

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

- ❑ [Heron Emergency Food Centre](#): HEFC is a member agency of the Ottawa Food Bank that serves the South-East Ottawa area, including Heron Gate.
- ❑ [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.

- [Ottawa Humane Society Emergency Pet Food Bank](#): The OHS ensures pet food is available to clients of the Ottawa Food Bank and for those facing unexpected financial hardship. Pick up Thursdays from 11am – 3pm at 245 West Hunt Club Road. Pre-registration is required.
- [African Canadian Association of Ottawa Food Relief Program](#): The African Canadian Association has launched a program to deliver critical food supplies to seniors and people in need in Ottawa’s Black community.

ACADEMIC RESOURCES

- [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.
- [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.
- [Online Tutoring and Homework Help](#): Frontier College in partnership with the Ottawa Public Library is offering FREE tutoring and homework help for children grades 1 - 6. Meetings will be one-to-one and take place once per week on Zoom. [Fill out the consent form from Frontier College](#) to get started.
- [Online Math Tutor](#): Students in grades 6 – 10 can access a FREE math tutor online through TVO Mathify. Students are matched up with knowledgeable teachers from all over Ontario.

RESOURCE LINKS AND 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](#)).
- [COVID-19 Information for Arabic and Somali Speakers](#): You can now contact Ottawa Public Health by text or voice clip on WhatsApp for information about COVID-19. Contact 1-613-229-3359 for Arabic and 1-613-229-3373 for Somali speakers.

- [Energy Affordability Program](#): Helping Ontario residents save energy and reduce costs. Eligibility for the program is based on household income or receipt of a qualifying eligible benefit.
- [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.
- [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.

VIRTUAL PROGRAMS

- [Virtual Attractions Around the City](#): Take a guided tour through the Museum of Nature, the National Gallery of Canada, and much more – all without leaving the comfort of your home.
- [At-Home Science Experiments](#): Explore science and technology in your own home with fun hands-on activities and science experiments. New experiments are added regularly, so make sure to come back often.
- [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.
- [Aging Well Together at the Library – Wellness Fridays](#): Ottawa Public Library has developed a series of wellness programs and activities for older adults through December. Themes for program topics include drawing, movement (Tai chi, for example), writing and journaling, and puzzles.
- [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; 613-291-1824.

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.
- [Wellness Together Canada](#): Get connected to mental health and substance use support, resources, and counseling with a mental health professional.