

# Mental Health, Addictions and Substance Use Health Support for Families

## Help is available

- **1Call1Click.ca** assists clients under 21 years of age to access no cost support for mental health and substance use. **AccessMHA.ca** assists clients over 16 years of age to access no cost support for mental health and substance use.
- **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** 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)** offers substance use support and other services to anyone aged 16 and over. Go to **breakingfreeonline.ca**.
- **Unsafe at Home Ottawa** 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**.
- **OCISO** is a multilingual support service that offers various resources to newcomers. Call 613-725-0202 or go to **ociso.org**. To connect with a settlement worker, call 613-725-5671 ext. 316 or **lkondo@ociso.org**.
- **Ottawa Newcomer Health Centre (ONHC)** offers various multilingual supports including guidance for newcomers and navigational/referral support. Call 613-691-0192 or go to **onhc.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.

- **Youth Service Bureau crisis line** 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** at 1-800-668-6868 or text 686868 if you are under 20 years old or a parent (Bilingual)
- **Distress Centre of Ottawa and Region** at 613-238-3311 (Bilingual)

## Scan and Go!

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

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



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



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## 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.
- Go to [OttawaPublicHealth.ca/PartySafer](http://OttawaPublicHealth.ca/PartySafer) to learn about reducing your risks then share these tips with your friends!

## 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
- Headaches or stomach-aches.



## Financial Support

If you are someone you know is struggling financially, there is information and support available from the Federal, Provincial and Local governments. For more information call 311.

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/COVIDMultilingual](http://OttawaPublicHealth.ca/COVIDMultilingual) or call **Ottawa Public Health Information Centre** at **613-580-6744**.