



Mental Health Services Referral Tool

Community Centers	Crisis support	Counselling	Family Counselling	Support/Activity Group	Assessment	Information Resources	Information Presentation	Referral Required	Fee for Service	Age Range
Carlington (B)	●	●	●			●		N	N	All
Centretown (B)	●	●	●	●	●	●	●	N	N	All
Eastern Ottawa (B)		●	●			●		N	Y	All
Hunt Club-Riverside (B)	●	●	●					N	N	All
Lowertown (B)		●				●		N	N	All
Nepean, Rideau and Osgoode (E)		●			●			N	N	All
Orléans-Cumberland CRC (B)	●	●	●	●		●		N	N	All
Overbrook-Forbes (B)	●	●	●			●		N	N	All
Pinecrest-Queensway (B)	●	●	●			●		N	N	All
Sandy Hill (B)	●	●	●			●		N	N	All
Somerset West (B)	●	●	●	●		●	●	N	N	All
South-East Ottawa (B)	●	●	●		●	●		N	N	All
Vanier (B)		●	●					N	N	All
Western Ottawa (B)	●	●	●			●	●	N	N	All
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	Y	All
Geriatric Psychiatry of Ottawa (B)		●	●	●	●			Y	N	55+
GLBTTQ counselling (E)		●	●			●	●	N	N	12-25
Hopewell Eating Disorders (E)				●		●	●	N	Y/N	13+
Horizons Renaissance (F)		●		●				Y	N	16+
Operation Come Home (E)	●	●		●		●	●	N	N	16+
Ottawa Com Immigrant (OCISO) (B)	●	●	●	●	●	●		N	Y/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 AboriginalHlth (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	16+

B=Bilingual, E=English, F=French

More information can be found either through either [211](tel:211) or ementalhealth.ca

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.nrocr.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.crcoc.ca/>
8. [Overbrook-Forbes Community Resource Centre \(B\)](#)
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. [Pincrest-Queensway Community Health Centre \(B\)](#)
1365 Richmond Rd. Ottawa, ON K2B 6R7
Phone: 613-820-4922
Catchment area: Residents with area codes: K2A, K2B, K2C, K2G, K2H
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
www.wocrc.ca/en/home.aspx

Community Agencies

- [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
- [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
- [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
- [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.centrepyschosocial.ca
- [Crossroads Children's Centre](#)**
1755 Courtwood 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
- [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
- [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
- [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
- [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
- [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

- 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
- 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>
- 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
- 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>
- 15. [Project Upstream \(E\)](#)**
301-1355 Bank St. Ottawa, ON K1H 8K7
Phone: 613-248-3329 ext.127
Web: 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
- 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
- 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
- 18. [Youth Net/Réseau Ado \(B\)](#)**
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
- 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.yzb.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.
<http://www.wabano.com/>

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: 613-260-2360, 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 \(B\)](http://www.davesmithcentre.org)**
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 \(F\)](http://www.maisonfraternite.ca)**
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 \(E\)](http://www.rideauwood.org)**
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 \(CHEO\) \(B\)](http://www.cheo.on.ca)**
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 \(F\)](http://hopitalmontfort.com/accueil.cfm)**
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 \(B\)](http://www.treatpsychosisearly.ca)**
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](http://www.rohcg.on.ca)**
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