



Mental Health and Substance Use Health Support

The impacts of the recent severe storm have affected so many of us in the community. It is normal to feel stress and worry. Responses to stressful events can happen immediately or can be delayed. It is important to pay attention to what you or your loved ones are feeling and ask for help when needed.

Help is available



- [AccessMHA.ca](https://www.accessmha.ca) assists clients over 16 years of age to access no cost support for mental health and substance use. [1Call1Click.ca](https://www.1call1click.ca) assists clients under 21 years of age to access no cost support for mental health and substance use.
- [CounsellingConnect.org](https://www.counsellingconnect.org) provides quick access to a no cost 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 [walkincounselling.com](https://www.walkincounselling.com) have telephone, video and in-person no cost counselling available on a walk-in basis in English, French, Arabic, Spanish, Somali, Cantonese and Mandarin.
- [Breaking Free Online \(BFO\)](https://www.breakingfreeonline.ca) offers services to anyone who is 16 and older with a substance use disorder who is not able to access their regular support. BFO provides access to personalized behavioural support online. Go to [breakingfreeonline.ca](https://www.breakingfreeonline.ca) and use the code ottawaph21 to sign in.

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

- [Distress Centre of Ottawa and Region](https://www.distresscentre.ca) at 613-238-3311 (Bilingual).
- [Youth Service Bureau crisis line](https://www.youthservicebureau.ca) at 613-260-2360 or chat at chat.yzb.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 or a parent (Bilingual).

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





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Focus on what needs to happen today.

Tips to promote wellness for you and your family:

- Spend time with family and friends
- Eat meals together.
- Help your children decrease their stress by getting enough sleep, eating healthy food, and staying active.
- Try to maintain a routine.
- Help other people in your community as a volunteer. Stay busy.
- Accept help from family, friends, co-workers, or clergy. Talk about your feelings with them.
- Children look to adults for **guidance** and **comfort**. It is important to talk openly and honestly about what is happening. Try to explain the nature of the problem in a way they will understand.
- Let children know they can ask questions. Be patient with yourself and your children. Encourage them to talk about their feelings.
- Try to limit exposure to what is being watched on television and on social media.
- News coverage of certain emergencies can be distressing. Never dismiss fears or anxieties.
- Reach out for support when needed.



Support for residents in need

The City has opened several Emergency Reception Centres where residents can access power and services.

<https://ottawa.ca/en/health-and-public-safety/emergency-preparedness/severe-thunderstorm>