Do you, or a youth you care about, need support to feel better?

What to watch for
- feelings get in the way of daily life over a long time
- worrisome changes in behavior and/or personality
- increased risky behavior and/or substance use
- prolonged negative mood or attitude
- feeling worthless, helpless, or hopeless
- thoughts or comments about suicide and/or dying

What you can say to start the conversation
If you’re worried about someone, say something! Don’t be afraid of saying the wrong thing.

Be thoughtful of the time and place to make it easier to have a private and open discussion.
Really listen and give 100% of your attention.

Avoid giving advice. What they need is just for you to be present and open.

How are you really doing?
I’ve been worried about you and wondering if you’re feeling okay?

This must be hard to talk about. Thanks for opening up to me.

Think about positive coping strategies
What has worked for you in the past?
- nature walks
- reading
- meditating
- exercise
- journalling
- volunteering
- mindfulness
- crafts/hobbies
- hugging your pet
- listening to music
- drink water to hydrate

Know your supports
- You can reach out to family, friends, neighbours, spiritual leaders, teachers or coaches.
- You can also reach out to school guidance counsellors or your family doctor.
- Employee assistance programs (through a parent’s or caregivers employer)
- In a crisis, or in planning how to avoid a crisis, call the crisis line or text the crisis chat. They’re available 24/7 and they can help you navigate mental health services (see next page).

In challenging times like the pandemic, it’s helpful to do things to support our wellbeing.

It’s not always easy to ask for help, but there are many people who care, and services out there that are rooting for you to succeed.

Getting help is a sign of your strength and resilience.
Know how to seek help

There are different types of services that can help people get through difficult times.

### Quick access to phone, video or walk-in counselling

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counselling Connect</td>
<td>counsellingconnect.org</td>
</tr>
</tbody>
</table>
| The Walk-In Counselling Clinic | 613-755-2277  
Walkincounselling.com |
| For 16 years and older |

### Parents and Caregivers

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
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</table>
| Parent's Lifeline of Eastern Ontario | (613) 321-3211 or 1-855-775-7005  
pleo.on.ca |
| safeTALK training | Training to help prevent suicide  
Canadian Mental Health Association- Ottawa  
ottawa.cmha.ca/programs-services/safetalk/  
(613) 737-7791 ext 217 |

### Community and Social Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
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</thead>
</table>
| 211 Ontario | Dial 211  
211ontario.ca |

### Short, medium or long term counselling and supports

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
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</thead>
</table>
| Youth Services Bureau (YSB) Mental Health Services | 613-562-3004  
ysb.ca |
| Somerset West Community Health Centre | (343) 571-0097  
For African, Caribbean and Black communities  
swchc.on.ca/acb |
| Hope for Wellness Helpline | 1-855-242-3310  
For Indigenous people  
hopeforwellness.ca |
| Crossroads Children's Mental Health | For children under the age of 12  
613-723-1623  
info@crossroadschildren.ca |
| Family Services Ottawa | (613) 725-3601 ext. O  
For 2SLGBTQ+ community members  
familyservicesottawa.org |
| Kind (peer groups) | For 2SLGBTQ+ community members  
kindspace.ca |
| Le Cap | (613) 789-2240  
centrelecap.ca |

### Counselling for addictions, eating disorders

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
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</thead>
</table>
| Rideauwood Addiction and Family Services | (613) 724-4881  
rideauwood.org |
| Dave Smith Youth Treatment Centre | (613) 594-8333  
info@davesmithcentre.org |
| Hopewell Eating Disorder Support Centre | (613) 241-3428  
hopewell.ca |
| Le Cap | (613) 789-2240  
centrelecap.ca |

### How to seek URGENT help

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| Youth Services Bureau - Mental Health Services | For youth and caregivers  
(613) 260-2360  
ysb.ca |

Available 24/7 to help you navigate mental health services.

People who are in crisis can also call 911 or visit the emergency department.

Remember, it's common to feel sad, isolated, worried, or angry at times, but if these feelings occur frequently and become overwhelming, it may be time for extra help.