



Mental Health and COVID-19

Get help now: counsellingconnect.org - Counselling Connect provides free access to a same-day or next-day phone or video counselling session. This service is for children, youth, adults and families in Ottawa and the surrounding area.

Telephone, Text, and Chat Mental Health Resources		
Service	Contact Information	Age Range
Kids Help Phone (Bilingual)	Call -1-800-668-6868 Text – #686868	0 -20
Youth Services Bureau (Bilingual)	Call – 613-260-2360 Live Chat	12+
Good 2 talk (Bilingual)	Call -1-866-925-5454 Text - #686868	Post-secondary Students
Distress Centre Ottawa and Region 24/7 (English)	Call - 613-238-3311	All
Tel-Aide Outaouais (French)	Call - 613-741-6433 or 819-775-3223 for Gatineau residents	All
Mental Health Crisis Line 24/7 (Bilingual)	Call - 613-722-6914 Outside Ottawa: 1-866-966-0991	16+
First Nations and Inuit Hope for Wellness Help Line 24/7 (Bilingual, Other)	Call - 1-855-242-3310 Live Chat	All
Talk4Healing For Indigenous Women (English, Other)	Call - 1-855-554-HEAL Text - 1-855-554-HEAL Live Chat	All
Ottawa Rape Crisis Centre Crisis Line 24/7 (English)	Call - 613-562-2333 24hr line: 613-562-2333	All
Assaulted Women’s Helpline – Ontario (English, Other)	Call - 1-866-863-0511 Call Senior Safety Line - 1-866-299-1011 Text - #7233	All
Unsafe at Home Ottawa (Bilingual)	Text – 613-704-5535 - 8:30 am to midnight Live Chat – 8:30 am to midnight	All
Ontario Online & Text Crisis Services (English)	Live Chat 2:00 pm to 2:00 am Text 2:00 pm to 2:00 am to #258258	All
Canada Suicide Prevention Service (Bilingual)	Call – 1-833-456-4566 Residents of Quebec Call – 1-866-277-3553 Text 4:00 pm to 12:00 am to #45645 (English only)	All

Mental Health and Counselling Services

Service	Information	Target Population
Bounce Back	Mental Health phone line support with a coach and online videos	For everyone
Big White Wall	24/7 Peer to Peer online mental health support network	For everyone
Walk-in Counselling Clinics	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. Telephone: 613-755-2277	For everyone Services available in English, French, Cantonese, Mandarin, Arabic, and Spanish
Crossroads Children Mental Health Centre	COVID-19 Crossroads is here to help	For children
Youth Services Bureau	Our mental health counselors are doing youth and family sessions and the walk-in clinic sessions by phone and video	For youth
PLEO	Helping parents of children facing mental health challenges find their way forward	For parents
A Friendly Voice	A phone line for seniors	For older adults
Rideauwood	Wondering about substance use, behavioural addictions or mental health issues? You're not alone. We're right here.	For substance use disorder support
Breaking Free Online (BFO)	A confidential online platform to help support wellness around substance use. To access this service, use the code CAPSA2020 to sign in.	For substance use disorder support
OCISO	Ottawa Community Immigrant Services Organization Counselling Services	For newcomers and diverse populations
Wabano Centre	COVID-19 Message for Wabano Clients: We are open and continue to provide medical/mental wellness and outreach services.	For First Nations, Inuit and Métis peoples
Akausivik Inuit Family Health Team	Services available in Inuktitut and English for Inuit of all age Telephone: 613-740-0999 or generalinfo@aifht.ca	For Inuit
Services for survivors of violence during the COVID-19 pandemic	Where can survivors of violence still access support during the covid-19 pandemic in Ottawa? Here is an updated list of VAW support services currently open and still taking referrals, though some may not be operating out of a physical space or their usual place.	For people experiencing violence