

# COUNSELLING RESOURCES



## CRISIS RESOURCES

### **YOUTH SERVICES BUREAU**

24/7 Crisis Line & Chat services for ages 18 and under who are experiencing a crisis, and for parents, guardians, caregivers, friends or service providers who are concerned about a young person in crisis

**Phone:** 613-260-2360

**Long distance toll-free:**  
1-877-377-7775

**Crisis Chat:** [chat.ysb.ca](http://chat.ysb.ca)

### **THE DISTRESS CENTRE**

24/7 crisis line (connects to crisis team)

**Phone:** 613-722-6914

**Long distance toll-free:**  
1-866-996-0991

24/7 distress line (emotional support, service information)

**Phone:** 613-238-3311

Text & Chat option open  
10:00AM-11:00PM daily

**Text:** 343-306-5550

**Chat:** [www.dcottawa.on.ca](http://www.dcottawa.on.ca)

### **ALL EMERGENCIES**

Call 911 or present to local emergency department

## **Crossroads**

- Free mental health supports for children under the age of 12 and their families living in the city of Ottawa
- Phone: 613-723-1623 | Email: [info@crossroadschildren.ca](mailto:info@crossroadschildren.ca)

## **Youth Services Bureau**

- Free mental health supports for children and youth 12 and older and their families living in the city of Ottawa
- Phone: 613-562-3004 | 24/7 crisis phone line and chat also available

## **Counselling Connect**

- Free access to phone or video counselling session for children, youth, adults, and families living in Ottawa & surrounding area
- Website: [www.counsellingconnect.org](http://www.counsellingconnect.org)

## **Walk-in Counselling Clinic**

- Free counselling services at a multitude of locations in the greater Champlain region; all ages. First come, first serve appointments
- Website: [www.walkincounselling.com](http://www.walkincounselling.com)

## **Parents Lifeline of Eastern Ontario**

- Free supports and services for families of children up to age 25; accessible through parent/family support helpline
- Phone: 613-321-3211 | 1-855-775-7005

## **Community Mental Health Leeds & Grenville (CMHLG)**

- Counselling services and supports for children (up to 18) and families in the Leeds & Grenville catchment area
- Phone: 800-809-2494 | Email: [reachus@cmhlg.ca](mailto:reachus@cmhlg.ca) | Website: [www.cmhlg.ca](http://www.cmhlg.ca) | After Hours Crisis Line: 613-281-2911

## **Cornwall Community Hospital Child and Youth Mental Health Services (CYMHS)**

- Free assessments, therapy, support, and counselling to children (up to 18) and families in the Cornwall catchment area
- Phone: 613-361-6363 | Toll-free: 1-844-361-6363

## **BounceBack**

- Free skills building program by the Canadian Mental Health Association available as online videos or through a phone coach
- Youth 15+ and adults struggling with low mood, anxiety, stress, worry
- Self-referral 19+, youth 15-18 can self-refer but will need to list a doctor on the referral if selecting coach option
- Website: [www.bouncebackontario.ca](http://www.bouncebackontario.ca)