



Human Needs Task Force

Infant and Early Childhood Family Supports for Mental Health Fact Sheet

The **Access Mental Health and Addictions** at accessmha.ca is a good starting place to finding help with mental health, substance use, or addictions issues in Eastern Ontario. This service provides a single window access to referrals, assessments, and resource information.

Mental Health Services for Parents

AGENCY	CONTACT INFORMATION	AGE RANGE
Counselling Connect – Provides quick access to one free phone or video counselling session. This service is for children, youth, adults and families in Ottawa and the surrounding area. Counselling is offered in English or French.	Website: counsellingconnect.org Call: 613-416-9944 ext. 400 (to use only if no internet is available)	Anyone
Walk-in Counselling Clinic – Offering quick access to a single-session free counselling service for Ontario residents within the greater Champlain region. Counselling provided in multiple languages. No referral or appointment required, first-come, first-serve basis during Walk-In Counselling Clinic hours.	Website: walkincounselling.com Call: 613-755-2277	Anyone
Parents Lifeline of Eastern Ontario (PLEO) - Helps support parents with children facing mental health challenges to find services base on urgency and need. Service is free and provided within 24 hours.	Website: pleo.on.ca Call: 613-321-3211	Parents
Distress Centre Ottawa and Region – Free local connection to mental health support and resources, 24 hours a day, 7 days a week.	Website: dcottawa.on.ca Call: 613-238-3311 Crisis: 613-722-6914 or 1-866-996-0991 Text: 343-306-5550 Chat & Text: 10am-11pm	Anyone

Human Needs Task Force Contact Information

HNTF@ottawa.ca | 613-580-2424 ext. 26753

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<p>1Call 1Click – Helps children, youth and families connect with the right mental health and addiction services. Supports are provided for individuals from birth to 21 years of age.</p>	<p>Website: 1call1click.ca Call: 613-260-2360 or 1-877-377-7775</p>	<p>Parents 21 years of age or younger</p>
<p>Mental Health Crisis Line – An all-encompassing crisis service offered in English and French. Available 24/7.</p>	<p>Website: crisisline.ca Call: (613) 722-6914 or 1-866-996-0991</p>	<p>Anyone</p>
<p>Tel-Aide Outaouais – A 24-hour service for Francophone people in need of a listening ear.</p>	<p>Website: telaideoutaouais.ca/tao-se-raconte (French) Call - 613-741-6433 or 819-775-3223 for Gatineau residents</p>	<p>Anyone</p>
<p>First Nations and Inuit Hope for Wellness Help Line - Offers 24/7 immediate mental health counselling and crisis intervention to all Indigenous peoples across Canada</p>	<p>Website: hopeforwellness.ca Call: 1-855-242-3310</p>	<p>Indigenous Peoples</p>
<p>Wabano’s Mental Health – A free walk-in counselling service 5 days per week for First Nations, Métis, and Inuit clients of any age or gender. It offers same day, short-term mental health/wellness support, for individuals and/or families.</p>	<p>Website: wabano.com/health-and-wellness/mental-wellness Call: 613-748-0657 ext. 4</p>	<p>Indigenous Peoples</p>
<p>24 Hour ‘Cribside’ Assistance - A site for dads, created by dads to provide support and answer basic questions about babies, new moms and new dads.</p>	<p>Website: newdadmanual.ca Call: 613.257.2779 ext. 108</p>	<p>Fathers</p>
<p>Baby Help Line – Telephone support line for parents of babies up to 1 year. Parents speak directly with a Public Health Nurse and/or Lactation Consultant. Services available 7 days per week, 9:00 AM to 3:00 PM.</p>	<p>Call: 613-580-2424 ext 23774</p>	<p>Parents</p>

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Community Supports and Services for Parents and their Children

AGENCY	CONTACT INFORMATION	AGE RANGE
Crossroads Children’s Centre – Offers walk-in mental health clinic, counselling, family counselling, support/activity group, assessment, information resources, information presentation.	Website: crossroadschildren.ca Call: (613) 723-1623 ext.248.	For parents with children 12 and under
Bethany Hope Centre – Provides a wide range of programs and services for young parents 29 years of age and younger, and their children from birth to six; including, parenting and child development classes; childcare and respite; counselling; and food programs. All services are virtual except for one-on-one counselling	Website: bethanyhopecentre.org Call: 613-725-1733	Parents age 29 and younger, and their children from birth to six
St. Mary’s Centre – Provides a wide range of programs and services for pregnant women and parenting youth (up to age 29), and their infants and children (prenatal to age 6) including, play groups, parenting actives, counselling. All services are offered on-site or virtually.	Website: stmaryshome.com/centre Call: (613) 749-2491	Parents age 29 and younger, and their children from birth to six
Family Services Ottawa – Offers counselling and support services to anybody in Ottawa who needs it, including parenting programs to help deal with the stresses of Parenthood.	Website: familyservicesottawa.org/parents Call: (613) 725-3601	Anyone
Mothercraft Ottawa – Provides a comprehensive range of support services for parents, including prenatal classes, birth companion support, postpartum support, and drop-in play groups and parenting workshops.	Website: mothercraft.com Call: (613) 728-1839	Parents and children up to age 12

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<p>The Royal Ottawa, Birth, Parenting and Mental Wellness – Partnership with the Ottawa Birth and Wellness Centre to host a series of collaborative Facebook Live presentations on parenting and mental health wellness.</p>	<p>Website: theroyal.ca/birth-parenting-and-mental-wellness Website: facebook.com/ottawabirhandwellness</p>	<p>Anyone</p>
<p>Children’s Aid Society - Provides services and resources to families who need support and assistance in keeping their children safe and healthy</p>	<p>Website: casott.on.ca Call: 613-747-7800</p>	<p>Parents with children from birth to age 18</p>
<p>EarlyON Child and Family Centres – provides welcoming places that offer a range of services and resources, where you can:</p> <ul style="list-style-type: none"> • Join fun activities – reading, storytelling, sing-alongs, games and more • Get advice from professionals trained in early childhood development • Find out about other family services in your community • Connect with other families with young children 	<p>Website: ottawa.ca/earlyon Call: 3-1-1</p>	<p>Parents with children from birth to age 6</p>
<p>Community Health Centre Coalition – A starting place to find your neighbourhood Community Health Centre which provide primary care, health promotion, education and illness prevention services in your area.</p>	<p>Website: coalitionottawa.ca</p>	<p>Anyone</p>



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Resource Information for Parents

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Parenting in Ottawa – A website developed by Ottawa Public Health and Community Partners to help parents find information on parenting in Ottawa, from pregnancy to birth, to youth, including mental health supports.	Website: parentinginottawa.ca	Parents/ Anyone
Best Start – An Ontario's Maternal Newborn and Early Child Development Resource Centre providing resources to enhance the health of expectant and new parents, newborns and young children.	Website: beststart.org	Parents/Anyone
E-Mental Health – A portal to find resources and help in your community for mental health supports.	Website: ementalhealth.ca	Anyone
Reaching in and Reaching out - Creates evidence-based programs that teach resiliency thinking and coping skills to adults and young children under the age of eight.	Website: reachinginreachingout.com	Parents with children from birth to age 8

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