

## *How to Use This Guide*

Navigating social services can be an exhausting and overwhelming process. That is why we're here to help.

The *Community Services and Supports Guide* provides contact information and a brief overview of various community organizations and social services available in Ottawa. Harmony House does not have direct experience working with every organization listed here; however, we have only included organizations that provide public services and are free or low-cost.

It is up to you how you choose to use this guide. You may want to do some additional research and contact the organizations on your own, or you may want assistance in determining what services are right for you. Just know that you are not alone. Harmony House staff are here to support you along the way, and to help answer any questions you might have.

If there is a service that interests you and you would like support in accessing it, let us know!

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## **Crisis Lines and Help Lines**

Crisis lines and help lines are over-the-phone services that provide immediate, confidential one-on-one assistance and support. They are **not** a replacement for 9-1-1 emergency services and do not provide medical or psychological advice.

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### ***Mental Health Lines***

#### ***ConnexOntario***

Helpline: 1-866-531-2600

Website: [www.connexontario.ca](http://www.connexontario.ca)

Provides supportive listening and resource referral for people struggling with mental health, addictions, and problem gambling.

#### ***Hope for Wellness Helpline***

24/7 Crisis Line: 1-855-242-3310

24/7 Live Chat: [www.hopeforwellness.ca](http://www.hopeforwellness.ca)

Offers immediate emotional and crisis support for all Indigenous peoples across Canada. Services are available in English and French. Phone counselling is also available in Ojibway, Cree, and Inuktitut.

#### ***Métis Nation of Ontario Crisis Line***

24/7 Crisis Line: 1-877-767-7572

Website: [www.metisnation.org](http://www.metisnation.org)

Offers culturally specific, 24/7 mental health and addictions crisis support for Métis people across Ontario.

#### ***Nisa Helpline***

Crisis Line: 1-888-315-6472

E-mail: [info@nisahelpline.com](mailto:info@nisahelpline.com)

Website: [www.nisahelpline.com](http://www.nisahelpline.com)

\*Available Monday-Sunday, 12 hours a day\*

Provides free peer support and faith-based counselling for Muslim women across North America. Receive assistance and guidance on issues such as abuse, addictions and substance use, Islamophobia, gender and sexuality, and mental health.

#### ***Ottawa Distress Centre***

24/7 Distress Line: 613-238-3311

Website: [www.dcottawa.on.ca](http://www.dcottawa.on.ca)

Provides emotional support and encouragement on a wide range of issues. Can provide one-time crisis management, suicide risk assessment and prevention, and community resource referrals.

***Ottawa Crisis Line***

24/7 Crisis Line: 613-722-6914

Website: [www.crisisline.ca](http://www.crisisline.ca)

24/7 support for people experiencing a mental health crisis, or people who are supporting a person in crisis. The crisis team provides immediate, over-the-phone support and connection to relevant emergency services. After an initial assessment, and with your consent, can provide in-person services to help you work through your crisis.

***Talk 4 Healing***

Main Phone Line: 1-855-554-4325

Website: [www.talk4healing.com](http://www.talk4healing.com)

Live Chat Page: [www.talk4healing.com/live-chat/](http://www.talk4healing.com/live-chat/)

Provides 24/7 confidential phone, text, and online chat support for Indigenous women across Ontario. Available in 14 languages. Receive guidance, service referrals, or just a listening ear when you need it.

***Tel-Aide Outaouais***

Crisis Line: 613-741-6433

Toll Free: 1-800-567-9699

Website: [www.telaideoutaouais.org](http://www.telaideoutaouais.org)

Emotional support and encouragement for Francophone and French-speaking residents of Ottawa and area.

***Child and Youth Crisis Lines***

***Black Youth Helpline***

Helpline: 1-833-294-8650

Website: [www.blackyouth.ca](http://www.blackyouth.ca)

Provides immediate emotional support and practical assistance to all youth, with a specific focus on the needs of Black youth and their families.

***Kids Help Phone***

24/7 Crisis Line: 1-800-668-6868

24/7 Text Chat: 686868

Website: [www.kidshelpphone.ca](http://www.kidshelpphone.ca)

Provides phone- and text-based e-mental health services for kids, teens, and young adults. Services are available in English and French.

***Naseeha Youth Helpline***

Helpline (Call or Text): 1-866-627-3342

Website: [www.naseeha.org](http://www.naseeha.org)

A confidential helpline for Muslim youth, available 7 days a week from 3 pm -9 pm.

***Youth Services Bureau***

24/7 Crisis Line: 613-260-2360

Website: [www.ysb.ca](http://www.ysb.ca)

Provides immediate mental health support and resource referrals for youth and their families.

***Sexual Assault and Domestic Violence Support Lines***

***Assaulted Women's Helpline***

24/7 Crisis Line: 1-866-863-0511

Website: [www/awhl.org](http://www/awhl.org)

Provides 24/7 counselling, emotional support, information and referrals to all women who have experienced or are currently experiencing abuse of any kind.

***Fem'aide***

24/7 Crisis Line: 1-877-336-2433

Website: [www.femaide.ca](http://www.femaide.ca)

Provides 24/7 support, information, and referrals for French-speaking women who have experienced domestic violence or sexual assault.

***Minwaashin Lodge***

Crisis Line: 613-789-1141

Website: [www.minlodge.com](http://www.minlodge.com)

Provides support for Indigenous women and children who are survivors of violence.

***Ottawa Rape Crisis Centre***

24/7 Crisis Line: 613-562-2333

Website: [www.orcc.net](http://www.orcc.net)

Provides 24/7 support and referrals to all women, trans, non-binary, gender-diverse, and two-spirit survivors.

***Sexual Assault Support Centre of Ottawa***

24/7 Crisis Line: 613-234-2266

Website: [www.sascottawa.com](http://www.sascottawa.com)

Provides 24/7 support and referrals for all women survivors of sexual violence and abuse.

***Unsafe at Home Ottawa***

Text Line: 613-704-5535

Online Chat: [www.unsafeathomeottawa.ca](http://www.unsafeathomeottawa.ca)

Hours: Monday-Sunday, 8:30 am - Midnight

Provides secure text and online chat services for women and LGBTQ2S+ individuals in the Ottawa and Lanark County areas who are experiencing violence in their homes and who do not feel safe talking on the phone. Services include emotional support, safety planning, and service referrals.

***LGBTQ2S+ Support Lines******LGBT Youthline***

Text: 647-694-4275

Live Chat: [www.youthline.ca](http://www.youthline.ca)

E-mail: [askus@youthline.ca](mailto:askus@youthline.ca)

Text, chat, and e-mail peer support for LGBTQ2S+ youth. Support is available Sunday-Friday from 4 pm - 9:30 pm.

***Trans Lifeline***

Helpline: 1-877-565-8860

Website: [www.translifeline.org](http://www.translifeline.org)

Crisis supports and referrals for all trans, gender-diverse, non-binary, and gender questioning individuals.

## **General Counselling and Mental Health Services and Supports**

Free and low-cost counselling services to help you address a variety of social and mental health concerns.

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### ***Counselling Connect***

Website: [www.counsellingconnect.org](http://www.counsellingconnect.org)

Free same-day or next-day counselling services by phone or video for children, youth, adults, and families living in the Ottawa area. Counselling services are provided by a number of resource centres and social service agencies across the city. Find short-term and crisis counselling supports for a broad spectrum of life challenges, including addictions, anxiety and depression, relationships, grief and loss, immigration, navigating gender and sexuality, and more. Services are provided in a number of different languages. To learn more or to book an appointment, visit the website above.

### ***The Walk-In Counselling Clinic***

Main Phone Line: 613-755-2277

Website: [www.walkincounselling.org](http://www.walkincounselling.org)

Provides free, same-day, in-person crisis counselling sessions at several agencies across Ottawa. A good service for those who need crisis supports but either have limited access to a phone/internet or who prefer in-person support. Provides counselling supports and referrals for a number of challenges, including addictions, trauma, intimate partner violence, anxiety and depression, relationships, immigration, navigating gender and sexuality, and more.

### ***Somerset West Community Health Centre***

Main Phone Line: 613-402-2499

Website: [www.swchc.on.ca](http://www.swchc.on.ca)

Free walk-in and appointment-based counselling services for people living in the Somerset West catchment area (this includes Harmony House). Somerset West counselling services provide support with a number of challenges, including mental health, relationships, intimate partner violence, and abuse. Services provided in English, Mandarin, Cantonese, Vietnamese, and Cambodian.

### ***Counselling and Family Services Ottawa (CFSO)***

Main Phone Line: 613-233-8478

Website: [www.cfsottawa.ca](http://www.cfsottawa.ca)

Free, appointment-based counselling services for men, women, parents, children and youth. Counselling services include general crisis support, as well as supports for intimate partner violence survivors and their children. CFS also provides advocacy and service referrals for

individuals experiencing barriers to service access. All services are available in English and French; interpretation services provided upon request.



## **Gender-Based Violence and Sexual Assault Supports**

Counselling, support, and referral services for people who have experienced sexual violence, abuse, and/or exploitation.

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### ***CALACS francophone d'Ottawa***

Main Support Line: 613-789-8096

Website: [www.calacs.ca](http://www.calacs.ca)

Crisis, one-to-one and group support for francophone women 16-years-old and over in Ottawa who are survivors of intimate partner violence.

### ***Immigrant Women's Services Ottawa***

Main Phone Line: 613-729-3145

Website: [www.immigrantwomenservices.com](http://www.immigrantwomenservices.com)

Provides crisis intervention, short-term and therapeutic counselling, support groups, and information and referrals for immigrant women and their children who are fleeing abuse or who are survivors of intimate partner violence.

### ***Minwaashin Lodge***

Main Phone Line: 613-741-5590

Crisis Line: 613-789-1141

Main E-mail: [info@minlodge.com](mailto:info@minlodge.com)

Website: [www.minlodge.com](http://www.minlodge.com)

Provides a range of services for First Nations, Inuit, and Métis women in and children in Ottawa who are impacted by or are survivors of violence. All programs are provided within the context of Indigenous cultural beliefs and values. Programs and services include cultural education and engagement, women's and children's counselling, child and youth programs, transitional housing support, employment and pre-employment support, drop-ins, and crisis and harm reduction services for precariously housed women and families.

### ***Ottawa Civic Hospital — Sexual Assault and Partner Abuse Care Program (SAPACP)***

Main Phone Line: 613-798-5555 ext. 13770

Program Fax Line: 613-761-4985

Website: [www.ottawahospital.on.ca](http://www.ottawahospital.on.ca)

24/7 team of specialized health care professionals who provide confidential and trauma-informed medical care for anyone 16-years-old and over who has experienced sexual or intimate partner violence (IPV) in the Ottawa area. Attend to the short- and long-term consequences of sexual assault and IPV.

***Ottawa Rape Crisis Centre (ORCC)***

*\*Temporarily closed as of November 2020; visit their website for updates\**

24/7 Crisis Line: 613-562-2333

Main Phone Line: 613-562-2334

Website: [www.orcc.net](http://www.orcc.net)

One-to-one and group counselling, crisis supports, and accompaniment services for all women and gender-diverse people in Ottawa. For more information or to book a counselling appointment, call the main office line or e-mail [sakinna@orcc.net](mailto:sakinna@orcc.net).

**Ottawa Victim Services (OVS)**

Main Phone Line: 613-238-2762

E-mail: [info@ovs-svo.com](mailto:info@ovs-svo.com)

Website: [www.ovs-svo.com](http://www.ovs-svo.com)

Provides emotional support, practical assistance, service referrals and advocacy services for people who have been victimized by crime, violence, abuse, or other dangerous circumstances. To learn more about OVS services and to access support, visit their website or call their main phone line (above).

***Sexual Assault Support Centre of Ottawa (SASC)***

24/7 Crisis Line: 613-234-2266

Main Office Line: 613-725-2160

E-Mail: [info@sascottawa.com](mailto:info@sascottawa.com)

Website: [www.sascottawa.com](http://www.sascottawa.com)

One-to-one counselling, support groups, advocacy and accompaniment services for survivors of sexual violence. As of March 2020, all services are being delivered over the phone or on Zoom. To book an appointment or inquire about their online peer support groups, call the main office line above or visit their website.

***Voice Found***

Main Office Line: 613-763-5332

E-Mail: [help@voicefound.ca](mailto:help@voicefound.ca)

Website: [www.voicefound.ca](http://www.voicefound.ca)

One-to-one and group support, resource referrals, and case management services for survivors of human trafficking and childhood sexual abuse. For more information on their services or to access program referral forms, visit their website, or e-mail or call for assistance (above).

## **Sexual Health Services and Supports**

Services and supports that provide information, primary healthcare, and referrals related to sexual and reproductive health.

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### ***Sexual Health Clinic***

Main Office Line: 613-234-4641

Website: [www.ottawapublichealth.ca](http://www.ottawapublichealth.ca)

Provides free information, testing, and treatment for Sexually Transmitted Infections (STIs). Pregnancy testing, options counselling, anonymous HIV testing, immunization, and emergency contraception are also provided. For your appointment or walk-in visit, bring your Ontario Health Card or a piece of photo ID showing an Ontario address. Call the main office line for more information or to schedule an appointment.

### ***Somerset West Community Health Centre***

Main Office Line: 613-238-1220

Anonymous HIV Testing Line: 613-295-9574

Website: [www.swchc.on.ca](http://www.swchc.on.ca)

Offers anonymous HIV testing by appointment, Monday-Friday. You can also access sexual health information, testing, and referrals through Somerset West's primary care clinic.

### ***VoiceFound HEALTH Clinic***

Main Office Line: 613-686-1818

E-Mail: [reception@voicefound.ca](mailto:reception@voicefound.ca)

Website: [www.voicefound.ca/our-work/the\\_clinic/](http://www.voicefound.ca/our-work/the_clinic/)

Provides trauma-informed healthcare for anyone 13-years-old or over who is at risk of, is experiencing, or has experienced sex or labour trafficking or sexual coercion. Mental health and case management services are also available, as well as a range of primary health care services. No health card, insurance, or documentation is required for assessment.

## **Supervised Consumption and Harm Reduction Supports**

Harm reduction and safer consumption supports for people who use substances.

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### ***Drug Overdose Prevention and Education (DOPE) Response Team***

Main Office Line: 613-238-8210

E-mail: [hhanes@swchc.on.ca](mailto:hhanes@swchc.on.ca)

Hours: Monday-Sunday, 5 pm - 11 pm

Offered through Somerset West Community Health Centre. Provides peer support services to people in the community who are at risk of overdose. Peer supporters on the DOPE response team are people with lived or living experience of substance use who can provide harm reduction supports and services directly to those who need it. To learn more, call Somerset West CHC's main office line or e-mail the DOPE response team lead (provided above).

### ***Sandy Hill CHC Oasis Program***

Main Office Line: 613-569-3488

Website: [www.shchc.ca/programs/oasis](http://www.shchc.ca/programs/oasis)

Oasis provides a range of harm reduction services for people who use substances and who experience barriers to health care due to stigma, poverty, and criminalization. Services include a supervised consumption site, harm reduction supplies, and treatment services for people who use substances. For more information, contact the main office or visit their website.

### ***Site Needle and Syringe Program***

Main Office Phone: 613-580-6744 ext. 29047

Mobile Van Phone: 613-232-3232

Website: [www.ottawapublichealth.ca](http://www.ottawapublichealth.ca)

Supervised consumption services and harm reduction supplies offered by Ottawa Public Health. Mobile safe consumption services through the Site van are also available.

### ***Somerset West CHC Supervised Consumption and Treatment Services***

Main Office Line: 613-238-8210

Website: [www.swchc.on.ca](http://www.swchc.on.ca)

Supervised consumption, harm reduction supplies, and treatment services for people who use substances. Staff do not supply substances, but provide a safe and hygienic space to consume. Clients can also be connected with other health services available through SWCHC, if they choose. For more information on how to access these services, call the main office line or visit their website.

***Shepherds of Good Hope***

Main Office Phone: 613-241-6494

Website: [www.sghottawa.com/the-trailer](http://www.sghottawa.com/the-trailer)

Provides 24/7 supervised consumption services, harm reduction supplies, and naloxone. Located at the Shepherds of Good Hope shelter.

## **Addictions Services and Supports**

Services for people who would like support managing their addictions and substance use challenges.

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### ***Ottawa Addictions Access and Referral Services (OAARS)***

Main Phone Line: 613-241-5202

E-Mail: [info@mri.ca](mailto:info@mri.ca)

Website: [www.mri.ca](http://www.mri.ca)

Offered through Montfort Renaissance. Provides support navigating the addictions treatment system for those who are concerned about their substance use. Screening, assessments, referrals, and general guidance are provided in order to ensure that you access the treatment options that are right for you.

### ***Ottawa Withdrawal Management Centre***

Main Phone Line: 613-241-1525

Website: [www.mri.ca](http://www.mri.ca)

Offered through Montfort Renaissance. Provides supervised support for withdrawal from drugs and alcohol through a residential program, day program, and community outreach program. Must be 16-years-old and over.

### ***Rideauwood Addiction and Family Services***

Main Phone Line: 613-724-4881

Website: [www.rideauwood.org](http://www.rideauwood.org)

Provides individual and group supports for youth, adults, and families struggling with substance use. Specialized services are available for those who use substances and are in conflict with the law, and for people who have concurrent addictions and mental health challenges.

### ***Mamasarvik Healing Centre***

Main Phone Line: 613-565-5885 ext. 230

Website: [www.tungasuvvingatinit.ca/mamisarvik-healing-centre/](http://www.tungasuvvingatinit.ca/mamisarvik-healing-centre/)

Run through Tungasuvvingat Inuit (TI), Mamasarvik provides day and residential treatment programs for Inuit men and women 18 years and older struggling with trauma and substance use. Along with psycho-education and counselling, traditional cultural activities are built into each program, with elders on-site to provide traditional healing knowledge and lead on-the-land activities.

## **LGBTQ2SIA+ Services and Supports**

Social and healthcare services for LGBTQ2SIA+ and queer-identifying people

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### **Centretown Community Health Centre**

*LGBTQ+ and Trans Health Program*

Trans Health E-mail: [transhealth@centretownchc.org](mailto:transhealth@centretownchc.org)

Trans Health Phone Line: 613-233-4443 ext. 2245

LGBTQ+ Walk-In Counselling: [lgbt2sqwednesday@centretownchc.org](mailto:lgbt2sqwednesday@centretownchc.org)

LGBTQ+ Newcomers Drop-In: [AVicente@centretownchc.org](mailto:AVicente@centretownchc.org)

Website: [www.centretownchc.org](http://www.centretownchc.org)

Centretown's Trans Health Program supports trans and gender diverse individuals who are 17-years-old and up with their transitioning process. Offers hormone initiation, surgical referrals, counselling, and health system navigation. Centretown also offers counselling and drop-in programs for members of the LGBTQ+ community in Ottawa, including an LGBTQ+ Newcomers group for queer-identifying people who are new to Canada.

### ***Kind\* Space***

Main Phone Line: 613-902-7537

Website: [www.kindspace.ca](http://www.kindspace.ca)

Provides peer support and mutual aid to all 2SLGBTQ+ folks in the Ottawa area. Includes peer groups for bisexual and pan folks, all trans and gender questioning people, people exploring polyamory, and those who are questioning or exploring their sexuality. For more information and to access programs, text the main phone line (above) or check out their website.

### **Family Services Ottawa**

*LGBTTQ+ Around the Rainbow Program*

Counselling Intake Line: 613-725-3601

Trans Youth Group Line: 613725-3601 ext. 105

Trans Youth Group E-mail: [lmontroy@familyservicesottawa.org](mailto:lmontroy@familyservicesottawa.org)

Website: [www.familyservicesottawa.org](http://www.familyservicesottawa.org)

Provides counselling and peer support groups for youth, adults, and families in Ottawa who identify as LGBTTQ+. Counselling services are available to people over the age of 18. The Trans Youth Group is run monthly and is available to any trans, gender diverse, non-binary, or questioning youth between the ages of 11-17. Also offers Rainbow Families, a monthly play group for LGBTTQ+ headed families and families with gender creative children.

## **Newcomer and Immigrant Services and Supports**

Settlement, integration, and social services for all newcomers to Canada.

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### ***Catholic Centre for Immigrants (CCI)***

Main Phone Line: 613-232-9634

Website: [www.cciottawa.ca](http://www.cciottawa.ca)

Offers a range of settlement and integration services for newcomers to Canada. Get connected with other newcomers in Ottawa, find help with your job search, and receive ongoing assistance with the immigration and citizenship process through one-on-one support and information sessions. If CCI cannot answer your questions, they will refer you to services who can.

### ***Immigrant Women's Services Ottawa***

Main Phone Line: 613-729-3145

Website: [www.immigrantwomenservices.com](http://www.immigrantwomenservices.com)

Provides settlement and integration services for newcomer women and their families. Get assistance with your immigration and citizenship process, language training, and referrals to other important services, such as income support, affordable housing, and community programs.

### ***Ottawa Community Immigrant Services Organization (OCISO)***

Main Phone Line: 613-725-0202

Website: [www.ociso.org](http://www.ociso.org)

Provides a range of settlement and integration services for newcomers to Canada. Services include employment support, counselling, language instruction, and programs for school-aged children and their families. Support is available in over 30 languages.

### ***Ottawa Newcomer Health Centre (ONHC)***

Urgent Request Phone Line: 613-691-0192

Website: [www.onhc.ca](http://www.onhc.ca)

Provides short term medical services and mental health support for newcomers to Canada. Multicultural health system navigators are also available to help you find long-term health care services in the community. Visit the ONHC website to get started. We also encourage you to reach out to Harmony House staff if you would like support with accessing ONHC services.



***Somali Centre for Family Services (SCFS)***

Main Phone Line: 613-526-2075

General E-mail: [info@scfsottawa.org](mailto:info@scfsottawa.org)

Website: [www.scfsottawa.porg](http://www.scfsottawa.porg)

Provides settlement supports for adults, families, children, and seniors who are newcomers to Canada. Staff will support you in developing immediate, short-term, and long-term goals for you and your family's settlement process. For more information and to access services, visit the SCFS website or call their main phone line. Support is available in a number of languages, including French, Somali, and Arabic.

## **Indigenous Services and Supports**

Social, cultural, and medical services for First Nations, Inuit, and Métis adults, children, youth, and families.

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### ***Akausivik Inuit Family Health Team***

Main Phone Line: 613-740-0999

Main E-mail: [generalinfo@aifht.ca](mailto:generalinfo@aifht.ca)

Website: [www.aifht.ca](http://www.aifht.ca)

Provides culturally appropriate, interdisciplinary primary healthcare for Inuit adults, youth, children, and families in the Ottawa area.

### ***Inuuqatigiit Centre for Inuit Children, Youth, and Families***

Main Phone Line: 613-746-5400

Youth Programming Phone Line: 613-746-5400 ext. 223

Website: [www.inuuqatigiit.ca](http://www.inuuqatigiit.ca)

Provides early years programming, preschool and after-school services, and wraparound family supports for Inuit families in the Ottawa area.

### ***Métis Nation of Ontario***

Main Ottawa Office: 613-798-1488

Mental Health and Addictions Line: 613-549-1674 ext. 302

Family Well-Being Program Line: 1-705-474-2767 ext. 307

Provides a variety of culturally specific and trauma-informed counselling and family support programs for Métis children, youth, adults, and families in Ontario. Availability of services varies from region to region; however, the Ottawa office does provide programs related to mental health, addictions, and family well-being.

### ***Minwaashin Lodge***

Main Phone Line: 613-741-5590

Crisis Line: 613-789-1141

Main E-mail: [info@minlodge.com](mailto:info@minlodge.com)

Website: [www.minlodge.com](http://www.minlodge.com)

Provides a range of services for First Nations, Inuit, and Métis women and children in Ottawa who are impacted by or are survivors of violence. All programs are provided within the context of Indigenous cultural beliefs and values. Programs and services include cultural education and engagement, women's and children's counselling, child and youth programs, transitional

housing support, employment and pre-employment support, drop-ins, and crisis and harm reduction services for precariously housed women and families.

***Odawa Native Friendship Centre***

Main Phone Line: 613-722-3811

Main E-mail: [info@odawa.on.ca](mailto:info@odawa.on.ca)

Website: [www.odawa.on.ca](http://www.odawa.on.ca)

Offers a variety of culturally appropriate programs, services, and recreational opportunities for Indigenous peoples living in Ottawa. Provides early years programs, individual and family supports, community justice services, and an alternative high school program within an Indigenous knowledge framework. Also runs a number of recreational, fitness, and cultural programs for youth and adults.

***Tungasuvvingat Inuit (TI)***

Main Phone Line: 613-565-5885

Main E-Mail: [info@tungasuvvingatinuit.ca](mailto:info@tungasuvvingatinuit.ca)

Website: [www.tungasuvvingatinuit.ca](http://www.tungasuvvingatinuit.ca)

Offers a variety of services for urban Inuit in Ottawa. Programs include counselling, food bank, trauma and addiction services, education and professional training opportunities, housing support, child and family programs, and support for those in contact with the criminal justice system or attempting to exit the sex trade. TI also offers advocacy services for Inuit families who are involved with Children's Aid or who are affected by violence.

***Wabano Centre for Aboriginal Health***

Main Phone Line: 613-748-0657

Main E-mail: [info@wabano.com](mailto:info@wabano.com)

Website: [www.wabano.com](http://www.wabano.com)

Provides health, wellness, and cultural services for Indigenous peoples living in Ottawa. Health services include a primary healthcare clinic (walk-in and appointments), transitional housing support, nutrition and fitness programs, addictions recovery groups, and counselling and therapy for children, youth, and adults. Wabano also runs a range of child and youth programs, and operates a Circle of Care program that provides families with wraparound support while navigating Children's Aid and the foster care system.

## **Parenting and Family Services and Supports**

Services for pregnant people and families who need parenting guidance, support, and resources.

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### ***General Family Supports and Resources***

#### ***Family Services Ottawa***

Main Phone Line: 613-725-3601

Parent Program Coordinator: 613-725-3601 ext. 108

E-mail: [info@familyservicesottawa.org](mailto:info@familyservicesottawa.org)

Website: [www.familyservicesottawa.org](http://www.familyservicesottawa.org)

Provides a range of free programs for parents, families, and children and youth in the Ottawa area. Leads a Child Witness Program that provides counselling and support for children ages 6-12 who have witnessed the abuse of their mother (a mother's group runs at the same time). Other services include family counselling, parent coaching, postpartum therapy support groups, the FRIENDS for Life anxiety prevention program for children, and parenting courses for parents involved with the Children's Aid Society.

#### ***Ottawa Public Health Information Centre***

Main Phone Line: 613-727-3687

E-mail: [ParentinginOttawa@ottawa.ca](mailto:ParentinginOttawa@ottawa.ca)

Open to all residents of Ottawa, in over 170 languages. A public health nurse will answer any questions you might have about parenting, including prenatal health, breastfeeding/chestfeeding, child nutrition, and growth and development.

#### ***Parenting in Ottawa***

Website: [parentinginottawa.ca](http://parentinginottawa.ca)

An online resource for parents created by Ottawa Public Health and its community partners. Get information and guidance on a number of parenting topics, including pregnancy, breastfeeding, infant and child health and development, and child and youth mental health. Learn about free parenting courses, drop-in programs, and other family resources in the city.

***Parent Resource Centre (PRC)***

Main Phone Line: 613-565-2467

Parent Support Line: 613-565-2467 ext. 2

Family Resilience Program Line: 613-565-2467 ext. 3

E-mail: [information@parentresource.ca](mailto:information@parentresource.ca)

Website: [www.parentresource.ca](http://www.parentresource.ca)

Offers free parenting support programs for Ottawa families with children 0-18-years-old. The PRC's Family Resilience Program provides trauma-informed, in-home and group services for families facing financial barriers to building supportive home environments for themselves and their children. Other services include playgroups, an emergency baby cupboard program, and the *GoFamily! Map*, an interactive map that provides contact information for all of the free and low-cost family and child resources in Ottawa.

***Regroupement Ethnoculturel des Parents Francophones de L'Ontario***

Main Phone Line: 613-741-9441

Website: [www.repfo.ca](http://www.repfo.ca)

Provides culturally specific supports and resource referrals for Black francophone parents and their children who are living in Ottawa.

***Somerset West Community Health Centre***

Main Phone Line: 613-402-2499

Website: [www.swchc.on.ca](http://www.swchc.on.ca)

Provides prenatal support, child and family playgroups, primary healthcare, and general parenting supports to residents of the Somerset West area (this includes residents of Harmony House).

***Babies and Early Years Supports******Baby Help-Line***

Main Phone Line: 613-580-2424 ext. 23774

Offered by Ottawa Public Health. Speak directly with a public health nurse or lactation consultant about your baby's health. Available from 9 am - 3 pm, seven days a week.

***Healthy Babies, Healthy Children***

Main phone line: 613-727-3687

E-mail: [ParentinginOttawa@ottawa.ca](mailto:ParentinginOttawa@ottawa.ca)

Website: [www.parentinginottawa.ca](http://www.parentinginottawa.ca)

A free home-visit service offered through Ottawa Public Health, for expecting parents and parents of children from birth to four-years-old. Offered in the language of your choice. Get in-home support from a public health nurse, who can help you assess your family's health, your child's growth and development, and mental health and parenting challenges. The public health nurse can also connect you with other members of their health team and refer you to community-based support services in your area.

***Mothercraft Ottawa***

Main Phone Line: 613-728-1839

Birth and Parent Companion Program E-mail: [bpcp@mothercraft.com](mailto:bpcp@mothercraft.com)

Website: [www.mothercraft.com](http://www.mothercraft.com)

Offers a free *Birth and Parent Companion Program* (BPCP) that matches expecting and new parents with a trained volunteer companion who provides one-on-one prenatal, labour/delivery, postnatal and parenting support. Also offers free postpartum support drop-ins where new parents can share their post-birth struggles with each other and learn new coping strategies in a non-judgemental environment.

***Family Healthcare and Mental Health Supports******Children's Hospital of Eastern Ontario***

Main Phone Line: 613-737-7600

Website: [www.cheo.on.ca](http://www.cheo.on.ca)

Provides emergency, acute, and chronic pediatric health care for children and youth facing a variety of health challenges, including developmental and behavioural challenges. Also provides in-hospital and community-based mental health programs for children and youth.

***Crossroads Children's Mental Health Centre***

Main Phone Line: 613-723-1623

Email: [info@crossroadschildren.ca](mailto:info@crossroadschildren.ca)

Website: [www.crossroadschildren.ca](http://www.crossroadschildren.ca)

Provides a range of trauma-informed mental health services for families with children under the age of 12. Services include a walk-in clinic, in-home and school-based treatment, and a Wraparound program that helps you build a team of supports for you and your family. A crisis line is available 24/7 for both youth and people who support youth.

***Parents Lifeline of Eastern Ontario (PLEO)***

Main Phone Line: 613-321-3211

Website: [www.pleo.on.ca](http://www.pleo.on.ca)

Provides free *Family Peer Support* for parents whose children (up to age 25) are facing mental health and addictions challenges. Family peer support can occur on the phone, online, or in-person in one-on-one or group settings at specific locations across the city.

***Youth Services Bureau***

Main Phone Line: 613-562-3004

Crisis Line: 613-260-2360

E-mail: [info@ysb.ca](mailto:info@ysb.ca)Web Chat: [www.chat.ysb.ca](http://www.chat.ysb.ca)Website: [www.ysb.ca](http://www.ysb.ca)

Provides a range of mental health and social services for youth and their families. Services for families with youth include a home-based intensive family support program, youth and family counselling, and a Wraparound program that can help you develop a team of support people for you, your family, and your child. Parents can receive short-term support on their own if their child is not willing to engage in counselling.

***Services for Young Parents******Youville Centre***

Main Phone Line: 613-231-5150

Intake: 613-864-6611

E-mail: [info@youvillecentre.org](mailto:info@youvillecentre.org)Website: [www.youvillecentre.org](http://www.youvillecentre.org)

Provides trauma-informed programs and education for young mothers and their children. Services include intensive treatment for mental health and addictions, attachment-based parenting programs, a child development program, and the M.F. McHugh Education Centre, which provides an accredited secondary school education for young mothers.

***St. Mary's Home***

Main Phone Line: 613-749-2491

E-mail: [info@stmaryshome.com](mailto:info@stmaryshome.com)Website: [www.stmaryshome.com](http://www.stmaryshome.com)

Provides residential and outreach services for pregnant youth and young parents in Ottawa. Outreach services include child development programs, addictions and solutions-focused

counselling, infant and early mental health services, and programs that address attachment challenges between parents and their children.



## **Child and Youth Services and Supports**

Social, educational, and mental health services for children and youth.

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### ***Big Brothers Big Sisters Ottawa***

Main Phone Line: 613-247-4776

E-mail: [enrol@bbbso.ca](mailto:enrol@bbbso.ca)

Website: [www.bbbso.ca](http://www.bbbso.ca)

Instagram: @bbbsottawa

Matches children and youth in the Ottawa area with mentors and role models who can help build skills, self-esteem, and community connection. Mentors go through an extensive screening and training process, and can meet children either in school or in the community.

### ***Boys and Girls Club of Ottawa***

Main Phone Line: 613-828-0428

Rochester Heights Clubhouse Line: 613-315-2786

Website: [www.bgcottawa.org](http://www.bgcottawa.org)

Instagram: @bgcottawa

Provides free after-school, evening, and weekend sports and recreation opportunities for children and youth. For Harmony House residents, the closest Boys and Girls Club location is the Rochester Heights Clubhouse (250 Cambridge Street North). For more information or to register your child, call the main phone line or the Rochester Heights Clubhouse phone line.

### ***The Door Youth Centre***

Main Phone Line: 613-237-3667

E-mail: [info@thedooryouthcentre.com](mailto:info@thedooryouthcentre.com)

Website: [www.thedooryouthcentre.com](http://www.thedooryouthcentre.com)

Instagram: @thedooryouth613

A drop-in community centre for youth ages 12-18. Provides homework assistance and employment preparation opportunities, along with arts and recreation programming and physical/mental health resources.

***Kind\* Space***

Main Phone Line (text only): 613-902-7537

Website: [www.kindspace.ca](http://www.kindspace.ca)

Instagram: @kindspaceca

Providing peer support and mutual aid to all 2SLGBTQ+ folks in the Ottawa area. Includes peer groups for bisexual and pan folks, all trans and gender questioning people, people exploring polyamory, and those who are questioning or exploring their sexuality.

***Rochester Heights Community House***

Main Phone Line: 613-237-6529

E-mail: [cflores@swchc.on.ca](mailto:cflores@swchc.on.ca)

Website: [www.swchc.on.ca](http://www.swchc.on.ca)

Offered through Somerset West Community Health Centre. Provides a variety of after-school, recreational, and leadership programming for children, youth, and families living in the Somerset West catchment area.

***Youth Services Bureau***

Main Phone Line: 613-562-3004

Crisis Line: 613-260-2360

E-mail: [info@ysb.ca](mailto:info@ysb.ca)

Web Chat: [www.chat.ysb.ca](http://www.chat.ysb.ca)

Website: [www.ysb.ca](http://www.ysb.ca)

Instagram: @ysb.bsj

Provides a range of social and mental health services for youth ages 12-20 in the Ottawa area, including homeless youth and youth involved with the justice system.

***Black, Indigenous, Newcomer, and Immigrant Youth Services******Jaku Konbit***

Main Office Line: 613-567-0600

Youth Outreach Worker Line (text or call): 613-252-4368

Website: [www.jakukonbit.com](http://www.jakukonbit.com)

Instagram: @jakukonbitottawa

Provides outreach and counselling services, cultural programming, mentorship, and tutoring for youth of African and Caribbean descent. During the COVID-19 pandemic, Jaku Konbit is offering free online Black history classes every Saturday over Zoom. To find out more, visit their website.

***Ottawa Community Immigrant Services Organization***

Main Phone Line: 613-725-0202

Youth Program Line: 613-518-0680 ext. 110

Youth Program E-mail: [droman@ociso.org](mailto:droman@ociso.org)

Website: [www.ociso.org](http://www.ociso.org)

Instagram: [@ocisoyouth](https://www.instagram.com/ocisoyouth)

Provides programs and support for immigrant and newcomer youth, ages 13-24. Programs are led by youth and created to support them with their settlement and integration process.

***Somali Youth Support Project***

Main Phone Line: 613-820-4922 ext. 3431

E-mail: [m.osman@pqchc.com](mailto:m.osman@pqchc.com)

Run through Pinecrest-Queensway Community Health Centre. Provides educational, cultural, and recreational opportunities and for Somali youth and their families. Some of the programs offered include literacy programming, leadership and life skills training, recreational drop-ins, and community celebrations.

***Somali Centre for Family Services***

Main Phone Line: 613-526-2075

General E-mail: [info@scfsottawa.org](mailto:info@scfsottawa.org)

Youth Counselling E-mail: [acacia\\_youth@scfsottawa.org](mailto:acacia_youth@scfsottawa.org)

Website: [www.scfsottawa.porg](http://www.scfsottawa.porg)

Instagram: [@acaciayouth](https://www.instagram.com/acaciayouth)

Provides recreation, peer support, employment, and leadership opportunities for Somali youth in Ottawa. Offers a variety of summer camps, community outings, and workshops for youth. Youth are able to get involved with the annual SOMFEST, a yearly celebration of Somali culture. Also offers mental health workshops and short-term counselling for Black youth ages 12-29. For up-to-date information about youth mental health workshops and counselling, send a message to the youth counselling e-mail, or check out their Instagram.

***Catholic Centre for Immigrants (CCI) Ottawa***

Main Phone Line: 613-232-9634

Youth Program E-mail: [behnaz@cciottawa.ca](mailto:behnaz@cciottawa.ca)

Website: [www.cciottawa.ca](http://www.cciottawa.ca)

Instagram: [@cciottawayouth](https://www.instagram.com/cciottawayouth)

Offers educational, recreational, arts-based and life skills programming for newcomer and immigrant youth. For up-to-date information about the youth program, e-mail the youth program coordinator (above), or check out their calendar of events on Instagram.

***Wabano Centre for Aboriginal Health***

Main Phone Line: 613-748-0657

Main E-mail: [info@wabano.com](mailto:info@wabano.com)Website: [www.wabano.com](http://www.wabano.com)

Instagram: wabano\_youth

Provides a range of community-based cultural programming and mental wellness services for Indigenous youth ages 13-29 living in Ottawa. Offers specific programs for Indigenous youth in conflict with the law and youth aging out of foster care. These programs are focused on building networks of care around youth in order to support their growth and development. Wabano's Aboriginal School Liaison program also provides in-school cultural support and advocacy for Indigenous students (kindergarten to grade 12) in the Ottawa-Carleton District School Board.

***Inuuqatigiit Centre for Inuit Children, Youth, and Families***

Main Phone Line: 613-746-5400

Youth Programming Phone Line: 613-746-5400 ext. 223

Website: [www.inuuqatigiit.ca](http://www.inuuqatigiit.ca)

Instagram: @inuuqatigiit

Offers drop-in programming, peer mentoring, and educational and employment supports for Inuit youth ages 13-24 in the Ottawa area. Youth have opportunities to learn about and engage in Inuit cultural activities with elders and cultural leaders, both by themselves and with their families. Older youth benefit from employment readiness programs and higher education supports. Inuuqatigiit Centre also runs the Wasa-Nabin Urban Aboriginal program, which provides culturally appropriate supports and resources for at-risk Indigenous youth ages 13-18.

***Odawa Native Friendship Centre***

Main Phone Line: 613-722-3811

E-mail: [info@odawa.on.ca](mailto:info@odawa.on.ca)Website: [www.odawa.on.ca](http://www.odawa.on.ca)

Instagram: @odawa\_nfc

Offers a variety of cultural and recreational programming for Indigenous peoples of all ages living in the Ottawa area. Youth-specific programming includes the Wasa-Nabin Urban Aboriginal Youth program and the Urban Aboriginal Alternative High School program, which aim to provide training, supports, and tools for at-risk Indigenous youth ages 13-19.

***Minwaashin Lodge***

*Main Office Line: 613-741-5590*

*Crisis Line: 613-789-9433*

*[youth@minlodge.com](mailto:youth@minlodge.com)*

Instagram: @minwaashinlodge

Offers the Spirit Movers and Fire Keepers program, which connects Indigenous youth with each other and with their cultural heritage. Provides support and advocacy for youth, and helps them heal their relationships with their family of origin and/or extended family (if this is something they want). Provides outreach to incarcerated Indigenous youth by developing friendships and offering Indigenous teachings and ceremonies.

## **Disability Services and Supports**

Social, practical, and financial services for adults and children with disabilities.

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### ***Assistance for Children with Severe Disabilities***

Service Coordination Support Line: 613-748-1788

Service Coordination Support Website: [www.scsonline.ca](http://www.scsonline.ca)

Ministry Website: [www.children.gov.on.ca](http://www.children.gov.on.ca)

Provides financial help to low- and modest income families who need support covering the extra costs associated with raising a child with a severe disability. This program is provided through the Ontario Ministry of Children, Community and Social Services (MCCSS).

Families must apply for the program online through MCCSS. If you want to learn more or need support filling out the application, you can call the Ottawa Service Coordination Support office.

### **Champlain Community Support Network**

Website: [www.communitysupport.covidresponse.ca](http://www.communitysupport.covidresponse.ca)

Provides up-to-date information about services available to adults living with disabilities. Connect with a range of supports, including meal and grocery deliveries, transportation, safety check-ins, social programs.

### **Developmental Services Ontario (Eastern Region)**

Main Phone Line: 613-748-1788

Website: [www.scsonline.ca](http://www.scsonline.ca)

Connects adults living with developmental disabilities with government-funded developmental services. Anyone living with a developmental disability who is 18-years-old or older may apply.

### ***LiveWorkPlay***

Employment Support Line: 613-702-0324

Community Connector Line: 613-702-0330

Website: [www.liveworkplay.ca](http://www.liveworkplay.ca)

Provides direct employment, systems navigation, and supportive living services for adults living with intellectual disabilities, autism, and dual diagnoses.

### ***Ontario Autism Program***

Service Coordination Support Line: 613-748-1788

Service Coordination Support Website: [www.scsonline.ca](http://www.scsonline.ca)

Ministry Website: [www.ontario.ca/page/autism-ontario](http://www.ontario.ca/page/autism-ontario)

Provides financial assistance for families to purchase services and supports for their children living with Autism Spectrum Disorder. This program is provided through the Ontario Ministry of Children, Community and Social Services (MCCSS).

Families must apply for the program through the MCCSS. If you want to learn more or need support filling out the application, you can call the Ottawa Service Coordination Support office.

***Service Coordination Support***

Main Phone Line: 613-748-1788

Website: [www.sconline.ca](http://www.sconline.ca)

Provides case management support, service planning, and resource referrals for adults and children living with developmental disabilities and autism spectrum disorder. Service Coordination Support is the first point of contact if you are looking for community supports for yourself or someone in your family. SCS can also help you fill out your application for Development Services Ontario support.

***Special Services At Home***

Service Coordination Support Line: 613-748-1788

Website: [www.sconline.ca](http://www.sconline.ca)

Ministry Website: [www.children.gov.on.ca](http://www.children.gov.on.ca)

Helps families pay for special services in or outside the home as long as the child is not already receiving support from a residential program. Provided by the Ontario Ministry of Children, Community and Social Services (MCCSS).

Families must apply for the program online through MCCSS. If you want to learn more or need support in accessing and filling out the application, you can call the Ottawa Service Coordination Support line.

## Seniors Services and Supports

Social, educational, financial, and practical resources for seniors in Ottawa.

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### ***Champlain Community Support Network***

Website: [www.communitysupport.covidresponse.ca](http://www.communitysupport.covidresponse.ca)

Provides up-to-date information about services available to seniors and adults living with disabilities. Connect with a range of supports, including meal and grocery deliveries, transportation, safety check-ins, social programs.

### ***A Friendly Voice***

Main Phone Line: 613-692-9992

Website: [www.afriendlyvoice.ca](http://www.afriendlyvoice.ca)

Provides conversation and resource referrals for seniors who are feeling isolated and would like support in getting connected with their community.

### ***Jaku Konbit***

Main Phone Line: 613-567-0600

E-mail: [admin@jakukonbit.ca](mailto:admin@jakukonbit.ca)

A COVID-19 initiative that provides opportunities for Black seniors in the Ottawa area to connect with others and to engage in virtual and over-the-phone recreational activities. Regular wellness check-ins are available, as well as a meal initiative that provides free, culturally sensitive and diverse weekly meals.

### ***Good Companions Seniors' Centre***

Main Phone Line: 613-236-0428

Website: [www.thegoodcompanions.ca](http://www.thegoodcompanions.ca)

E-mail: [info@thegoodcompanions.ca](mailto:info@thegoodcompanions.ca)

Provides older adults in the Ottawa area with opportunities to participate in recreational, social, educational, and volunteer activities, and connects residents with social and health resources in the community.

### ***Old Age Security Program Toolkit***

English: [www.canada.ca/en/employment-social-development/programs/old-age-security/reports](http://www.canada.ca/en/employment-social-development/programs/old-age-security/reports)

Français: [www.canada.ca/fr/emploi-developpement-social/programmes/securite-vieillesse/rapports](http://www.canada.ca/fr/emploi-developpement-social/programmes/securite-vieillesse/rapports)

A downloadable guide to Old Age Security benefits for Canadian citizens who are 65-years-old and above.



***Somerset West Community Health Centre***

Main Phone Line: 613-238-8210

Website: [www.swchc.on.ca](http://www.swchc.on.ca)

Provides primary healthcare and recreational opportunities for seniors living in the Somerset West catchment area of Ottawa (this includes residents of Harmony House).

## **Financial Services and Supports**

Services and programs that provide direct income support, tax credits, and other forms of financial assistance to low-income individuals and families.

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### ***Income and Financial Assistance Programs***

#### ***Ontario Works***

Main Phone Line: 3-1-1 or 613-580-2400

Website: [www.mcsc.gov.on.ca/en/mcsc/programs/social/ow](http://www.mcsc.gov.on.ca/en/mcsc/programs/social/ow)

Offered through the Ontario Ministry of Children, Community and Social Services. Provides financial and employment assistance to residents of Ontario who need support meeting their basic living expenses. OW recipients also receive a number of health benefits, including prescription drug coverage as well as dental and vision care benefits. OW recipients who return to work can also receive a child care start-up benefit that provides 1 month of child care posts.

OW applicants are required to participate in an income and assets assessment with an OW worker in order to demonstrate their financial need.

#### ***Ontario Disability Support Program***

Local Office Phone: 613-234-1188

Website: [www.mcsc.gov.on.ca/en/mcsc/programs/social/odsp](http://www.mcsc.gov.on.ca/en/mcsc/programs/social/odsp)

Offered through the Ontario Ministry of Children, Community and Social Services. Provides financial, employment, and benefit assistance to residents of Ontario who are living with disabilities and need support meeting their basic living expenses. ODSP recipients also receive a number of health benefits, including prescription drug coverage as well as dental and vision care benefits. Supports are also available to help cover the costs of assistive devices.

ODSP applicants are required to participate in an income and assets assessment with an OW worker in order to demonstrate their financial need. Applicants are also required to work with a healthcare provider to fill out and submit disability assessment forms. This assessment process can be lengthy. Those who need immediate financial assistance are encouraged to apply to Ontario Works first and then transition to ODSP when the assessment process is complete.

***Canada Pension Plan Disability Benefits***

Main Phone Line: 1-800-277-9914

Website: [www.canada.ca/en/services/benefits](http://www.canada.ca/en/services/benefits)

Financial support for those who have made contributions to the Canada Pension Plan in four of the last six years and can no longer work due to a severe and prolonged mental or physical health condition. For more information on eligibility and how to apply, call Service Canada or visit the Government of Canada website to learn more. You are encouraged to reach out to Harmony House staff at any time for assistance with the application process.

***Essential Health and Social Supports (EHSS) Program***

Phone Line: 3-1-1 (press 4 for social services, then press 3 to apply)

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

EHSS provides financial help for health-related items, such as prescription drugs, glasses, dental care, diabetic supplies, incontinence supplies, bathroom aids, respiratory supplies, and mobility devices. EHSS is available to low-income residents who are not on social assistance. If you are on social assistance, you may still be able to access EHSS if the health-related items you need are not covered by OW or ODSP.

***Ottawa Hand in Hand***

Main Phone Line: 3-1-1

E-mail: [123GO@ottawa.ca](mailto:123GO@ottawa.ca)

Website: [www.ottawa.ca/en/recreation-and-parks/recreation-programs](http://www.ottawa.ca/en/recreation-and-parks/recreation-programs)

Provides financial assistance to help low-income residents and their children access City of Ottawa recreation and culture programs. Call the City of Ottawa to learn more about the program. You can also access an application online at the City of Ottawa website (above) and submit it at the recreation centre closest to you.

***Ontario Electricity Support Program***

Main Phone Line: 1-855-831-8151

E-mail: [help@ontarioelectricitysupport.ca](mailto:help@ontarioelectricitysupport.ca)

Website: [www.ontarioelectricitysupport.ca](http://www.ontarioelectricitysupport.ca)

Provides monthly on-bill credits to help reduce the cost of electricity bills for low-income residents of Ontario. To learn more and to submit your application, visit the Ontario Electricity Support website. For assistance with the application process, use the phone number or e-mail provided above.

***Low-Income Energy Assistance Program***

Main Phone Line: 613-241-1573

Website: [www.oeb.ca](http://www.oeb.ca)

Provides one-time emergency financial assistance for low-income residents who are behind on their energy bill and may be facing disconnection. Visit the Ontario Energy Board website for more information (above). To get connected with a local service agency that can help you with the application process, call The Salvation Army at the phone number above.

***Trillium Drug Program***

Main Phone Line: 416-642-3038

Online Application Submission: [trillium@ontariodrugbenefit.ca](mailto:trillium@ontariodrugbenefit.ca)

Website: [www.health.gov.on.ca](http://www.health.gov.on.ca)

Offered through the Ontario Ministry of Health and Long Term Care. Provides assistance for Ontario residents who have high prescription drug costs compared to their income. In order to be eligible for the program, applicants must not have private insurance coverage, or have private insurance that does not cover 100% of their prescription drug costs. Applicants must not be eligible for drug coverage under another category of the Ontario Drug Benefit (ex. not a senior, not a social assistance recipient, not receiving professional home care services). Visit the Ministry website or your local pharmacy to learn more.

***Child Care Subsidy***

Main Phone Line: 1-888-722-1540

E-mail: [childcare@ottawa.ca](mailto:childcare@ottawa.ca)

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

Registry and Waitlist: [www.onehsn.com/Ottawa](http://www.onehsn.com/Ottawa)

Helps low-income parents cover the cost of registered childcare services in Ottawa. Parents who apply for the subsidy can choose from several childcare options, including home-based care, centre-based care, school age care, and nursery/pre-school care. Visit the City of Ottawa website to learn more, and make an account with the Child Care Registry and Waitlist (above).

## ***Financial Planning Supports***

### ***EBO Financial Education Centre***

Main Phone Line: 613-746-0400

E-mail: [info@centre-ebo.com](mailto:info@centre-ebo.com)

Website: [www.centre-ebo.com](http://www.centre-ebo.com)

Provides free budget counselling, financial education, and income tax services to low-income Ottawa residents. Where possible, helps clients advocate for reasonable repayment plans in accordance with their income.

## ***Federal and Provincial Tax Credits***

### ***GST/HST Credit***

Main Phone Line: 1-800-387-1193

Website: [www.canada.ca/en/services/taxes.html](http://www.canada.ca/en/services/taxes.html)

A tax-free quarterly payment that helps low- and moderate-income individuals and families offset the cost of the GST/HST that they pay. If you have children under the age of 19, you may receive up to \$155 per child in addition to your personal amount. You are automatically considered for the credit when you file your taxes.

### ***Canada Child Benefit (CCB)***

Main Phone Line: 1-800-387-1193

Website: [www.canada.ca/en/services/taxes/child-and-family-benefits.html](http://www.canada.ca/en/services/taxes/child-and-family-benefits.html)

Provides a tax-free monthly payment to eligible Canadian families to help with costs associated with raising children. In order to receive the CCB, you must be a Canadian Citizen and have filed your income taxes for the latest tax year. To learn more about the CCB, call the Canada Revenue Agency or visit their website.

### ***Ontario Child Benefit***

Main Phone Line: 1-800-387-1193

Apply: [www.children.gov.on.ca](http://www.children.gov.on.ca)

Provides direct financial support to low- and moderate-income families to help with the costs of raising children. In order to receive the OCB, you must be an Ontario resident and have filed your income taxes for the latest tax year. To learn more about the OCB, call the Canada Revenue Agency at the number above.

***Child Disability Benefit***

Main Phone Line: 1-800-387-1193

Website: [www.canada.ca/en/services/taxes/child-and-family-benefits.html](http://www.canada.ca/en/services/taxes/child-and-family-benefits.html)

A tax-free monthly payment made to families who care for a child under the age of 18 who lives with a severe and prolonged mental or physical health condition. For more information on eligibility criteria and how to apply, call the Canada Revenue Agency or visit the Government of Canada website (above).

## **Legal Services and Supports**

Legal information, advice, and representation for low-income individuals and families.

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### ***Legal Aid Ontario***

Main Phone Line: 416-979-1446

Website: [www.legalaid.on.ca](http://www.legalaid.on.ca)

Provides free legal services for low-income residents who need legal advice or representation. Qualified lawyers are able to work with clients on a variety of legal issues, including criminal, domestic violence, and family law issues. Getting a Legal Aid certificate is the first step to resolving your legal disputes.

### ***Ottawa Legal Information Centre***

Main Phone Line: 1-844-343-7462

Website: [legalinfocentre.ca/fr/](http://legalinfocentre.ca/fr/)

Provides 30 free minutes with a lawyer who will provide you with general legal information and referrals for all areas of law. Does not offer legal advice or legal representation, but can help you better understand your situation, and help you access the appropriate services and forms. You can call or visit the Centre as many times as you need (though your calls and visits will be limited to 30 minutes each).

### ***Family Law Information Centre***

Main Phone Line: 613-239-1406

\*Located inside the Elgin Courthouse\*

Provides free information and education on family law, including service referrals related to alternative dispute resolution, community resources and family mediation services. Can assist with filling out legal forms related to family law matters. An advice lawyer is available at designated times.

### ***University of Ottawa Community Legal Clinic***

Main Phone Line: 613-562-5600

Website: [commonlaw.uottawa.ca/community-legal-clinic/](http://commonlaw.uottawa.ca/community-legal-clinic/)

Provides legal information, advocacy, and legal representation at court for low-income residents of Ottawa. This clinic focuses on criminal, family, and tenant law. Will only represent people who reside in Ottawa and whose legal issues arose in Ottawa.

***Community Legal Services of Ottawa***

Downtown Office Phone Line: 613-241-7008

Website: [www.clsottawa.ca](http://www.clsottawa.ca)

Provides information, advocacy, and legal representation at court for low-income residents in Ottawa. CLSO focuses on housing law, social assistance law, immigration and refugee law, and employment law. Can support Can provide legal information on a number of other common legal issues, including family violence and criminal law.

***Pro Bono Ontario***

Legal Advice Hotline: 1-855-255-7256

Workplace Sexual Harrassment Hotline: 1-855-776-1855

Website: [www.probonoontario.org](http://www.probonoontario.org)

Provides 30 minutes of free legal advice and assistance on civil law cases (not family or criminal cases). Generally, civil law matters involve housing, employment, and other contract issues in which someone is seeking compensation for damages. Pro Bono Ontario's qualified volunteer lawyers and law students can help you better understand your case and support you in drafting letters and basic legal documents. Provides a designated hotline for workplace sexual harassment cases (see above).



## Food and Meal Programs

Free and low-cost food and meal services for residents of Ottawa.

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### Good Food Market

Main Phone Line: 613-238-8210 ext. 2452

Website: [www.swchc.on.ca/food](http://www.swchc.on.ca/food)

Market Address: 280 Rochester Street

Run by Somerset West Community Health Centre. Offers a monthly market that provides fresh fruits, vegetables, and dried goods at below-market prices. Operates the first Thursday of each month from 4-6 pm.

### Ottawa Food Bank

Main Phone Line: 613-745-7001

Website: [www.ottawafoodbank.ca](http://www.ottawafoodbank.ca)

Provides free boxes of food for low-income individuals and families in the Ottawa area. The Ottawa Food Bank has many different service centres across Ottawa. While you stay at Harmony House, Parkdale Food Centre will be your main food bank. To figure out which food bank is in your area when you move, you can call their main phone line or visit their website.

**\*\*Most food banks will only allow residents to visit one time per month.\*\***

### Ottawa Good Food Box

Main Phone Line: 613-745-0073 ext. 122

Website: [ottawagoodfoodbox.ca](http://ottawagoodfoodbox.ca)

Provides boxes of lower-cost fresh fruits and vegetables to Ottawa residents. Place your order online and schedule a pick-up time at a participating community centre. If you need help placing an order or need your box to be delivered, you can call their main phone line.

### Parkdale Food Centre

Main Phone Line: 613-722-8019

Website: [www.parkdalefoodcentre.ca](http://www.parkdalefoodcentre.ca)

Parkdale Food Centre is the main food bank for residents living in the Somerset West Catchment area. Provides free, nutritious boxes of food to low-income individuals and families. Also runs a community kitchen, cooking workshops, and other community food programs for adults and children.

**\*\*During COVID-19, Parkdale Food Centre is asking people to call their main phone line to place an order for a food box, or to request an order online through their website. You can arrange for pick-up or delivery. If you are picking up your box, you must have a vehicle to transport it with, as the boxes are large.**

**United Muslim Organizations of Ottawa-Gatineau**

Main Phone Line: 613-686-3922

Website: [www.mfso.ca](http://www.mfso.ca)

Providing grocery pick-up and delivery for anyone who cannot leave the house during COVID-19. If you need access to free food or meal delivery, UMOOG may be able to help. Visit their website to fill in a form indicating what support you need. If you need help filling in the form, please call their main phone line. *This service is only operating during the COVID-19 crisis. Please call the main phone line to get updates on services.*

**The Well Drop-In**

Main Program Line: 613-594-8861

Food Program Line: 613-594-8861 ext. 57

Website: [www.the-well.ca](http://www.the-well.ca)

Provides supportive programs, resource referrals, and a daily hot meal to women and their children.

**\*\* During COVID, The Well is closed to the public. However, staff are still finding ways to support people remotely. To get updates on their meal program, call their main phone line or visit The Well page on Facebook.**