**RESOURCE GUIDE FOR REFUGEES AND NEWCOMERS**

*(B) Bilingual, (E) English, (F) French, (A) Arabic, (S) Somali, (C) Chinese, (ER) Emergency Room*

**Settlement and Social Services Agencies**

**\*\* Jewish Family Services (B) (A) (S) (C) \*\***

2255 Carling Ave. Ottawa, ON K2B 7Z5

Phone: 613-722-2225

[www.walkincounselling.com](http://www.walkincounselling.com)

[www.jfsottawa.com](http://www.jfsottawa.com)

**1.** **Catholic Centre for Immigrants – Ottawa (CCI) (B) (A)**

219 Argyle Avenue Ottawa, ON K2P 2H4

Phone: 613-232-9634

[www.cciottawa.ca](http://www.cciottawa.ca)

**2. Lebanese Arab Social Services Agency (LASSA) (B) (A)**

2410 Holly Lane, Ottawa, ON K1V 7P1

Tel: 613-236-0003 or 613-236-3111

[www.lassa.ca](http://www.lassa.ca)

**3.** **Immigrant Women Services Ottawa (IWSO) (B) (A)**

219 Argyle Ave Ottawa, ON K2P 2H4

Phone: (613) 729-3145

[www.immigrantwomenservices.com](http://www.immigrantwomenservices.com)

**4. Somali Center for Family Services (E) (S) (A)**

1719 Bank Street Suite 200 Ottawa, ON K1V 7Z4 - See more at:

Phone: (613) 526-2075

[www.scfsottawa.org](http://www.scfsottawa.org)

**5. Ottawa Chinese Community Services Center (OCCSC) (B) (A) (C)**

2000 - 400 COOPER ST Ottawa, ON, K2P 2H8

Phone: 613 235-4875

[www.occsc.org](http://www.occsc.org)

**6. Economic and Social Council of Ottawa-Carleton (CESOC) (B)**

649, Montreal Road, Suite 202, Ottawa, ON K1K 0T4

Phone: 613-248-1343

[www.cesoc.ca](http://www.cesoc.ca)

**7. Ottawa Community Immigrant Services Organization (OCISO) (B) (A)**

959 Wellington Street West. Ottawa, ON K1Y 2X5

Phone: 613-725-5761 ext.322

<http://www.ociso.org>

**Community Health/Resource Centres**

**1. Carlington Community Health Centre (B) (A)**

900 Merivale Rd. Ottawa, ON K1Z 5Z8

Phone: 613-722-4000

Catchment area: Residents of Scott-Hill/Van Lang, Annavale, Bellevue, Debra Dynes[www.carlington.ochc.org](http://www.carlington.ochc.org)

**2*.*****Centretown Community Health Centre (B) (A)**

420 Cooper St. Ottawa, ON K2P 2N6

Phone: 613-233-4443

Catchment area: Residents of Old Ottawa South, Glebe, Centertown

[www.centretownchc.org](http://www.centretownchc.org)

**3*.*****Eastern Ottawa resource Centre (B)**

Beacon Hill Shopping Centre 2339 Ogilvie Rd. Ottawa, ON K1J 8M6

Phone: 613-741-6025

Catchment area: Residents of Blackburn Hamlet, Gloucester, Beacon Hill, Orleans West

[www.eorc-gloucester.ca](http://www.eorc-gloucester.ca)

**4.****Hunt Club Riverside Community Services Centre (SEOCHC) (B) (A)**

3310 McCarthy Rd. Ottawa, ON K1V 9S1

Phone: 613-247-1600

Catchment area: Residents of Hunt Club Riverside Park

(It’s branch of SEOCHC)

[www.hcrcsc.ca](http://www.hcrcsc.ca)

**5*.*****Lowertown Community Resource Centre (B)**

40 Cobourg St. Ottawa, ON K1N 8Z6

Phone: 613-789-3930

Catchment area: Residents of Lowertown

[www.crcbv.ca](http://www.crcbv.ca)

**6.** **Nepean, Rideau & Osgoode Community Resource Centre (E)**

Merivale Mall 541-1642 Merivale Rd. Nepean, ON K2G 4A1

Phone: 613-596-5626

Catchment area: Residents of Nepean, Rideau and Osgoode

[www.nrocrc.org](http://www.nrocrc.org)

**7.** **Orléans-Cumberland Community Resource Centre (B)**

240 Centrum Blvd. Orléans, ON K1E 3J4

Phone: 613-830-4357

Catchment area: Residents of Orl ans and Cumberland

<http://www.crcoc.ca/>

**8. Rideau-Rockcliffe Community Resource Centre (B) (A)**

120-225 Donald St. Ottawa, ON K1K 1N1

Phone: 613-745-0073

Catchment area: Residents of North-East Ottawa (area code K1K, K1M, K1G)

[www.ofcrc.org](http://www.ofcrc.org)

**9.****Pinecrest-Queensway Community Health Centre (B) (A)**

1365 Richmond Rd. Ottawa, ON K2B 6R7

Phone: 613-820-4922

Catchment area: Residents with area codes: K2A, K2B, K2C, K2G, and K2H

[www.pqhcs.com](http://www.pqhcs.com)

**10.** **Sandy Hill Community Health Centre (B)**

221 Nelson St. Ottawa, ON K1N 1C7

Phone: 613-789-1500

Catchment area: Residents of Sandy Hill

[www.sandyhillchc.on.ca](http://www.sandyhillchc.on.ca)

**12.** **Somerset West Community Health Centre (B)**

55 Eccles St. Ottawa, ON K1R 6S3

Phone: 613-238-8210

Catchment area: Residents of West Central Ottawa

[www.swchc.on.ca](http://www.swchc.on.ca)

**13.** **South-East Ottawa Community Health Centre (SEOCHC) (B) (A)**

600-1355 Bank St. Ottawa, ON K1H 8K7

Phone: 613-737-5115

Catchment area: Residents of South-East Ottawa

[www.seochc.on.ca](http://www.seochc.on.ca)

**14.** **Vanier Community Service Centre (B) (A)**

290 Dupuis St. Vanier, ON K1L 1A2

Phone: 613-744-2892

Catchment area: Residents of Vanier

[www.cscvanier.com](http://www.cscvanier.com)

**15.** **Western Ottawa Community Resource Centre (B)**

2 MacNeil Crt. Ottawa, ON K2L 4H7

Phone: 613-591-3686

Catchment area: Residents of Goulbourn, West Carleton and Kanata

[www.wocrc.ca/en/home.aspx](http://www.wocrc.ca/en/home.aspx)

**Community Agencies**

**1.** **Canadian Mental Health Association (CMHA) (B)**

Ottawa Branch 301-1355 Bank St. Ottawa, ON K1H 8K7

Phone: 613-737-7791

Referral: To access services, call during regular business hours and ask to speak to the Information and Referral worker. Offers public education, community mental health support services, peer support programs, and information and referral.

[www.cmhaottawa.ca](http://www.cmhaottawa.ca)

**2. Centre Psychosocial** **(F)**

300-150 Montreal Rd. Ottawa, ON K1L 8H2

Phone: 613-789-2240

Provides 24hr crisis line, counselling, and support services for all ages.

[www.centrepsychosocial.ca](http://www.centrepsychosocial.ca)

**3. Crossroads Children’s Centre (B)**

1755 Courtwood Cr. Ottawa, ON K2C 3J2

Phone: 613-723-1623

Referral: Contact Intake Department at 613-723-1623 ext.248. Provides children and their families with a wide range of mental health services and supports in the home, school and community. [www.crossroadschildren.ca](http://www.crossroadschildren.ca)

**4. Family Services Ottawa** **(B)**

312 Parkdale Ave. Ottawa, ON K1Y 4X5

Phone: 613-725-3601

Referral: Contact main line and ask for Intake

Fee: Sliding fee scale geared to family income and the number of dependants living in the home. Services include general counselling for all ages, parenting workshops, and counselling for women and children who have been victims of abuse.

[www.familyservicesottawa.org](http://www.familyservicesottawa.org)

**5. Geriatric Psychiatry Community Services of Ottawa (B)**

75 Bruyère St. Ottawa, ON, K1N 5C8

Phone: 613-562-9777 ext. 225

Referral: Physician referral required Ages: 55 years and up Provides interdisciplinary, bilingual outreach consultation, as well as assessment and treatment for both the elderly and their caregivers living in Ottawa. The team includes: geriatric psychiatrists, registered nurses, occupational therapists, social workers, capacity assessors, and a psychogeriatric resource consultant.

[www.bruyere.org](http://www.bruyere.org)

**6.** **GLBTTQ Counselling (E) (A) Centretown Community Health Centre**

420 Cooper St. Ottawa, ON K2P 2N6

Phone: 613-233-4443

Counselling to youth who need support around GLBTTQ (Gay, Lesbian, Bisexual, Trans, Two-Spirit, Questioning) issues.

[www.centretownchc.org](http://www.centretownchc.org)

**7.** **Horizons Renaissance (F)**

201-338 chemin Montreal. Ottawa, ON K1L 6B3

Phone: 613-742-0988

Referral: Call main line and ask for the intake coordinator. Provides youth counselling, support services, and housing support to francophone youth 16+.

[www.horizons-renaissance.com](http://www.horizons-renaissance.com)

**8.** **Operation Come Home (B)**

179 Murray St. Ottawa, ON K1N 5M7

Phone: 613-230-4663

Offers supported education and employment, social enterprises, street outreach, drop-in centre and emergency services, and assists runaway youth return home to their families. [www.operationcomehome.ca](http://www.operationcomehome.ca)

**10.** **Catholic Family Service Ottawa (CSFO) (B) (A)**

310 Olmstead Ottawa, ON K1L 7K3

Phone: 613-233-8478

Dedicated professionals are committed to helping people through some of life’s biggest challenges, offers crisis intervention, counselling, family counselling, support groups, and assessment.

[www.cfsottawa.ca](http://www.cfsottawa.ca)

**11.** **Ottawa Salus Corporation (B)**

2000 Scott St. Ottawa, ON K1Z 6T2

Phone: 613-729-0123

Referral: Call main line and ask for Intake coordinator.

Fee: For housing services, rent will depend on income or social support level. Offers rehabilitation services, community support services, and housing to those 16 years of age or older, with mental health problems.

[www.salus.on.ca](http://www.salus.on.ca)

**12.** **Parent Lifeline of Eastern Ontario (PLEO)** **(E)**

Location changes based on support groups, so please call or check website for location information.

Phone: 613-321-3211

Fee: $3 for youth support group, but NO fee for parent/caregiver support groups.

Offers support groups to young adults 16-28 and to parents and caregivers who have children, youth and young adults living with mental illness.

<http://www.pleo.on.ca>

**13. Project Upstream** **(E)**

301-1355 Bank St. Ottawa, ON K1H 8K7

Phone: 613-248-3329 ext.127

Referral: Contact main line and ask for Bo Turpin, Coordinator. Provides a range of support services to persons with mental illness, including case management and housing services.

[www.projectupstream.com](http://www.projectupstream.com)

**14.**  **Sexual Assault Support Centre of Ottawa** **(E)**

P.O Box 4441, Stn. E, Ottawa, ON K1S 5B4

Phone: 613-725-2160 | 24hr line: 613-234-2266

Services include 24 hour crisis line, accompaniment, and counselling for women of all ages who have undergone sexual assault.

[www.sascottawa.org](http://www.sascottawa.org)

**15.**  **Youth Net/Réseau Ado** **(B)** **Children’s Hospital of Eastern Ontario**

401 Smyth Rd. Ottawa, ON K1H 8L1

Phone: 613-738-3915

Mental health promotion program run for youth by youth. Social worker on site. Focus groups, youth advisory committee, presentations and activity based initiatives.

[www.youthnet.on.ca](http://www.youthnet.on.ca)

**16.** **Youth Services Bureau** **(YSB) (B)**

2301 Carling Ave. Ottawa, ON K2B 8K2 Phone: 613-562-3004 | Hours: Tuesdays and Thursdays, 12-8 p.m.

Provide intake services, youth and family counselling, MST/intensive, integrated crisis, day treatment and wraparound services. Please call or check above link for more details.

[www.ysb.ca\mentalhealth](http://www.ysb.ca\mentalhealth)

**17. Muslim Family Services Ottawa (MFSO) (B) (A) (S)**

375 Somerset St. W in Downtown (near Bank St.)

Phone: 613 232 MFSO (6376)

Muslim Family Services Ottawa offers crisis intervention, counselling, family counselling, employment assistance, and immigrant services.

[www.mfso.ca](http://www.mfso.ca)

**18. Boys and Girls Club (B) (A)**

Main Office: 2825 Dumaurier Avenue /Ottawa, ON K2B 7W3

Phone: 613-232-0925

Boys and Girls Clubs of Canada’s national leadership development program for youth 14 to 18 years old. Provide youth with the knowledge and skills to make positive choices in their lives. Also provide a safe, and supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.

[www.bgcottawa.org](http://www.bgcottawa.org)

**Legal Services**

**1. Ottawa Immigration & Refugee Law Office (B)**

Provides legal assistance for immigrants and refugees.

Phone: 613-238-7931

[www.legalaid.on.ca](http://www.legalaid.on.ca)

**2. Connecting Ottawa (B)**

290 Dupuis Street, Ottawa ON K1L 1A2

Phone: 613-744-2892 ext. 1064/1063

[www.connectingottawa.com](http://www.connectingottawa.com)

**3. South Ottawa Community Legal Services (SOCLS) (B)**

1355 Bank Street, Suite 406 Ottawa, ON K1H 8K7

Phone: (613) 733-0140

[www.clsoc.ca](http://www.clsoc.ca)

**4. Community Legal Services Ottawa Centre (CLSOC) (B)**

1 Nicholas Street, Suite 422 Ottawa, ON K1N 7B7

Phone: (613) 241-7008

[www.clsoc.ca](http://www.clsoc.ca)

**5.** **West End Legal Services of Ottawa (B)**

1301 Richmond Road, Ottawa, ON K2B 7Y4

Phone: 613-596-1641;

[www.westendlegal.ca](http://www.westendlegal.ca)

**You should also know that**

Some **community legal clinics** serve non-geographic communities.

**-Ottawa Clinique** **juridique francophone de l'Est d'Ottawa (Vanier Community Service Center)** serves Eastern Ottawa's francophone community.

290, rue Dupuis

Phone: 613-744-2892

[www.cscvanier.com](http://www.cscvanier.com)

**-The University of Ottawa Community Legal Clinic** provides some services in areas that Community Legal Clinics do not provide.

17 Copernicus Street Ottawa, Ontario K1N 6N5

Phone: 613-562-5600

[www.commonlaw.uottawa.ca/community-legalclinic/about](http://www.commonlaw.uottawa.ca/community-legalclinic/about)

**Housing Services**

**1. Housing Help (B) (A)**

309 Cooper St, Suite 502, Ottawa, ON, K2P 0G5

Phone: 613-563-4532

[www.housinghelp.on.ca](http://www.housinghelp.on.ca)

**2. Action Housing**

261 Montreal Rd, Suite 200, Ottawa, ON K1L 8C7

Phone: 613-562-8219

[www.action-logement.ca](http://www.action-logement.ca)

**3. City of Ottawa Housing and Social Services**

Provides information and referrals to individuals and families living in Eastern Ontario.

Phone: 3-1-1

<http://ottawa.ca/en/residents/social-services/housing>

**4. Cooperative Housing Association of Eastern Ontario (CHASEO) (B)**

225 Metcalfe St #311 Ottawa, ON K2P 1P9 Metcalfe St #311, Ottawa, ON K2P 1P9

Phone: (613) 230-2201

<http://www.chaseo.ca>

**5. Evelyn Horne Young Women’s Emergency Shelter**

Evelyn Horne Young Women`s Emergency Shelter provides emergency shelter and transitional housing for women and/or trans youth aged 16-21.

Phone: (613) 789-8220

[www.ysb.on.ca/index.php?page=youngwomen-s-shelter](http://www.ysb.on.ca/index.php?page=youngwomen-s-shelter)

**6. Cornerstone Housing for Women**

Provides emergency shelter and supportive housing for women.

(613) 254-6584 (Booth St., Ottawa)

(613) 233-2243 (Maclaren St., Ottawa)

(613) 233-2243 (McPhail House, Ottawa)

(613) 237-4669 (O’Connor St., Ottawa)

[www.ottawa.anglican.ca/cornerstone](http://www.ottawa.anglican.ca/cornerstone)

**Financial Services**

**1. Entraide Budgetaire (B)**

300 Olmstead St, 2nd floor Ottawa, Ontario K1L 7K1

Phone: 613-746-0400

[www.centre-ebo.com](http://www.centre-ebo.com)

**Crisis Lines**

**1. Centre d’aide** **24/7 (F)**

Phone: 819-595-9999

[www.ementalhealth.ca/ottawa/en/\_Le\_Centre\_dAide\_a2\_b9222.html](http://www.ementalhealth.ca/ottawa/en/_Le_Centre_dAide_a2_b9222.html)

**2.** **Distress Centre Ottawa and Region (E)** Phone: 613-238-3311

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

**3.** **Mental Health Crisis Line** **(B)**

Phone: 613-722-6914 | Outside Ottawa: 1-866-966-0991

[www.crisisline.ca](http://www.crisisline.ca)

**4.** **Ottawa Rape Crisis Centre** **Crisis Line (E)**

Phone: 613-562-2333 | 24hr line: 613-562-2333

[www.orcc.net](http://www.orcc.net)

**Tel-aide Outaouais (F)** Phone: 613-741-6433

[www.tel-aide-outaouais.org](http://www.tel-aide-outaouais.org)

**5. YSB – 24/7 Crisis Line (B)**

Phone: 613-260-2360, Outside Ottawa: 1-877-377-7775

[www.ysb.on.ca/index.php?page=24-7-crisis-line&hl=eng](http://www.ysb.on.ca/index.php?page=24-7-crisis-line&hl=eng)

**6. Community and Social Service Referrals (B)**

2-1-1

[www.211ontario.ca](http://www.211ontario.ca)

**7. Drugs and Alcohol Helpline (B)**

Phone: 1-800-565-8603

[www.drugandalcoholhelpline.ca](http://www.drugandalcoholhelpline.ca)

**8. Child, Youth and Family Crisis Line of Eastern Ontario (F)**

Phone: 613-260-2360

[www.icrs.ca/en](http://www.icrs.ca/en)

**9. Ontario Assaulted Women’s Helpline (B)**

Phone: 24 hour 1(866) 863-0511

**10** **Sexual Assault and Child Abuse Unit (B)**

Phone: 613-236-1222 ext. 5944.

**11. Services for abused Women (B)**

Phone: 613-745-4818 (24h)

**12. Sexual Assault Support Center of Ottawa (B)**

Phone: 613-234-2266

**Addiction Support**

**1. Dave Smith Youth Treatment Centre (B)**

786 Bronson Ave. Ottawa, On K1S 4G4

Phone: 613-594-8333

Treatment centre for youth aged 13-18 with addiction issues that provides assessment, individual and group counselling and parental support.

[www.davesmithcentre.org](http://www.davesmithcentre.org)

**2.** **Maison Fraternité** **(F)**

242 Cantin St. Ottawa, ON K1L 6T2

Phone: 613-741-2523

Francophone treatment centre with specific services catered to youth aged 12-18 with addiction issues including individual, group counselling, and family support.

[www.maisonfraternite.ca](http://www.maisonfraternite.ca)

**3.** **Rideauwood Addiction and Family Services** **(E)**

312 Parkdale Ave. Ottawa, ON K1Y 4X5

Phone: 613-724-4881

Provides treatment for those of all ages with addiction issues, as well as their affected friends and family.

[www.rideauwood.org](http://www.rideauwood.org)

**Hospitals**

***NOTE: ALL HOSPITALS CAN ARRANGE ARABIC INTERPRETATION***

**1.** **Children’s Hospital of Eastern Ontario (CHEO)** **(B)** **(ER)**

401 Smyth Rd., Ottawa, ON K1H 8L1

Phone: 613-737-7600 | mental health intake: 613-737-2496

Referral: Physician or healthcare professional referral required for all counselling programs. [www.cheo.on.ca](http://www.cheo.on.ca)

**2.** **Montfort Hospital (F) (ER)**

713 Montreal Rd., Ottawa, ON K1K 0T2

Phone: 613-746-4621

Referral: Physician or healthcare professional referral required for all counselling programs.

<http://hopitalmontfort.com/accueil.cfm>

**3.** **Ottawa Hospital, On Track Program (B)**

1355 Bank St, Suite 208, Ottawa, ON K1H 8K7

Phone: 613-737-8069

Provide assessment, treatment, education, and case management for people 16-64 with psychosis. [www.treatpsychosisearly.ca](http://www.treatpsychosisearly.ca)

**4. General Hospital (ER)**

501 Smyth Rd, Ottawa ON K1H 8L6

Phone: 613-737-8899

[www.ottawahospital.on.ca](http://www.ottawahospital.on.ca)

**5. The Ottawa Hospital: Civic Campus (ER)**

1053 Carling Avenue

Ottawa, ON K1Y 4E9

Phone: 613-722-7000

[www.ottawahospital.on.ca](http://www.ottawahospital.on.ca)

**6. Queensway-Carleton Hospital (ER)**

3045 Baseline Rd, Nepean ON K2H 8P4

Phone: 613-721-2000

[www.qch.on.ca](http://www.qch.on.ca)

**7.** **The Royal**

1145 carling Ave. Ottawa, ON K1Z 7K4

Phone: 613-722-6521

Referral: Physician or healthcare professional referral required for all counselling programs.

To contact mental health intake services, call: 613-737-2496

[www.rohcg.on.ca](http://www.rohcg.on.ca)