

# Mental Health Services Resources Guide for Students at the University of Ottawa

2021

ad hoc Mental Health Committee

# Foreword

We are pleased to present the "Mental Health Resource Guide" for students at the University of Ottawa. This guide contains current mental health resources that can be used by students on the University of Ottawa campus, as well as additional pertinent resources in the Ottawa-Gatineau area.

This guide is the result of a collaborative work of the ad hoc Mental Health Committee composed by graduate students in psychology and professors of the School of Psychology.

This guide is structured in three main sections: 1) services on the University of Ottawa campus, 2) services in the Ottawa-Gatineau region and 3) other resources. The services presented in each section are presented in alphabetical order and not in order of importance. You are invited to consult the guide to determine the service (s) that are most relevant to you and your needs. Information on how to contact the services, their descriptions and the costs can be found there.

This document is an ongoing work and should be updated as changes occur to the resources presented in this guide. Would you note that a resource is not up to date, we invite you to contact Dr. Tim Aubry ([Tim.Aubry@uottawa.ca](mailto:Tim.Aubry@uottawa.ca)).

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# Key Resources

## 1. Good2Talk, the Post-Secondary Student Helpline - 24/7/365 (Bilingual)

Tel: 1-866-925-5454

Text: GOOD2TALKON to 686868

Website: <https://good2talk.ca/>

## 2. uOttawa Counselling Services

Address:

100 Marie-Curie Private (MCE)  
4th Floor  
Ottawa, ON

Tel: 613-562-5200

Fax: 613-562-5964

Email address: [couns@uOttawa.ca](mailto:couns@uOttawa.ca)

Website: <https://sass.uottawa.ca/en/personal>

## 3. Graduate students

Your GSAED Health Plan gives you **free** access to the Student Support Program (SSP).

You can call **24/7** to **1-855-649-8641** to speak to a counsellor or make an appointment, or [visit the SSP website](#) (just type in University of Ottawa or GSAÉD to identify your institution) for full access to the SSP services and resources.

## 4. Undergraduate students:

Your UOSU Health Plan gives you **free** access to the Empower Me support program.

Connect with qualified counsellors, consultants, and life coaches for a variety of issues. Call the **24/7 helpline** at **1-844-741-6389** from anywhere in North America or [log in to Empower Me](#) (use "Studentcare" as the password) to be directly connected to a trained counsellor.

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# ON THE UNIVERSITY OF OTTAWA CAMPUS

## 1. INSURANCE AND STUDENT ASSOCIATION

### **Graduate Student Association des Étudiants Diplômés (GSAED)**

Address: 601 Cumberland St., Ottawa, ON

Tel: 1-613-562-5935

Website: <https://gsaed.ca/en/services/#MentalHealth>

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

Description: See website for the full list of services that graduate students can receive.

### **Green Shield Canada Insurance (through your GSAED health plan)**

Coverage for services with a psychologist (\$80/session up to a maximum of \$700 - all practitioners combined).

Coverage for professional services - chiropractor, registered massage therapist, naturopath, speech therapist, physiotherapist (\$30/session up to a maximum of \$700 - all practitioners combined).

### **Student Support Program (SSP) through your GSAED health plan**

Tel: 1-855-649-8641

Website: <http://mystudentsupport.com/> (log in using the organization name "GSAED") or <https://www.workhealthlife.com/> (log in using the organization name "GSAED")

Description: The program provides access to short-term professional counselling for personal and emotional issues. Graduate students can choose from a variety of delivery methods to best suit their comfort level and lifestyle including in-person (off campus), telephonic, e-counselling, First Chat (instant online chat with a counsellor), video, text-based self-paced. If a student is currently seeing an onsite counsellor through the University, they may continue to see that counsellor as this service will continue to be a part of the overall services provided by the University to students. Confidential within the limits of the law.

Cost: Free

## **2. UNIVERSITY OF OTTAWA COUNSELLING SERVICES**

### **uOttawa Counselling Services**

Address:

100 Marie-Curie Private (MCE), 4th Floor  
Ottawa, ON

Tel: 613-562-5200

Fax: 613-562-5964

Email address: [couns@uOttawa.ca](mailto:couns@uOttawa.ca)

Website: <https://sass.uottawa.ca/en/personal>

Description: The Counselling office offers a range of accessible resources and services based on the Stepped Care model.

Cost: Free

### **Academic Accommodations Service**

Address:

55 Laurier Avenue East (Desmarais Hall)  
3rd Floor, Room 3172  
Ottawa, ON

Tel: 613-562-5976

Fax: 613-562-5159

Email address: [adapt@uOttawa.ca](mailto:adapt@uOttawa.ca)

Website: <https://sass.uottawa.ca/en/access>

Description: The Academic Accommodations service works collaboratively with our university community and stakeholders to facilitate the academic accommodation process.

Cost: Free



## **Centre for Psychological Services and Research of the University of Ottawa (CPSR) (Psychological services)**

### Address:

School of Psychology  
Faculty of Social Sciences  
136 Jean-Jacques Lussier (Vanier Hall) room 4031  
Ottawa, ON

Tel: 613-562-5289

Fax: 613-562-5169

Website: <https://socialsciences.uottawa.ca/psychology/centre-psychological-services-research>

Email: [cpsr@uOttawa.ca](mailto:cpsr@uOttawa.ca)

Contact: Dr Cary Kogan, CPSR Director

### Hours:

The Centre is open year-round.

Mondays, Wednesdays & Thursdays: 8:45 a.m. to 8 p.m.

Tuesdays & Fridays: 8:45 a.m. to 5 p.m.

June to August: Tuesdays & Fridays closed at 4 p.m.

Description: The centre offers services, maximum of 20 sessions, in psychological treatment for individual therapy for adolescents and adults, couple therapy, and child and family services, adult assessment, child & family assessment, as well as career counseling. Services by uOttawa clinical psychology graduate students.

Referral/How to Apply: by phone; there is a waiting list.

Cost: There are standard hourly fees, with possible adjustments based on income. There is also a standard fee package for career and psycho-educational assessments. Although psychological services are not covered by provincial health plans (OHIP, RAMQ), they may be covered by supplementary health plans. Please check your insurance plan for further details.

Areas served: Ottawa and Gatineau

## University of Ottawa Health Services (UOHS) Family Health Team

Address:

100 Marie Curie, 3<sup>rd</sup> floor  
Ottawa, ON

Tel: 613-564-3950

Fax: 613-564-6627

Website: <https://www.uottawa.ca/health/services/mental-health>

Hours:

Monday: 8 AM - 8 PM

Tuesday: 8 AM - 8 PM

Wednesday: 8 AM - 8 PM

Thursday: 8 AM - 8 PM

Friday: 8 AM - 8 PM

Saturday: 10 AM - 2 PM

Sunday: 10 AM - 2 PM

Description: The Family Health Team (FHT) of the University of Ottawa Health Services offers mental health services. Our Mental Health Counsellors are qualified professionals who work with patients in a short-term, focused and confidential manner to find solutions. Bilingual services provided may address a range of issues, from acute situational reactions, marital discord, behavioural issues in children, to more chronic conditions, such as anxiety, depression, and other mood disorders, with clinical counselling services being offered to people of all ages. Counselling services are goal oriented and a range of evidence-based approaches are used in working with patients. The length and type of service provided will depend on the nature of the presenting issue. Patients may also be referred to other community resources to help meet their needs.

In addition to individual counselling services the mental health team offers psycho-educational groups on different topics. They also work collaboratively with other interdisciplinary health providers regarding chronic disease management programs.

To access services: Family Health Team Psychiatrist and Mental Health Counselors – available to patients enrolled with a family physician with the UOHS Family Health Team. University of Ottawa and University of St-Paul students can also access mental health counselling services when referred by a provider at the University of Ottawa Health Services Walk-In Clinic (located at 100 Marie Curie Private). A telephone Intake Assessment appointment with a Mental Health Counsellor will be scheduled upon receipt of your referral from a University of Ottawa Health Services Provider. Patients are to contact our office directly at 613-564-3950 ext. 497 or complete the online appointment request form to schedule this appointment. This appointment will provide an opportunity to

discuss your needs and determine the best strategies for you. There is no fee for our mental health services.

Wellness group: This Cognitive Behavioural Therapy (CBT) – mindfulness-based group workshop run by UOHS counsellors will emphasize coping skills and self-care strategies in dealing with symptoms of anxiety and depression. Ask your primary health care provider for a referral to the 6 consecutive week Wellness Workshop.

Cost: Not all of the services that your physician provides to you are insured through your provincial health card or your health plan. As a result, a fee may be charged at the time of your visit. Consult the uninsured services fees listed below or contact us at 613-564-3950 for more information.

Uninsured medical services are not covered by the Ontario Health Insurance Plan (OHIP) and may be charged directly to the patient (or third party) at the discretion of the physician. Third Party services are defined as any service (including an annual health exam) received by a patient which, in whole or in part, is necessary for the production or completion of a document or transmission of information to satisfy the requirements of a party other than the patient.

Areas served: Ottawa and Gatineau

## **uOttawa Health Services Psychiatry**

Address:

100 Marie Curie  
Ottawa, ON

Tel: 613-564-3950

Fax: 613-564-6627

Website: <https://www.uottawa.ca/health/specialists/psychiatry>

Description:

- Comprehensive psychiatric assessment
- Diagnosis information for patients and caregivers
- Treatment recommendations and medication monitoring
- Links to appropriate community support services
- English-only services for individuals thought to be suffering from bipolar or treatment-resistant depression are offered at the Mood Disorder Clinic of Ottawa

To access services: Referrals from family physician or nurse practitioner for psychiatry can be faxed at 613-564-6627.

Areas served: Ottawa and Gatineau

### **3. EMPLOYEE SERVICES**

#### **Employee and Family Assistance Program (EFAP)**

Tel: 1-844-880-9143

Website: <https://www.workhealthlife.com/> (log in using the organization name "University of Ottawa")

Hours: 24h/7

Description: Confidential and voluntary support service that can help you find solutions to all kinds of challenges related to work, your health or life in general. Services include short-term professional counselling, family support services, legal support services, financial support services, naturopathic services, nutritional services health coaching. Confidential within the limits of the law.

How to access: online or by phone

Cost: Free

#### **Union of student workers at the University of Ottawa (CUPE2626)**

Includes funding for health and dental costs, emergency relief, financial aid, and conference costs.

Please consult this website for more information: <http://www.2626.ca/your-rights/funding/>

## 4. PEER COUNSELLING SERVICES

### Centre for Students with Disabilities

Address:

85 University Private  
University Centre (UCU), Room 022  
Ottawa, ON

Tel:

Website: <https://www.seuo-uosu.com/services/centre-for-students-with-disabilities/>

Email: [cei-csd.coord@uosu-seuo.com](mailto:cei-csd.coord@uosu-seuo.com)

Hours:

Monday: 10am – 1pm, 1:30pm – 5:30pm  
Tuesday: 9:30am – 5:30pm  
Wednesday: 10am – 11:30pm, 4pm – 6pm  
Thursday: 9:30am – 5:30pm  
Friday: 10am – 1pm, 2:30pm – 6pm

Description: The Centre for Students with Disabilities (CSD) is a service of the University of Ottawa's Student Union that serves both the undergraduate and graduate student population. It is a service available to all students and do not require someone identifying with a disability to use it. Our events are usually open to all audiences. CSD focuses on the social aspect of the university community and the accessibility of our social activities. We strive to promote the independence and inclusion of students with disabilities in the university of community. We do so by assisting in advocacy and awareness campaigns, create an atmosphere of exchange and experience-sharing, and establish a space where individuals and groups can voice their concerns about various issues facing different communities. We strive to remove stigma and attitudinal barriers.

### Peer Help Centre

Address:

85 University Private  
University Centre (UCU), Room 211D  
Ottawa, ON

Website: <https://www.seuo-uosu.com/services/peer-help/>

Active listening session booking: [entraide-peerhelp.youcanbook.me/](http://entraide-peerhelp.youcanbook.me/)

Peer Support Phone Line: 613-783-1380 ext. 155

Peer Support Chat: Click on the purple icon on the bottom left corner of the website to chat with a trained volunteer.

Hours:

Monday: 10am – 6pm

Tuesday: 10am – 6pm

Wednesday: 10am – 6pm

Thursday: 10am – 6pm

Friday: 10am – 6pm

Description: The Peer Help Centre (PHC) operates as a peer support service and resource centre. Our mandate is to provide the student community with academic, personal, and social support through resource distribution and short-term peer consultation. Our services include: tutor referrals, active listening sessions that occur in person or via the Peer Support Phone Line/Chat service, the Mentoring for Youth Program, peer editing, and presentation critique. We pride ourselves in being a service run by students for students.

To reach the PHC office

Tel: 613-783-1380 ext. 151

Email: [entraide-peerhelp@uosu-seuo.com](mailto:entraide-peerhelp@uosu-seuo.com)

## **Pride Centre**

Address:

85 University Private  
University Centre (UCU), Room 215C  
Ottawa, ON

Website: <https://www.seuo-uosu.com/services/pride-centre/>

Email: [fierte-pride.coord@uosu-seuo.com](mailto:fierte-pride.coord@uosu-seuo.com)

Hours:

Monday: 10am – 6pm

Tuesday: 10am – 6pm

Wednesday: 10am – 6pm

Thursday: 10am – 6pm

Friday: 10am – 6pm

Description: The University of Ottawa Pride Centre is a part of the Sexual Health and Wellness services that are provided by the University of Ottawa Students' Union. We are committed to providing a welcoming, safe, unbiased, and

comfortable space for anyone who identifies as a member of the 2SLGBTQ+ community and their allies.

## **Womxns Resource Centre**

### Address:

85 University Private  
University Centre (UCU), Room 220  
Ottawa, ON

Tel: 613-783-1380 ext. 181 or 182

Website: <https://www.seuo-uosu.com/services/womxns-resource-centre/>

Email: [crf-wrc.coord@uosu-seuo.com](mailto:crf-wrc.coord@uosu-seuo.com)

### Hours:

Monday: 9:30 AM to 11:30 AM & 1:00 PM to 6:00 PM

Tuesday: 12:00 PM to 5:00 PM

Wednesday: 9:00 AM to 6:00 PM

Thursday: 10:00 AM to 1:00 PM

Friday: 2:30 PM to 5:30 PM

Description: The WRC is an inclusive, non-judgmental, pro-choice, feminist drop-in space that supports community members (women, trans folk, non-binary folk and men) who want to work together to challenge gender oppression on campus and in our communities. We do work on sexual health, reproductive health, ending gender-based violence and any other type of work deemed relevant to the intersectionalities of gender and other identities. Our goal is to create an open environment where you can find the resources and the people you need to make positive changes in your life, finish that paper, find new friends, or just relax a bit. Our goal is also to end gender-based violence by challenging myths and stereotypes, on our campuses and in our communities. We are for students, by students. Our efforts are feminist, queer-friendly, anti-oppressive, gender-inclusive, and sex-positive.

# OTTAWA AND GATINEAU REGION

## 5. UNIVERSITY COUNSELLING SERVICES

### Centre for counselling and psychotherapy (Saint-Paul)

Address:

Saint Paul University  
Residence, 2nd Floor  
150 Hazel Street  
Ottawa, ON

Tel: 613-782-3022/1-800-637-6859, ext. 2242

Fax: 613-782-3045

Website: [https://ustpaul.ca/en/centre-for-counselling-home\\_360\\_120.htm](https://ustpaul.ca/en/centre-for-counselling-home_360_120.htm)

Email: [counselling@ustpaul.ca](mailto:counselling@ustpaul.ca)

Contact: Michael Machan, Director and Professional Services Coordinator

Hours: Monday to Friday: 9 a.m. to 9 p.m.; Saturday: 10 a.m. to 3 p.m.

Description: Bilingual services are provided by counselling interns at the Master of Arts and PhD candidates in Counselling and Spirituality.

Referral/How to Apply: By phone; waiting list is about 2 months to 6 months. There is no limit to the number of appointments required.

Fees: \$75 (negotiable depending on financial situation) for individual, couples and family session.

Areas served: Ottawa and Gatineau

### Psychological Services Clinic at UQO

Address:

2nd floor, Sector F (F-2008)  
283 boulevard Alexandre-Taché  
C.P. 1250, succursale Hull  
Gatineau (Québec) Canada

Tel: 819-595-3900

Toll-free: 1-800-567-1283



Website: <https://uqo.ca/cspuqo> [Link in french]

Contact: Dr. Michel Roy, practicum and internship coordinator as well as Head of the Clinic.

Description: 20 sessions, maximum, are provided by trainees enrolled in the PhD in psychology at UQO. Individual and couple services as well as neuropsychological and psychological assessments are offered.

Referral/How to Apply: by phone or by a health professional

Fees: Reduced rate for psychotherapy is available; eligibility for group insurance

Areas served: Gatineau and Ottawa

## 6. COMMUNITY ORGANIZATIONS

### Family Services Ottawa

Address:

312 avenue Parkdale Ave.  
Ottawa, ON

Tel: 613-725-3601

Fax: 613-725-5651

Website: <http://familyservicesottawa.org/>

Email: [fsfo@familyservicesottawa.org](mailto:fsfo@familyservicesottawa.org)

Description: Services for children, youth, and families, schools and students, adults, parents, older adults, businesses and employees.

### The Walk-In Counselling Clinics

Address: Various—see website

Tel: Various—see website

Website: <https://walkincounselling.com/>

Email: [mpobric@jfsottawa.com](mailto:mpobric@jfsottawa.com)

Hours: Various—see website

Description: Support for Life's Challenges, Free Counselling Services, No Appointment Necessary, Trained Professional Counsellors. No referral is required for the Walk-In Counselling Clinic. You will be assisted, with no appointment, on a first-come, first-serve basis during our Walk-In Counselling Clinic hours. The Walk-in Counselling Clinic offers counselling services in English, French, Arabic, Spanish, Somali, Cantonese and Mandarin at a variety of different locations. Clinic hours are available at different locations throughout the week, including evenings and weekends.

Areas served: Ontario residents within the greater Champlain region.

## **Children's Aid Society**

Address:

1602, cour Telesat,  
Gloucester, ON

Tel: 613-747-7800

Fax: 613-747-4456

Website: <https://www.casott.on.ca/en/contact-us/>

Description: Anyone who reasonably believes that a child is or may need protection must promptly report their concerns and any supporting information to the CAS.

## **Psychiatric Survivors Ottawa**

Address:

211 Bronson Avenue  
Suite 313/314  
Ottawa, ON

Tel: 613.567.4379

Toll-free: 1-877-550-4379

Website: <https://www.pso-ottawa.ca/>

Email: [info@pso-ottawa.ca](mailto:info@pso-ottawa.ca)

Hours:

Mondays: 12:00 – 7:00 pm

Tuesdays: 12:00 – 4:00 pm

Wednesdays: 12:00 – 7:00 pm

Thursdays: 12:00 – 4:00 pm

Fridays: 12:00 – 7:00 pm

Saturdays: 12:00 - 2:00 pm & 3:00 - 6:00 pm (Youth Leisure only)

Sundays: 12:00 - 6:00 pm

Description: They are a community of peers using our lived experiences with the mental health system to support one another in moving towards our full potential.

## **Improving Access to Structured Psychotherapy (IASP) Initiative**

Website: <https://www.camh.ca/en/your-care/programs-and-services/improving-access-to-structured-psychotherapy-iasp-initiative>

Description: Intended for adults with mild to moderate signs of depression and anxiety.

## **The Royal Ottawa Mental Health Centre**

Address:

1145 Carling Avenue  
Ottawa, ON

Tel: 613-722-6521

Website: <http://www.theroyal.ca/>

Description: The Royal is one of Canada's foremost mental health care and academic health science centres. Our mandate is simple: to get more people living with mental illness into recovery faster. The Royal combines the delivery of specialized mental health care, advocacy, research, and education to transform the lives of people with complex and treatment resistant mental illness. The Royal's Institute of Mental Health Research is proudly affiliated with the University of Ottawa. The Royal Ottawa Foundation for Mental Health raises funds that support The Royal's work. The Royal places a sharp focus on awareness building through the You Know Who I Am campaign and the DIFD youth initiative.

Areas served: Ontario residents in the greater Champlain region.

Services include, among others:

Self-referred substance use and concurrent disorders services:

<https://www.theroyal.ca/patient-care-information/clinics-services-programs/substance-use-and-concurrent-disorders>

Women's mental health services and peer support:

<https://www.theroyal.ca/patient-care-information/clinics-services-programs/womens-mental-health>

Ontario Structured Psychotherapy (OSP) Program (by referral only):

<https://www.theroyal.ca/osp>

## **Akausivik Inuit Family Health Team**

Address:

300-24 Selkrik Street  
Ottawa, ON

Tel: 613-740-0999

Website: <https://www.aifht.ca/english/>

Description: The Akausivik Inuit Family Health Team provides free primary care to the Inuit community, including services to the homebound, homeless, hard to reach, high risk and those in medical travel isolation.

Areas served: Ontario

## **Wabano**

Address:

299 Montreal Road  
Ottawa, ON

Tel: 613-748-0657

Website: <https://wabano.com/health-and-wellness/>

Description: Wabano's Mental Wellness team is unique because they merge Indigenous practices with contemporary therapeutic methods. Whatever path you choose, Wabano is a safe space for you and your family to explore your inner strength and resilience.

Areas served: Ontario

## 7. PRIVATE PRACTICES

### Ottawa Academy of Psychology

Address:

P.O. Box 4251, Station E  
Ottawa, ON

Tel: 613-235-2529

Website: <https://ottawa-psychologists.org/>

Description: The Ottawa Academy of Psychology is an association of registered psychologists and psychological associates in the Ottawa area. Founded in 1976, its purpose is to maintain a meeting ground for members, provide continuing education for professionals, and help members of the community access psychological information and services through its searchable Online Directory and its telephone Information and Referral Service.

### Other private practices

A list of non-affiliated psychologists at the University of Ottawa offering services at a reduced fee in private practice is in preparation and will be available soon.

Meanwhile, francophones can also find psychologists available for various issues on the Ordre des psychologues du Québec website:

<https://www.ordrepsy.qc.ca/trouver-de-aide> (link in French)

## 8. ADDICTION SERVICES

### Center for Addiction and Mental Health

Tel:

Greater Toronto Area: 416 535-8501

Toll-free: 1 800 463-2338

Press 2 for information about accessing CAMH services.

Hours: Mon-Fri, 8:30 a.m. - 5 p.m.

Website: <https://www.camh.ca/>

Description: The Centre for Addiction and Mental Health (CAMH) is Canada's largest mental health teaching hospital and one of the world's leading research centres in its field. CAMH is fully affiliated with the University of Toronto and is a Pan American Health Organization/World Health Organization Collaborating Centre. With a dedicated staff of more than 3,000 physicians, clinicians, researchers, educators, and support staff, CAMH offers outstanding clinical care to more than 34,000 patients each year. The organization conducts groundbreaking research, provides expert training to health care professionals and scientists, develops innovative health promotion and prevention strategies, and advocates on public policy issues at all levels of government. And through our Foundation, we're working to raise tens of millions of additional dollars to fund new programs and research and augment services.

### Maison Fraternité

Tel: 613-741-2523

Toll-free: 1 877 654-0990

Fax: 613 741-3264

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

Email: [administration@maisonfraternite.ca](mailto:administration@maisonfraternite.ca)

Description: services include: 1) Adult services; 2) intensive treatment-stage; 3) Intensive long-term program.

### Montfort Renaissance

Website: <https://montfortrenaissance.ca/>

Description: They help the vulnerable population in the following areas: addictions, mental health, housing, and seniors.

## **Rideauwood Addiction & Family Services**

Address:

312 Parkdale Avenue  
Ottawa, ON

Tel: (613) 724-4881

Fax: (613) 724-4873

Website: <https://www.rideauwood.org/>

Hours: Two evenings each month from 6:00 p.m. to 8:00 p.m.

Description: This program is for spouses, partners, friends, parents, and adult children of family members or friends with a substance use issue or disorder or anyone else who wants to learn more about chemical dependency and its effects. Teens age 16 and over can benefit from attending. Younger teens may or may not be appropriate depending on their level of maturity – you can check with our intake staff if unsure. These sessions are geared towards family members and are not appropriate for persons with the addiction. It may also be beneficial for educators, human resource personnel, and concerned people in the community.



## 9. SERVICES FOR SEXUAL ASSAULT

### Assaulted Women's Helpline (English only)

Tel:

GTA: 416.863.0511

GTA TTY (text telephone): 416.364.8762

Toll-free: 1.866.863.0511

Toll-free TTY: 1.866.863.7868

#SAFE (#7233): On your Bell, Rogers, Fido or Telus mobile phone

Website: <http://www.awhl.org/home>

Hours: 24/7

Description: For over 30 years, the Assaulted Women's Helpline has served as a free, anonymous, and confidential 24-hour telephone and TTY crisis telephone line to all women in the province of Ontario who have experienced any form of abuse. We provide crisis counselling, safety planning, emotional support, information, and referrals accessible 7 days a week, 365 days a year. We work in tandem with community partners and sister agencies towards bridging gaps in service and identifying emerging issues or trends relevant to the women we work with.

Deaf, deaf-blind, and hard of hearing services are available 24 hours a day, 7 days a week.

### Fem'aide – support line (French)

Tel: 1-877-336-2433

Website: <http://femaide.ca/>

Hours: 24h

Description: Fem'aide offers French-speaking women who have experienced gender-based violence, support, information and referral to appropriate front-line services within their communities, 24 hours a day, 7 days a week. Fem'aide can also respond to requests for information made by family and friends of women who are victims of violence. The helpline's main focus is to assist women who have experienced violence in an intimate relationship and women who have been sexually assaulted. Fem'aide uses a feminist approach empowering women to identify their own needs and to make their own informed decisions.

## Ottawa Rape Crisis Centre (ORCC)

Address:

PO Box 20206  
Ottawa, ON

Tel: 613-562-2333 (24h crisis line)

Office line: 613-562-2334

Website: <http://www.orcc.net/>

Email: [orcc@orcc.net](mailto:orcc@orcc.net)

Hours: 24h

Description:

ORCC services focus on supporting survivors, raising awareness, empowering community, pressing for changes in our systems, and more. We support trans and cis women, trans men, two-spirit, gender-fluid, and non-binary survivors.

Services include:

- Crisis line: 24-hours, 7 days a week service to survivors of sexual violence, supporters, family and friends of survivors. Volunteer counsellors provide crisis intervention on issues such as: childhood sexual abuse, recent sexual assault, flashbacks and suicide intervention. In addition, counsellors provide information on community resources and services, and arrange accompaniment to police stations and to the Sexual Assault Partner Care program at the Civic campus of the Ottawa hospital.
- Individual counselling services: for survivors 16 years and older who are either recent or childhood survivors of all types of sexual assault. All of the counselling services at the ORCC work from an anti-oppressive, anti-racist, feminist approach. Our individual counselling services are available either short term (up to 12 sessions) or long term (up to 1 year); all of our counselling services are free of charge.
- Crisis one-to-one counselling: available for survivors in immediate need of support. Crisis Counselling can be up to 3 sessions. Each session lasts for one hour and takes place at ORCC. The goal of crisis counselling focuses on lessening the stress that the sexual assault (whether historical or recent) has on the survivor presently.
- Support person counselling: Up to 3 sessions of counseling. In these sessions the support person will receive guidance on how to best-support the survivor in their life.

- Group counselling: focusing on a variety of topics including grief, boundaries, trust, relationships, sex and sexuality, flashbacks etc. The focus of group counselling is to provide a healing, empowering and safe-space for survivors to discuss their experiences, coping mechanisms, and to receive support from counsellors and each other. Groups are offered either in the afternoon or evening during Fall and Spring. A typical group will span over 12-16 weeks. Registration and pre-screening interview with the group facilitator required prior to the beginning of the group. Each group generally has 8 to 10 participants.

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

Address:

P.O. Box 4441, Stn. 'E'  
Ottawa, ON. K1S 5B4

\* It should be noted that the Centre's location is confidential. Service Users or Community Partners will only be notified of its location after an on-site meeting has been scheduled.

Tel: 613-234-2266 (English only)

Fax: 613-725-9259

Website: <https://sascottawa.com/about/>

Email: [info@sascottawa.com](mailto:info@sascottawa.com)

Hours: 24h

Description: The Sexual Assault Support Centre (SASC) is a registered Canadian charity and community-based organization that was established in 1983. We support all women: cis or trans, immigrant, aboriginal, queer, differently abled, women of colour, survivors of war and torture.

## **uOttawa – Sexual violence**

The University of Ottawa also provide a resources guide if you experience sexual violence.

Website: <https://www.uottawa.ca/sexual-violence-support-and-prevention/report-an-incident>

## **10. COUNSELING FOR LGBT2SQ+ INDIVIDUALS AND THOSE CLOSE TO THEM**

### **Centretown Walk-In Counseling Clinic**

Address:

420 Cooper St  
Ottawa, ON

Tel: 613-233-4443 ext. 219

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

Hours:

Wednesdays: 12:00 p.m.- 8 :00 p.m.

\*Last session is at 6:30 p.m.

Description: They offer support for life's challenges by trained professional counsellors from the LGBT2SQ+ community. No appointments necessary; free counselling services; counselling to individuals, couples, and families.

# OTHER RESOURCES

## 11. CRISIS LINES

### Crisis line

Tel:

Within Ottawa: 613-722-6914

Outside Ottawa: 1-866-996-0991

Hours: 24 hours, 7 days a week

Website: <https://crisisline.ca/>

Description: Bilingual services and confidential. This service is for individuals 16 years or older living in Ottawa, Prescott & Russell, Renfrew, Stormont, Dundas & Glengarry, and Akwesasne.

Cost: Free

### Distress Centre Ottawa and Region

Tel: 613-238-3311

Website: <https://www.dcottawa.on.ca/>

Hours: 24 hours, 7 days a week

Description: Bilingual services and confidential. We are the people who are here 24/7 to answer calls from those who are reaching out for help. Regardless of their issue, individuals are welcome to call our confidential, non-judgmental and open-minded telephone lines to talk about what they're facing in their lives.

Cost: Free

### Good2Talk, post-secondary student helpline

Tel: 1-866-925-5454

Text : GOOD2TALKON to 686868

Website: <https://good2talk.ca/>

Hours: 24 hours, 7 days a week

Description: Good2Talk is a free, confidential service for post-secondary students in Ontario, available 24/7/365. Through the line, post-secondary students in Ontario can receive professional (bilingual) counselling and information and referrals for mental health, addictions and well-being.

Cost: Free

### **Ontario: Information and community services**

Tel: 211 / 1-877-330-3213

Website: <https://211ontario.ca/>

Hours: 24 hours, 7 days a week

Description: Bilingual services. 211 is a helpline and online database of Ontario's community and social services. 211 is answered and updated by highly-trained specialists.

Cost: Free

### **Québec: InfoSanté**

Tel: 811

Website: <https://www.quebec.ca/en/health/finding-a-resource/consult-a-professional/info-sante-811/>

Hours: 24 hours, 7 days a week

Description: Info-Santé 811 is a free, bilingual, and confidential telephone consultation service. Info-Santé 811 nurses evaluate your health situation and give advice based on your condition. They can answer your questions about your health and direct you to the most appropriate resource in your region. Calling Info-Santé 811 often helps avoid going to a medical clinic or emergency room.

Cost: Free

### **Tel-aide Outaouais**

Tel:

Gatineau: 819-775-3223

Ottawa: 613-741-6433

Elsewhere in Outaouais: 1-800-567-9699

Website: <http://telaideoutaouais.ca/>

Hours: 24 hours, 7 days a week

Description: The team of volunteers is composed of meticulously selected listeners and trained for the job, the organization wants the public to dial their number, 365 days a year, whatever the reason, to express their emotions with volunteers at school.

Cost: Free

### **Crisis Services Canada**

Tel:

Toll-free: 1-833-456-4566

Text: 45645

For residents of Quebec, call 1 866 APPELLE (1-866-277-3553)

Website: <https://www.crisisservicescanada.ca/en>

Hours: 24 hours, 7 days a week

Description: Crisis Services Canada (CSC) is a national network of existing distress, crisis and suicide prevention line services. We are committed to supporting any person living in Canada who is affected by suicide, in the most caring and least intrusive manner possible.

Cost: Free

### **Métis Nation of Ontario 24hr Mental Health and Addictions Crisis Line**

Tel: 1-877-767-7572

Website: <https://www.metisnation.org/programs-and-services/healing-wellness/mental-health-and-addictions-services/>

Hours: 24 hours, 7 days a week

Description: The Métis Nation of Ontario (MNO) is proud to offer a 24-hour Mental Health and Addictions (MHA) Crisis Line. For culturally specific mental health and addiction supports for adults, youth, and families in Ontario (available in English and French) please call: **1-877-767-7572**. Once connected services can be delivered in person, over the phone, or by video conference.

Cost: Free

## **First Nations and Inuit Hope for Wellness Help Line 24/7**

Tel: 1-855-242-3310

Website: <https://www.hopeforwellness.ca>

Hours: 24 hours, 7 days a week

Description: Hope for Wellness Help Line offers immediate mental health counselling and crisis intervention to all Indigenous peoples across Canada, available in English, French, Cree, Ojibway and Inuktitut, by phone or on-line.

Cost: Free

## **Talk4Healing**

Tel: 1-888-200-9997

Toll free: 1-855-554-HEAL (4325)

Website: <https://www.talk4healing.com>

Hours: 24 hours, 7 days a week

Description: Talk4Healing is a culturally grounded, fully confidential helpline for Indigenous women available in 14 languages all across Ontario.

Cost: Free

## **TransLifeline**

Tel: (877) 330-6366

Website: <https://translifeline.org>

Hours: 5pm ET to 1am ET/7 days a week

Description: They provide trans peer support phone services run by trans people for trans and questioning peers.

Cost: Free



## **LBGTQ2SI Youth Line**

Tel: 1-800-268-9688

Text: 647-694-4275

Chat: See website

Website: <https://www.youthline.ca/get-support/ways-we-support/>

Hours: Sunday to Friday

Phone: 6PM to 9PM

Text: 4PM to 9:30PM

Description: At YouthLine, all our HelpLine volunteers are trained peer supporters aged 16-29, coming from a diversity of 2SLGBTQ+ identities and lived experiences. We serve all of Ontario. We're not counsellors, we're peers who can relate, and we have been trained in active listening and relevant knowledge such as anti-oppression, anti-racism, sex and consent, STIs, HIV, self-care, and more.

Cost: Free

## **12. WEBSITES**

### **Bounce back**

Toll-Free: 1-866-345-0224

Website: <https://bouncebackontario.ca/>

Description: is a free skill-building program managed by the Canadian Mental Health Association (CMHA). It is designed to help adults and youth 15+ manage low mood, mild to moderate depression and anxiety, stress or worry. Delivered over the phone with a coach and through online videos, you will get access to tools that will support you on your path to mental wellness.

It's free, there is no waiting period and there is no need to move.

### **Canadian Mental Health Association (CMHA)**

Website: <https://cmha.ca/>

Description: Founded in 1918, the Canadian Mental Health Association (CMHA) is the most established, most extensive community mental health organization in Canada. Through a presence in more than 330 communities across every

province and one territory, CMHA provides advocacy, programs and resources that help to prevent mental health problems and illnesses, support recovery and resilience, and enable all Canadians to flourish and thrive.

### **Community Information Centre of Ottawa**

Tel: 211 or 613-761-9076 or toll-free: 1-877-761-9076

Website: <http://www.cominfo-ottawa.org/directories.html>

Email: [info@cominfo-ottawa.org](mailto:info@cominfo-ottawa.org)

Description: Community Information Centre of Ottawa is a free bilingual service linking Eastern Ontario citizens with community resources.

### **ementalhealth.ca**

Website: <https://www.ementalhealth.ca/>

Hours: 24 hours, 7 days a week

Description: A bilingual website with anonymous, confidential and credible information. The website provides information to search for helping professionals.

### **Theravive**

Website: <https://www.theravive.com/counselor-directory.htm>

Description: Theravive is a network of licensed therapists and psychologists committed to helping people receive the best mental health care available. We also work in our communities to raise mental health awareness, lower stigma, and help educate people in all things mental health.

Cost: Varies. Low-cost options available.

### **Mental health and wellness (uOttawa)**

Web site: <https://www.uottawa.ca/wellness/>

Description: The Mental Health and Wellness website acts as a central location for information and resources at our University and in the surrounding community. It is also an excellent tool for family members, friends and colleagues who may need to help someone close to them that is studying or working at the University.

## **Counselling Connect**

Web site: <https://www.counsellingconnect.org>

Description: Counselling Connect provides quick access to a free phone or video counselling session, available in English and French. You choose a convenient date and time. This service is for everyone: children, youth, adults and families in Ottawa and the surrounding area. There is no waiting list. Concerns addressed: sleep issues, anxiety and depression, bullying, behavioural issues, separation, relationships, grief and loss, drugs and alcohol, gender and sexuality, adjusting to life in Canada, problem gambling and isolation and loneliness.

## 13. MOBILE APPLICATION

### Healthy Minds

Website: <http://healthymindsapp.ca/index.php>

Contact: The Royal Hospital Ottawa

Description: HealthyMinds is a tool developed by The Royal Hospital to help young people (students in particular) deal with emotions and cope with the stresses of life.

Cost: Free

### Sanvello

Website: <https://www.sanvello.com/>

Description: On-demand help for stress, anxiety, and depression. Formerly Pacifica, Sanvello offers clinically validated techniques and support to help you relieve symptoms.

Cost: There is a free version, but the Premium version gives access to all features. 53 USD/year

### Self-Help Anxiety Management

Contact: University of the West of England

URL (Google Play):

[https://play.google.com/store/apps/details?id=com.uwe.myoxygen&hl=en\\_US](https://play.google.com/store/apps/details?id=com.uwe.myoxygen&hl=en_US)

Description: To cope with and overcome anxiety, it often begins by looking within. Use the self-help techniques in this app to build a personal toolkit to help with your anxiety. Monitor your stress levels or triggers and connect with the community to gain support. This app can help you discover how to manage your anxiety.

Cost: Free

### Stop Panic & Anxiety Self-Help

Contact: [Excel at Life](#)

URL (Google Play):

<https://play.google.com/store/apps/details?id=com.excelatlife.panic>

Description: If you've experienced panic attacks due to anxiety, this app can help you manage them. Keep a personal diary or use the panic assistance audio to help you overcome attacks. It also features relaxation audio to lower stress and relax the body. Articles cover emotional training, cognitive behavioral therapy, and more.

Cost: Free

### **MindShift™ CBT**

Website: <https://www.anxietycanada.com/resources/mindshift-cbt/>

Description: Is anxiety getting in the way of your life? MindShift™ CBT uses scientifically proven strategies based on Cognitive Behavioural Therapy (CBT) to help you learn to relax and be mindful, develop more effective ways of thinking, and use active steps to take charge of your anxiety. Get the tools to tackle:  
1) Worry 2) Panic 3) Perfectionism 4) Social Anxiety 5) Phobias.

Cost: Free

\*More apps can be found on [this webpage about health apps](#).

## 14. SELF-HELP BOOKS AND RESOURCES

### ABC-T

Website: <http://www.abct.org/SHBooks/>

Description: The website contains a list of self-help books recommendations.

Cost: book prices vary.

### Anxiety Canada

Tel: 1-604-620-0744

Website: <https://www.anxietycanada.com/>

Description: Anxiety Canada is a small registered charity (charitable registration # 864353727RR0001) that provides self-help resources on anxiety.

### La clé des champs (French)

Website:

- <https://labeledeschamps.org/editions-la-cle-des-champs/> (their own material)
- <https://labeledeschamps.org/ressources-references/> (recommendations)

Description: (in French) Depuis le début des années 1990, nous avons développé une expertise et nous sommes devenus une référence importante dans le domaine des troubles anxieux. Comment? En offrant des activités et des ateliers de groupe d'entraide et reconnus pour leur pertinence et leur efficacité. La Clé des champs a également sa propre maison d'édition afin de produire et de vendre sa documentation traitant du sujet de l'anxiété, et ce, partout au Québec.

Cost: Prices vary and are indicated on the website.