

211 [www.211ontario.ca](http://www.211ontario.ca) free, confidential, live answer, 24/7, 150 languages, community and social services

### Addictions

- OAARS Ottawa Addictions Access and Referral Services 613-241-5202  
<http://www.saato.ca/en/>
- Rideauwood Addiction and Family Services <http://rideauwood.org/>

### Assault Physical / Sexual Assault

- **Assaulted Women's Help Line:** 1-866-863-0511 (24 hour crisis counselling and referral for men and women);
- **Ottawa Rape Crisis Centre Crisis Line:** 613-562-2333 (24 hour crisis counselling and referral);
- **Centre for Treatment of Sexual Abuse and Childhood Trauma**  
<http://www.centrefortreatment.com/>
- **Sexual Assault Support Centre of Ottawa SASC** 613-725-2160 [info@sascottawa.com](mailto:info@sascottawa.com)
- **Sexual Assault & Partner Abuse Centre —TOH Civic Campus**  
<http://www.ottawahospital.on.ca/>

### Children & Child Care #311

[www.ottawa.ca](http://www.ottawa.ca)

- Child Care Registry of Ottawa <https://onehsn.com/Ottawa/>
- Children's Aid Society of Ottawa 613-747-7800  
<http://www.casott.on.ca/>
- Parent Resource Centre 613-565-2467  
<http://www.parentresource.ca/en/ottawaprc/index.php>

### Counselling Services:

- **Bereaved Families of Ontario-Ottawa** 613-567-4278 <http://www.bfo-ottawa.org>
- **Coalition of Community Health & Resource Centres of Ottawa**  
<http://coalitionottawa.ca/en/home.aspx>
- **KIND** [welcome@kindspace.ca](mailto:welcome@kindspace.ca) | 613-563-4818 | 222 Somerset Street W., Suite 404—  
serving the LGBTQ community
  
- **Walk In clinics:** <http://familyservicesottawa.org/adults/the-walk-in-counselling-clinic-ottawa/>
  - Family Service Centre [www.familyservicesottawa.org](http://www.familyservicesottawa.org)
  - Catholic Family Services [www.cfsottawa.ca](http://www.cfsottawa.ca)
  - Jewish Family Services Ottawa [www.jfsottawa.com](http://www.jfsottawa.com)
  
- **Youth Services Bureau** 613-729-1000 <http://www.ysb.on.ca>  
<http://www.youturn.ca/>
  
- **Centre for Psychological Services, University of Ottawa**, 613-562-5289  
<http://socialsciences.uottawa.ca/psy/cpsr>

## Ottawa Community Resource List

- Centre for Counselling and Pastoral Services, St. Paul University 613-782-3022/613-782-3023 [http://ustpaul.ca/en/centre-for-counselling-home\\_360\\_697.htm](http://ustpaul.ca/en/centre-for-counselling-home_360_697.htm)

### Citizenship, Multicultural and Immigrant Services

- OCISO: Ottawa Community Immigrant Services Organization 613-725-0202 <http://ociso.org/En/index.php/contact-us>
- Immigration Canada 1-888-242-2100
- Catholic Immigration Centre Ottawa 613-232-3660 [www.cic.ca](http://www.cic.ca)
- Immigrant Women Services [www.immigrantwomenservices.com](http://www.immigrantwomenservices.com) 613-729-3145

### Dental Clinics

For people on Ontario Works (OW) or those receiving EHSS (a program for those with dental emergencies and low income who are not on OW).

ODSP recipients can use their dental card to go to any dentist that will accept the card.

Ottawa Public Health Dental Clinics:

\* 2525 St Laurent Blvd, Ottawa, K1H 8P5, 613-580-9632 \* Wheelchair accessible \* Free parking

\* 40 Cobourg St, Ottawa, K1N 8Z6, 613-580-9633 \* Wheelchair accessible \* Free parking

\* 1580 Merivale Rd, Suite 400 Ottawa, K2G 4B5, 613-580-9631 \* Wheelchair accessible \* Free parking

[http://documents.ottawa.ca/sites/documents.ottawa.ca/files/documents/dental\\_table\\_en.pdf](http://documents.ottawa.ca/sites/documents.ottawa.ca/files/documents/dental_table_en.pdf)

### Disabilities

- Ottawa Independent Living & Resource Centre <http://www.oilrc.com/index.htm>
- Service Co-ordination-200-150 Montreal Rd, Vanier ON K1L 8L2 <https://www.scsottawa.on.ca/> 613-748-1788
- Citizen Advocacy [www.citizenadvocacy.org](http://www.citizenadvocacy.org) 613-761-9522

### Finances:

- Ontario Works 3-1-1 apply online at [ontario.ca/socialassistance](http://ontario.ca/socialassistance)  
370 Catherine St, 2020 Walkley Rd, 2339 Ogilvie Rd, 100 Constellatoin Dr.

#### Essential Health & Social Support Program 613-560-6000

- Ontario Disability Support program to apply 613-787-3951 (self referral line)  
Or 613-234-1188 for general enquires [www.mcass.gov.on.ca/cfcs/default.htm](http://www.mcass.gov.on.ca/cfcs/default.htm)  
ODSP—Disability Adjudication Unit 1-888-256-6758 fax 1-416-326-3374
- Canada Pension Plan Disability 1-800-277-9914 [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)
- Canada Revenue Agency Disability Tax Credit 1-800-959-8281  
[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)  
<http://www.cra-arc.gc.ca/E/pbg/tf/t2201/t2201-12e.pdf>
- Credit Counselling 1300 Carling Ave. Ottawa 613-728-2041  
<http://www.k3ccreditcounselling.org/> <http://www.ebottawa.org/fr/>
- Employment Insurance Benefits 1-800-206-7218 [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)
- Income Tax Clinics: call 211 for list of FREE clinics in Ottawa or

<http://www.cra-arc.gc.ca/tx/ndvdl/vlntr/clncs/ottawa-on-eng.html>

- Student Loan Forgiveness 1-888-815-4514 [www.hrsdc.gc.ca](http://www.hrsdc.gc.ca)

### Health Insurance and Health Programs

- OHIP <http://www.health.gov.on.ca/en/public/programs/ohip/>
- Ottawa Public Health <http://ottawa.ca/en/residents/public-health>  
Info re health issues & Smoking Cessation programs
- Healthy Babies, Healthy Children—City of Ottawa  
<http://ottawa.ca/en/residents/public-health/pregnancy-and-babies/healthy-babies-healthy-children-hbhc>
- Health Care Connect- Find a Family Doctor  
1-800-445-1822 [www.ontario.ca/healthcareoptions](http://www.ontario.ca/healthcareoptions)
- Trillium Drug Plan: 1-800-575-5386

[www.health.gov.on.ca/en/public/programs/drugs/opdp\\_forms.aspx](http://www.health.gov.on.ca/en/public/programs/drugs/opdp_forms.aspx)

- Sexual Health Centre—179 Clarence, Ottawa 613-234-4641

<http://ottawa.ca/en/residents/public-health/sexual-health#sexual-health-centre>

### Housing

- Social Housing Registry of Ottawa: 2197 Riverside Drive, 5<sup>th</sup> floor, Ottawa, K1H 1A9 613-526-2088 <http://www.housingregistry.ca/> FAX 613-526-4688
- LEAP <https://hydroottawa.com/community/investment/funds-programs/leap/>  
Low Income Energy Assistance Program 1-855-487-5327
- Housing Help: 309 Cooper Street, Ottawa, K2P 0G5 613-563-4532  
[www.housinghelp.on.ca](http://www.housinghelp.on.ca)
- Action Housing: 261 Montreal Road, Ottawa 613-562-8219  
<http://actionhousing.org/>
- Emergency Shelters <http://ottawa.ca/en/residents/social-services/housing/emergency-shelters>

### Legal services

- Police Emergency: 911;
- Police Elder Abuse/Vulnerable Person's Abuse Unit: 613-236-1222 x 5945;
- Police Non Violent Incidents (i.e. theft): 613-236-1222 x 7300;
- Police Violence or Threat of Violence after the Fact: 613-230-6211;
- Police Victim's Crisis Unit: 613-236-1222 x 2223
- Ottawa Victim Services: 613-238-2762
- Victim's / Witness Assistance Program: 613-239-1229
- Public Guardian and Trustee (PG & T): Guardian Investigation Line: 416-327-6348 and 1-800-366-0335 #5
- Legal Aid Ottawa <http://www.legalaid.on.ca/en/contact/default.asp>
- Community Legal Services: 613-241-70081 –non criminal only
- University of Ottawa Community Legal Clinic-613-562-5600  
<http://commonlaw.uottawa.ca/community-legal-clinic/>
- Family Responsibility Office 613-238-7931
- Family Law Information Centre 3211 -161 Elgin Ottawa K2P 2K1 613-239-1274  
<http://connectingottawa.com/service/family-law-information-centre>
- REACH [www.reach@reach.ca](http://www.reach@reach.ca)

- **Criminal Injuries Compensation Board (Ontario)** Victim Support Line at 1-888-579-2888  
<http://www.cicb.gov.on.ca/en/index.htm>

**Meals on Wheels:** <http://mealsonwheels-ottawa.org/>

**Ottawa Food Banks:** call 211 or <http://www.ottawafoodbank.ca/get-help/>

### **Mental Health Resources:**

- **Crisis Line 24/7**—volunteer support 613-722-6914 [www.crisisline.ca](http://www.crisisline.ca)
- **Mobile Crisis Unit Ottawa** -613-241-3925, **Outside Ottawa**- 1-866-996-0991
- **Canadian Mental Health Association** 1355 Bank Street, #301, Ottawa 613-737-7791 [www.ottawa.cmha.ca](http://www.ottawa.cmha.ca)
- **On TRACK: Champlain District Regional First Episode Psychosis Program** 613-737-8069  
<https://www.ottawahospital.on.ca/wps/portal/Base/TheHospital/ClinicalServices/DeptPgrmCS/Programs/ChamplainDistrictRegionalFirstEpisodePsychosisPrgm>
- **Psychiatric Survivors of Ottawa** 613-567-4379  
<http://www.psychiatricsurvivors.org/>
- **Causeway Work Centre** 613-725-3494  
<http://www.causewayworkcentre.org/>
- **Royal Ottawa Mental Health Centre** 613-722-6521  
<http://www.theroyal.ca/>
- **Ementalhealth.ca** <http://www.ementalhealth.ca/>
- **WRAP programs in Ottawa**
  - Psychiatric Survivors of Ottawa 613-567-4379 x 32
  - Mood Disorders Ottawa (613-526-5406)
  - Royal Ottawa Hospital (613-722-6521 x6770)
  - CMHA Ottawa Branch (613-731-7791 x173)
  - Ottawa SALUS (613-729-0123)
  - Montfort Hospital (613-746-4621)
  - CMHA East – Cornwall Branch (1-613-933-5845)
  - Prescott-Russell ACT Team Casselman (1- 613-764-5464)
  - Pembroke ACT Team (1-613-732-3675)
- **OASIS in Kanata** –helping caregivers of persons with mental illness  
[www.TheOasisKanata.ca](http://www.TheOasisKanata.ca) 613-435-1100 info@TheOasisKanata.ca

### **Native & Aboriginal Services**

- **Wabano Centre for Aboriginal Health** <http://www.wabano.com/>
- **Odawa Native Friendship Centre** <http://www.odawa.on.ca/home.html>
- **Minwaashin Lodge** <http://www.minlodge.com/>
- **Tungasuvvingat Inuit, Community Centre** [www.tungasuvvingatinuit.ca](http://www.tungasuvvingatinuit.ca)

**Recreation programs:** Call 211 see [www.cityofottawa.ca](http://www.cityofottawa.ca) & Woman Alive

Ottawa Community Resource List

**Transportation: OC Transpo PARATRANSPO Service: 613-244-1289,  
The Ottawa Hospital: Special parking rates : contact Security at any TOH campus**