

# Helpful Resources & Links

## Finding Help

- Canadian Mental Health Association: 1-833-456-4566
- Kids Help Phone: 1-800-668-6868
- Ottawa Crisis Line: 1-613-722-6914
- Distress Centre of Ottawa and Region (EN): 1-613-238-3311 or text: 343-306-5550
- Youth Services Bureau 24/7 Crisis Line (EN/FR): 1-613-260-2360
- A Friendly Voice for Seniors: 1-613-692-9992

## Community Organizations

- South-East Ottawa Community Health Centre**: 1-613-737-5115. Offering a wide range of community and social services, including counselling, online playgroups, primary health care, seniors supports, multicultural services and more.
- Ottawa Community Immigrant Services Organization**: 1-613-725-0202. Provides comprehensive settlement and integration services to immigrants and refugees in Ottawa. Virtual or phone services include: Offering a wide range of community and social services, including counselling, online playgroups, primary health services, seniors supports and more.
- Catholic Centre for Immigrants**: 1-613-232-9634. Helping refugees and immigrants adapt and integrate into Canadian society. CCI offers virtual employment, youth and language programming during COVID-19. Mental health, primary health and other service referrals may be offered by phone.

## Local Food Websites & Resources

- Ottawa Food Banks**: Find an agency serving you
- Bag Half Full YOW**: A free grocery delivery service for people who are sick, elderly, self-isolating and immunocompromised with limited ability to go out for groceries. Click the link to register for the service
- Drive-Thru Emergency Pet Food Bank**: Providing a two-week supply of pet food for dogs and cats of all sizes. Residents can access the service once per month. Appointments required.

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## Resource Links and Information:

- Supporting Schools During COVID-19**: Ottawa Public Health has put together a resource page for school staff, parents and students for back to school information.
- Local Resource List**: Support & Assistance from the City of Ottawa
- Ottawa Public Health**: Provides up-to-date health information around COVID-19 and the City-wide impacts (multilingual resources [here](#)).
- Mental Health Supports**: Ottawa Public Health has developed a fact sheet and videos about where to get help and stay mentally well. It has been translated by the Ottawa Newcomer Health Centre in 7 different languages, Swahili, Somali, Spanish, Traditional Chinese, Simplified Chinese, Nepali, and Arabic.
- Parents for Diversity Communication Tool in Multiple Languages**: Parents for Diversity has developed a communication tool, written in multiple languages, to help parents reach out to teachers and administration to request extra support, in their language of choice.
- Ottawa Public Library**: Offering online films, ebooks, audiobooks, databases, e-magazines, and newspapers for all ages. You must be an Ottawa Public Library cardholder to use the services. Get your card [here](#).
- ParticipACTION**: A free, full listing of resources to stay active and healthy.

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## Virtual Programs

- YMCA at Home**: The YMCA has launched a free website offering virtual YMCA experiences to help stay healthy during physical distancing measures. No membership required.
- The Good Companions Centre Without Walls**: A free, interactive, telephone-based program connecting seniors 55+ and adults with disabilities 18+.
- The Newcomer Youth Leadership Development Program**: This program aims to assist youth aged 13 - 25 with social integration, healthy settlement, and encourage them to become productive members of the community. There is no cost to participate. Email or text for more information or to register: [nyld@ymcaywca.ca](mailto:nyld@ymcaywca.ca); 613-291-1824.

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## Support Groups and Services

- Counselling Connect**: This service provides free access to a same-day or next-day phone or video counselling session. Sessions are 45 – 90 minutes. There is no waiting list.
- COVID-19 Support Services for Seniors**: A one-stop site for seniors to request support services, including food and pharmacy deliveries, meals on wheels, transportation and more.

- Unsafe at Home Ottawa**: secure text and online chat service for women who may be living through increased violence and abuse at home during the COVID-19 pandemic.
- Virtual Women's Wellness Group**: For women who are going through or have gone through domestic or family violence. Group meets weekly. Click on the link to email/register
- Peer-to-Peer COVID-19 Discussion Forum**: This online peer-to-peer discussion forum is a space where you can offer support, encouragement, and share your experiences with managing your stress and anxiety related to the COVID-19 virus. You can also get tips and suggestions for how best to cope in this difficult time.
- Wellness Together Canada**: Get connected to mental health and substance use support, resources, and counseling with a mental health professional.