# Mental Health Services Referral Tool

<table>
<thead>
<tr>
<th>Community Centers</th>
<th>Crisis support</th>
<th>Counselling</th>
<th>Family Counselling</th>
<th>Support/Activity Group</th>
<th>Assessment</th>
<th>Information Resource</th>
<th>Referral</th>
<th>Fee for Service</th>
<th>Age Range</th>
</tr>
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<tbody>
<tr>
<td>Carlington (B)</td>
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| Community Agencies | 
|-------------------|--------------------------------------------------|
| Bereaved Families of Ontario (B) | ● | ● | N N | 3+ |
| CAMH (B) | ● | ● | N N | All |
| CMHA (B) | ● | ● | ● | ● | ● | Y N | All |
| Centre Psychosocial (F) | ● | ● | ● | ● | ● | ● | N N | 0-18 |
| Crossroads Children Centre (E) | ● | ● | ● | ● | ● | ● | Y N | 0-12 |
| Family Services Ottawa (B) | ● | ● | ● | ● | ● | ● | Y N | 0-12 |
| Geriatric Psychiatry of Ottawa (B) | ● | ● | ● | ● | ● | ● | Y N | 55+ |
| GLBTQ counselling (E) | ● | ● | ● | ● | ● | ● | N N | 12-25 |
| Hopewell Eating Disorders (E) | ● | ● | ● | ● | ● | ● | N N | 13+ |
| Horizons Renaissance (F) | ● | ● | ● | ● | ● | ● | Y N | 16+ |
| Operation Come Home (E) | ● | ● | ● | ● | ● | ● | N N | 16+ |
| Ottawa Com Immigrant (OCISO) (B) | ● | ● | ● | ● | ● | ● | N N | 13+ |
| Ottawa Salus (Housing) Corp (B) | ● | ● | ● | ● | ● | ● | Y Y | 16+ |
| Parent Lifeline of EO (PLEO) (E) | ● | ● | ● | ● | ● | ● | N Y/N | 16+ |
| Project Upstream (E) | ● | ● | ● | ● | ● | ● | Y N | 16-24 |
| Robert Smart Centre (B) | ● | ● | ● | ● | ● | ● | Y N | 12-17 |
| Sexual Assault Support Centre (E) | ● | ● | ● | ● | ● | ● | N N | All |
| Youth Net (B) | ● | ● | ● | ● | ● | ● | N N | 12+ |
| Youth Services Bureau (B) | ● | ● | ● | ● | ● | ● | N N | 13+ |
| Wabano Centre Aboriginal Health (E) | ● | ● | ● | ● | ● | ● | N N | All |

| Addiction Support | 
|-------------------|--------------------------------------------------|
| Dave Smith Youth Treatment (B) | ● | ● | ● | ● | ● | ● | Y N | 13-18 |
| Maison Fraternité (F) | ● | ● | ● | ● | ● | ● | N N | 12-18 |
| Rideauwood Addiction Services (E) | ● | ● | ● | ● | ● | ● | N N | 13+ |

| Crisis Lines | 
|---------------|--------------------------------------------------|
| Centre d'Aide 24/7 (F) | ● | ● | ● | ● | ● | ● | N N | All |
| Distress Centre Ottawa (E) | ● | ● | ● | ● | ● | ● | N N | All |
| Mental Health Crisis Line (B) | ● | ● | ● | ● | ● | ● | N N | 16+ |
| Ottawa Rape Crisis Centre (E) | ● | ● | ● | ● | ● | ● | N N | All |
| Tel-aide Outaouais (F) | ● | ● | ● | ● | ● | ● | N N | All |
| YSB 24/7 Crisis Line (B) | ● | ● | ● | ● | ● | ● | N N | All |

| Hospitals | 
|------------|--------------------------------------------------|
| CHEO (B) | ● | ● | ● | ● | ● | ● | Y/N | N | 0-18 |
| Montfort Hospital (F) | ● | ● | ● | ● | ● | ● | Y/N | N | 16-19 |
| Ottawa Hospital, On Track Program | ● | ● | ● | ● | ● | ● | N N | All |

B=Bilingual, E=English, F=French
More information can be found either through either [211](https://www.211ontario.ca) or [ementalhealth.ca](https://www.211ontario.ca)

07/2012
## Community Health/Resource Centres

1. **Carlington Community Health Centre** (B)  
   900 Merivale Rd. Ottawa, ON K1Z 5Z8  
   Phone: 613-722-4000  
   Catchment area: Residents of Scott-Hill/Van Lang, Annavale, Bellevue, Debra Dynes  
   www.carlington.ochc.org

2. **Centretown Community Health Centre** (B)  
   420 Cooper St. Ottawa, ON K2P 2N6  
   Phone: 613-233-4443  
   Catchment area: Residents of Old Ottawa South, Glebe, Centertown  
   www.centretownchc.org

3. **Eastern Ottawa resource Centre** (B)  
   Beacon Hill Shopping Centre  
   2339 Ogilvie Rd. Ottawa, ON K1J 8M6  
   Phone: 613-741-6025  
   Catchment area: Residents of Blackburn Hamlet, Gloucester, Beacon Hill, Orleans West  
   www.eorc-gloucester.ca

4. **Hunt Club Riverside Community Services Centre** (B)  
   3310 McCarthy Rd. Ottawa, ON K1V 9S1  
   Phone: 613-247-1600  
   Catchment area: Residents of Hunt Club Riverside Park  
   www.hcrcsc.ca

5. **Lowertown Community Resource Centre** (B)  
   40 Cobourg St. Ottawa, ON K1N 8Z6  
   Phone: 613-789-3930  
   Catchment area: Residents of Lowertown  
   www.crcbv.ca

6. **Nepean, Rideau & Osgoode Community Resource Centre** (E)  
   Merivale Mall  
   541-1642 Merivale Rd. Nepean, ON K2G 4A1  
   Phone: 613-596-5626  
   Catchment area: Residents of Nepean, Rideau and Osgoode  
   www.nrocrc.org

7. **Orléans-Cumberland Community Resource Centre** (B)  
   240 Centrum Blvd. Orléans, ON K1E 3J4  
   Phone: 613-830-4357  
   Catchment area: Residents of Orléans and Cumberland  
   http://www.crococ.ca/

8. **Overbrook-Forbes Community Resource Centre** (B)  
   35-120-225 Donald St. Ottawa, ON K1K 1N1  
   Phone: 613-745-0073  
   Catchment area: Residents of North-East Ottawa (area code K1K, K1M, K1G)  
   www.ofcrc.org

9. **Pinecrest-Queensway Community Health Centre** (B)  
   1365 Richmond Rd. Ottawa, ON K2B 6R7  
   Phone: 613-820-4922  
   www.pqhcs.com

10. **Sandy Hill Community Health Centre** (B)  
    221 Nelson St. Ottawa, ON K1N 1C7  
    Phone: 613-789-1500  
    Catchment area: Residents of Sandy Hill  
    www.sandyhillchc.on.ca

11. **Somerset West Community Health Centre** (B)  
    55 Eccles St. Ottawa, ON K1R 6S3  
    Phone: 613-238-8210  
    Catchment area: Residents of West Central Ottawa  
    www.swchc.on.ca

12. **South-East Ottawa Community Health Centre** (B)  
    600-1355 Bank St. Ottawa, ON K1H 8K7  
    Phone: 613-737-5115  
    Catchment area: Residents of South-East Ottawa  
    www.seochc.on.ca

13. **Vanier Community Service Centre** (B)  
    290 Dupuis St. Vanier, ON K1L 1A2  
    Phone: 613-744-2892  
    Catchment area: Residents of Vanier  
    www.cscvanier.com

14. **Western Ottawa Community Resource Centre** (B)  
    2 MacNeil Crt. Ottawa, ON K2L 4H7  
    Phone: 613-591-3686  
    Catchment area: Residents of Goulbourn, West Carleton and Kanata  
Community Agencies

1. **Bereaved Families of Ontario** (B)
   Ottawa Chapter
   308-211 Bronson Ave. Ottawa, ON K1R 6H5
   Phone: 613-567-4278
   Offers support groups for those who have experienced loss, including youth-specific groups.
   [www.bfo-ottawa.org](http://www.bfo-ottawa.org)

2. **Canadian Mental Health Association (CMHA)** (B)
   Ottawa Branch
   301-1355 Bank St. Ottawa, ON K1H 8K7
   Phone: 613-737-7791
   Referral: To access services, call during regular business hours and ask to speak to the Information and Referral worker.
   Offers public education, community mental health support services, peer support programs, and information and referral.
   [www.cmhaottawa.ca](http://www.cmhaottawa.ca)

3. **Centre for Addiction and Mental Health (CAMH)** (B)
   Ottawa Office
   150 Isabella Street, Suite 205, Ottawa, ON K1S 1V7
   Phone: 613-569-6024
   Offers public education, information resources, presentations, webinars and research.
   [www.camh.net](http://www.camh.net)

4. **Centre Psychosocial** (F)
   300-150 Montreal Rd. Ottawa, ON K1L 8H2
   Phone: 613-789-2240
   Provides 24hr crisis line, counselling, and support services for all ages.
   [www.centrepsychosocial.ca](http://www.centrepsychosocial.ca)

5. **Crossroads Children's Centre**
   1755 Courtyard Cr. Ottawa, ON K2C 3J2
   Phone: 613-723-1623
   Referral: Contact Intake Department at 613-723-1623 ext.248.
   Provides children and their families with a wide range of mental health services and supports in the home, school and community.
   [www.crossroadschildren.ca](http://www.crossroadschildren.ca)

6. **Family Services Ottawa** (B)
   312 Parkdale Ave. Ottawa, ON K1Y 4X5
   Phone: 613-725-3601
   Referral: Contact main line and ask for Intake worker.
   Fee: Sliding fee scale geared to family income and the number of dependants living in the home.
   Services include general counselling for all ages, parenting workshops, and counselling for women and children who have been victims of abuse.
   [www.familyservicesottawa.org](http://www.familyservicesottawa.org)

7. **Geriatric Psychiatry Community Services of Ottawa** (B)
   75 Bruyère St. Ottawa, ON, K1N 5C8
   Phone: 613-562-9777 ext. 225
   Referral: Physician referral required
   Ages: 55 years and up
   Provides interdisciplinary, bilingual outreach consultation, as well as assessment and treatment for both the elderly and their caregivers living in Ottawa. The team includes: geriatric psychiatrists, registered nurses, occupational therapists, social workers, capacity assessors, and a psychogeriatric resource consultant.
   [www.bruyere.org](http://www.bruyere.org)

8. **GLBTTQ Counselling** (E)
   Centretown Community Health Centre
   420 Cooper St. Ottawa, ON K2P 2N6
   Phone: 613-233-4443
   Counselling to youth who need support around GLBTTQ (Gay, Lesbian, Bisexual, Trans, Two-Spirit, Questioning) issues.
   [www.centretownchc.org](http://www.centretownchc.org)

9. **Hopewell Eating Disorders** (E)
   202-153 Chapel St. Ottawa, ON K1N 1H5
   Phone: 613-241-3428
   Fee: There are costs for some, but not all, support groups.
   Support centre for youth and adults with eating disorders and their families. Provides support groups, mentoring and community presentations.
   [www.hopewell.ca](http://www.hopewell.ca)

10. **Horizons Renaissance** (F)
    201-338 chemin Montreal. Ottawa, ON K1L 6B3
    Phone: 613-742-0988
    Referral: Call main line and ask for the intake coordinator.
    Provides youth counselling, support services, and housing support to francophone youth 16+.
    [www.horizons-renaissance.com](http://www.horizons-renaissance.com)
11. **Operation Come Home** (B)  
179 Murray St. Ottawa, ON K1N 5M7  
Phone: 613-230-4663  
Offers supported education and employment, social enterprises, street outreach, drop-in centre and emergency services, and assists runaway youth return home to their families.  
[www.operationcomehome.ca](http://www.operationcomehome.ca)

12. **Ottawa Community Immigrant Services Organization** (OCISO) (B)  
959 Wellington Street West, Ottawa, ON K1Y 2X5  
Phone: 613-725-5761 ext.322  
Fee: Fees are paid on a sliding scale but are waived for low-income clients.  
Provide counselling services to the immigrant and refugee population, offer clinical counselling and support groups to individuals, couples and families.  
[http://www.ociso.org](http://www.ociso.org)

13. **Ottawa Salus Corporation** (B)  
2000 Scott St. Ottawa, ON K1Z 6T2  
Phone: 613-729-0123  
Referral: Call main line and ask for Intake coordinator.  
Fee: For housing services, rent will depend on income or social support level.  
Offers rehabilitation services, community support services, and housing to those 16 years of age or older, with mental health problems.  
[www.salus.on.ca](http://www.salus.on.ca)

14. **Parent Lifeline of Eastern Ontario** (PLEO) (E)  
Location changes based on support groups, so please call or check website for location information.  
Phone: 613-321-3211  
Fee: $3 for youth support group, but NO fee for parent/caregiver support groups.  
Offers support groups to young adults 16-28 and to parents and caregivers who have children, youth and young adults living with mental illness.  
[http://www.pleo.on.ca](http://www.pleo.on.ca)

15. **Project Upstream** (E)  
301-1355 Bank St. Ottawa, ON K1H 8K7  
Phone: 613-248-3329 ext.127  
Web: [www.projectupstream.com](http://www.projectupstream.com)  
Referral: Contact main line and ask for Bo Turpin, Coordinator.  
Provides a range of support services to persons with mental illness, including case management and housing services.  
[www.projectupstream.com](http://www.projectupstream.com)

16. **Roberts/Smart Centre** (B)  
1199 Carling Ave. Ottawa, ON K1Z 8N3  
Phone: 613-728-1946  
Referral: Contact Intake Coordinator either at 613-728-1946 ext.236 or intake@rsc-crs.com  
Provides specialized clinical services in residential, secure and day treatment settings.  
[www.robertssmartcentre.com](http://www.robertssmartcentre.com)

17. **Sexual Assault Support Centre of Ottawa** (E)  
P.O Box 4441, Stn. E. Ottawa, ON K1S 5B4  
Phone: 613-725-2160 | 24hr line: 613-234-2266  
Services include 24 hour crisis line, accompaniment, and counselling for women of all ages who have undergone sexual assault.  
[www.sascottawa.org](http://www.sascottawa.org)

18. **Youth Net/Réseau Abo** (B)  
Children’s Hospital of Eastern Ontario  
401 Smyth Rd. Ottawa, ON K1H 8L1  
Phone: 613-738-3915  
Mental health promotion program run for youth by youth. Social worker on site. Focus groups, youth advisory committee, presentations and activity based initiatives.  
[www.youthnet.on.ca](http://www.youthnet.on.ca)

19. **Youth Services Bureau**  
2301 Carling Ave. Ottawa, ON K2B 8K2  
Phone: 613-562-3004 | Hours: Tuesdays and Thursdays, 12-8 p.m.  
Provide intake services, youth and family counselling, MST/intensive, integrated crisis, day treatment and wraparound services. Please call or check above link for more details.  
[www.ysb.ca/mentalhealth](http://www.ysb.ca/mentalhealth)

20. **Wabano Centre for Aboriginal Health** (E)  
299 Montreal rd. Ottawa, ON K1L 6B8  
Phone: 613-748-0657 x.247  
Provide comprehensive and culturally relevant counselling services and ongoing groups for individuals, couples and families.  
Crisis Lines

1. Centre d’aide 24/7 (F)  
   Phone: 819-595-9999  
   Web: www.ementalhealth.ca/ottawa/en_/Le_Centre_dAide_a2_b9222.html  

2. Distress Centre Ottawa and Region (E)  
   Phone: 613-238-3311  
   Web: www.dcottawa.on.ca  

3. Mental Health Crisis Line (B)  
   Phone: 613-722-6914 | Outside Ottawa: 1-866-966-0991  
   Web: www.crisisline.ca  

4. Ottawa Rape Crisis Centre Crisis Line (E)  
   Phone: 613-562-2333 | 24hr line: 613-562-2333  
   Web: www.orcc.net  
   Tel-aide Outaouais (F)  
   Phone: 613-741-6433  
   Web: www.tel-aide-outaouais.org  

5. YSB – 24/7 Crisis Line (B)  
   Phone: 613-268-2360, Outside Ottawa: 1-877-377-7775  
   Web: www.ysb.on.ca/index.php?page=24-7-crisis-line&hl=eng  

Addiction Support

1. Dave Smith Youth Treatment Centre (B)  
   786 Bronson Ave. Ottawa, ON K1S 4G4  
   Phone: 613-594-8333  
   Treatment centre for youth aged 13-18 with addiction issues that provides assessment, individual and group  
   counselling and parental support.  
   www.davesmithcentre.org  

2. Maison Fraternité (F)  
   242 Cantin St. Ottawa, ON K1L 6T2  
   Phone: 613-741-2523  
   Francophone treatment centre with specific services catered to youth aged 12-18 with addiction issues including  
   individual, group counselling, and family support.  
   www.maisonfraternite.ca  

3. Rideauwood Addiction and Family Services (E)  
   312 Parkdale Ave. Ottawa, ON K1Y 4X5  
   Phone: 613-724-4881  
   Provides treatment for those of all ages with addiction issues, as well as their affected friends and family.  
   www.rideauwood.org  

Hospitals

1. Children’s Hospital of Eastern Ontario (CHEO) (B)  
   401 Smyth Rd., Ottawa, ON K1H 8L1  
   Phone: 613-737-7600 | mental health intake: 613-737-2496  
   Referral: Physician or healthcare professional referral required for all counselling programs.  
   www.cheo.on.ca  

2. Montfort Hospital (F)  
   713 Montreal Rd., Ottawa, ON K1K 0T2  
   Phone: 613-746-4621  
   Referral: Physician or healthcare professional referral required for all counselling programs.  
   http://hopitalmontfort.com/accueil.cfm  

3. Ottawa Hospital, On Track Program (B)  
   1355 Bank St, Suite 208, Ottawa, ON K1H 8K7  
   Phone: 613-737-8069  
   Provide assessment, treatment, education, and case management for people 16-64 with psychosis.  
   www.treatpsychosisearly.ca  

4. The Royal  
   1145 carling Ave. Ottawa, ON K1Z 7K4  
   Phone: 613-722-6521  
   Referral: Physician or healthcare professional referral required for all counselling programs. To contact mental  
   health intake services, call: 613-737-2496  
   www.rohcg.on.ca