauma.
- **Who Provides Services:** Counsellors trained and experienced in grief, trauma, and addiction counselling from an Inuit perspective.
- **Eligibility:** Inuit individuals, all ages.
- **Access:**
 - Location: 1071 Richmond Road, Ottawa
 - Hours: Mon-Fri 9am-4pm
 - Wait-times: unknown
 - Cost: None
 - Language(s): English, Inuktitut
- **Contact information:**
 - Phone: 613-565-5885 ext.201
 - Email: info@tiontario.ca
 - Website: <https://tiontario.ca>
 - Social Media: <https://www.facebook.com/Tlottawa/>, <https://twitter.com/tiontario?lang=en>, <https://www.linkedin.com/company/tiontario/>

University of Ottawa – Centre for Psychological Services and Research

- **Services Provided:** Individual therapy for adolescents and adults, couple therapy, group therapy for a variety of mental health issues.
- **Who Provides Services:** PhD students of psychology.
- **Eligibility:** 6 years and older for child and family therapy, 18 years and older for individual therapy.
- **Access:**
 - Location: 136 Jean-Jacques Lussier St, Room 4031
 - Virtual services available
 - Hours: Mon, Weds-Thurs 9am-8pm, Tue, Fri 9am-5pm
 - Wait-times: 6 months-1 year
 - Cost: Sliding scale based on income, lower than typical private services (training clinic), may be covered by extended health care plans
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-562-5289
 - Email: cpsr@uOttawa.ca
 - Website: <https://www.uottawa.ca/faculty-social-sciences/centre-psychological-services-research/client-services>
 - Social Media: <https://www.facebook.com/uottawa>, <https://twitter.com/uottawa>, <https://www.instagram.com/uottawa/>, <https://www.linkedin.com/school/uottawa/>

Upstream Ottawa Community Mental Health Support

- **Services Provided:** Mental health case management services for youth and adult, psychiatric assessments, Substance Abuse Program for African Canadian and Caribbean Youth (SAPACCY) which is a culturally adaptive mental health and substance use support.
- **Who Provides Services:** Clinicians (for SAPACCY, clinicians have lived experience to provide culturally safe and relevant care).
- **Eligibility:** Youth 16-25 years old and adults 25 years and older with a severe and persistent mental illness, SAPACCY youth 12-29 years old.
- **Access:**
 - Location: 100 Craig Henry Dr, Suite 204, Ottawa
 - Virtual option available if necessary
 - Hours: Mon-Fri 8:30am-4:30pm
 - Wait-times: None
 - Cost: None
 - Language(s): English, French, Fante, Polish, Twi
- **Contact information:**
 - Phone: 613-248-3330
 - Email: info@upstreamottawa.ca
 - Website: www.upstreamottawa.ca
 - Social Media: <https://www.facebook.com/upstreamottawa?fref=ts>, <https://www.instagram.com/upstreamottawa/>, <https://twitter.com/upstreamottawa>, <https://www.linkedin.com/in/upstream-ottawa-b0250389/>

Vesta Recovery Program for Women

- **Services Provided:** Residential addictions treatment service, provides women-centered, trauma responsive programming.
- **Who Provides Services:** Trained staff, Registered social workers.
- **Eligibility:** Women 18 years and older. Must be physically able to climb stairs, perform light house work, and attends groups and all program aspects. 72 hours detox required to enter program.
- **Access:**
 - Location: 101 James St
 - Hours: Mon-Fri 9am-4:00pm (office), 24/7 (program)
 - Wait-times – 3 months
 - Cost: Covered by OHIP
 - Language(s): English
- **Contact information:**
 - Phone: 613-233-0353
 - Email: pattim@vestarecoveryprogram.com
 - Website: <http://www.vestarecoveryprogram.com>

Voice Found – The Clinic

- **Services Provided:** Trauma-informed healthcare for human trafficking survivors, including support for mental health and substance use disorders.
- **Who Provides Services:** Healthcare professionals
- **Eligibility:** 13 years and older at risk for/who are experiencing/who have experienced human trafficking. No health insurance, identification, or medical referrals required. Residency requirement Eastern Ontario.
- **Access:**
 - Location: 1 Nicholas St 604B
 - Virtual option available
 - Hours: Mon-Fri by appointment only
 - Wait-times: 1-2 weeks after referral/intake process. Triaged on case-to-case basis.
 - Cost: None
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-686-1818
 - Email: reception@voicefound.ca
 - Website: https://voicefound.ca/our-work/the_clinic/
 - Social Media: <https://www.facebook.com/VoiceFound/>,
<https://www.instagram.com/voicefound/>, <https://twitter.com/voicefound>

Youth Services Bureau of Ottawa - Mental Health Services

- **Services Provided:** Crisis line and crisis chat service, mental health walk-in clinic, youth and family counselling. Counselling specifically for LGBTQ community available.
- **Who Provides Services:** Trained counsellors.

- **Eligibility:** 12-20 years old (walk-in clinic), 12-17 years old (youth and family counselling), 17 years and under (crisis line), residing in Ottawa area.
- **Access:**
 - Location: 1355 Bank St. Unit 300 and 2225 Mer Bleue Rd. (Walk-in)
 - Crisis line and chat is virtual
 - Counsellors can meet clients at their home/in community
 - Hours: 24/7 (crisis line), Tues and Thurs 12pm-8pm (walk-in clinic)
 - Wait-times: 34 days (average)
 - Cost: None
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-260-2360 (crisis), 613-562-3004 (office)
 - Email: info@ysb.ca
 - Website: <https://www.ysb.ca>
 - Social Media: <https://www.facebook.com/YSB.BSJ/>, <https://www.instagram.com/ysb.bsj/>, <https://www.linkedin.com/company/youth-services-bureau-of-ottawa/>, https://twitter.com/ysb_bsj

Youville Centre – Intensive Treatment Support program

- **Services Provided:** Programs and services for young mothers who wish to complete their high school education. Offers an Intensive Treatment Support program to students that treats mental health and addiction challenges.
- **Who Provides Services:** Mental health and addiction counselors.
- **Eligibility:** Single mothers 14-25 years old
- **Access:**
 - Location: 150 Mann Ave
 - Hours: Mon-Fri 7:30am-5:00pm
 - Wait-times: None
 - Cost: None
 - Language(s): English
- **Contact information:**
 - Phone: 613-231-5150
 - Email: intake@youvillecentre.org
 - Website: <http://www.youvillecentre.org/>
 - Social Media: <https://www.facebook.com/Youville-Centre-Ottawa-388489194513740/>, <https://instagram.com/humansofyouville>, https://twitter.com/YouvilleCentre?ref_src=twsrc^google|twcamp^serp|twgr^auth
or

Innuqatigiit: Centre for Inuit Children, Youth and Families – Sivumut Alluqatigiit Program

- **Services Provided:** Mental health and substance use counselling and harm reduction support. Culturally centered counselling for a variety of mental health issues. Help with mental health system navigation.
- **Who Provides Services:** Counsellors.

- **Eligibility:** Inuit and Indigenous peoples, residing in Ottawa, 13-17 years old for Youth counselling, 24 years and older for adult counselling.
- **Access:**
 - Location: 595 Montreal Rd
 - Virtual option available
 - Hours: Mon-Fri 8:30am-4:30pm
 - Wait-times: None
 - Cost: None
 - Language(s): English, Inuktitut
- **Contact information:**
 - Phone: 343-550-4676
 - Email: adminassistant@inuuqatigiit.ca
 - Website: <http://inuuqatigiit.ca/inuutiarnirmut-katujjiqatigiit/>

YouthNet

- **Services Provided:** For youth, by youth mental health promotion and intervention to help youth develop and maintain good mental health. Workshops and various programs available.
- **Who Provides Services:** Trained youth facilitators.
- **Eligibility:** 13-20 years old depending on program.
- **Access:**
 - Location: 2305 St. Laurent Blvd., Unit 300B
 - Virtual option available for some
 - Hours: Variable
 - Wait-times: 1-8 weeks depending on sign up time and program start time (programs run 4x per year)
 - Cost: None
 - Language(s): English, French
- **Contact information:**
 - Phone: 613-286-0019
 - Email: youthnet@cheo.on.ca, info@ynra.ca
 - Website: <https://ynra.ca>