

CURRENT STATE CHAMPLAIN CYMH & YOUTH ADDICTIONS SERVICES

Core Service	Service Area	Agency	Service	Current Status <ul style="list-style-type: none"> • service suspended • service modified • service fully operationalize 	Additional Notes (if modified, brief description)
Targeted Prevention (A356)	Ottawa	Bethany Hope Centre – Salvation Army	All parent support groups	Services modified	Children services programs suspended Clients are able to still connect with Parent Support workers via email if support required
	Ottawa	Centre Psychosocial	FRIENDS for Life and Fun FRIENDS	Service suspended	All group sessions suspended until April 5 2020
			Educational Centre Les Petites Frimousses (daycare for birth – 30 months old)	Service suspended	All services suspended until further notice
			Garderie éducative Renée Tassé (daycare for children birth – 5 years old)	Service suspended	All services suspended until further notice
			Centre éducatif Spécialisé L'Image (Daycare for children 18 months-6 yrs old with autism)		All services suspended until further notice
	Champlain	Children's Hospital of Eastern Ontario	Youth Net	Service suspended	YNRA staff to support screening in other areas of CHEO
	Ottawa	Family Services Ottawa	Friends for Life	Service suspended	Currently on pause but in process of establishing groups via virtual connection asap
			Parenting Program	Service suspended	Currently on pause but in process of establishing groups via virtual connection asap
	Ottawa	Maison Fraternité	School Based Prevention	Service suspended	
			Prevention Program for Parents	Service suspended	
	Lanark	Open Doors for Lanark Children and Youth	Targeted Prevention	Service modified	Providing psycho-educational information and support online and through our phone contact with clients
	Ottawa	Somerset West Community Health Centre	FRIENDS for Life	Service suspended	All playgroups and workshops will be cancelled during the period of March 17-April 5, 2020 at all locations.
			Kids Have Stress Too	Service suspended	All playgroups and workshops will be cancelled during the period of March 17-April 5, 2020 at all locations.
Ottawa	Vanier Community Service Centre	Girls Talk	Service suspended	The Vanier CSC has suspended all nonessential services. Plus, this program is offered in schools which are also shut down for the next 3 weeks.	

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	Ottawa	Youville Centre	Attachment based group parenting courses	Service suspended	Centre is closed Counsellors and case coordinators working from home providing client support via text, phone calls and skype/facetime
Brief Services (A348)	Ottawa	Centre Psychosocial	Mental Health Walk In Clinic	Service suspended	Until April 5 2020
			Brief Intervention & Early Detection	Service modified	By telephone
			La Boussole à La Cité	Service modified	All services are offered remotely
	Stormont, Dundas, Glengarry	Cornwall Community Hospital	Outreach services	Service modified	Offered via telephone/ zoom
	Ottawa	Crossroads	Mental Health Walk In Clinic	Service modified	Sessions are scheduled via MS Teams and/or telephone
			Brief Therapy Intervention	Service modified	Sessions are scheduled via MS Teams and/or telephone
	Lanark	Open Doors for Lanark Children and Youth	Single Session Walk In Clinic	Service suspended	No walk in service but we are still providing phone services to anyone who calls
			Brief Services	Service modified	Support offered by phone No face to face sessions
	Refrew	Phoenix Centre	Mental Health Walk In Clinic	Service modified	Phone only No face to face sessions
	Ottawa	Wabano Centre for Aboriginal Health	Walk In Clinic	Service modified	9:00 am – 5:30 pm
Ottawa	Youth Services Bureau	Mental Health Walk In Clinic	Service modified	Support offered by phone	
Counselling and therapy (A349)	Ottawa	Bethany Hope Centre – Governing Council of the Salvation Army	Attachment Counselling	Service modified	Clients are able to still connect with Parent Support workers via email if support required
	Ottawa	Centre Psychosocial	Therapeutic Services	Services modified	Individual sessions available by phone Group sessions suspended
	Stormont, Dundas, Glengarry	Cornwall Community Hospital	Counselling/ Therapy	Service modified	All services offered via telephone/ zoom
	Ottawa	Crossroads	Mental Health Workers in the Schools (Connections Program)	Service modified	Sessions are scheduled via MS Teams and/or telephone

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			Counselling and Therapy	Service modified	Sessions are scheduled via MS Teams and/or telephone
			Counselling and Therapy in Headstart Programs	Service modified	Sessions are scheduled via MS Teams and/or telephone
	Provincial	Dave Smith Youth Treatment Centre	Assertive Continuing Care	Service modified	Aftercare continues via use of technology (e.g. telephone, video) No face to face visits
	Ottawa	Family Services Ottawa	General Counselling Program for Children	Service modified	FSO continues to receive new clients Service offered remotely via secure phone and video (On Call Health)
			Quick Response Counselling	Service modified	FSO continues to receive new clients Service offered remotely via secure phone and video (On Call Health)
			Program for Children who witness their mothers' abuse	Service suspended	Group on pause but in the process of establishing groups via virtual connection asap
	Champlain	Maison Fraternité	Family Therapy	Service modified	Clients already involved in service are contacted and offered telephone or videoconferencing consultations New clients have access to telephone screening
	Ottawa		School Based Treatment Program	Service modified	Clients already involved in treatment are contacted and being offered telephone or videoconference consultations New admissions have been suspended Service not offered through schools
	Champlain		Outpatient services	Service modified	Clients already involved in service are contacted and offered telephone or videoconferencing consultations New clients have access to telephone screening
	Lanark	Open Doors for Lanark Children and Youth	Counselling	Service modified	Phone only No face to face sessions
	Renfrew	Phoenix Centre	Outpatient Services	Service modified	Phone only No face to face sessions All group sessions suspended
			School Based Mental Health Workers	Service modified	Telephone Only No face to face
	Ottawa, Prescott Russell, Renfrew County and SDG	Roberts Smart Centre	Transition Worker	Service modified	Tele-support/counseling being offered to current clients
	Ottawa		School Based Mental Health Worker	Service suspended/modified	Tele-support/counseling being offered to students on caseload
	Ottawa and Prescott Russell		Community Based Supports	Service modified	Tele-support/counseling being offered to current clients

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	Ottawa	St. Mary's Home	Attachment Counselling – Infant Mental Health	Service modified	Being provided remotely or by appointment after screening for COVID-19
	Ottawa	Sandy Hill Community Health Centre	Concurrent disorders counselling services	Service modified	Phone counselling available Responding to calls for information and referral to community resources and supports related to family issues and also social/ practical issues such as food
	Ottawa	Wabano Centre for Aboriginal Health	Working Hope	Service modified	All group sessions suspended until further notice By telephone
			Working Hope – counselling and therapy	Service modified	9:00 am – 5:30 pm
	Ottawa	Youth Services Bureau	Youth and Family Counselling	Service is modified	Face to face sessions are suspended Clients will be offered phone counselling
	Eastern Ontario	Youturn Youth Support Services	Youth in Transition Worker	Service modified	Staff are connecting by phone daily with families and youth on their caseloads If a client requires more intensive support that cannot be managed over the phone, we are reviewing these on a case by case basis with health and safety protocols in place. We are continuing to manage our waitlist by assigning clients to staff - staff will complete all of their intakes, initials and case management by phone.
	Ottawa Rockland Russell county	Youturn Youth Support Services & John Howard Society of Ottawa	On Point Gang Intervention/ Prevention Program	Service modified	Staff are connecting by phone daily with families and youth on their caseloads If a client requires more intensive support that cannot be managed over the phone, we are reviewing these on a case by case basis with health and safety protocols in place. We are continuing to manage our waitlist by assigning clients to staff - staff will complete all of their intakes, initials and case management by phone.
	Ottawa	Youville Centre	Individual Parent-Child Attachment Counselling	Service modified	Centre is closed Counsellors and case coordinators working from home providing client support via text, phone calls and skype/facetime
	Ottawa	Youville Centre	Individual Mental Health and Addiction Therapy	Service modified	Centre is closed Counsellors and case coordinators working from home providing client support via text, phone calls and skype/facetime

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	Ottawa	Youville Centre	Group Therapy	All groups suspended	Centre is closed
Family/caregiver capacity building and support (A351)	Ottawa	Centre Psychosocial	Skills and Capacity Building	All groups suspended	Until April 5 2020
	Ottawa (all ages) Prescott Russell (children & youth) SDG (children and youth)	Citizen Advocacy Ottawa	Fetal Alcohol Resource Program	Service modified	Office closed until April 6, 2020 Fetal Alcohol Spectrum Disorder Workers and Coordinators offering service via phone, skype and Zoom meeting to existing clients 613-761-9522 ext 234 fasd@citizenadvocacy.org
	Ottawa	Crossroads	Collaborative Problem Solving Parent Education Group	None scheduled until late April	May modify and do Zoom
	Champlain	Maison Fraternité	Parents Support Group	Service suspended	
	Renfrew	Phoenix Centre	Groups for Parents	Service suspended	
	Champlain	Parents' Lifelines of Eastern Ontario	Helpline – Parent and Caregiver support and navigation	Service fully operational	
			Support Groups – Parent and caregiver support and navigation	Service modified	All support groups continue online via zoom video conference, Links are available on our website https://www.pleo.on.ca/where-to-find-us/
			1 on 1 mobile – aren't and caregiver support and navigation	Service modified	Appointments via phone and zoom. In-person remains available for clients without other means to connect, with strict adherence to public health guidelines
			On-site hours at partner agencies – parent and caregiver support and navigation, partner collaboration	Service modified	Family peer supporter on-call by phone
	Ottawa	Sandy Hill Community Health Centre	Family support	Service modified	Phone counselling available Responding to calls for information and referral to community resources and supports related to family issues and also social/ practical issues such as food

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	Ottawa	Vanier Community Services Centre	Vanier Social Pediatric Hub - social worker	Service modified	We are trying to meet urgent family needs through different modalities (screening before entry into the building, support by telephone, etc.)
Specialized consultation and assessment (A355)	Ottawa	Centre Psychosocial	Consultation and Psychological Assessment	Service modified	Done by phone No in person
	Champlain	Children's Hospital of Eastern Ontario	Specialized Consultation & Assessment	Service modified	Clinicians to determine current caseload on whom can be cancelled over the next 3 weeks For those deemed urgent/ essential to see, change appointment to OTN (home video visits) or by phone if possible At later time may be looking at re-deployment to other services as needed
	Ottawa	Crossroads	Psychoeducational assessments	None scheduled for remainder of fiscal year	Likely will be modified beginning in April 2020
	Lanark	Open Doors for Lanark Children and Youth	Intensive Services	Services modified	Offered phone support No face to face
	Ottawa	Ottawa Children's Coordinated Access and Referral to Services (OCCARS)	Specialized Consultation & Assessment	Service modified	Limited to service provider availability No face to face meetings
	Champlain	The Royal Ottawa Health Care Group	Consultation & Assessment	Service modified	Appointments over the phone or virtual
	Ottawa	Youth Services Bureau	Consultation & Assessment	Service is suspended	
Crisis Services (A350)	Ottawa	Centre Psychosocial	Crisis Services	Service modified	Service provided by telephone
	Champlain	Children's Hospital of Eastern Ontario	CHEO ED Crisis team and psychiatry on call	Service fully operational	Need to ensure PPE is up to date
	Champlain	Children's Hospital of Eastern Ontario	Urgent Care	Service fully operational	Need to ensure PPE is up to date Some face to face OTN appointments and phone also available
	Stormont, Dundas, Glengarry	Cornwall Community Hospital	Crisis Service	Service modified	Offered in Emergency Department (face to face) Telephone/ Zoom
	Lanark	Open Doors for Lanark Children and Youth	Crisis Services	Service modified	Offered as phone support No face to face

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	Renfrew	Phoenix Centre	Crisis Services	Service modified	Phone only No face to face
	Eastern Ontario	Youth Services Bureau	24/7 Crisis Line and crisis chat	Service is fully operational	
	Ottawa		Mobile Crisis Service	Service is suspended	
	Eastern Ontario		Residential Crisis Unit	Service is suspended	
Intensive Services (A353)	Ottawa	Centre Psychosocial	Day Treatment Section 23	Service is suspended	Until April 5 2020 Client contact maintained by phone
	Ottawa		Section 23 Day Treatment for young parents	Service is suspended	Until April 5 2020 Client contact maintained by phone
	Ottawa		Intensive Services	Service modified All groups suspended	Individual sessions via telephone Groups suspended until April 5 2020
	Champlain	Children's Hospital of Eastern Ontario	Outpatient Services	Service modified	Clinicians to determine current caseload on whom can be cancelled over the next 3 weeks For those deemed urgent/ essential to see, change appointment to OTN (home video visits) or by phone if possible At later time may be looking at re-deployment to other services as needed
	Champlain		Eating Disorders Outpatient Services	Service modified	Clinicians to determine current caseload on whom can be cancelled over the next 3 weeks For those deemed urgent/ essential to see, change appointment to OTN (home video visits) or by phone if possible Some outpatient may be onsite appointments due to the need for weighing. Screening will occur at main entrance
	Ottawa		Day Treatment Section 23	Service suspended	Staff deployed to other clinical areas
	Ottawa		Eating Disorders Day Treatment	Service suspended	Staff to re-deploy to eating disorders inpatient
	Champlain		Inpatient Services	Service fully operational	Group programming has been suspended for next three weeks
	Champlain		Inpatient Services – eating disorders	Service full operational	Group programming has been suspended for next three weeks
	Stormont, Dundas, Glengarry	Cornwall Community Hospital	Day Treatment	Service suspended	School board closed

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	Ottawa	Crossroads	Home Based Intensive Services	Service modified	Sessions are scheduled via MS Teams and/or telephone	
	Ottawa		Day Treatment Section 23	Service modified	Sessions are scheduled via MS Teams and/or telephone	
	Provincial	Dave Smith Youth Treatment Centre	Residential Services	Service fully operational but no new admissions	Pause on new admissions for residential treatment Residential treatment continues at both campuses with modified schedules Family visits and home visits postponed for residential clients. No public outings Various other safeguards in place (eg screening, handwashing)	
	Champlain	Maison Fraternité	Day Treatment Section 23	Service suspended		
	Ontario		Residential Services	Service fully operational but no new admissions	Clients already involved in treatment continue with fully operational service New admissions have been suspended	
	Ottawa	Ottawa Coordinated Access and Referral to Services (OCCARS)	In-home Respite	Service available	Subject to the availability of staff	
	Renfrew		Phoenix Centre	Intensive Services	Service modified	Telephone only No face to face
				Day Treatment – section 23	Service modified	Telephone only No face to face
	Ottawa	Ottawa, Renfrew county, SDG and Prescott Russell	Roberts/Smart Centre	Day Treatment – section 23	Service suspended	
	Ottawa, Renfrew county, SDG and Prescott Russell			Live-In Treatment Services	Service modified	RSC Pandemic Planning Phase 1 - Screening of staff, visitors; health surveillance of clients; limiting visitors; client activities limited to within program or outdoors with social isolation practices; admissions reviewed on case-by-case basis; preparing for Phase II (triggered if staffing affected).
	Ottawa	Royal Ottawa Health Care Group		Day Treatment Section 23	Service suspended	Until April 5 and then reassessed
	Champlain			Outpatient	Service modified	Appointments over the phone or virtual
	Champlain			Partial Hospitalization Unit	Service modified	Appointments over the phone or virtual

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	Champlain		Inpatient Services	Service modified	No visitors; no elective admissions; no groups; Preparing for code orange
	Eastern Ontario	St. Mary's Home	Residential Program	Service fully operational	Specialized Shelter, Case Management, Parenting Counselling and Primary Care Counselling are all being provided to Residents
	Ottawa	Youth Services Bureau	Intensive Family Support Program	Service modified	Face to face sessions are suspended Phone support is offered to clients
	Champlain		Bridges	Service modified	Face to face sessions are suspended Phone support is offered to clients
	Ottawa		Day Treatment Section 23	Service suspended	
	Eastern Ontario	Youturn Youth Support Services	Intensive Support and Supervision Program	Service modified	Staff are connecting by phone daily with families and youth on their caseloads If a client requires more intensive support that cannot be managed over the phone, we are reviewing these on a case by case basis with health and safety protocols in place. We are continuing to manage our waitlist by assigning clients to staff - staff will complete all of their intakes, initials and case management by phone.
	Ottawa		St. John Bosco Achievement Centre	Service suspended	Staff supporting current students by telephone
	Eastern Ontario		The Next Chapter – Anti-Human Trafficking Program	Service modified	Staff are connecting by phone daily with families and youth on their caseloads If a client requires more intensive support that cannot be managed over the phone, we are reviewing these on a case by case basis with health and safety protocols in place. We are continuing to manage our waitlist by assigning clients to staff - staff will complete all of their intakes, initials and case management by phone.
	Eastern Ontario		Community Support Team	Service modified	Staff are connecting by phone daily with families and youth on their caseloads If a client requires more intensive support that cannot be managed over the phone, we are reviewing these on a case by case basis with health and safety protocols in place. We are continuing to manage our waitlist by assigning clients to staff - staff will complete all of their intakes, initials and case management by phone.

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	Ottawa	Youville Centre	Academic Services Care Treatment Custody and Corrections (CTCC) and St. Nicholas Adult High School	Service suspended	
Service Coordination	Ottawa	Ottawa Coordinated Access and Referral to Services (OCCARS)	Service Coordination	Service modified	CA will continue to take referrals and provide direct funding where possible. CA staff are also available for consultations. Case resolution meetings will be conducted via teleconference on an as needed basis. Anyone who has a high risk client known to CA can contact CA staff should they require support.
Food Share	Ottawa	Bethany Hope Centre – Salvation Army	Food Share	Services modified	Clients may access pre-bagged groceries on Friday mornings 10am-11am. Clients must reserve their groceries by noon on Thursdays by emailing crystal_gallant@can.salvationarmy.org

AGENCY	CURRENT OPERATIONS	CONTACT
Bethany Hope	WEBSITE INFO: all regular programming at BHC will be put on hold until further notice.	
CMHA	<p>CMHA Ottawa is committed to providing direct services and supports for eligible individuals in the city of Ottawa who are experiencing severe and persistent mental illness and/or substance use disorder challenges.</p> <p>To protect clients and staff while continuing to support the community, CMHA Ottawa has implemented the following changes:</p> <ul style="list-style-type: none"> • Our offices at 311 McArthur Avenue are closed to all visitors until further notice • We have established a Pandemic Response Team (PRT) consisting of our directors, manager of nursing and communications desk and several subcommittees • We have also implemented a strict work-from-home policy for all employees that can perform their functions remotely and have asked all staff to keep a distance of six feet through all in-person interactions • We have implemented the use of PPE (Personal Protective Equipment) in order for our nursing staff to safely provide in-person service delivery when necessary (treatments) • We are replacing all in-person group/individual support and counselling – both on- and off-site – with phone calls and/or online communications • All in-person training is cancelled until further notice; virtual training is being explored 	Tom McKenna 613-552-1593 tmckenna@cmhaottawa.ca
Dave Smith Youth Treatment Centre	Both residences (Carp & Carleton Place) are still conducting regular daily operations with the youth cliental that are currently in the program. That being said there currently is a freeze on any new admissions into the program. Our ED is in regular contact with the LHIN and other governing bodies to determine when this freeze on admissions will be lifted. The ACC team (after care) and family therapist are all working from home, conducting all client/caregiver sessions over the phone or via Zoom video conference. No indication yet as to when our office in Stittsville will re-open at the same time it doesn't really hinder our daily routine.	<p>Dave Whalen: dave.w@davesmithcentre.org</p> <p>Laura Hewitt: laura.h@davesmithcentre.org</p> <p>Steve Gile:s steven.g@davesmithcentre.org</p> <p>Shannon Woolner: shannon.w@davesmithcentre.org</p> <p>Rob Anderson: rob.a@davesmithcentre.org</p>

John Howard Society: <i>Youth Housing Based Case Management</i>	<p>Currently supporting youth on caseload through phone/email/videocall. No face to face client meetings for the time being. All youth have access to HBCM as usual. HBCM working from home, office sites are closed to clients. Currently not beginning service with new youth, but CAN complete SPDAT housing assessment over the phone if absolutely needed.</p>	<p>Youth Housing Based Case Manager Justine Joseph 613 915 2542</p>
John Howard Society: <i>Diversion/ Non Residential Attendance Centre (NRAC)/ OnPoint</i>	<p>For our Community-Based Services mobile teams (Youth Services, Time for Change and Reset), all staff are working remotely from home. Regular weekly check-ins continue with youth to debrief the evolving situation, support with resources and problem solve where needed. We continue with our discussions for assessments, feedback and goal work, where possible. We are preparing to teach our CBT-based curriculum over the phone and by video, for those youth who are able to, participating in Diversion, On Point and NRAC services.</p>	<p>Coordinator-Community Services for Youth Haleigh Rigby 613 325 9227</p>
John Howard Society: <i>other services</i>	<p>Public sites including the Community Employment Resource Centre in Kanata https://www.cercottawa.ca/ and the JHSO Main office in Lower Town https://johnhoward.on.ca/ottawa/us/ are closed to the public. Bail supervision clients are reporting by phone. For more info on adult services, all continue to deliver by phone and video.</p>	<p>Contact info for Program Coordinators can be found on the JHSO website.</p>
John Howard Society: <i>Residential Sites (* including Windrose and A Different Street)</i>	<p>At John Howard Society of Ottawa, all of our 11 residential sites are fully operational, with limited, essential-only, face to face client interaction. 24/7 on-site staff continue to deliver supports creatively. New admissions are determined on a case-by-case basis.</p>	<p>A Different Street (ADS) Residential Coordinator Krystle Fountotos 613-232-6410</p> <p>Windrose Residential Coordinator Jael Henri 613-552-6112</p>

On Track – The Ottawa Hospital First Episode Psychosis Clinic	<p>We are still operating and accepting referrals to the program. Our Psychiatrists are doing intake consults and making decision case by case whether the consult will be virtually from home or face to face from Civic Hospital. We are seeing all clients for injection medication and bloodwork at the Civic campus. We are no longer working out of 1355 Bank. Case managers and Allied Health are working from home supporting clients by phone or video chat.</p>	<p>Melissa Mason 613-737-8899 ex 79517 or memason@toh.ca</p>
Ontario Works	<p>All four sites are closed to the public, workers are answering emails and phone calls. This includes new applications – all done by phone.</p> <p>No cheques are being held at any of the offices. Any youth that is under 18 are having cheques mailed to their address or put into bank accounts.</p> <p>Clients over 18 the offices are mailing or direct depositing. If clients do not have bank accounts they are trying to sign them up for RPC cards. These are cards where the cheque amounts are loaded onto a debit card that can be used at stores and get cash from the Royal Bank. These are only available to over 18 year olds. If clients want this they should call their worker and arrangements will be made to get them to come to the office and be met at the door.</p> <p>The Province approved a small amount of extra money for food and cleaning supplies. It was not added to everyone’s cheque so clients will have to call their workers and ask for it. This money is also available for odsp clients</p>	<p>Carolyn carolyn.needham@ottawa.ca 613-580-2424 ext 26438</p>
Operation Come Home	<p>FACEBOOK INFO: OCH has closed all services. Youth will continue to be supported via phone, text, and email with housing, employment, addictions, mental health, and more throughout the time the centre is closed.</p>	<p>Facebook has most up to date info</p>
Ottawa Innerscity Ministries	<p>All operations have ceased (street outreach, drop-in, Innerscity Arts and choir). Staff continue to support youth remotely (text, facebook etc).</p>	<p>Moira Alie, Youth Program Coordinator moira_oim@rogers.com</p>

Ottawa Public Health Harm reduction program	<p>Supervised consumption services – regular hours: Monday to Friday 9am to 5pm. We have reduced our medical services to only essential services, so supervised consumption services, naloxone distribution, plan B, and medical interventions as assessed necessary by the nursing staff. No routine blood borne infection testing/ etc</p> <p>Site van (harm reduction gear). Regular hours, 5pm to 1130pm 7days/week. Gear distribution as per usual, we are now serving clients outside the van (the process is explained to them when they call). The only medical services offered are Naloxone distribution and Plan B. All other medical services on the van are on pause, or the person can visit the office (179 Clarence street) and can be assessed for further services. This is based on the nursing assessment, and what they want could be assessed as non-necessary and not provided. .</p>	<p>Jenna Bennett 613-580-2424 ext 12471 Jenna.bennett@ottawa.ca</p>
Restoring Hope Ministries	<ul style="list-style-type: none"> • For staffing reasons, as a result of Covid-19, we have reduced our emergency shelter services from 5 nights to 3 (Fridays to Sundays only). • Our services are now open at 10pm. (There is no extended drop-in Friday or Sunday) • Emergency shelter: We will only allow in eligible youth (16-24) who need a place to sleep for the night to enter the building. • Youth who have other accommodations but are in need of food and other supplies can receive them at the door. • Please follow our FB page or check the website for any updates and further details: restoringhope.ca 	<p>Nicole Chan: nicole@restoringhope.ca</p>
Rideauwood (Youth Department)	<ul style="list-style-type: none"> • staff are working remotely from home • ONLY using online videoconferencing formats (OTN & ZOOM) • youth walk-in is closed • The Youth SMART Recovery Group is on hold for now, but is being considered for the near future (using the online format). • The intake process has been streamlined; all intakes are forwarded to my phone and I do an over the phone screening and then schedule an OTN/ZOOM appointment in the assigned counsellors schedule. At this point the wait time for a first appointment is within 72 hrs of the screening. • These adjustments may shift due to the evolving nature of current circumstances. 	<p>Matthew Young, Youth Services Manager MYoung@rideauwood.org</p>
St. Mary's	<p>FACEBOOK INFO: Residence remains open. Young Parent Outreach Centre is closed.</p>	

The Boys and Girls Club	WEBSITE: INFO: The Boys and Girls Club of Ottawa has made the difficult decision to suspend all programs and services effective March 16th until April 6th. We will reassess at the end of the week and make a decision about following weeks.	
Wabano	Housing for youth. Youth Case managers are off but manager of housing department still providing some supports.	Tina Slauenwhite tslauenwhite@wabano.com 613-748-0657 ext 203
Youth Services Bureau	WEBSITE INFO: We have closed physical sites such as our Youth Mental Health Walk-in Clinic, our Employment Services offices on Bank and Moodie, our Downtown Drop-in on Besserer, and our youth engagement programming. We are offering these services remotely. Our residential services, such as our emergency shelters and Youth Justice programs, will remain open, with extra precautions in place. Crisis line and chat are available 24/7. 613-260-2360 OR CHAT.YSB.CA	Reach our Head Office at 613-729-1000, our Mental Health Hub at 613-562-3004, Employment Services at 613-236-8244, Youth Justice at 613-738-2104, and Community Services at 613-241-7788. Please leave a voicemail if we don't pick up right away.
Youturn	We are all working remotely from home, providing support to our youth via phone and video where possible. We are still taking new referrals and we will provide phone support until such time as it is safe to return to community based support.	Danielle Pelletier dpelletier@youturn.ca 613-552-4724
Youville Centre	Centre is closed. Child Development, Intensive Treatment Support Program, and academic partners are continuing to support clients via email, texting, facetime, etc. providing all services and supports virtually. Currently not offering food bank onsite and referring to outside agencies.	Anne-Marie Bégin annemarie@youvillecentre.org



Mental Health Resources for Staff to Share with Clients (Stress/Crisis Responses to COVID-19)

Children's Mental Health Ontario:

https://www.cmho.org/blog/blog-news/6519918-talking-to-your-anxious-child-about-covid-19?fbclid=IwAR27Knwzf2QUbHPL0RH9L3iLrrQSPfhi67K4mi2qYvQuwOXLmosP_7L3xUw

Children's Mental Health.ca:

<https://www.ementalhealth.ca/Ottawa-Carleton/Tragic-and-Upsetting-News-Events-Helping-Children-and-Youth-Cope/index.php?m=article&ID=49350>

Canadian Pediatric Society:

<https://www.caringforkids.cps.ca/handouts/disaster>

Telehealth (Information for Staff Only):

<https://telehealth.org/webinar/covid/>

Canadian Psychological Association (Information for Staff Only):

<https://cpa.ca/docs/File/Publications/FactSheets/PsychologyWorksFactSheet-COVID-19.pdf>



5

WAYS TO SELF-CARE DURING CORONA (COVID-19) VIRUS

@HOLISTICALLYGRACE

INFORM

LIMIT EXCESSIVE, CONTINUOUS EXPOSURE TO MEDIA. INFORM, WITHOUT OVERWHELM. SET BOUNDARIES AROUND TIME, TRUSTED SOURCES.



CONNECT

REACH OUT FOR EMOTIONAL SUPPORT, CONTACT LOVED ONES, ISOLATION IS DETRIMENTAL TO OUR HEALTH



SOOTHE

DEEP BELLY BREATHING, GROUNDING TECHNIQUES, GUIDED IMAGERY, PRAYER, CALMING SOUNDS, LAUGHTER, SINGING



CONTROL

FOCUS ON THINGS WE CAN CONTROL: WASH HANDS, HYDRATE, NOURISH, CONTACT HR REGARDING WORK POLICIES, ADJUST FINANCES



HONOR + DISTRACT

ACKNOWLEDGE FEAR, ANXIETY. FIND ACTIVE WAYS TO DIVERT ATTENTION: PUZZLE, READ, CRAFT, ETC.

Resources (Youth 17 and under)

Crisis Lines

1. Youth Services Bureau Crisis Line and Online Chat

- Phone line: 613-260-2360, available 24/hrs a day, 7 days a week (parents can also call)
- Mobile crisis interventions available from 2:00pm-10:00pm
- Crisis chat available 24/7: <https://www.ysb.ca/services/ysb-mental-health/24-7-crisis-line/>

2. Kids Help Phone

- Phone line: 1-800-668-6868.
- Crisis text line: text HOME to 686868 in Canada to text with a trained Crisis Responder.
- Online Live chat: <https://kidshelpphone.ca/live-chat/>
- All services available 24/hrs a day, 7 days a week

3. Youth Space

- Text: 778-783-0177
- Online chat: <https://www.youthspace.ca/>
- Both available from 6pm-midnight everyday

Websites:

1. eMentalHealth.ca

- Website: <https://www.ementalhealth.ca/>
- Provides mental health resources available in the Ottawa area/and regions
- Also provides information sheets on mental health topics, conditions and treatments

2. Teen Mental Health

- Website: <http://teenmentalhealth.org/>
 - This website includes mental health information (products and training programs), addressing the needs of youth (ages 12 to 25 years).
 - Gives teens information on sleep, cannabis, the brain, stress and other topics
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Apps:

1. Headspace

- Free to download (free 10 day trial) then extra costs associated
- Has courses that teach the basics of meditation, mindfulness, exercise.

2. Smiling mind

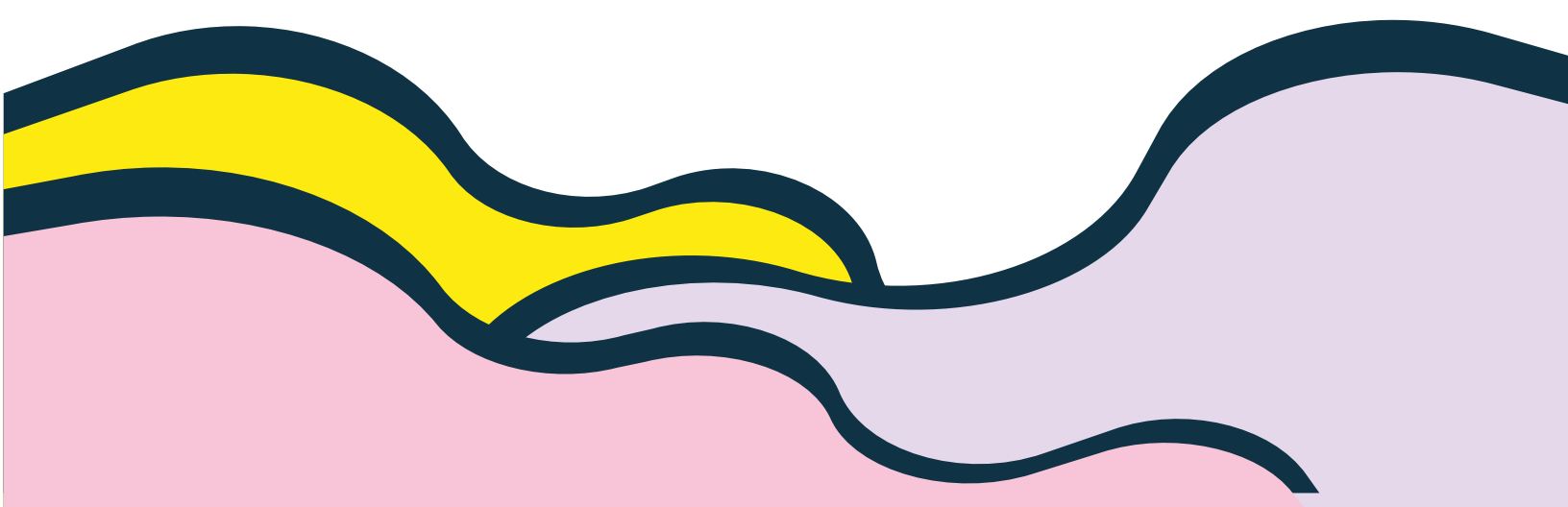
- Cost: free
- A daily mindfulness and meditation guide at your fingertips

3. Stop, Breath & Think

- Free to download with 30 day free activities
- Personalized meditations and activities that target creating space between your thoughts, emotions and reactions

Need help with finding housing, financial assistance, employment and other social services?

Call 3-1-1 to speak with a City of Ottawa worker about your situation and needs.





Resources (Youth 17+)

Crisis Lines

1. The Distress Centre of Ottawa and Region

- Phone line: 613-238-3311
- Available 24/hrs a day, 7 days a week, no age requirements

2. Mental Health Crisis Line & Crisis Team

- Phone line: 613-722-6914 (for within Ottawa)
- Phone line: 1-866-996-0991 (outside Ottawa)
- Available 24/hrs a day, 7 days a week for those aged 16 or older

3. Good2Talk

- Phone line: 1-866-925-5454
- Available 24/hrs a day, 7 days a week for those aged 17-25
- Provides counselling, information and referrals for mental health, addictions and well-being to post-secondary students in Ontario

Free Mental Health Programs

1. Bounceback

- Website: <https://bouncebackontario.ca/>. For questions call toll-free: 1-866-345-0224
 - Access to materials that can be customized to fit your needs. You will have access to workbooks, activities, videos, and a trained coach for up to six telephone sessions.
 - Available for youth ages 15-18 and has an adult program which is for those aged 19+
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Websites:

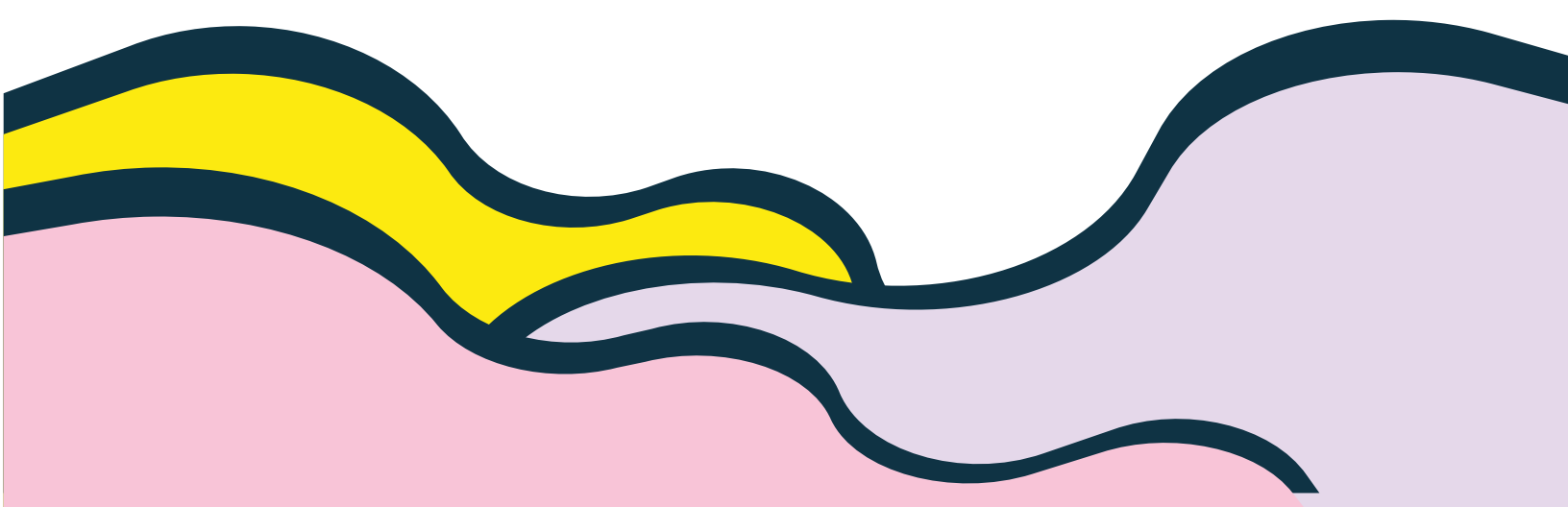
1. eMentalHealth.ca

- Website: <https://www.ementalhealth.ca/>
- Provides mental health resources available in the Ottawa area/and regions
- Also provides information sheets on mental health topics, conditions and treatments

2. Big White Wall

- Website: <https://www.bigwhitewall.ca/v2/About.aspx>
- Community of members, who support, help each other and share what's troubling them in a safe and anonymous environment. Includes creative outlets, self-improvement tools, courses, suggestions and assessments.
- Available: 24/hrs a day, 7 days a week
- Site is monitored by clinically trained 'Wall Guides', who are online 24/7

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COVID-19: Supporting a discussion with children and youth

*note that in this resource COVID-19 and Coronavirus are used interchangeably and refers the respiratory disease that is caused by a novel coronavirus that was discovered in 2019.

Resources to support parents/caregivers discussing COVID-19 with children/youth

Websites

Children's Mental Health Ontario: Talking to your anxious child about COVID-19

- Includes recommendations to stay informed, keep a consistent routine for children/youth, being open and honest with the facts about the virus, and suggests preventative measures
- Includes links to additional resources

Canadian Psychological Association: Mental health and coping during COVID-19

- Provides general information about how people might cope with COVID-19
- Includes suggestions on how to support those who have pre-existing mental health conditions
- Provides advice for parents/caregivers to identify and support children who are stressed by COVID-19

Centers for Disease Control and Prevention (US)

- Talking with children about corona virus
- *Managing stress and anxiety during stressful situations*
- Key facts about coronavirus disease

Kids health Coronavirus: What kids can do

- Information and tips on how to respond to the virus, *written for a young audience*
- Provides information on how to prevent contracting or passing on germs to protect oneself and their family

Child Mind Institute: Talking to kids about the coronavirus

- Includes a short video by Dr. Jamie Howard (Director, Trauma and Resilience Service, Child Mind Institute) on how to have conversations with children about the coronavirus and its impact
- Emphasizes the importance of being open and available for children to ask questions

- - Highlights the value of keeping a routine and consistency during times of change and schedule disruptions (e.g., school closures)
- - References other sources including the Centers for Disease Control and Prevention, resource on 'what to do when children are anxious'

Psychology Today: How to talk to kids and teens about the coronavirus

- - Provides suggestions on how to discuss the COVID-19 virus and support children and youth during this time
 - Breaks down suggestions by developmental age (e.g. preschool, elementary school, high school)

Print resources

A comic exploring the new coronavirus

- - Print and fold comic: https://drive.google.com/file/d/1PYrKYfOBa4p-azl5z_46KJMbi1FSmL_Y/view
 - The website link includes a short 3-minute audio clip that explains (to children and youth) what the virus is and preventative measures we can take to stay healthy

WHO infographic: Helping children cope with stress during the 2019 nCoV outbreak Coronavirus Social Story

- - An infographic developed by an autism educator to help alleviate fears and anxiety children may be experiencing at this time

Parent/caregiver guide to helping families cope with COVID-19

- - Includes information on COVID-19
 - Provides suggestions on how to prepare families for the impact of the outbreak with links to resources that have accurate and up-to date information
 - Summarizes information on preventative measures to stay healthy
 - Provides coping strategies to support families and children with the stress of an outbreak
 - Provides strategies on how to help and support children and is broken down by age group/developmental period

Talking to children about COVID-19: American Academy of Child and Adolescent Psychiatry

- - 14 suggestions to help parents/providers have conversations about the COVID-19 outbreak with children/youth

French Resources:

<https://sites.google.com/ecolecatholique.ca/cecce-a-la-maison/accueil/élèves/élèves-bien-être-et-santé-mentale-élèves?authuser=0>

Resources from School Board:

https://www.ocdsb.ca/our_schools/novel_coronavirus_information_for_parents/mental_health_during_covid-19

Ottawa Public Health:

<https://www.ottawapublichealth.ca/en/public-health-topics/mental-health.aspx>

211 – Helps clients find community resources:

<https://211ontario.ca>

Ontario COVID-19 resources:

<https://www.ontario.ca/page/2019-novel-coronavirus#section-12>