



YOUVILLE CENTRE



COMMUNITY RESOURCE HANDBOOK

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HEALTH SERVICES**MEDICAL CENTERS & WALK-IN CLINICS**

Name	Phone Number	Additional Information
YSB Youth Health Clinic	613-241-7913 x222	Address: 147 Besserer St. The clinic provides young people, ages 16-24, with a convenient and youth-friendly place to get medical treatment, an alternative to emergency room visits.
Sexual Health Centre	613-234-4641	Address: 179 Clarence St. The Sexual Health Centre provides free and confidential STI (sexually transmitted infections) testing and treatment, and low cost birth control to Ontario residents.
Appletree Medical Group	613-482-0118	Provides a variety of medical services to patients. Visit website for full list of locations: http://www.appleetreemedicalgroup.com/locations.psp
Find-A-Doctor Service	1-800-268-7096 x626	Find information here about all family doctors and specialists, including practice addresses, telephone numbers and qualifications. http://ottawa.ca/en/residents/public-health/healthcare/finding-healthcare
Central East		
Rideau Friel Medical Centre	613-789-7707	Walk in Clinic; provide a variety of walk in medical services. Address: 421 Rideau St.
Family Medicine Centre (U of O, Elizabeth Bruyere Health Centre)	613-241-3344	Provides medical care for people of all ages. Address: 75 Bruyere St.
Sandy Hill Community Health Centre	613-789-1500	Offers a variety of community services as well as health services. Address: 221 Nelson St.
Central West		
Appletree Medical Centre	613-236-9441	Walk in medical clinic, offering a variety of medical services. Address: 368 Slater St.
Elgin Family Medical Centre	613-237-2121	Medical clinic. Address: 270 Elgin Ave.
Kent Family Medicine Centre	613-233-7229	Medical Clinic. Address: 58 James St.
East End		
Appletree Medical Centre	613-749-5549	Medical clinic, offering a variety of medical services. Address: 2016 Ogilvie Rd
Hillside Family Medical Centre	613-748-5454	Medical clinic, offering a variety of medical services. Address: 585 Montreal Rd.
Family Medicine Clinic	613-830-1289	Medical clinic, offering a variety of medical services. Address: 2555 St. Joseph Blvd.

East End (continued)		
Vanier Care Medics	613-749-1678	Medical clinic, offering a variety of medical services. Address: 311 McArthur Ave. Suite 103
Vanier Family Medical Clinic	613-744-4055	Medical clinic, offering a variety of medical services. Address: 292 Montreal Rd.
West End		
Access Medical Centre	613-596-9840	Medical clinic, offering a variety of medical services. Address: 2525 Carling Ave.
College Square Medical Centre	613-224-6606	Medical clinic, offering a variety of medical services. Address: 1980 Baseline Rd.
Appletree Medical Clinic	613-596-2323	Medical clinic, offering a variety of medical services. Address: 3001 Carling
Family Care Clinic	613-596-3321	Medical clinic, offering a variety of medical services. Address: 130 Robertson Rd.
Med-Team Clinic	613-592-1448	Medical clinic, offering a variety of medical services. Address: 99 Kakulu Rd.
SEXUAL HEALTH SERVICES		
Sexual Health Centre	613-234-4641	Address: 179 Clarence St. Free counselling, info & testing
Gay Zone	613-580-2610	Sexual health testing & treatment
Planned Parenthood	613-226-3234	Education, counselling, & referral services
Canadian Federation for Sexual Health	613-241-4474	Conducts research, monitors trends, fosters public awareness, and provides education and counselling services on sexual and reproductive health. - See more at: http://www.cwhn.ca/en/node/15270#sthash.mLIJ6iOF.dpuf http://www.cfsh.ca
Community Health and Resource Centres	Visit website	http://www.coalitionottawa.ca ; Info, education, & services on sexual health
OTHER MEDICAL & HEALTH SERVICES		
Public Health: Health and Social Crisis Team	613-580-6744	
ConnexOntario	519-439-0174	http://www.connexontario.ca ; 24/7 access to health services & information
211 (Info on social, health, & community services)	211	Info on social, health, & community services
How to get an OHIP (Ontario Health Insurance Plan) Card	Visit website	http://www.ontario.ca
Poison Control Center	1-800-268-9017	http://www.ontariopoisoncentre.ca Support for if you or your child have ingested or come in contact with poisonous substances

MENTAL HEALTH SERVICES

Name	Phone Number	Additional Information
Canadian Mental Health Association	613-737-7791	Provide a wide range of innovative services and supports to people who are experiencing mental illness and their families. http://www.cmha.ca
Centre for Addiction and Mental Health (CAMH)	1-866-531-2600	CAMH is committed to providing comprehensive, well-coordinated, accessible care for people who have problems with mental illness or addiction. http://camh.ca
Crisis Intervention Program – located in CHEO Emergency Department	613-737-2496	Mental health risk assessment for youth aged 17 and under; http://www.cheo.on.ca
Youth Net	Online resource; visit website	Mental health promotion/early intervention program for youth by youth
On Track First Episode Psychosis Clinic	613-737-8069	Support/services for concerns about early symptoms of psychosis

COUNSELLING AND SUPPORT SERVICES

Name	Phone Number	Additional Information
Family Services Ottawa (Sliding fee scale)	613-725-3601	Provides counselling and support services for a sliding fee scale
Saint Paul University Centre for Counselling (Sliding fee scale)	613-782-3022	Provides counselling and support services for a sliding fee scale
Operation Come Home	613-230-4663	Drop-in centre & services to assist youth returning home to their families
Pink Triangle Services	613-563-4818	Peer-led support, education, advocacy & referrals for the GLBTTQ community
Youth Services Bureau of Ottawa	613-562-3004	Walk-in & ongoing counselling for youth & their families
Wraparound Ottawa	613-288-1588 x227	YSB program; working with supports & services to help youth & their families

CRISIS & SUPPORT PHONE LINES

24-HOUR CRISIS LINES

Name	Phone Number	Additional Information
Distress Centre of Ottawa & Region	613-238-3311	24/7 Help Line for people in crisis or even people with questions about the centre/ other services. http://www.dcottawa.on.ca/
Mental Health Crisis Line	613-722-6914	Toll-free: 1-866-996-0991 http://www.crisisline.ca/
Youth Crisis Line & Integrated Crisis Service	613-260-2360	Toll free for Eastern Ontario: 1-877-377-7775
Ottawa Rape Crisis Centre	613-562-2333	The crisis line provides 24-hours, 7 days a week service to survivors of sexual violence, supporters, family and friends of survivors. http://www.orcc.net/resources/support
Assault victims – Services for abused women (Women’s Crisis Line)	613-745-4818	French line: 613-745-3665
Child, Youth and Family Crisis Line (0-18 years and parents)	1-877-377-7775	24-hour crisis line
Tele-Aide (French distress line for Ottawa/Gatineau)	613-741-6433	Distress line
OTHER SUPPORT LINES & CRISIS RESOURCES		
Lesbian Gay Bi Trans Youth Line	1-800-268-9688	http://www.youthline.ca Support for LGBTQ youth who need someone to talk to.
Crisis Intervention Program – located in CHEO Emergency Department	613-737-2496	Mental health risk assessment for youth aged 17 and under; http://www.cheo.on.ca

SERVICES FOR VICTIMS OF ABUSE AND ASSAULT

Name	Phone Number	Additional Information
Ottawa Rape Crisis Centre	613-562-2333	Crisis appointment with a counsellor; accompaniment to Civic Hospital and to Police Services
The Sexual Assault and Partner Abuse Care Program (SAPACP)	613-761-4366	24-hour phone line; medical care and support; located in General Hospital
Sexual Assault Support Centre (SASC)	613-234-2266	24-hour crisis line; counselling/support for female victims of sexual violence
Assaulted Women’s Helpline (Provincial)	1-866-863-0511	24-hour phone line
CALACS – Francophone d’Ottawa	613-789-9117	24-hour crisis line; counselling/support for female victims of sexual violence

ADDICTION SERVICES

Name	Phone Number	Additional Information
Alcoholics Anonymous	613-237-6000	Support groups for individuals struggling with alcoholic addiction
Narcotics Anonymous	613-236-4674	Support groups and services for individuals struggling with drug addiction
Drug and Alcohol Helpline	1-800-565-8603	Provides information about drug and alcohol addiction services in Ontario
Ontario Problem Gambling Helpline	1-888-230-3505	provides information about problem gambling services in Ontario
Withdrawal Management Centre (Detox)	613-241-1525	24-hour phone line
Addictions and Mental Health Services – Sandy Hill Community Health Centre	613-789-8941	Supportive counselling services for addictions and/or concurrent disorders
Al-Anon & Alateen	613-860-3431	Support groups for youth/adults for learning to cope with a loved one's drinking
Nar-Anon	613-860-0902	Support groups for youth/adults learning to cope with a loved one's drug addiction
Dave Smith Youth Treatment Centre	613-594-8333	Substance abuse services for youth aged 13-18
Rideauwood Addiction and Family Services	613-724-4881	Individual, family, & school-based support for youth struggling with addictions

JUSTICE AND LEGAL SERVICES

Name	Phone Number	Additional Information
Legal Aid	613-238-7931	Toll-free: 1-800-668-8258; information on legal issues of all sorts.
John Howard Society of Ottawa – Youth Justice Services	613-789-7418	Provides housing & support/services for issues with the justice system.
YSB Youth Justice Services	613-738-7776	A variety of services/programs available for youth in conflict with the law.
Youth Mental Health Court Worker	613-738-2104 x224	Supports youth in conflict with the law & also suffering serious mental health issues.
Community Reintegration Program	613-738-2104 x227	Offered to youth in custody; counselling & wide range of ongoing support services.
Community Legal Services Ottawa Centre	613-241-7008	Free legal help to people of low income. Fax: 613-241-8680
South Ottawa Community Legal Services	613-733-0104	Provides free legal assistance to low income individuals living in southern or eastern neighborhoods in Ottawa. Fax: 613-733-0401

JUSTICE AND LEGAL SERVICES		JUSTICE AND LEGAL SERVICES	
West End Legal Services of Ottawa	613-596-1641	Community legal clinic that serves low income residents, who live in the west end of Ottawa. Fax: 613-596-3364	
Victim Crisis Section of Ottawa Police	613-236-1222 x2223	The Victim Crisis Unit (VCU) is dedicated to providing professional assistance and crisis counselling to victims of crime or tragic circumstances.	
Family Law Information Centre	613-239-1274	At the FLIC you can find information about separation and divorce and related family law issues, family justice services, alternative forms of dispute resolution, local community resources and court processes.	
Court Accompaniment Program	613-236-2762 x228	Court Accompaniment Advocates knowledgeable guide and provide support to children and families when they are required to attend a criminal court event.	
Victim Witness Assistance Program	613-239-0451	Our role is to support victims and witnesses, and to help them receive the information and services they need throughout the criminal court process. Fax: 239-0691	
Ottawa Police Services	613-236-1222	Police Services	
Family Responsibility Office (Child Support)	1-800-267-7263	To speak to your case contact, call: 1-800-267-4330	

GOVERNMENT AGENCIES		
Name	Phone Number	Additional Information
Service Canada	1-800-622-6232	Provides a variety of services for communities in Ottawa (1-800-O CANADA)
Service Ontario (Birth Certificate; OHIP)	1-800-267-8097	http://www.ontario.ca http://www.serviceontario.ca http://www.gov.on.ca
LEAP	614-560-6000	Ontario Works East: 613-560-0626 Ontario Works West: 613-560-0621
Canada Revenue Agency (Canada Child Tax Benefit & Universal Childcare Benefit)	1-800-387-1193	Fax: 819-536-7078 Mail applications to: Shawinigan-Sud-Tax Centre PO Box 3000 Stn Main Shawinigan-Sud, QC G9N 756
Entraide Budgétaire	613-746-0400	Address: 300 Olmstead St.

HOUSING SERVICES		
Name	Phone Number	Additional Information
Housing and Support Services	613-560-6000	
Housing Help	613-563-4532	
Action Housing	613-562-8219	Crisis Line: 613-761-2771
The Registry (Social Housing)	613-526-2088	Fax: 613-526-4688 http://www.housingregistry.ca
Ottawa Rental Housing Tribunal	613-230-5114	
Youth Services Bureau Housing	613-729-0577 x1247	Fax: 613-729-1918
Home Management Services	613-560-6000	
Evelyn Horne Emergency Housing	613-789-8220	
Emily Murphy Non-Profit Housing Corp.	613-232-0016	
Tungasuvvingat Inuit Services	613-740-0670	
Gignul Non-Profit Housing Corp.	613-232-0016	Fax: 613-232-1977
Ottawa Community Housing Corp (OCH)	613-738-2287	Fax: 613-731-4463
Young Women's Emergency Shelter	613-234-5151	Emergency shelter for young women 12-20 who need immediate housing
YMCA-YWCA	613-237-4669	
Shenkman Residence	Downtown: 613-233-9331 Kanata: 613-599-0280 After Hours: 613-722-9495	
	613-237-1320 x 5061	
		Fax: 613-788-5095

WOMEN & CHILDREN SHELTERS		
Carling Family Shelter	613-820-9909	
Oshki Kizis Family Shelter	613-789-1141	
Interval House of Ottawa	TTY Line(text line) 613-234-5393 Crisis Line 613-234-5181 Admin Line 613-234-8511 x 210	
Harmony House	613-789-8220	Shelter Phone: 613-234-8511
Nelson House	613-233-3386	
Cornerstone Women's Shelter	613-225-3129	

ABORIGINAL SERVICES		
Name	Phone Number	Additional Information
Oshki Kizis Family Shelter	613-789-1141	
Miniwaashin Lodge	613-741-5590	Fax: 613-748-8311
Odawa Native Friendship Center	613-722-3811	Fax:613-722-4667
Wabano Centre for Aboriginal Health	613-748-5999	Fax: 613-741-9364
Indian and Northern Affairs Canada	416-954-6329	Apply for a status card: http://aboriginalaffairs.gov.on.ca/english/services/status.asp
Inuit Non-Profit Housing Corp	613-741-1779	
Gignul Non-Profit Housing	613-232-0016	Fax: 613-232-1977
Shawenjeagamik Aboriginal Drop-in Centre	613-789-3077	Fax: 613-789-8403

PARENTING SERVICES

Name	Phone Number	Additional Information
Parent Resource Center	613-565-2467	http://www.parentresource.ca/
Canadian Mother Craft of Ottawa-Carleton	613-728-1839	http://www.mothercraft.com/
St. Mary's Home – Young Parent Outreach Centre	613-749-2491	http://www.stmaryshome.com/
Crossroads Children's Centre	613-723-1623	http://www.crossroadschildren.ca/
Children's Aid Society	613-747-7800	http://www.casott.on.ca

CHILD CARE SERVICES

Name	Phone Number	Additional Information
Child Care Information (CCI)	613-248-3605	http://www.childcareinformation.ca E-mail: cci@afchildcare.on.ca
Andrew Fleck Child Care Services	613-736-5355	http://www.afchildcare.on.ca
City of Ottawa Child Care Registry and Waitlist (replacing previously existing Centralized Waiting List)	Online service; visit website	*Parents/caregivers need to activate/update their profile no later than Dec. 31, 2014 to retain original application date.
Ontario Works Child Care Assistance	519-376-7324	http://www.grey.ca/health-social-services/social-services/children-services/
City of Ottawa Child Care Fee Subsidy/ Ontario Works Childcare	613-580-2424	http://ottawa.ca/en/residents/social-services/daycare/help-your-daycare-costs
Algonquin College Early Learning Centre	613-727-4723 x7774	A licensed campus child development centre and student learning facility
Variety Child Care Centre	613-828-4094	
Sweetgrass Home Child Care Agency – Child Care for Aboriginal Children	613-722-3811 x234	http://www.odawa.on.ca/programs/shcca.htm
Rideau Employee-Student Child Care Centre	613-745-5414	

SCHOOL PROGRAMS

Name	Phone Number	Additional Information
St. Nicholas Adult High School	613-228-8888	Fax: 613-228-9967
Adult High School	613-239-2707	http://www.adulths.ocdsb.ca Childcare: 613-233-2464
St. Mary's Home	613-749-2491	Fax: 613-569-6582
M.F. McHugh Education Centre	613-747-6885	Fax: 613-747-0288
Ottawa Technical Learning Centre	613-745-0347	Fax: 613-745-8234 http://www.otss.ocdsb.ca/
Algonquin College	613-727-4723	http://www.algonquincollege.com
Carleton University	613-520-2650	http://www.carleton.ca
University of Ottawa	613-562-5800	http://www.uottawa.ca
Bethany Hope Learning Coach	613-799-2668	http://youvillecentre.org/learningcoach.html E-mail: learningcoach@youvillecentre.org
The Youville Centre	613-231-5150	http://www.youvillecentre.org Fax: 613-231-5150

EMPLOYMENT SERVICES

Name	Phone Number	Additional Information
YMCA-YWCA National Capital Region: Youth Employment	613-233-9331	http://www.ymcaywca.ca/youth/employment-services
Youth Zone Resource Centre	613-580-9663	http://ottawa.ca/en/youth-zone-resource-center ; Address: 370 Catherine St.
YSB Employment Services	613-236-8244(Bank) 613-688-0440 (Moodie)	http://www.ysebemploymentservices.ca ; Address: 1355 Bank St. or 301 Moodie Dr.
Summer Jobs Service	613-236-6457 x1531	Resources, workshops, & training to assist youth in employment search; http://www.ysebemploymentservices.ca
Youth Opportunities Strategy	613-236-6457 x1539	Offers summer jobs for at-risk youth with no previous paid work experience
Government of Canada – Employment Services for Youth	Online resource; visit website	http://www.youth.gc.ca
How to apply for a SIN (Social Insurance Number) Card	Visit website	http://www.servicecanada.gc.ca

TRANSPORTATION		
Name	Phone Number	Additional Information
OC Transpo General Information	613-741-4390	
OC Transpo Automated Bus Schedule	613-560-1000	Provides times and schedules for bus routes.
OC Transpo Lost & Found	613-563-4011	A resource to find what you may have left or lost on the OC Transpo bus.
Blueline Taxi	613-238-1111	Taxi Service
Capital Taxi	613-744-3333	Taxi Service
West-Way Taxi	613-727-0101	Taxi Service
DJ's Taxi	613-829-9900	Taxi Service

OTHER SERVICES		
Name	Phone Number	Additional Information
Food Bank	613-745-7001	Address: 317 Michael St.
Snowsuit Fund	613-746-8719	Address: 225 Donald St.
The Young Fathers Program (at St. Mary's Home)	613-749-2491	Address: 78 Rue de L'Eglise
Mattress Donation	613-728-3737	Address: 15 Rideau Heights Dr.
Optometrist	West: 613-592-1885 East: 613-747-0810	
Dental Clinics	West: 613-580-9631 East: 613-580-9632	