



# Local Crisis Lines and Community Resources

## Crisis lines:

- **YSB crisis line (available 24/7)**  
Phone: 613-260-2360 or [chat.ysb.ca](https://chat.ysb.ca)
- **KidsHelp phone (available 24/7)**  
Toll-free: 1-800-668-6868  
Text: CONNECT to 686868
- **Ottawa Distress Centre**  
Phone: 613-238-3311
- **First Nations and Inuit Hope and Wellness Helpline**  
Phone: 1-855-3310
- **Crossroads Children's Centre (walk in by appointment)**  
Phone: 613-723-1623 x232.
- **Ottawa Rape Crisis Centre**  
Phone: 613-562-2333
- **Sexual Assault Support Centre**  
Phone: 613-234-2266
- **Children's Aid Society of Ottawa — Child Protection Services**  
Phone: 713-747-7800

## Community Resources:

- **211 Ontario:** (information on community and social services)
- **Catholic Centre for Immigrants:** (staff working remotely)  
Phone: 613-232-9634
- **Crossroads Children's Centre (walk in by appointment)**  
Phone: 613-723-1623 x232
- **Inuuqatigiit Center for Children, Youth and Families**
  - » **Pam Stellick** — Mental Health and Community Initiatives Manager  
Phone: 343-550-8550
  - » **Janice Messam** — Family Well-being Manager  
Phone: 613-415-5768
  - » **Daniel Fyfe** — Inuuqatigiit Youth Manager  
Phone: 613-854-2931

- **Family Services Ottawa** (*counselling by phone*)  
**Phone:** 613-725-3601
- **Immigrant Women's Services** (*staff working remotely*)  
**Phone:** 613-729-3145
- **Jaku Konbit: (Black youth support group)**  
**Phone:** 613-567-0600
- **John Howard Society:**
  - » **Youth Housing Based Care** (*currently on caseload — no new referrals*)  
**Contact is:** Justine Joseph: 613-915-2542
  - » **Community Based mobile teams** (*Youth Services, Time for Change and Reset*) are all working remotely from home.  
**Contact is:** Haleigh Rigby: 613-325-9227
  - » **Residential Sites — all 11 sites are fully operational with limited access.**  
New admissions Are determined on a case-by-case basis.
- **Lesbian, Gay Bi Trans Youthline** (*peer support, referral & resources for youth 29y years and under*).
  - » **Sunday-Friday 4:00-9:30pm**  
**Chat:** [www.youthline.ca](http://www.youthline.ca)  
**Text:** 647-694-4275  
**email:** [askus@youthline.ca](mailto:askus@youthline.ca)
- **Métis Nation of Ontario — Community Wellness Coordinator**  
**Phone:** 613-748-1880 x302
- **Minwaashin Lodge Centre for Indigenous Women:** (*staff working remotely*).
  - » **Angela Jeffrey-Martincich —** 613-741-5590 x231
- **OCISO (staff working remotely)**  
**Phone:** 613-725-5671x316  
**email:** [info@ociso.org](mailto:info@ociso.org)
- **On Track —** *Operating and accepting referrals to the program. Contact is by phone or video Chat by case managers.*  
**Contact is:** Melissa Mason — 613-737-8899, x79517
- **Ontario Works —** *Workers are answering emails and phone calls. New applications are done by phone.*  
**Phone:** 613-580-2424, x26438  
**email:** [carolyn.needham@ottawa.ca](mailto:carolyn.needham@ottawa.ca)
- **Parents Lifeline of Eastern Ontario (9:00am to 7:00pm)**  
**Phone:** 613-321-3211
- **Rideauwood Addictions and Family Services:** *staff are working remotely from home using videoconferencing formats.*  
**Contact:** [ManagerMYoung@rideauwood.org](mailto:ManagerMYoung@rideauwood.org)
- **Somali Centre for Family Services:**  
**Phone:** 613-526-2075
- **YouTurn Youth Support Services:** *Working remotely from home supporting youth via phone and video. Taking new referrals for phone support.*  
**Contact:** Danielle Pelletier  
**Phone:** 613-552-4724  
**email:** [dpelletier@youturn.ca](mailto:dpelletier@youturn.ca)



OTTAWA-CARLETON  
DISTRICT SCHOOL BOARD

