

# Mental Health, Addictions and Substance Use Health Support

Due to everyday challenges we all experience in our lives, it is normal to feel stressed and worried. Please know that there is help available in the community to support you.

## Help is available

If you or someone you know is having a hard time coping, please reach out for help. Below are some free mental health, addictions and substance use health resources:

- [AccessMHA.ca](https://www.accessmha.ca) for anyone over 16 years of age or [1Call1Click.ca](https://www.1call1click.ca) for anyone under 21 years of age.
- [CounsellingConnect.org](https://www.counsellingconnect.org) provides quick access to a free phone or video counselling session. This service is for everyone: children, youth, adults, and families in Ottawa and the surrounding area.
- *The Walk-in Counselling Clinic* at 613-755-2277 or online [walkincounselling.com](https://www.walkincounselling.com) have free counselling in English, French, Arabic, Spanish, Somali, Cantonese and Mandarin.
- [Unsafe at Home Ottawa](https://www.unsafeathomeottawa.ca) is a secure text and online chat service for women experiencing violence or abuse at home. Services are available 7 days a week from 8:30am to midnight. Text 613-704-5535 or chat online via their website: [UnsafeAtHomeOttawa.ca](https://www.unsafeathomeottawa.ca).



If you need to talk to someone right now, these services are here for you 24 hours a day, every day of the week.

- [Distress Centre of Ottawa and Region](https://www.distresscentre.ca) at 613-238-3311 (Bilingual)
- [Tel-Aide Outaouais](https://www.tel-aide.ca) at 613-741-6433 (French)
- [Crisis Line](https://www.crisisline.ca) at 613-722-6914, if you are 16 or older (Bilingual)
- [Youth Service Bureau crisis line](https://www.youthservicebureau.ca) at 613-260-2360 or chat at [chat.yusb.ca](https://www.chat.yusb.ca), if you are 12 to 18 years old or a parent (Bilingual)
- [Kids Help Phone](https://www.kidshelpphone.ca) at 1-800-668-6868 or text 686868 if you are under 20 years old (Bilingual)

## Scan and Go!

You can go directly to our OPH Mental Health, Addictions and Substance Use Health website by:

1. Opening the camera on your phone
2. Putting the camera over the QR code below



For more resources and supports please visit [OttawaPublicHealth.ca/MentalHealthAndWellness](https://OttawaPublicHealth.ca/MentalHealthAndWellness).



# Mental Health, Addictions and Substance Use Health

## Tips to promote wellness

- Help your children to decrease their stress by getting enough sleep, eating healthy foods and staying active.
- Be patient with yourselves and your children. Encourage them to talk about their feelings.
- Maintain a routine.
- Limit time children are on their devices and watching TV.
- Encourage children to go outside to exercise.
- Keep busy with things you enjoy, build fun into every day.
- Practice mindfulness and meditation.
- Connect with your spiritual community.
- Stay connected with people who you care about.
- Learn more about Mental Health, Addictions and Substance Use Health at [havethattalk.ca](http://havethattalk.ca).

## Tips for safety

- Keep substances such as prescription medication and cannabis out of reach and locked up.
- Check regularly for missing medication.
- Return unused or expired medication to your pharmacy.
- Monitor your substance use and follow [Canada's Low-Risk Alcohol Drinking Guidelines](#) and [Canada's Lower-Risk Cannabis Use Guidelines](#).

## Watch for signs of stress in your child or teen

- Changes in their mood or behavior, like sadness or having more outbursts.
- Changes in their appetite or sleep pattern.
- Frequent headaches or stomach-aches.



Need help with mental health or substance use issues? Don't know where to start?  
Start here: [AccessMHA.ca](http://AccessMHA.ca) (16 and older) or [1call1click.ca](http://1call1click.ca) (birth to 21 years of age).  
For more multilingual resources: [OttawaPublicHealth.ca/MentalHealthAndWellness](http://OttawaPublicHealth.ca/MentalHealthAndWellness) or  
call **Ottawa Public Health Information Centre** at **613-580-6744**.