



# **BETTER MENTAL HEALTH:**

## **A Resource Guide – 2016**

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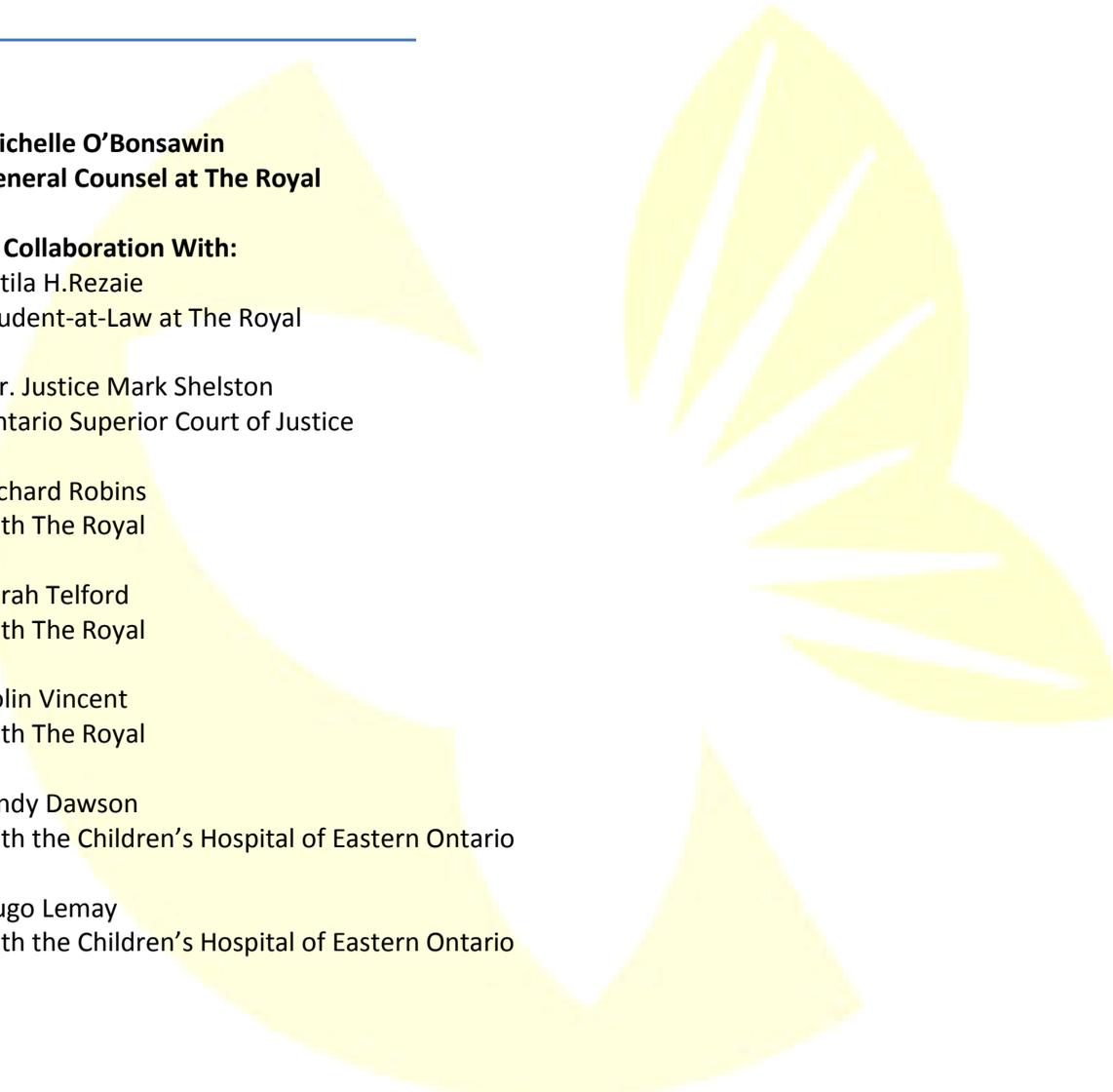
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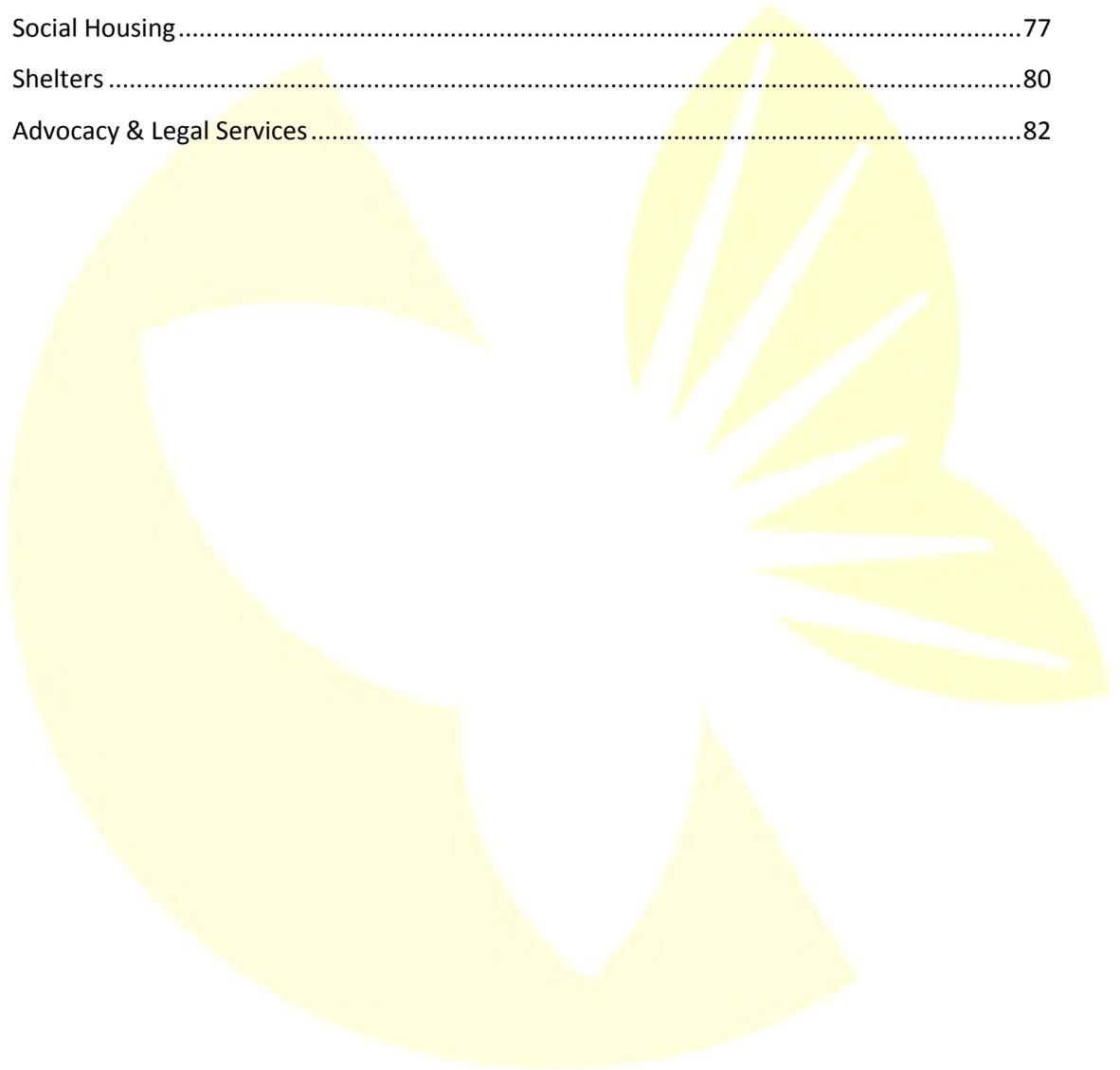


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# Introduction

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The presence of mental illness in individuals has been under emphasized. As a result of a tidal shift in recent years, mental illness awareness has now come to the forefront of 21<sup>st</sup> century concerns and discussions across the nation. The Resource Guide, therefore, aims to be a primary source of reference for members of the general public, from social workers to physicians and from friends to family members, by providing them with a comprehensive directory of a variety of mental health services available in the community.



The information in this Resource Guide is focused on the **Champlain Local Health Integration Network (CLHIN)** and the **South East Local Integration Network (SE-LHIN)** and the services available in these geographic regions.

# Practical Tips

## *Communicating Effectively with a Person Exhibiting Mental Health Issues*

**1 Be respectful.** When someone feels respected and heard, they are more likely to return respect and consider what you have to say.

**2 Speak slowly and clearly.** You may need to repeat the information using different words. Keep your tone of voice calm, reassuring and soft.

**5 Respond to emotion.** Acknowledge what the other person says and how they feel, even if you do not agree.

**6 Avoid raising your voice.** Do not attempt to intimidate or “discipline” the person, and avoid sounding patronizing or condescending.

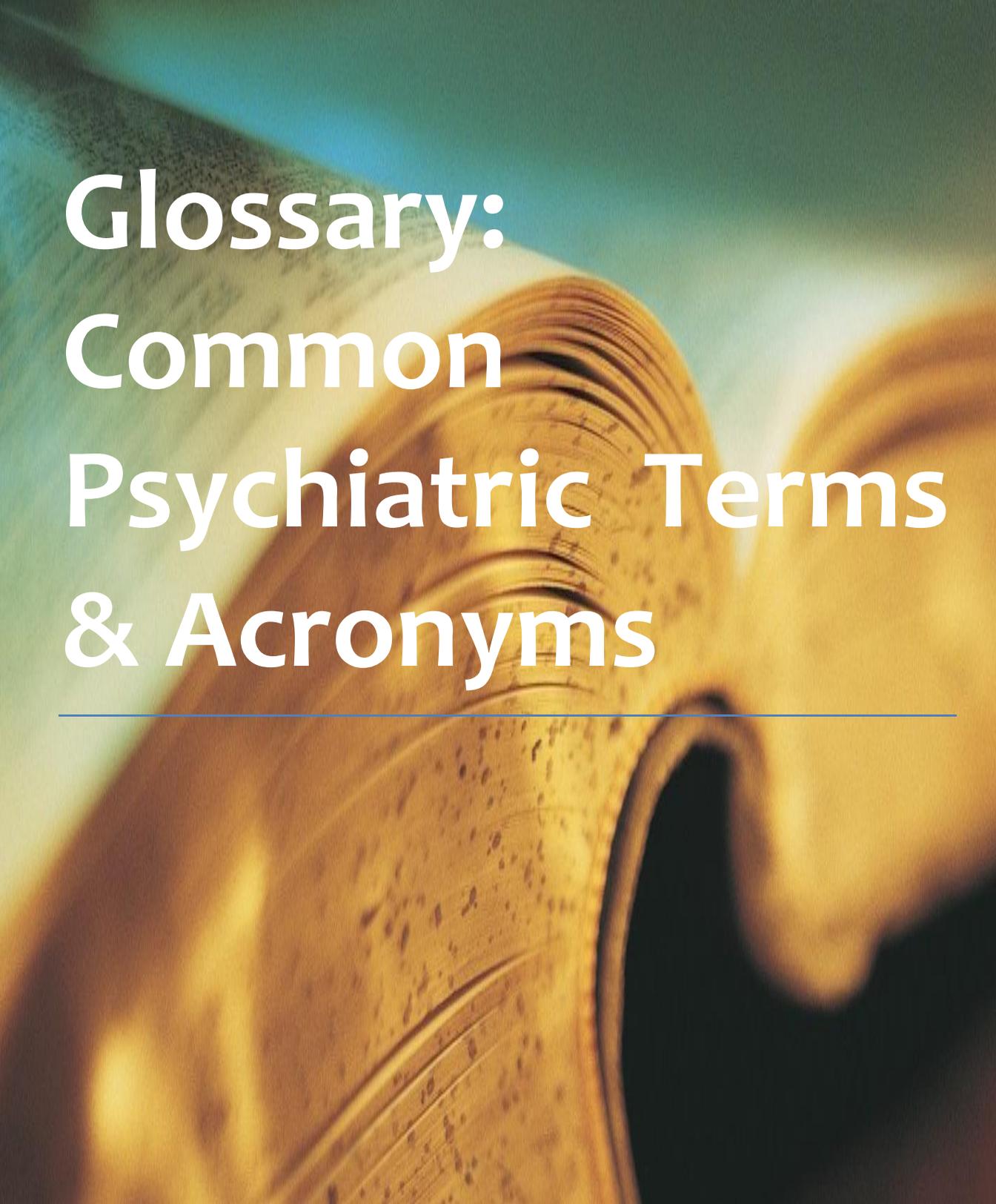


**3 Be patient.** Make sure you understand the individual and that he/she understands you. Wait and allow the person time to respond.

**4 Gently set limits.** For example, if the person has a tendency to ramble, you may respond by saying: "I only have five minutes to speak with you".

**7 Minimize distractions.** If the courtroom is crowded, consider excluding observers. The person will likely feel safer communicating in a more private setting.

**8 Be aware of delusions.** If the person is experiencing hallucinations and/or delusions, be aware that they are his/her reality. You will not be able to talk the person out of their reality. [1]



# **Glossary: Common Psychiatric Terms & Acronyms**

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## A

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<b>Admission</b>	The process whereby a person is accepted into a hospital or inpatient mental health or addictions program.
<b>Akathasia</b>	A possible side-effect from antipsychotic medication that is characterized by a feeling extreme restlessness and an inability to sit still, a feeling of 'jumpy limbs'.
<b>Assertive Community Treatment Team (ACTT)</b>	An inter-disciplinary team of mental health professionals who provide community-based services to individuals with severe and persistent mental health issues, allowing the person to stay in the community rather than in a facility.
<b>Acute Symptoms, Positive Symptoms</b>	Acute or positive symptoms of an illness are things like hallucinations, agitation, etc. They are 'positive' symptoms because they are added to, or are in excess of what we would consider "normal" functioning.
<b>Alzheimer's Disease</b>	A progressive degenerative form of dementia that results in decreased cognitive abilities including memory, reasoning, judgment and language.
<b>Anorexia Nervosa</b>	A progressive degenerative form of dementia which results in decreased cognitive abilities including memory, reasoning, judgment and language.
<b>Antisocial Personality Disorder</b>	A pattern of reckless disregard occurring since the age of 15. Often accompanied by repeated breaking the law, deceitfulness, aggressive behaviour, and lack of remorse.
<b>Attention Deficit-Hyperactivity Disorder (ADHD)</b>	Impaired levels of attention, hyperactivity and impulsivity, starting before age 12, presents in multiple settings (home, school, work, etc.).
<b>Anxiety Disorder</b>	A group of mental health issues that involve states of nervousness and anxiety that affect every day functioning.

# B

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<b>Bipolar Disorder</b>	Mood disorder involving cycling between periods of mania and periods of depression
<b>Body Dysmorphia</b>	A type of mental illness where the person is concerned with body image that manifests itself as excessive concern or preoccupation with a perceived defect of physical feature.
<b>Borderline Personality Disorder</b>	Characterized by frantic efforts to avoid abandonment, intense interpersonal relationships, unstable self-image, impulsivity, labile mood or intense anger, and recurrent suicidal behaviours or self-harm.
<b>Bulimia Nervosa</b>	A diagnosis of mental illness which is characterized by extreme self-induced actions of bingeing and/or purging food from the body to control weight. Shares many characteristics with Anorexia Nervosa.

# C

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<b>Cognitive-Behavioral Therapy (CBT)</b>	An active, directive, time-limited and structured approach used to treat a variety of psychological and psychiatric disorders (for example, depression, anxiety, phobias, pain problems, etc.). It is based on an underlying theoretical rationale that an individual's affect and behaviour are largely determined by the way in which he/she structures the world.
<b>Community Treatment Order (CTO)</b>	A comprehensive plan for community-based treatment of severe and persistent mental illness, legislated through the <i>Mental Health Act</i> .
<b>Compulsion</b>	A behaviour or ritual carried out in response to an obsession (thought). Acting out the compulsion offers a temporary relief from the anxiety of the obsessive thought.
<b>Concurrent Diagnosis</b>	Describes a condition in which a person has both a mental illness and a substance use problem.

**Consent And Capacity Board (CCB)**

A body for decision-making about a person’s ability to give consent and conduct their own affairs, under the *Mental Health Act*. The CCB is separate from the psychiatric facility to ensure fair decision making.

**Court Diversion**

A service offered by some community-based mental health agencies to assist and support someone with a mental illness who has come into contact with the courts or criminal justice system.

**Crisis Intervention System Of Champlain**

An integrated system for mental health crisis response that serves Champlain. It involves local mental health agencies working together to facilitate access to emergency and crisis response.

**Cycling, Rapid Cycling**

Part of bipolar disorder, the word ‘cycling’ describes the switching back and forth (or cycle) of moods from extreme depression to extreme mania or hyperactivity. ‘Rapid cycling’ is when the person has four or more cycles of depression and mania in a year.

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## D

**Delusions**

Irrational, false beliefs that are experienced by people in a state of psychosis. Delusions often involve persecution by others, bodily changes and conspiracies.

**Delusional Disorder**

Presence of delusions without any other features of schizophrenia (hallucinations, disorganization or negative symptoms). Function is not markedly impaired.

**Delirium**

An acute fluctuation of attention and cognition due to an organic medical cause. Normally develops over hours to days.

**Dementia (Major Neurocognitive disorder in DSM-5)**

Cognitive decline from a previous level of performance in one or more cognitive domains (complex attention, executive function, learning and memory, language, motor, or social cognition). Types of dementia include Alzheimer’s disease, vascular dementia (from strokes), etc. Usually develops in older age.

**Depression** Depressed mood and the inability to experience pleasure that persists for at least two weeks. Exhibit at least 5 of the 9 following symptoms: depressed mood, loss of interest/pleasure in activities, decrease or increase in appetite, insomnia or hypersomnia, psychomotor agitation or retardation (observed), feelings of worthlessness or guilt, fatigue/loss of energy, diminished concentration, indecisiveness, and suicidal ideation (recurrent thoughts of death).

**Diagnosis** The process of being labeled with a documented mental illness, defined by the DSMV (diagnosis manual) used by the medical, psychiatric and psychological professions.

**Dual Diagnosis** Term used to describe patients with both severe mental illness and problematic drug and/or alcohol use. Personality disorder may also co-exist with psychiatric illness and/or substance misuse.

## E

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**Early Onset** A term used when young people (children or adolescents) start showing symptoms of mental illness that are disruptive to their functioning.

## F

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**Flat Affect** A term used to describe the lack of emotion (affect), or facial expressiveness that is sometimes a side-effect of psychiatric medication and/or illness.

## G

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**Generalized Anxiety Disorder (GAD)** A diagnosis for an ongoing state of nervousness where the person cannot get relief from anxiety and strong fears.

**Gradual Onset** A gradual build up and worsening of symptoms associated with a mental illness.

## H

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**Hallucinations, Auditory Hallucinations** A symptom of schizophrenia and some other illnesses, a hallucination is the experience of seeing, hearing, smelling, feeling or tasting something that is not real. ‘Auditory hallucinations’ (hearing voices) is very common.

**Health Information Sheet** A tool that can be used by families to be prepared for a crisis, it has all of the information a physician or psychiatrist might need in a crisis, such as prescribed medications, other health issues, prior hospitalizations, etc.

## I

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**Inpatient** A person who is staying at a hospital or psychiatric facility and receiving treatment for a mental health issue is called an inpatient.

**Insight** A term used to describe the inability to recognize symptoms of a mental illness, or that one’s life is being effected by symptoms is called a ‘loss’ or ‘lack of insight’ in the psychiatric community.

**Intellectual Disability** Deficits in general mental abilities and with onset during the developmental period (became apparent in childhood).

**Involuntary Patient Admission** A physician will assess and place a patient on a Form 3 (Certificate of Involuntary Admission), which lasts for two weeks. The *Mental Health Act* speaks very specifically to the legal criteria that must be met in order for such a Certificate to be issued. An involuntary patient is not permitted to leave the hospital or psychiatric facility.

**Informal Patient Status**

An informal patient is either a child under the age of 16 years, or someone who is incapable of making treatment decisions for themselves (as defined by the *Health Care Consent Act*) and who, therefore, has been admitted to the facility under the substitute consent. The informal patient cannot be held against their will in the hospital; however, an informal patient can be made ‘involuntary’ if a physician deems that issuance of a Form 3 is necessary.

**L**

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**Light Therapy / Phototherapy**

Therapy that involves exposure to light that mimics sunlight when a person’s mood is thought to be affected by lack of sunlight, particularly in the winter.

**M**

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**Mania**

A period of intensified activity and stimulation, most often associated with bipolar disorder, where mania and depression alternate.

**Manic Depression**

See Bipolar Disorder.

**Maintenance Dose**

The lowest dose of a medication that still provides relief from symptoms of a mental illness. This is what psychiatrists and physicians are working towards when prescribing medication.

**N**

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**Negative Symptoms**

Symptoms of a mental illness, such as lack of energy, social withdrawal and apathy, are said to be negative because the behaviour takes away from what is considered “normal”.

**Non-Compliance**

A term used to describe a person’s unwillingness to take medication as prescribed or accept other treatment that has been ordered by a mental health professional.

# O

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<b>Obsession</b>	Obsessions are thoughts that feel uncontrollable and are driven by anxiety. They often compel people to carry out rituals (or compulsions) that temporarily relieve the anxiety associated with the obsessive thought.
<b>Obsessive-Compulsive Disorder</b>	Intrusive thoughts (obsessions) that produce anxiety that are neutralized by an action (compulsion).
<b>Outpatient</b>	A person who is outside of a hospital or psychiatric facility but is receiving treatment or support for a mental health issue through the facility is called an outpatient.
<b>Obsessive Compulsive Disorder</b>	A diagnosis of mental illness that involves people having anxious and uncontrollable thoughts (obsessions) driving the person to carry out rituals (compulsions) that make them temporarily feel better.
<b>Ontario Review Board (ORB)</b>	The administrative panel (under the <i>Criminal Code</i> ) that makes decisions about custody and conditional discharge of people with mental illness who have committed crimes.
<b>Outpatient</b>	A person who is outside of a hospital or psychiatric facility but is receiving treatment or support for a mental health issue through the facility is called an outpatient.

# P

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<b>Panic Attack</b>	The sudden onset of intense fear, apprehension or terror, and feelings of impending doom. The person experiences physical changes, such as a racing heart, cold sweats and other fear reactions. A panic attack lasts a short time but can be very distressing.
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<b>Panic Disorder</b>	A term used when a person experiences frequent and unexpected panic attacks followed by at least one month of persistent concern about having another panic attack.
<b>Personality Disorder</b>	Enduring pattern of behaviour that is pervasive and inflexible, and causes significant impairment. The onset occurs in adolescence/early adulthood and is stable over time.
<b>Phobia</b>	A persistent, irrational fear of a situation or object which sometimes causes panic attacks if the person is exposed to, or thinks about the object of their phobia.
<b>Paranoia, Paranoid</b>	A symptom of some mental illnesses where the person is terrified that people are out to get them and/or that there is a conspiracy designed to persecute them.
<b>Post Traumatic Stress Disorder (PTSD)</b>	Distressing memories, flashbacks and nightmares, which developed after a traumatic event, accompanied with negative cognition and mood.
<b>Psychiatrist</b>	A physician, who has specialized in psychiatry, is qualified to diagnose and treat mental illness and is able to prescribe and monitor medication.
<b>Psychologist</b>	A non-medical professional possessing a doctorate who is qualified to diagnose and treat mental illness through research, testing and therapy. A psychologist cannot prescribe medication in Canada.
<b>Psychosis, Psychotic Episode</b>	A group of symptoms in some mental illnesses that include loss of contact with reality, breakdown of normal social functioning and extreme personality changes. Psychotic episodes may include hallucinations, delusions, paranoia, and an inability to control impulses.

## R

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<b>Restraint</b>	Chemical, physical or mechanical means of holding a person still in order to provide emergency treatment. Use of restraint in an emergency situation does not require consent but does require that the means of restraint used be well-documented.
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# S

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<b>Schizoaffective Disorder</b>	A diagnosis used when an individual does not fit diagnostic standards for either schizophrenia or “affective” (mood) disorders, such as depression and bipolar disorder. The person often shows symptoms of both schizophrenia and a mood disorder.
<b>Schizophrenia</b>	A significant mental illness characterized by psychosis, loss of contact with reality, breakdown of normal social functioning and extreme personality change.
<b>Social Worker</b>	A professional who has been trained to support people in the community and/or in hospital settings to get access to services they need and assist with navigating the mental health system.
<b>Supported Housing</b>	A semi-structured housing arrangement where support to the tenants is provided from outside the home by nurses, social workers, etc. Support provided focuses on life skills development and increasing independence.
<b>Supportive Housing</b>	Different from supported housing, in that support and supervision from professionals is provided from within the home for people who cannot currently live independently.

# T

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<b>Tardive Dyskinesia</b>	A serious potential side-effect from some antipsychotic medications, that is characterized by painful and uncontrollable tremors, twitching and other involuntary movements. It can be permanent.
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# U

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<b>Ulysses Contract</b>	A document legislated by the <i>Substitute Decisions Act</i> that provides power of attorney if the grantor believes that they may resist necessary care when incapacitated by mental illness.
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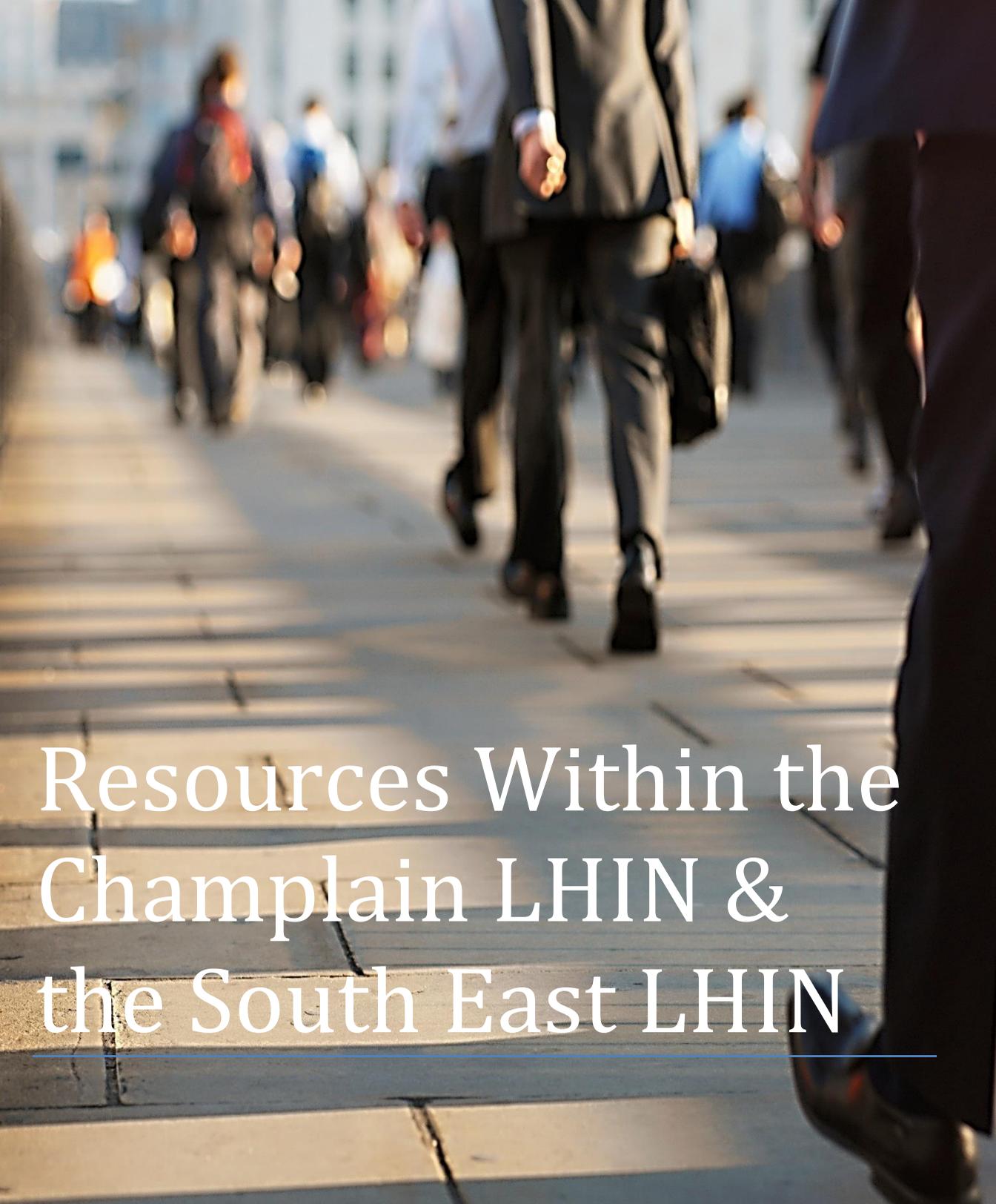
# V

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**Voluntary Patient** There is no portion of the Mental Health Act that authorizes a psychiatric facility to detain a voluntary patient. In this regard, a voluntary patient can leave the facility at any time, as long as they do not pose a risk to themselves or others. If they were to be identified as posing a risk to themselves or others, then they must be declared as an involuntary patient (by means of a Form 3) in order to be detained.

# Glossary of Acronyms<sup>[3]</sup>

<b>ACTT</b>	Assertive Community Treatment Team	<b>LTC</b>	Long Term Care
<b>ADHD</b>	Attention Deficit-Hyperactivity Disorder	<b>MAOI</b>	Monoamine Oxidase Inhibitors
<b>AMHNC</b>	Addictions and Mental Health Network of Champlain	<b>MCOT</b>	Mobile Crisis Outreach Team
<b>BPD</b>	Borderline Personality Disorder	<b>MRI</b>	Magnetic Resonance Imaging
<b>CCAC</b>	Community Care Access Centre	<b>NAMI</b>	National Alliance on Mental Illness
<b>CHEO</b>	Children's Hospital of Eastern Ontario	<b> OCD</b>	Obsessive Compulsive Disorder
<b>CLHIN</b>	Champlain Local Health Integration Network	<b>ODSP</b>	Disability Support Payments
<b>CMHA</b>	Canadian Mental Health Association	<b>OCISO</b>	Ottawa Community Immigrant Services
<b>CT</b>	Computerized Tomography	<b>OHIP</b>	Ontario Health Insurance Plan
<b>CBT</b>	Cognitive-Behavioral Therapy	<b>ORB</b>	Ontario Review Board
<b>CTO</b>	Community Treatment Order	<b>PES</b>	Psychiatric Emergency Services
<b>CYCS</b>	Child and Youth Counselling Services	<b>PET</b>	Positive Electron Tomography
<b>CCB</b>	Consent and Capacity Board	<b>PLEO</b>	Parents' Lifelines of Eastern Ontario
<b>DBT</b>	Dialectical Behaviour Therapy	<b>PSO</b>	Psychiatric Survivors of Ottawa
<b>DDS</b>	Dual Diagnosis Service	<b>PTSD</b>	Post Traumatic Stress Disorder
<b>DASN</b>	Dementia Advocacy and Support Network	<b>REBT</b>	Rational Emotive Behavioural Therapy
<b>DSO</b>	Developmental Services Ontario Eastern Region	<b>ROMHC</b>	Royal Ottawa Mental Health Care Centre
<b>EEG</b>	Electroencephalogram	<b>ROTIS</b>	Reaching Out to Isolated Seniors
<b>EFT</b>	Emotional Freedom Technique	<b>RRSP</b>	Registered Retirement Savings Plan
<b>ESL</b>	English as a Second Language	<b>SAD</b>	Seasonal Affective Disorder
<b>FAC</b>	Family Advisory Committee of Champlain	<b>SELHIN</b>	South East Local Health Integration Network
<b>FIMI</b>	Families Impacted by Mental Illness	<b>SSC</b>	Social Service Centres
<b>GAD</b>	Generalized Anxiety Disorder	<b>SSO</b>	Schizophrenia Society of Ontario
<b>GED</b>	General Equivalency Degree	<b>TDP</b>	Trillium Drug Plan
<b>LHIN</b>	Local Health Integration Network	<b>TOH</b>	The Ottawa Hospital



# Resources Within the Champlain LHIN & the South East LHIN

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# Champlain LHIN



Regional Resources –  
Champlain LHIN



Eastern Counties



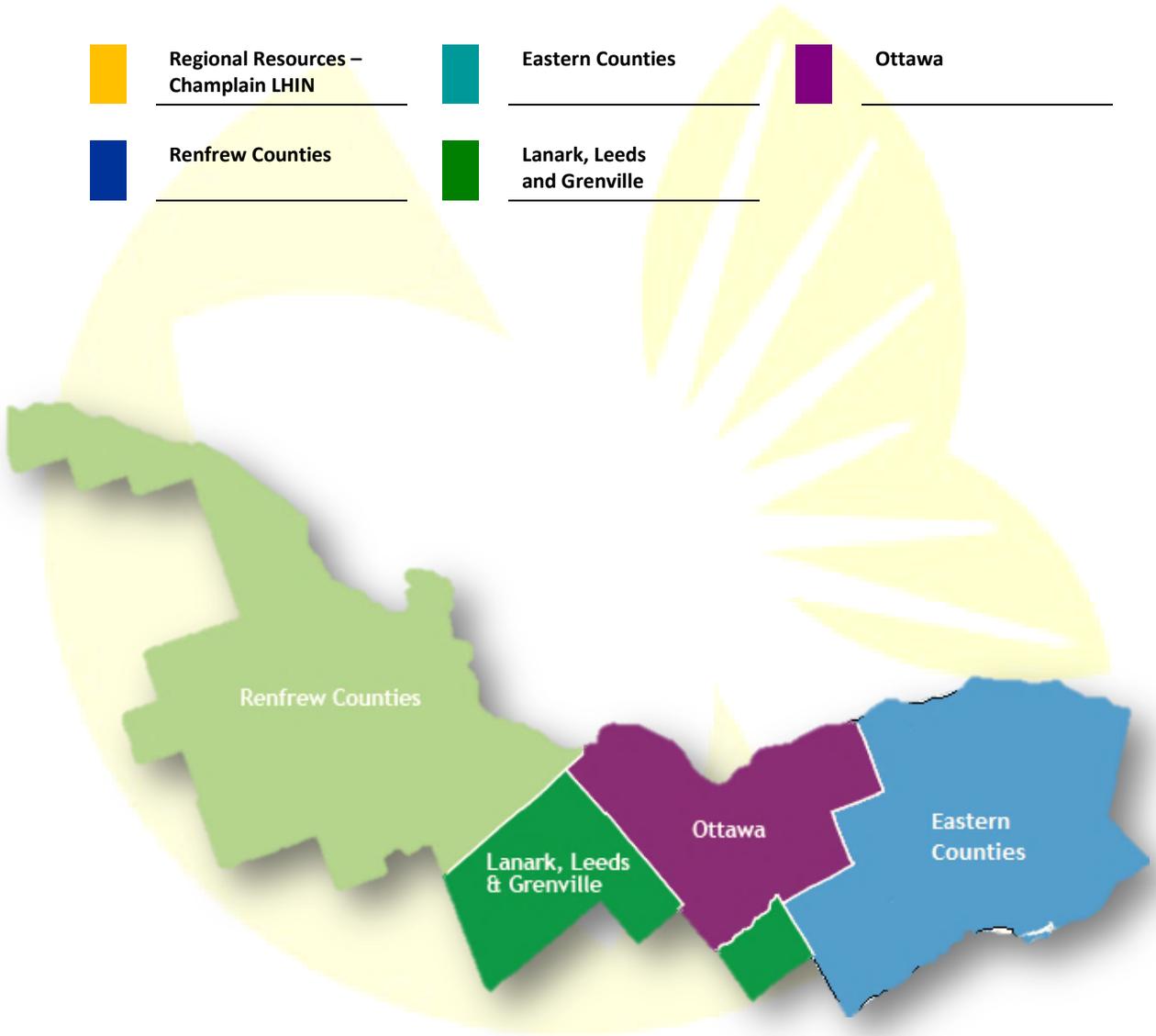
Ottawa



Renfrew Counties



Lanark, Leeds  
and Grenville



# Regional Hospitals

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**Children’s Hospital of Eastern Ontario (CHEO)**

[cheo.on.ca](http://cheo.on.ca)

401 Smyth Rd  
Ottawa ON K1H 8L1

613-737-7600  
1-866-736-2436

**Queensway Carleton Hospital**

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

3045 Baseline Rd  
Ottawa ON K2H 8P4

613-721-2000  
TTY: 613-721-4717

**Hôpital Montfort**

[hopitalmontfort.com](http://hopitalmontfort.com)

713 Montreal Rd  
Ottawa ON K1K 0T2

613-746-4621

**Pembroke Regional Hospital**

[pemreghos.org](http://pemreghos.org)

705 MacKay St  
Pembroke ON K8A 1G8

613-732-3675

**The Royal (ROH)**

[theroyal.ca](http://theroyal.ca)

1145 Carling Ave  
Ottawa ON K1Z 7K4

612-722-6521

**The Ottawa Hospital (TOH) Civic Campus**

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

1053 Carling Ave  
Ottawa ON K1Y 4E9

613-722-7000  
TTY: 613-761-4021

**Carleton District Memorial Hospital**

[carletonplacehospital.ca](http://carletonplacehospital.ca)

211 Lake Ave E  
Carleton Place ON  
K7C 1J4

613-257-2200

**Renfrew Victoria Hospital**

[renfrewhosp.com](http://renfrewhosp.com)

499 Raglan St  
North Renfrew ON  
K7V 1P6

613-432-4851

**Cornwall Community Hospital**

[cornwallhospital.ca](http://cornwallhospital.ca)

840 McConnell Ave  
Cornwall ON K6H 5S5

613-938-4240

**The Ottawa Hospital (TOH) General Campus**

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

501 Smyth Rd  
Ottawa ON K1H 8L6

613-722-7000  
TTY: 613-761-4021

**Hawkesbury General Hospital**

[ghg.ca](http://ghg.ca)

1111 Ghislain St  
Hawkesbury ON K6A 3G5

613-632-1111

The image features a grid of MRI brain scans, likely axial and sagittal views, displayed on a light blue background. The scans are arranged in a pattern that recedes into the distance, creating a sense of depth. The text "Diagnostic Services" is prominently displayed in the upper left quadrant in a white, serif font. The overall aesthetic is clean and professional, emphasizing medical technology and diagnostic services.

# Diagnostic Services

**Mental Health Helpline**

Information and Referral Service (multilingual)

1-866-531-2600

**Cornwall Community Hospital**

[cornwallhospital.ca](http://cornwallhospital.ca)

840 McConnell Ave  
Cornwall ON K6H 5S5

613-938-4240

**Centre Royal-Comtois Centre**

[hgh.ca/Sites/RoyalComtois](http://hgh.ca/Sites/RoyalComtois)

Psychiatric Services  
444 McGill St  
Hawkesbury ON K6A 1R2

613-632-1039

**Canadian Mental Health Association (CMHA) Champlain East**

[cmha-east.on.ca](http://cmha-east.on.ca)

329 Pitt St  
Cornwall ON K6J 3R1

613-933-5845  
1-800-493-8271

003- 444 McGill St  
Hawkesbury ON K6A 1R2

613- 938-0435  
1-800-493-8271

**Prescott-Russell Community Health Centre**

[2741 Chamberland St](http://2741ChamberlandSt.com)

Suite 206  
Rockland ON K4K 0B8

613-446-5139  
1-800-267-1453

**Addiction Services of Eastern Ontario**

[205 Second St E](http://205SecondStE.com)  
Cornwall ON K6H 1Y6

613-936-9236 x 112  
1-800-272-1937

**Hôpital Montfort**

[hopitalmontfort.com](http://hopitalmontfort.com)

713 Montreal Rd  
Ottawa ON K1R 0T2

613-746-4621  
Fax: 613-748-4927

**Children's Hospital of Eastern Ontario (CHEO)**

[cheo.on.ca](http://cheo.on.ca)

401 Smyth Rd  
Ottawa ON K1L 8L1

613-737-7600  
1-866-736-2436

**The Ottawa Hospital (TOH) Civic Campus**

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

1053 Carling Ave  
Ottawa ON K1Y 4E9

613-722-7000  
TTY: 613-761-4021

**The Ottawa Hospital (TOH) General Campus**

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

501 Smyth Rd  
Ottawa ON K1H 8L6

613-722-7000

**Queensway Carleton Hospital**

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

3045 Baseline Rd  
Ottawa ON K2H 8P4

613-721-2000  
TTY: 613-721-4717

**Sandy Hill Community Health Centre**

[shchc.ca](http://shchc.ca)

221 Nelson St  
Ottawa ON K1N 1C7

613-789-8941

**Youth Services Bureau Walk**

**Pembroke Regional Hospital**

**Lanark County Mental Health**

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ysb.on.ca

2301 Carling Ave  
Ottawa ON K2B 7G3

613-562-3004  
counselling@ysb.on.ca

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pemreghos.org

Community Mental  
Health Services  
705 MacKay St  
Pembroke ON K8A 1G8

613-732-8770  
1-800-991-7711

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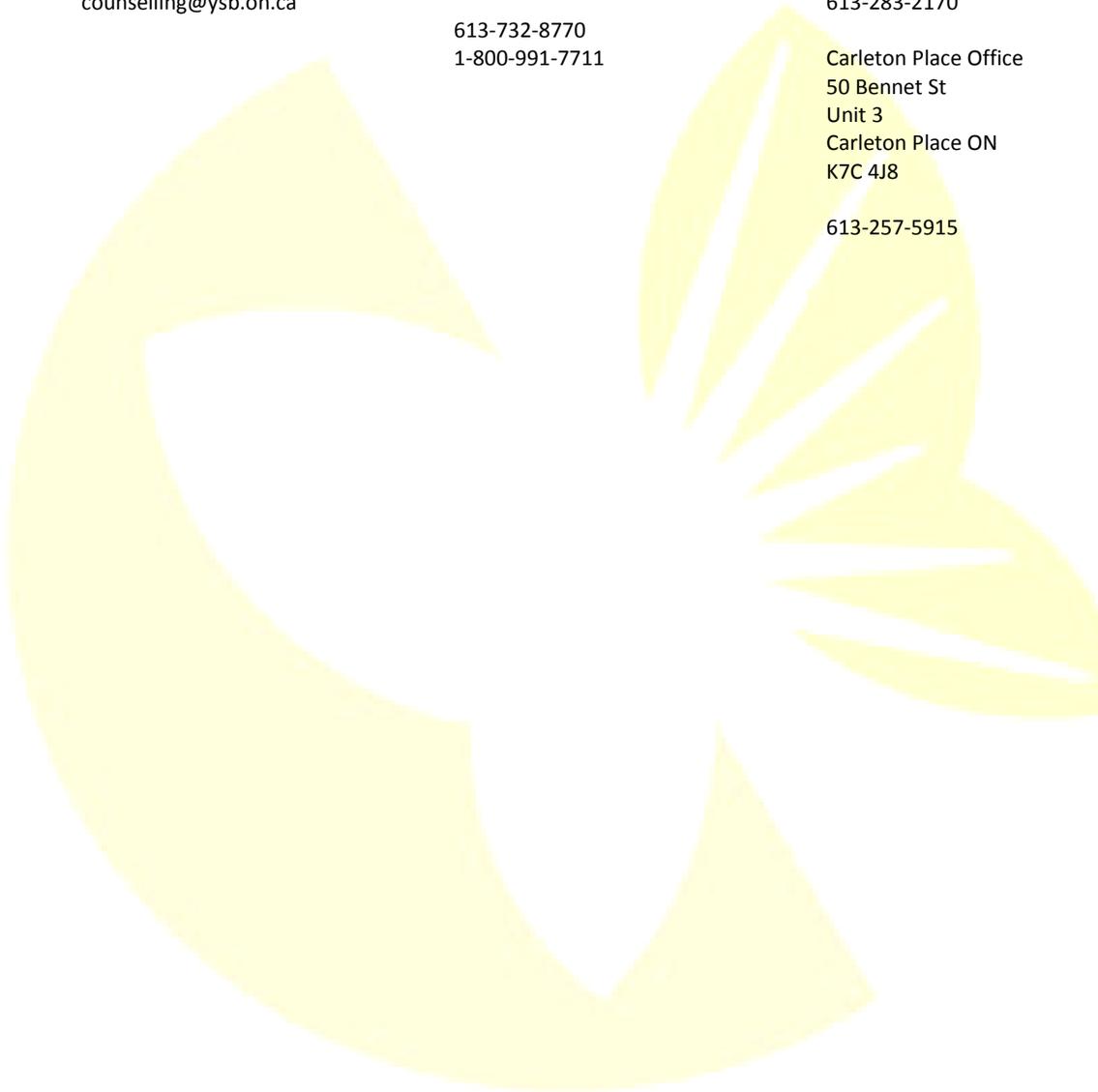
lanarkmentalhealth.com

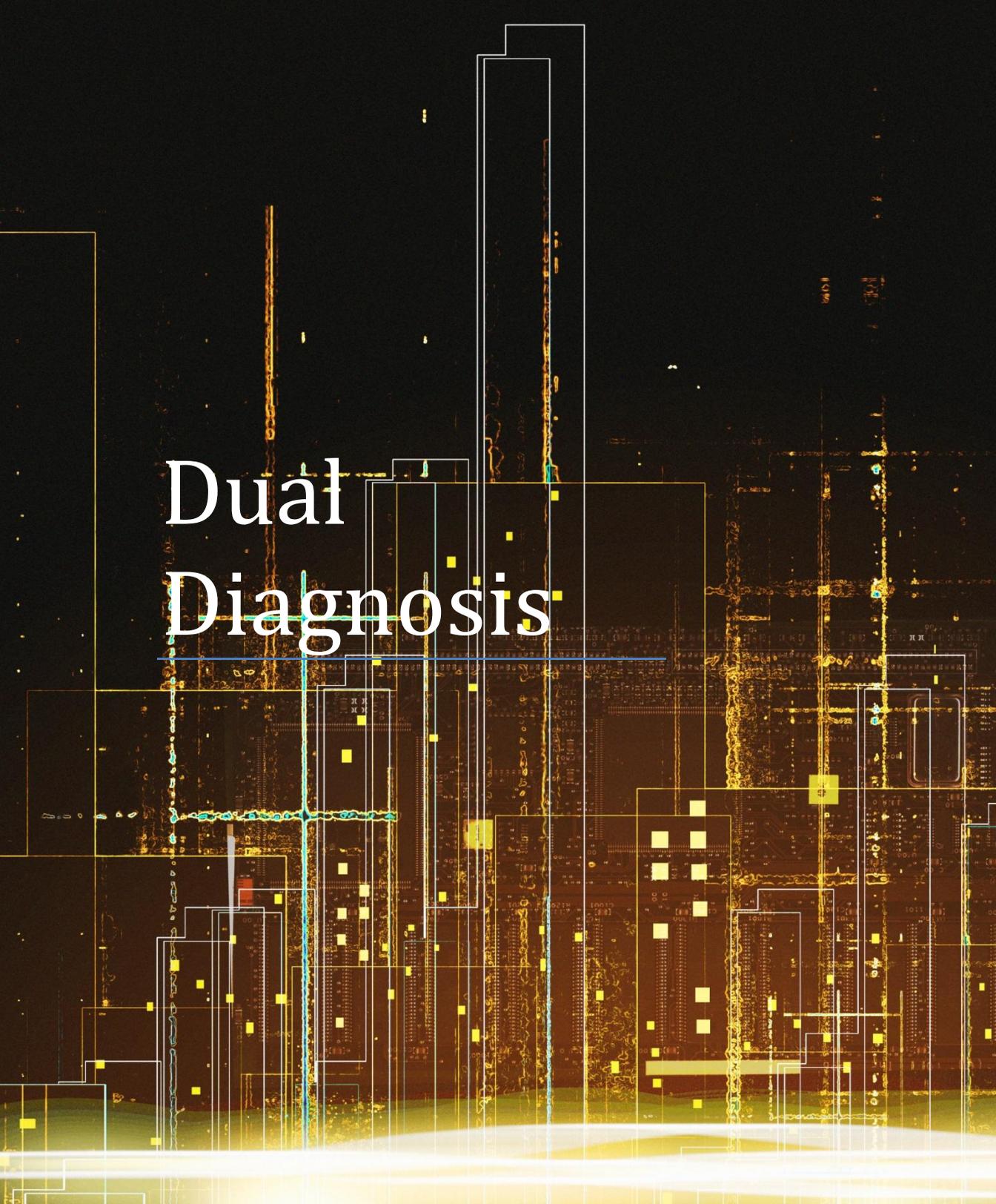
88 Cornelia St W  
Unit A2  
Smiths Falls ON K7A 5K9

613-283-2170

Carleton Place Office  
50 Bennet St  
Unit 3  
Carleton Place ON  
K7C 4J8

613-257-5915





# Dual Diagnosis

**CHEO - Dual  
Diagnosis Clinic**

[cheo.on.ca](http://cheo.on.ca)

401 Smyth Rd  
Ottawa ON

613-737-7600

**Intellectual Disability  
and Pervasive  
Developmental  
Disorders**

[interteddi.ca](http://interteddi.ca)

**Ottawa Children's  
Treatment Centre**

[octc.ca](http://octc.ca)

600 Campbell St  
Cornwall ON K6H 6C9

613-932-2327  
1-800-565-4839

**CMHA -Ottawa Branch  
Dual Diagnosis  
Brokerage**

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

1355 Bank St  
Suite 301  
Ottawa ON K1H 8K7

613-737-7791  
TTY: 613-737-9480

**Ottawa Children's  
Coordinated Access  
and Referral**

[coordinatedaccess.ca](http://coordinatedaccess.ca)

2675 Queensview Dr  
Ottawa ON K2B 8K2

613-729-0577 x 251

**Community Networks  
for Specialized Care**

[community-networks.ca](http://community-networks.ca)

**Ministry of Community  
and Social Services  
(Developmental Services)**

[mcss.gov.on.ca/CFCS/en/  
programs/SCS/  
DevelopmentalServices](http://mcss.gov.on.ca/CFCS/en/programs/SCS/DevelopmentalServices)

**S.D. & G. Developmental  
Services Centre**

[developmentalservices.ca](http://developmentalservices.ca)

775 Campbell St Cornwall  
ON K6H 7B7

613-937-3072

**Developmental Services  
Ontario (DSO) Eastern  
Region**

[dsontario.ca/agencies/  
dso-eastern](http://dsontario.ca/agencies/dso-eastern)

200-150 Montreal Rd  
Ottawa ON K1L 8H2

1-855-376-3737  
TTY: 1-855-777-5787

**Solutions-S**

[solution-s.ca](http://solution-s.ca)

2450 Lancaster  
Unit 29  
Ottawa ON K1B 5N3

613-249-8593

**Learning Library**

[learninglibrary.com](http://learninglibrary.com)

**National Association for  
the Dually Diagnosed –  
Ontario Chapter**

[naddontario.org](http://naddontario.org)

**Valoris for Children and  
Adults of Prescott-  
Russell**

[valorispr.ca](http://valorispr.ca)

173 Old Highway 17  
Plantagenet ON K0B 1L0

613-673-5148  
1-800-675-6168

**Dual Diagnosis  
Consultation Outreach  
Team - The Royal**

[theroyal.ca](http://theroyal.ca)

1145 Carling Ave  
Ottawa ON K1Z 7K4

613-722-6521  
Fax: 613-722-4577

**Family and Children's  
Services of the  
County of Renfrew**

[fcsrenfrew.on.ca](http://fcsrenfrew.on.ca)

331 Martin St  
Renfrew ON K7V 1A1

613-735-6866 x 4120

**Developmental Services  
Ontario (DSO)  
Eastern Region**

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200-150 Montreal Rd  
Ottawa ON K1L 8H2

1-855-376-3737  
TTY: 1-855-777-5787

**Developmental Service of  
Leeds Grenville-Kemptville**

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[developmentalservices.com](http://developmentalservices.com)

215 Sanders St  
Suite 302  
Kemptville ON K6V 6K8

613-258-9970  
1-866-544-5614

**Lanark County Support  
Services-Almonte Site**

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49 Industrial Dr  
Almonte ON K0A 1A0

613-256-8581

**Lanark County Support  
Services-Carleton  
Place Site**

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[psfdh.on.ca/services/  
specialty-  
services/lanark-county-  
supportservices](http://psfdh.on.ca/services/specialty-services/lanark-county-supportservices)

106 Bridge St  
Carleton Place ON  
K7C 2V3

613-253-0090

# Concurrent Diagnosis

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**Ottawa Addictions Access  
and Referral Services**

1777 Montreal Rd  
Ottawa ON K1J 6N1

613-241-5202 x 151

**Centre for Addictions  
and Mental Health  
Drug and Alcohol  
Information Line**

1-800-463-6273

**Le Guichet**

leguichet.ca

164 Murray St  
Ottawa ON K1N 5M8

1-877-311-2433

**Ontario Drug & Alcohol  
Registry of Treatment  
(DART)**

drugandalcoholhelpline.ca

1-800-565-8603

**Ottawa Withdrawal  
Management Service  
(Detox)**

cgso.ca

1777 Montreal Rd  
Ottawa ON K1J 6N1

613-241-1525

**Cornwall Community  
Hospital - Withdrawal  
Management Service**

510 Second St E  
Cornwall ON K6H 5S5

613-938-8506

**Renfrew County  
Community Withdrawal  
Management Services**

613-432-7620

**Addictions Services of  
Eastern Ontario**

aseo-steo.org

205 Second St  
Cornwall ON K6H 1Y6

613-936-9236  
1-800-272-1937

**CMHA - Champlain East**

cmha-east.on.ca

444 McGill St  
Hawkesbury ON K6A 1R2

613-632-4924

**Centre Royal-Comtois  
Center - Hawkesbury  
General Hospital**

444 McGill St  
Hawkesbury ON K6A 1R2

613-632-0139

**The Salvation Army  
(Stormont, Dundas,  
Glengarry)**

salvationarmy.ca

500 York St  
Cornwall ON K6J 3Z8

613-932-8311

**Al-Anon  
English, French**

al-anon.org

275 Slater St  
Suite 900  
Ottawa ON K1P 5H9

613-723-8484  
613-933-8441

**Tri-County  
Addiction Services**

tricas.on.ca

88 Cornelia St West  
Unit A3  
Smiths Falls ON K7A 5K9

613-283-7723  
1-800-361-6948

**Hopewell Eating  
Disorder Centre**

hopewell.ca

404 McArthur Ave  
Ottawa ON K1K 1G8

613-241-3428

*Non-Residential*

**Maison Fraternité**

maisonfraternite.ca

242 Cantin Rd  
Ottawa ON K1L 6T2

613-741-2523

*Non-Residential and  
Residential*

**Empathy House  
of Recovery**

empathyhouse.com

360 Sunnyside Ave  
Ottawa ON K1S 0S4

613-730-7319

*Residential (Women)*

**Narcotics Anonymous  
(Alcoholics Anonymous)**

ottawana.org

P.O. Box 862, STN B  
Ottawa ON K1P 5P9

1-888-811-3887

**Sandy Hill Community  
Health Centre  
Addiction and Mental  
Health Services**

sandyhill.on.ca

221 Nelson St  
Ottawa ON K1N 1C7

613-789-8941

*Non-Residential*

**Amethyst Women's  
Addiction Centre**

amethyst-ottawa.org

488 Wilbord St  
Ottawa ON K1N 6M8

613-563-0363

*Residential*

**Roberts/Smart Centre  
Adolescent Substance  
Abuse Program**

robertssmartcentre.com

250 City Centre Ave  
Ottawa ON K1R 6K7

613-728-1946  
613-722-4591 (Crisis)

*Residential*

**CMHA - Ottawa  
Concurrent Disorder  
Treatment Program**

cmhaottawa.ca

1355 Bank St  
Suite 301  
Ottawa ON K1H 8K7

613-737-7791

*Non-Residential*

**Rideauwood Addiction  
and Family Services**

rideauwood.org

312 Parkdale Ave  
Ottawa ON K1Y 4X5

613-724-4881

*Non-Residential*

**Dave Smith Youth  
Treatment Centre**

davesmithcentre.org

786 Bronson Ave  
Ottawa ON K1S 4G4

613-594-8333

*Residential (ages 13-21)*

**The Royal - Substance  
Use and Concurrent  
Disorders Program**

theroyal.ca

1145 Carling Ave  
Ottawa ON K1Z 7K4

613-722-6521

*Residential*

**Serenity House Inc.  
Substance  
Abuse Treatment**

serenityhouseottawa.com

103 Leopolds Dr  
Ottawa ON K1V 7E2

613-733-3574

*Residential*

**Ottawa Area  
Alcoholics Anonymous**

ottawaaa.org

613-237-6000

**Mackay Manor**

Renfrewcountyaddiction  
treatment.ca/mackay\_  
manor.htm

196 Argyle St S  
Renfrew ON K7V 1T6

613-432-4946  
1-877-819-4181

*Residential (Men)*

**Alwood Treatment Centre  
(Drug Rehab)**

alwood.ca

1986 Scotch Corners Rd  
Carleton Place ON  
K1S 4G4

613-257-2813

**Al-Anon/Alateen**

al-anon.alateen.org

613-723-8484

**Ottawa Area of  
Narcotics Anonymous**

ottawana.org

755 Somerset St W  
Ottawa ON K1R 6R1

613-236-4674

**Pathways Alcohol &  
Drug Counselling**

Renfrewcountyaddiction  
treatment.ca/mackay\_  
manor.htm

613-432-8573  
1-888-241-1135

*Non-Residential*

**Nar-Anon**

naranonontario.com

613-860-0902

**Renfrew County  
Addiction  
Treatment Service**

Renfrewcountyaddiction  
treatmentsystem.ca

510 Raglan St N  
Renfrew ON K7V 1P5

613-432-9856

**Alcoholics Anonymous**

al-anon.alateen.on.ca

39 Renfrew Ave W  
Renfrew ON K7V 4E7

613-432-2907  
1-888-425-2666

# Services for the Elderly

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**Canadian  
Caregiver Coalition**

[www.ccc-ccan.ca](http://www.ccc-ccan.ca)

1-888-866-2273

**Canadian Coalition of  
Seniors' Mental Health  
(CCSMH)**

[ccsmh.ca](http://ccsmh.ca)

3560 Bathurst St  
Room 311  
Toronto ON M6A 2E1

416-785-6331

**Guide to Programs and  
Services for  
Seniors in Ontario**

[seniors.gov.on.ca/en/seniorsguide](http://seniors.gov.on.ca/en/seniorsguide)

777 Bay St  
Suite 601C  
Toronto ON M7A 2J4

1-888-910-1999

**Alzheimer Society of  
Cornwall & District**

[alzheimer.ca/cornwall](http://alzheimer.ca/cornwall)

106 Second St W  
Cornwall ON K6J 1G5

613-932-4914

**Alzheimer Society  
of Hawkesbury**

250 Main St E  
Hawkesbury ON  
K6A 1A5

613-632-4349

**Centre Royal-Comtois  
Center, Psychogeriatric  
Program**

444 McGill St  
Hawkesbury ON K6A 1R2

613-632-0139  
1-877-616-0139

**Tri-County Mental  
Health Psychogeriatric  
Service**

132 Second St E  
Suite 104  
Cornwall ON K6H 1Y4

613-932-9940  
1-800-465-8061

**Alzheimer Society of  
Ottawa and  
Renfrew County**

[alzheimer-ottawa-rc.org](http://alzheimer-ottawa-rc.org)

1750 Russell Rd  
Suite 1742  
Ottawa ON K1G 5Z6

613-523-4004  
1-888-411-2067

**Community Care Access  
Centre (CCAC)**

[ccac-ont.ca](http://ccac-ont.ca)

4200 La Belle St  
Ottawa ON K1J 1J8

613-745-5525

**Élisabeth Bruyère  
Helpline Program**

[613-562-6368](http://613-562-6368)

**Geriatric Psychiatry  
Community  
Services Ottawa**

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

75 Bruyere St  
Suite 106Y  
Ottawa ON K1N 5C8

613-562-977 x 0

**Life Enrichment for  
Senior Adults (LESA)**

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

420 Cooper St  
Ottawa ON K2P 2N6

613-233-5430  
1-877-795-8442



**Memory Disorder Clinic  
Élisabeth Bruyère  
Health Centre**

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75 Bruyere St  
Room 399-13  
Ottawa ON K1N 5C7

613-562-6262 x 6322



**Regional Geriatric  
Program of  
Eastern Ontario**

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rgpeo.com

613-761-4458



**Alzheimer Society of  
Ottawa and  
Renfrew County**

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alzheimer-ottawa-rc.org

1750 Russell Rd  
Suite 1742  
Ottawa ON K1G 5Z6

613-523-4004  
1-888-411-2067



**Renfrew County  
Geriatric Mental Health  
Outreach Program**

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mentalhealthhelpline.ca/  
Directory/Program/3949

425 Cecelia St  
Pembroke ON K8A 1S7

1-866-531-2600



**Providence Care Mental  
Health Services  
Geriatric Psychiatry  
Outreach Team**

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providencecare.ca

752 King St West  
Kingston ON K7L 4X3

613-546-1101



# Recovery Programs

**Addiction Services of Eastern Ontario**

480 McGill St  
Suite 104  
Hawkesbury ON K6A 1R2  
  
1-800-272-1937

**CMHA - Champlain East**

cmha-east.on.ca  
  
329 Pitt St  
Cornwall ON K6J 3R1  
  
613-933-5845  
1-800-493-8271

**Cornwall Community Hospital, Tri-County Mental Health Services**

cornwallhospital.ca  
  
132 Second St E  
Cornwall ON K6H 1Y4  
  
613-932-9940  
1-800-465-8061

**Royal-Comtois Center Community Mental Health Clinic**

hgh.ca  
  
444 McGill St  
Suite 101  
Hawkesbury ON K6A 1R2  
  
1-877-616-0139  
613-632-0139

**Al-Anon/Alateen**

al-anon-ottawa.ca  
  
613-860-3431

**Alcoholics Anonymous**

otawaaa.org  
  
613-237-6000

**(APPLE) Post Psychiatric Leisure Experience**

appledropin.com  
  
211 Bronson Ave  
(basement)  
Ottawa ON K1R 6H5  
  
613-238-1209

**CMHA-Ottawa Branch**

cmhaottawa.ca  
  
1355 Bank St  
Suite 301  
Ottawa ON K1H 8K7  
  
613-737-7791  
TTY: 613-737-9480

**Carlington Community Health Centre**

carlington.ochc.org  
  
900 Merivale Rd  
Ottawa ON K1Z 5Z8  
  
613-722-4000

**Coping with Mental Illness Program at The Royal**

theroyal.ca  
  
1145 Carling Ave  
Ottawa ON K1Z 7K4  
  
613-722-6521 x 6610

**Family Services Ottawa**

familyserviceottawa.org  
  
312 Parkdale Ave  
Ottawa ON K1Y 1G5  
  
613-725-3601  
TTY: 613-725-6175

**Hopewell Eating Disorder Support Centre**

hopewell.ca  
  
153 Chapel St  
Ottawa ON K1N 5Y9  
  
613-241-3428

**Mood Disorders Ottawa**

[mooddisordersottawa.ca/  
recoveryprograms.htm](http://mooddisordersottawa.ca/recoveryprograms.htm)

1355 Bank St  
Suite 301  
Ottawa ON K1H 8K7

613-526-5406

**Obsessive Compulsive  
Disorder (OCD) Parent  
Support Group**

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

613-831-3222

**Psychiatric Survivors of  
Ottawa (PSO)**

[psychiatricurvivors.org](http://psychiatricurvivors.org)

211 Bronson Ave  
Suite 303  
Ottawa ON K1R 6H5

613-567-4379

**The Art Studio**

[familyservicesottawa.  
org/adults/the-art-  
studio/](http://familyservicesottawa.org/adults/the-art-studio/)

**Nar-Anon  
Family Groups**

[naranonontario.com](http://naranonontario.com)

1-877-239-0096

**Ottawa Network for  
Borderline Personality  
Disorder (BPD)**

[on-bpd.ca/wordpresspub](http://on-bpd.ca/wordpresspub)

**Sandy Hill Community  
Health Centre**

[sandyhillhc.ca](http://sandyhillhc.ca)

221 Nelson St  
Ottawa ON K1N 1C7

613-789-1500

**The Men's Project**

[themensproject.ca](http://themensproject.ca)

180 Argyle Ave  
Suite 321  
Ottawa ON K2P 1B7

613-230-6179

**Narcotics Anonymous**

755 Somerset St W  
Ottawa ON K1R 6R1

613-236-4674

**Parents' Lifelines of  
Eastern Ontario (PLEO)**

[pleo.on.ca](http://pleo.on.ca)

613-321-3111

**Schizophrenia Society of  
Ontario Ottawa  
at The Royal**

[theroyal.ca](http://theroyal.ca)

1145 Carling Ave  
Ottawa ON K1Z 7K4

613-722-6521  
x 7775 or 7776

**The Well**

[the-well.ca](http://the-well.ca)

154 Somorset St W  
Ottawa ON K2P 0H8

613-594-8861

**Volunteer Centre  
of Ottawa**

[volunteerottawa.ca](http://volunteerottawa.ca)

1155 Lola St  
Suite 201  
Ottawa ON K1K 4C1

613-736-5270

**Youth Net /Réseau Ado  
Mental Health Services**

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

2305 St. Laurent Blvd  
Unit 300B  
Ottawa ON K1G 4J8

613-738-3915

**Youth Service Bureau**

[ysb.on.ca](http://ysb.on.ca)

2675 Queensway Dr  
Ottawa ON K2B 8K2

613-562-6004  
1-877-377-775

**Alcoholics Anonymous**

[al-anon.alateen.on.ca](http://al-anon.alateen.on.ca)

39 Renfrew Ave W  
Renfrew ON K7V 2Y2

613-432-2907  
1-888-425-2666

**Petawawa Military  
Family Resource Centre**

[familyforce.ca](http://familyforce.ca)

16 Regalbuto Ave  
Petawawa ON K8H 1L4

613-687-1641

**Integrated Personnel  
Support Centre  
VAC Office Pembroke**

[osiss.ca](http://osiss.ca)

613-687-5511

**CMHS - Pembroke  
Regional Hospital**

[pemreghos.org](http://pemreghos.org)

705 Mackay St  
Pembroke ON K8A 1G8

613-732-8770  
1-800-991-7711

**Family  
Information Centre**

613-732-3675 x 8004

**Phoenix Centre for  
Children and Families**

191 Plaunt St S  
Renfrew ON K7V 1M7

613-432-7936  
613-735-2374

**North Renfrew  
Family Services**

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

109 Banting Dr  
Deep River ON K0J 1P0

613-584-3358

**Lanark County  
Mental Health**

[lanarkmentalhealth.com](http://lanarkmentalhealth.com)

88 Cornelia St W  
Unit A2  
Smiths Falls ON K7A 5K9

613-283-2170

# Financial Services

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**ARCH - A Legal Resource Centre for Persons with Disabilities**

[archdisabilitylaw.ca/contact-us](http://archdisabilitylaw.ca/contact-us)

425 Bloor St E  
Suite 110  
Toronto ON M4W 3R4

416-482-8255

**Anti-Poverty Advocates**

[povnet.org](http://povnet.org)

**ODSP Handbook (available online)**

[ontla.on.ca/library/repository/mon/11000/255827.pdf](http://ontla.on.ca/library/repository/mon/11000/255827.pdf)

**ODSP Support /Activism**

[odspaction.ca](http://odspaction.ca)

**Trillium Drug Plan**

[health.gov.on.ca/english/public/pub/drugs/trillium.html](http://health.gov.on.ca/english/public/pub/drugs/trillium.html)

1-800-575-5386  
1-800-268-1154 or  
at your local pharmacy

**Ministry of Health and Long-Term Care - Drug Programs Branch**

5700 Yonge St  
3<sup>rd</sup> Floor  
Toronto ON M2M 4G8

416-327-8109  
1-800-387-5559  
Fax: 416-327-8123

**Ontario Works**

100 Constellation Cres  
2<sup>nd</sup> Floor  
Ottawa ON K2G 6J8  
613-560-0621

2020 Walkley Rd  
Ottawa ON K1G 6S6  
613-560-0624

2339 Ogilvie Rd  
Ottawa ON K1J 9M7  
613-560-0626

**MCSS – ODSP Income and Employment Supports**

351 Preston St  
2<sup>nd</sup> Floor  
Ottawa ON K1S 3J3

613-234-1188  
1-800-267-5111  
TTY: 613-787-3959

**MCSS – ODSP Income and Employment Supports**

692 Main St E  
Hawkesbury ON K6A 1B4

613-632-1171  
1-800-565-4431  
TTY: 613-632-1388

4 Montreal Rd  
3<sup>rd</sup> Floor  
Cornwall ON K6H 1B1

613-932-3381  
1-800-565-5374

**MCSS – ODSP Income and Employment Supports**

450 O'Brien Rd  
Suite 201  
Renfrew ON K0G 1N0

613-432-4886  
1-800-267-5872  
TTY: 613-432-8584

**Carleton Place Sub Office**

92 Bridge St  
Carleton Place ON  
K7C 2V3

613-257-4330  
3 pm to 4 pm

**Ontario Works Perth Main Office**

3799 Sunset Blvd  
Perth ON K7H 3E2

613-267-4200 x 2140  
1-888-952-6275

# Low Income Assistance

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**Employment Insurance**

servicecanada.gc.ca  
1-800-206-7218

**Canadian Pension and Old Age Security**

300 Laurier Ave W  
2<sup>nd</sup> Level  
Ottawa ON K1N 6P6  
1-800-277-9914

**Essential Health And Social Support**

370 Catherine St  
3<sup>rd</sup> Floor  
Ottawa ON K1R 5TA  
613-560-0618

**Ottawa Hand in Hand Program, Recreation and Culture Fee Support**

ottawa.ca/en/residents/parks-and-recreation/registered-classes-all-ages/financial-support

**Affordable Housing - Champlain Region**

champlainhealthline.ca/listServices.aspx?id=10865

**Low Energy Assistance Program (LEAP)**

Provided through the Salvation Army Booth Centre

**Low-Income Seniors & Disabled Persons Tax Deferral Program**

*By mail:*  
Attn: Full Property Tax Deferral Program  
City of Ottawa - Revenue Branch  
100 Constellation Cr  
4<sup>th</sup> Floor E  
Nepean ON K2G 6J8  
613-580-2444

**Rent Bank Program**

mah.gov.on.ca  
*Provincial program for tenants facing eviction for non-payment of rent who can apply to the local rent bank to receive financial assistance.*

**John Howard Society of Ottawa**

johnhoward.ca  
161 Elgin St  
Ottawa ON K2P 2K1  
613-231-4034

*By Fax:*  
Attn: Full Property Tax Deferral Program  
613-580-2457

**311 Boot Street**

ottawa.ca/en/residents/social-services/housing/residential-services  
314 Booth St  
Ottawa ON K1R 7K1  
613-237-0954

**Glebe Residence**

ottawa.ca/en/residents/social-services/housing/glebeview-residence  
297 First Ave  
Ottawa ON K1S 2G7  
613-237-0954

**McLeod Reirement Home**

330 McLeod St  
Ottawa ON K2P 2C5  
613-565-4555

**House of Lazarus**

2245 Simms St  
Mountain ON K0E 1S0

613-989-3830

*Food bank, thrift & household goods shop*

**Seaway Valley Community Health Centre**

353 Pitt St  
Cornwall ON K6J 3R1

613-936-0306

*Green food box, stress management, seniors wellness*

**Agape Centre**

50 Fifth St W  
Cornwall ON L9C 3NA

613-938-9297

*Food bank/soup kitchen Furniture & household necessities*

**Carlington Community Health Centre**

900 Merivale Rd  
Ottawa ON K1Z 5Z8

613-722-4000

*Family & housing support available*

**Centre Town Community Health Centre**

420 Cooper St  
Ottawa ON K2P 0H2

613-233-4443  
TTY: 613-233-0651

*Family & housing support available*

**Eastern Ottawa Resource Centre**

eorc-creo.ca

2339 Ogilvie Rd  
Gloucester ON K1J 9M7

613-741-6025

*Poverty, housing & food assistance*

**Lowertown Community Resource Centre**

40 Cobourg St  
Ottawa ON K1N 5N8

613-789-3930

*Counselling, housing & food assistance*

**Nepean, Rideau and Osgoode Community Resource Centre**

1642 Merivale Rd  
Unit 541  
Ottawa ON K1Z 8N3

613-596-5626

*Legal aid, housing & utility assistance*

**Orleans-Cumberland Community Resource Centre**

240 Centrum Blvd  
Unit 105  
Ottawa ON K1E 3V8

613-830-4357

*Food bank, housing support & employment services*

**Pincrest-Queensway Community Health Centre**

1365 Richmond Rd  
Ottawa ON K2B 6R7

613-820-4922  
613-820-2001

*Employment, housing & youth programs*

**Rideau –Rockliffe Community Resource Centre**

225 Donald St  
Unit 120  
Ottawa ON K1K 4B7

613-745-0083

*Emergency food, family & housing help*

**Sandy Hill Community Health Centre**

221 Nelson St  
Ottawa ON K1N 1C7

613-789-1500

*Emergency food & social services*

**Somerset West  
Community  
Health Centre**

55 Eccles St  
Ottawa ON K1R 6S3

613-238-8210

*Housing, food & social  
services assistance*

**South East Ottawa  
Community  
Health Centre**

1355 Bank St  
Suite 600  
Ottawa ON K1H 8K7

613-737-5115

*Assistance for new  
immigrants, food &  
employment*

**Vanier  
Community Service**

290 Dupuis St  
Ottawa ON K1L 1A2

613-744-2892

*Foodbank, legal services  
& employment  
assistance*

**Western Ottawa  
Community  
Resource Centre**

2 MacNeil Ct  
Kanata ON K2L 4H7

613-591-3686

*Counselling & social  
services*

**Parkdale Food Centre**

[parkdalefoodcentre.ca](http://parkdalefoodcentre.ca)

30 Rosemount Ave #2  
Ottawa ON K1Y 1P4

613-722-8019

**Food Banks**

[thefoodbank.ca](http://thefoodbank.ca)

1317 Michael St  
Gloucester ON K1B 3M9

613-745-7001

**Renfrew County  
Community  
Resource Centre**

[crc-renfrewcounty.com](http://crc-renfrewcounty.com)

15 Lake St  
Killaloe ON K0J 2A0

613-757-3108

*Information & referral  
assistance for social  
services*

**North Renfrew  
Family Services**

109 Banting Dr  
Deep River ON K0J 1P0

613-584-3358

*Referral services for  
basic needs*

**North Lanark  
Community  
Health Centre**

[northlanarkkchc.on.ca](http://northlanarkkchc.on.ca)

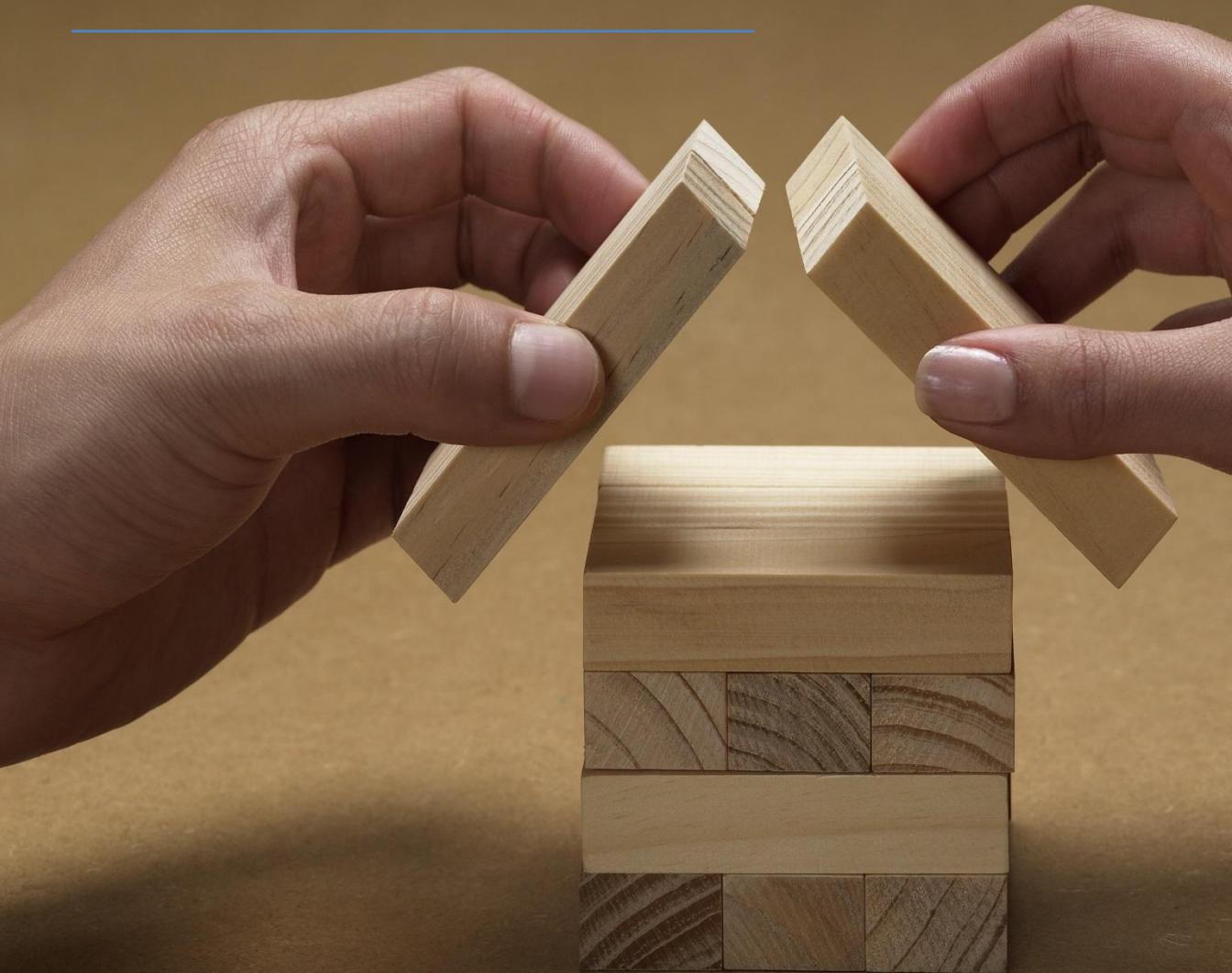
207 Robertson Dr  
Lanark ON K0G 1K0

613-259-0496  
1-866-762-0496

*Referral services for  
housing, financial  
resources & crisis  
management*

# Social Housing

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Special apartments and group homes provide permanent housing for people with a mental illness. Rent-gearred-to-income, supervision and links to psychiatric services may be among the supports available. Mental health organizations may provide residential care for clients who require ongoing, long-term treatment.

<p><b>Ontario Rental and Housing Tribunal</b> orht.gov.on.ca</p>	<p><b>Tenant Protection Act</b> e-laws.gov.on.ca/ DBLaws/Statutes/English /97t24_e.htm 65</p>	<p><b>Ancoura</b> 211 Bronson Ave Room 237 Ottawa ON K1R 6H5  613-216-7997</p>
<p><b>Anges de l'Espoir</b> 4550 Ste-Catherine St St-Isidore ON K0C 2B0  613-524-3077</p>	<p><b>Genesis Residential Treatment Program</b> 2818 Bouvier Rd Hammond ON K0A 2A0  613-744-4693</p>	<p><b>Glebeview Residence</b> 297 First Ave Ottawa ON K1S 2G7  613-237-0954</p>
<p><b>Horizons Renaissance Inc</b> 338 Montreal Rd Suite 201 Ottawa ON K1L 6B3  613-742-0988</p>	<p><b>Kimberlane Residence</b> 712 Edison Ave Ottawa ON K2A 1W1  613-728-8827</p>	<p><b>Manoir Wymering Manor</b> 845 Kirkwood Ave Ottawa ON K1Z 5Y1  613-722-8811</p>
<p><b>Marionville Pavilion</b> 9342 Castor Rd Marionville ON K4R 1E5  613-445-5624</p>	<p><b>Parklane Residence</b> 1095 Merivale Rd Ottawa ON K1Z 6A9  613-725-1064</p>	<p><b>Pine Rest Residence</b> 5876 Buckland Rd Vars ON K0A 3H0  613-835-2849</p>
<p><b>Precision health Group - Edgewood Care Centre</b> 9 Stevens Ave Ottawa ON K1K 1K4  613-748-7000</p>	<p><b>Presland Residence</b> 198 Presland Rd Ottawa ON K1K 2B8  613-745-0089</p>	<p><b>Springfield Residence</b> 30 Springfield Rd Ottawa ON K1M 1C9  613-749-4734</p>

**St. Mary's Residence  
Inc.**

5855 Buckland St  
P.O. Box 73  
Vars ON K0A 3H0

613-835-2525

**Unikcare Management  
Ltd - Hampton Lodge**

306 Irene Cr  
Ottawa ON K1Z 7J1

613-729-3040

**Watford House Limited**

75 Powell Ave  
Ottawa ON K1S 1Z9

613-230-9194

**314 Booth Street**

314 Booth St  
Ottawa ON K1R 7K1

613-237-4669

**Glebeview Residence**

297 First Ave  
Ottawa ON K1S 2G7

613-237-0954

**Watford House**

75 Powell Ave  
Ottawa Ave K1S 1Z9

613-230-9194

**Brigid's Place**

78-80 Nelson St  
Ottawa ON K1N 2S5

613-688-2017

**Duford Residence**

151 Duford St  
Ottawa ON K1L 6Z5

613-746-9514

**Edgewood Care Centre**

9 Stevens Ave  
Ottawa ON K1K 1K4

613-748-7000

**Mon Plaisir Residence**

88 Marquette Ave  
Ottawa ON K1L 5K1

613-741-4940

**Presland Residence**

198 Presland Rd  
Ottawa ON K1K 2B8

613-745-0089

**Rockwood Residence**

2 Rockwood St  
Ottawa ON K1N 8L7

613-789-4780

**Rothwell Heights  
Terrace**

1735 Montreal Rd  
Ottawa ON K1J 6N4

613-744-2322

**Springfield Residence**

30 Springfield Rd  
Ottawa ON K1M 1C9

613-479-4734

**Richmond Lodge**

6197 Perth St  
Ottawa K0A 2Z0

613-838-5016

**Cumberland Lodge**

2564 Market St  
Ottawa ON K4C 1P3

613-833-3156

**Pinerest Residence**

5876 Buckland Rd  
Ottawa ON K0A 3H0

613-835-2849

**Ste-Marie Residence**

5855 Buckland Rd  
Ottawa ON K0A 3H0

613-835-2525

**Baycrest Residence**

2810 Baycrest Dr  
Ottawa ON K1V 7P7

613-627-7777

**Alexander House**

716 Edison Ave  
Ottawa ON K2A 1W1

613-728-8277

**Alexandria House**

842 Roseview Ave  
Ottawa ON K2B 6J4

613-721-2366

**Elmwood Lodge**

532 Melbourne Ave  
Ottawa ON K2A 1W5

613-729-2398

**Kimberlane Residence**

712 Edison Ave  
Ottawa ON K2A 1W1

613-728-8827

**The Oaks**

1053-1057 Merivale Rd  
Ottawa ON K1Z 6A9

613-288-0374

**Hawkesbury  
Central Food Bank**

548 Main St E  
Hawkesbury ON  
K6A 1A9

613-636-0666

**Addiction Services of  
Eastern Ontario (ASEO)**

480 McGill St  
Suite 104  
Hawkesbury ON  
K6A 1R2

613-632-1415  
1-855-624-1415

**City of Ottawa  
Domiciliary  
Hostel Services**

370 Catherine St  
2<sup>nd</sup> Floor  
Ottawa ON K1R 5T5

613-560-0622 x 26586

**Hampton Lodge**

306 Irene Cres  
Ottawa ON K1Z 7J2

613-729-3040

**Parkdale Residence**

1095 Merivale Rd  
Ottawa ON K1Z 6A9

613-725-1064

**Wymering Manor**

845 Kirkwood Ave  
Ottawa ON K1Z 7L8

613-722-8811

**The Social Housing  
Registry of  
Cornwall & SDG**

1916 Pitt St  
Unit 1  
Cornwall ON K6J 5H3

613-938-7717  
1-800-267-2435

**CMHA Champlain  
East Supportive  
Housing Program**

– 329 Pitt St  
Cornwall ON K1J 3R1  
– 444 McGill  
St. Hawkesbury ON  
K6A 1R2

613-933-5845  
1-800-493-8271

**Oshi Kizis  
Lodge for Women**

424 Catherine St  
2<sup>nd</sup> Floor  
Ottawa ON K1R 5T8

613- 741-5590

**Hope Living Kanata**

145 Castlefrank Rd  
Ottawa ON K2L 3X9

613-831-3333

**Bruce House**

402-251 Bank St  
Ottawa ON K2P 1X2

613-729-0911

**Centre de la  
Famille de Rockland**

1500 Du Parc Ave  
Rockland ON K4K 1C3

613-446-5770

**United Counties of  
Prescott and Russel  
Social Housing Division**

59 Court St  
L'Orignal ON K0B 1K0

613-675-4642 x 6504  
1-800-667-9825

**Mon Chez  
Nous Residence**

679 Jeanne Mance St  
Casselman ON K0A 1M0

613-764-3024

**Jericho Road**

jerichoroad.ca

Supervised and  
independent care homes

613-567-5134

**Cornerstone  
Housing for Women**

515 MacLaren St  
Ottawa ON K1R 5K5

613-233-2243

**Daybreak**

daybreakhousing.com

393 Picadilly Ave  
Ottawa ON K1Y 0H3

613-236-8070

**Action-Logement**

261 Montreal Rd  
Suite 200  
Ottawa ON K1L 6C4

613-562-8219

**Homes for Special  
Care (HSC) Program**

Ministry of Health and  
Long-Term Care

613-498-1494 x 2403  
1-800-944-3542 x 2400

**Housing Help**

309 Cooper St  
Suite 502  
Ottawa ON K2P 0G5

613-563-4532  
Fax: 613-563-8019

**J.F. Norwood  
Transitional House**

309- 211 Bronson Ave  
Ottawa ON K1R 6H5

613-230-2372

**City of Ottawa  
Domiciliary  
Hostel Services**

ottawa.ca/en/residents/  
social-services/housing/  
residential-services

370 Catherine St  
2<sup>nd</sup> Floor  
Ottawa ON K1R 5T5

613-560-0622 x 26586

**Oshi Kizis L  
odge for Women**

424 Catherine St  
2<sup>nd</sup> Floor  
Ottawa ON K1R 5T8

613-741-5590

**Jericho Road**

jerichoroad.ca

Supervised and  
independent care homes

613-567-5134

**Social Housing  
Registry of Ottawa**

housingregistry.ca

2197 Riverside Dr  
5<sup>th</sup> Floor  
Ottawa ON K1H 1A9

613-526-2088

**Youth Services Bureau  
of Ottawa (YSB), Long-  
Term Housing Program**

2675 Queensview Dr  
Ottawa ON K1N 8R3

613-288-1343 x 223

**Salus  
Supportive Housing**

salus.on.ca

2000 Scott St  
Ottawa ON K1Z 6T2

613-729-0123  
TTY: 613-759-8455

**Community  
Mental Health  
Services- Housing**

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1-180 Plaunt St  
Renfrew ON K7V 1M8

613-732-8770  
1-800-991-7711

**The Five Arches  
Non-profit  
Housing Corporation**

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178 Five Arches Dr  
Pakenham ON K0A 2X0

613-624-5619

**Tay Valley Non-profit  
Housing for Seniors**

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20 Haggart St  
Perth ON K7H 2Z4

613-264-1997

**Mills Community  
Support Corporation**

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67 Industrial Dr  
Almonte ON K0A 1A0

613-256-1031

**Carleton Place  
Municipal Non-Profit  
Housing Corporation**

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105 Elizabeth St  
Carleton Place ON  
K7C 2V9

613-257-4812

**Lanark County  
Housing Corporation**

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52 Abbott St N  
Smiths Falls ON  
K7A 1W3

613-283-2555

**Clayton Seniors  
Housing Corporation**

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134 Linn Bower Ln  
Clayton ON K0A 1P0

613-264-0002

# Shelters

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**The Salvation Army**

500 York St  
Cornwall ON K6J 3Z8

613-932-8311

**Naomi's Family Resource Centre**

607 St. Lawrence St  
Winchester ON K0C 2K0

613-774-2838  
1-800-267-0395

*Emergency shelter for women and children (16+)*

**La Montee d'Elle**

256 Industrial Blvd  
Alexandria ON K0C 1A0

613-525-5338  
1-800-461-1842

*Secure shelter for women and children*

**Cornerstone/Le Pilier**

cornerstonewomen.ca

72 O'Connor St  
Ottawa ON K1P 5M5

613-237-4669

*Emergency shelter for homeless women*

**Harmony House**

harmonyhousews.com

613-233-3386

*Affordable housing for women & children survivors of violence*

**Salvation Army Booth Centre**

ottawaboothcentre.org

171 George St  
Ottawa ON K1N 9P3

613-241-1573

*Emergency housing for adult men (18+)*

**Shepherds of Good Hope**

shepherdsofgoodhope.com

230 Murray St  
Ottawa ON K1N 7M1

613-241-6494

*Emergency shelter for men*

**The Ottawa Mission**

ottawamission.com

35 Waller St  
Ottawa ON K1N 7G4

613-234-1144

*Food, shelter, clothing & skills to men who are homeless*

**Youth Services Ottawa**

ysb.on.ca

2675 Queensview Dr  
Ottawa ON K2B 8K2

613-907-8975

*Young men's emergency & transitional housing*

**Bernadette McCann House for Women Inc.**

wsssbmh.org

P.O. Box 244  
Pembroke ON K8A 6X3

613-732-7776

*Emergency residential services*

**Lanark County Interval House**

lcih.org

P.O. Box 107  
Carleton Place ON  
K7C 3P3

613-257-5960

*Emergency shelter for women*



Advocacy & Legal  
Services

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**Community Legal Services Ottawa Centre**

[aidejuridiqueottawalegalaid.ca](http://aidejuridiqueottawalegalaid.ca)

1 Nicholas St  
Suite 422  
Ottawa ON K1N 7B7

613-241-7008

**West End Legal Services**

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

1301 Richmond Rd  
Ottawa ON K2B 7Y4

613-596-1641

**South Ottawa Community Legal Services**

[clsoc.cal](http://clsoc.cal)

1355 Bank St  
Suite 406  
Ottawa ON K1H 8K7

613-733-0140

**University of Ottawa Community Legal Clinic**

[commonlaw.uottawa.ca/community-legal-clinic](http://commonlaw.uottawa.ca/community-legal-clinic)

17 Copernicus St  
Ottawa ON K1N 6N5

613-562-5600

**REACH Canada**

[reach.ca](http://reach.ca)

400 Coventry Rd  
Ottawa ON K1K 2C7

613-236-6636

**Legal Aid**

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

73 Albert St  
Ground Floor  
Ottawa ON K1P 1E3

613-238-7931

**Elizabeth Frye Society of Ottawa**

[efryottawa.com](http://efryottawa.com)

211 Bronson Ave  
Ottawa ON K1R 6H5

613-237-7427

**John Howard Society of Ottawa**

[johnhoward.on.ca/ottawa](http://johnhoward.on.ca/ottawa)

550 Old St. Patrick St  
Ottawa ON K1N 5L5

613-789-7418

**Crown Attorney's Office**

720 Bay St  
11<sup>th</sup> Floor  
Toronto ON M7A 2S9

Ottawa Crown  
Attorney's Office  
613-239-1200

**Duty Counsel Office**

161 Elgin St  
Ottawa ON K2P 2K1

613-238-7931 x 3150

**Ontario Court of Justice**

[ontariocourts.ca/ocj](http://ontariocourts.ca/ocj)

161 Elgin St  
Ottawa ON K2P 2K1

613-239-1153

**Probation and Parole**

161 Elgin St  
Ottawa ON K2P 2K1

613-239-1119

**Victim/Witness Assistance Program**

161 Elgin St  
Ottawa ON K2P 2K1

613-239-1229

**Disability Law ARCH**

425 Bloor St E  
Suite 110  
Toronto ON M4W 3R4

1-866-482-2724

**Law Help Ontario**

[lawhelpontario.org](http://lawhelpontario.org)

**Lanark County Mental  
Health – Court Diversion**

[lanarkmentalhealth.com/  
mentalhealthServices.html](http://lanarkmentalhealth.com/mentalhealthServices.html)

613-283-2170



# South East LHIN



**Regional Resources –  
South East LHIN**



**Hastings & P  
rince Edward**



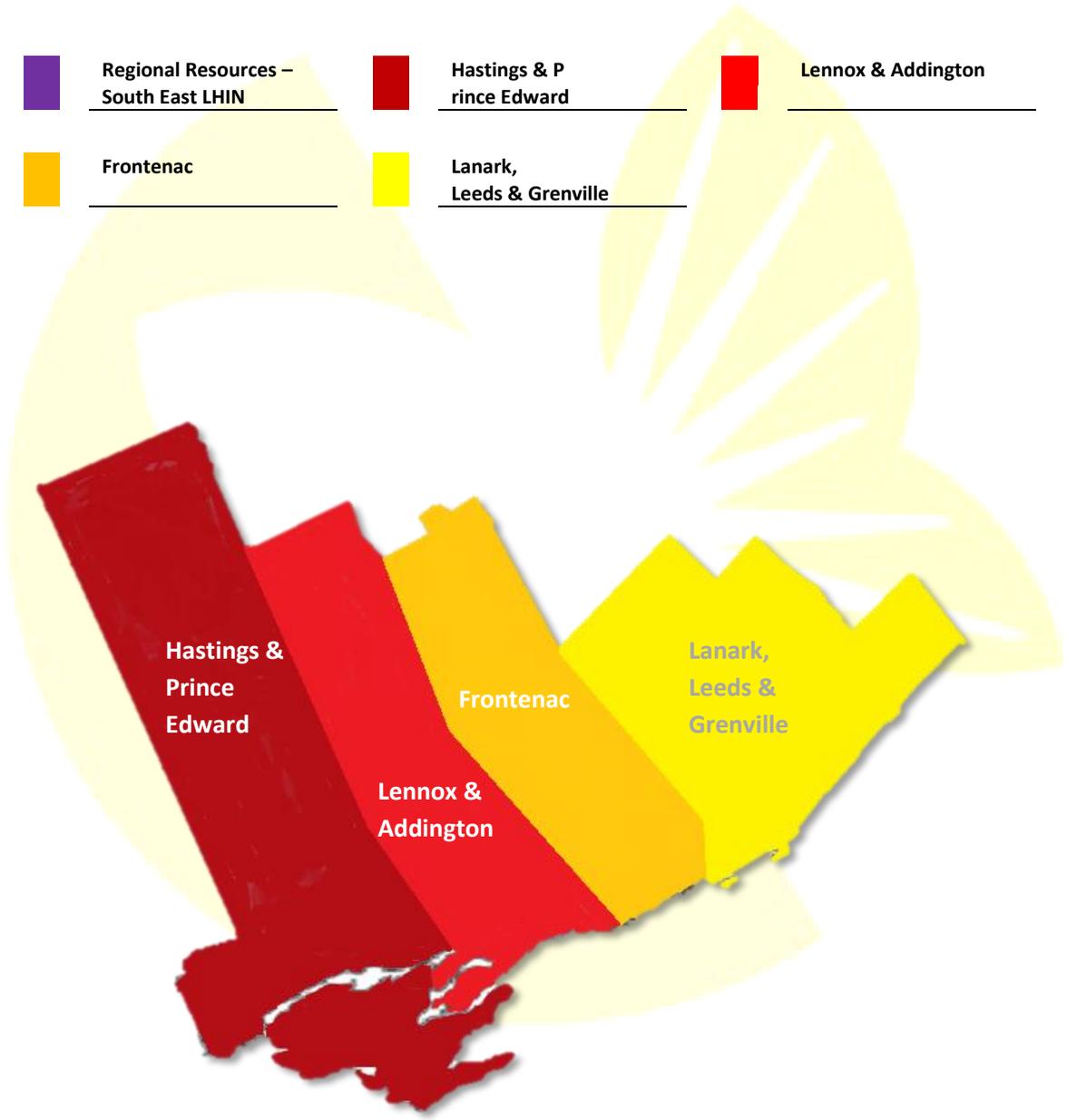
**Lennox & Addington**



**Frontenac**



**Lanark,  
Leeds & Grenville**



**Hastings &  
Prince  
Edward**

**Frontenac**

**Lanark,  
Leeds &  
Grenville**

**Lennox &  
Addington**

# Regional Hospitals



**QHC Belleville  
General Hospital**

[qhc.on.ca/belleville-general-hospital-c22.php](http://qhc.on.ca/belleville-general-hospital-c22.php)

265 Dundas St E  
Belleville ON K8N 5A9

613- 969-7400  
1-800-483-2811

**QHC North  
Hastings Hospital**

[qhc.on.ca/north-hastings-hospital-c19.php](http://qhc.on.ca/north-hastings-hospital-c19.php)

1H Manor Lane  
P.O. Box 157  
Bancroft ON K0L 1C0

613- 332-2825

**QHC Prince Edward  
County  
Memorial Hospital**

[qhc.on.ca/prince-edward-county-memorial-hospital-c20.php](http://qhc.on.ca/prince-edward-county-memorial-hospital-c20.php)

403 Main St E  
Picton ON K0K 2T0

613- 476-1008  
613- 476-8600

**QHC Trenton  
Memorial Hospital**

[qhc.on.ca/trenton-memorial-hospital-c21.php](http://qhc.on.ca/trenton-memorial-hospital-c21.php)

242 King St  
Trenton ON K8V 5S6

613- 392-2540

**Lennox & Addington  
County General Hospital**

[lacgh.com](http://lacgh.com)

8 Richmond Park Dr  
Napanea ON K7R 2Z4

613-354-3301

**Hotel Dieu Hospital**

[hoteldieu.com](http://hoteldieu.com)

166 Brock St  
Kingston ON K7L 5G2

613-544-3310

**Kingston  
General Hospital**

[kgh.on.ca](http://kgh.on.ca)

76 Stuart St  
Kingston ON K7L 2V7

613-548-3232  
613 548-2333

**Hotel Dieu Hospital –  
University Hospital  
Kingston Foundation**

[uhkf.ca](http://uhkf.ca)

55 Rideau St Suite 4  
Kingston ON K7K 2Z8

613-549-5452

**Perth and Smith Falls  
District Hospital**

[psfdh.on.ca](http://psfdh.on.ca)

60 Cornelia St W  
Smiths Falls ON K7A 2H9

613- 283-2330

**Kemptville  
District Hospital**

[kdh.on.ca](http://kdh.on.ca)

2675 Concession Rd  
Kemptville ON K0G 1J0

613-258-3435

**Brockville  
General Hospital**

[bgh-on.ca](http://bgh-on.ca)

75 Charle St  
Brockville ON K6V 1S8

613-345-5645

**Leeds & Grenville  
District Health Unit**

[healthunit.org](http://healthunit.org)

613-345-5685



# Diagnostic Services

**QHC Belleville  
General Hospital**

[qhc.on.ca/belleville-general-hospital-c22.php](http://qhc.on.ca/belleville-general-hospital-c22.php)

265 Dundas St E  
Belleville ON K8N 5A9

613-969-7400  
1-800-483-2811

**QHC North  
Hastings Hospital**

[qhc.on.ca/north-hastings-hospital-c19.php](http://qhc.on.ca/north-hastings-hospital-c19.php)

1H Manor Lane  
PO Box 157  
Bancroft ON K0L 1C0

613-332-2825

**QHC Prince Edward  
County  
Memorial Hospital**

[qhc.on.ca/prince-edward-county-memorial-hospital-c20.php](http://qhc.on.ca/prince-edward-county-memorial-hospital-c20.php)

403 Main St E  
Picton ON K0K 2T0

613- 476-1008

**QHC Trenton  
Memorial Hospital**

[qhc.on.ca/trenton-memorial-hospital-c21.php](http://qhc.on.ca/trenton-memorial-hospital-c21.php)

242 King St  
Trenton ON K8V 5S6

613-392-2540

**Lennox and Addington  
County General Hospital**

[web.lacgh.napanee.on.ca](http://web.lacgh.napanee.on.ca)

8 Richmond Park Dr  
Napanee ON K7R 2Z4

613-354-3301

**Providence Care – St  
Mary’s of the  
Lake Hospital**

[providencecare.ca](http://providencecare.ca)

340 Union St  
Kingston  
PO Box 3600  
Kingston ON K7L 5A2

613-548-7222

**Hotel Dieu Hospital**

[hoteldieu.com](http://hoteldieu.com)

166 Brock St  
Kingston ON K7L 5G2

613-544-3310

**Kingston  
General Hospital**

[kgh.kari.net](http://kgh.kari.net)

76 Stuart St  
Kingston ON K7L 2V7

613-549-6666 x 7806

**Lanark County  
Mental Health**

[lanarkmentalhealth.com](http://lanarkmentalhealth.com)

88 Cornelia St W  
Unit A2  
Smith Falls ON K7A 5K9

613-283-2170

**Perth & Smiths Falls  
District Hospital – Great  
War Memorial Perth Site**

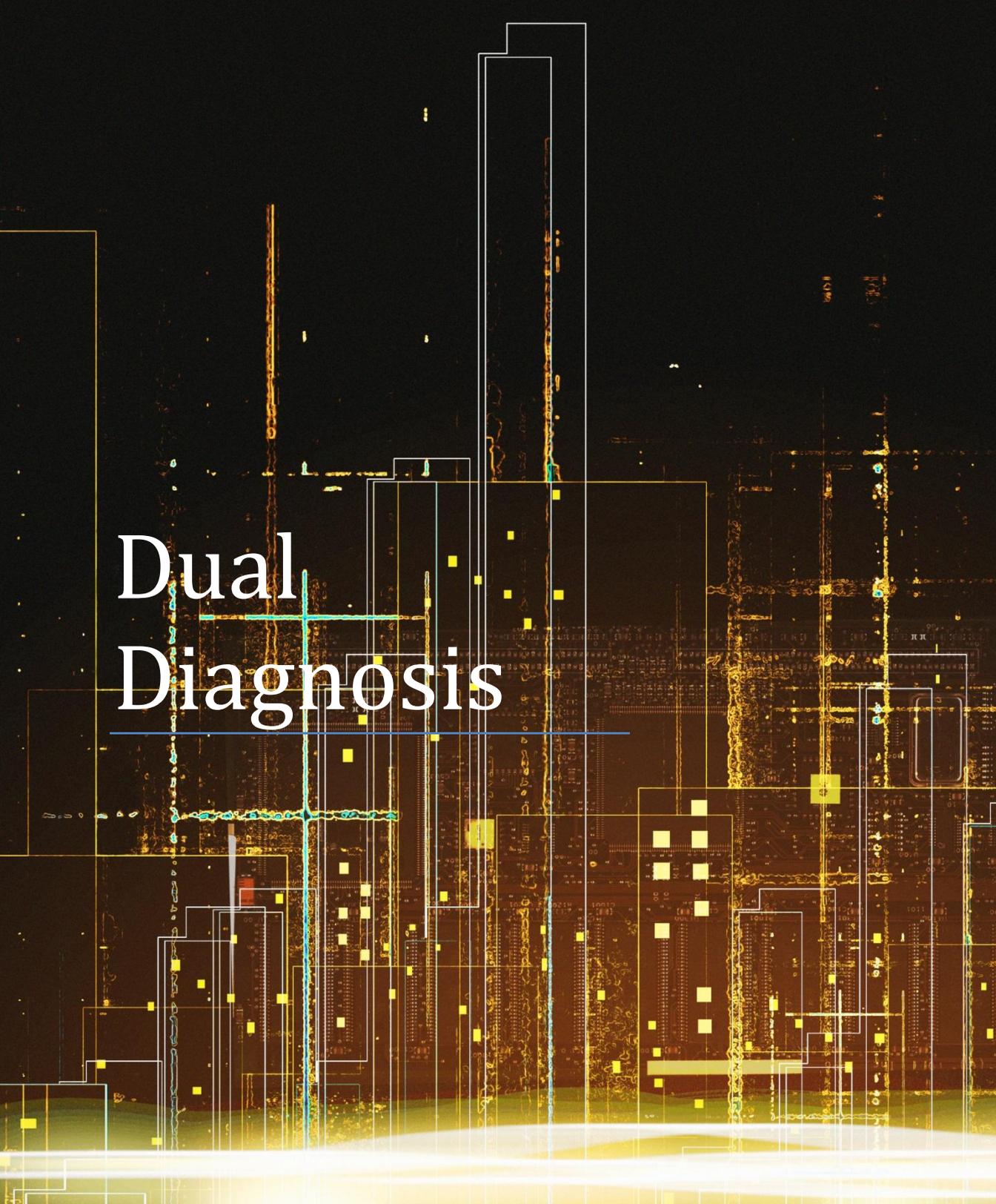
[psfdh.on.ca](http://psfdh.on.ca)

33 Drummond St W  
Perth ON K7H 2K1

613-267-1500

**Heads up 1<sup>st</sup> Episode  
Psychosis Program**

613-342-2262 x 5527



# Dual Diagnosis

**Mental Health Helpline**

Information and Referral Services (bilingual)

1-866-531-2660

**Community Network for Specialized Care**

communitynetworks.ca

**Learning Library**

learninglibrary.com

**Intellectual Disability and Pervasive Developmental Disorders**

interteddi.ca

**Ministry of Community and Social Services (Developmental Services)**

mcscs.gov.on.ca/CFCS/en/programs/SCS/DevelopmentalServices

**National Association for the Dually Diagnosed – Ontario Chapter**

naddontario.org

**Providence Care Mental Health Services – Dual Diagnosis Consultation Outreach Team**

providencecare.ca

25 Front Ave W  
Suite 2  
Belleville ON K6N 4J2

613-342-8200

**Canadian Mental Health Association – Dual Diagnosis Brokerage Service**

cmhaottawa.ca

1355 Bank St  
Suite 301  
Ottawa ON K1H 8K7

613-737-7791

**Quinte Assessment and Treatment Group**

qxplor.com

208 John St  
Belleville ON K8N 3G1

613-966-4262

**Providence Care Mental Health Services – Dual Diagnosis Consultation Outreach Team**

providencecare.ca

Cornelle Office Tower  
234 Concession St  
Suite 301  
Kingston ON K7K 6W6

**ACTT Dual Diagnosis**

613-345-1461

# Concurrent Diagnosis

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**Centre for Addictions and Mental Health Drug and Alcohol Information**  
1-800-463-6273

**Ontario Drug & Alcohol Registry of Treatment (DART)**  
drugandalcoholhelpline.ca  
1-800-565-8603

**Open Line, Open Mind**  
613-310-OPEN

**Addiction & Mental Health Services**  
amhs-kfla.ca  
552 Princess St  
Kingston ON K7L 1C7

**L&A Addiction and Community Mental Health Services**  
613-354-7521

**Frontenac Community MH&A Services**  
613-544-1356

**Hotel Dieu Hospital – Mental Health Services**  
hoteldieu.com  
166 Brock St  
Kingston ON K7L 5G2  
613-544-3440 x 2551

**Lanark County Mental Health**  
lanarkmentalhealth.com  
88 Cornelia St W  
Unit 2A  
Smiths Falls ON K7A 5K9  
613-283-2170  
5 Bates Dr  
Unit 14  
Carleton Place ON  
K7C 4J8  
613-257-5915

**Central Intake**  
lgmentalhealth.ca  
Front Avenue Resource Centre  
25 Front Ave W  
Suite 1  
Brockville ON K6V 4J2  
613-342-2262  
1-866-499-8445

**Lanark, Leeds and Grenville Addictions and Mental Health**  
lgmentalhealth.ca  
25 Front Ave W  
Brockville ON K6V 4J2  
613-342-2262

# Services for the Elderly

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**Community Care for  
South Hastings**

ccsh.ca

Belleville Office  
63-470 Dundas St E  
Belleville ON K8N 1G1

613-969-0130

Deseronto Office  
293 Main St  
Deseronto ON K0K 1X0

613-396-6591

**Pathways To  
Independence –  
Belleville Site**

pathwaysind.com

289 Pinnacle St  
Belleville ON K8N 3B3

613-962-2541

**Victorian Order of Nurses  
Canada – Adult Day  
Program – Madoc Site**

von.ca

230 Durham St S  
Madoc ON K0K 2K0

613-922-3852

**Victorian Order of  
Nurses Canada – Adult  
Day Program –  
Bancroft Site**

von.ca

1 Manor Lane  
Bancroft ON K0L 1C0

613-322-3126

**Victorian Order of  
Nurses Canada – Adult  
Day Program –  
Belleville Site**

von.ca

470 Dundas St E  
Belleville ON K8N 1G1

613-961-8878

**Victorian Order of  
Nurses Canada – Adult  
Day Program – Quinte  
West & Trenton Site**

von.ca

8 Frankford Cr Unit 2  
Trenton ON K8V 5R7

613-208-0774

**Victorian Order of  
Nurses Canada – Adult  
Day Program –  
Picton Site**

von.ca

McFarland Home for the  
Aged  
603 Hwy 49 RR 2  
Picton ON K0K 2T0

613-476-8799

**Victorian Order of  
Nurses Canada – Adult  
Day Program –  
Brighton Site**

von.ca

80 Division St  
Trenton ON K8V 5S5

613-475-6264

**Alzheimer Society  
Hastings - Prince Edward**

alzheimer.ca/hpe

Bay View Mall  
470 Dundas St E  
Belleville ON K8N 1G1

613-962-0892

**South East Community  
Care Access Centre –  
Bancroft Office**

healthcareathome.ca/  
southeast

1 Manor Lane  
Bancroft ON  
K0L 1C0

613-332-2444  
Fax: 613-332-4873

**South East Community  
Care Access Centre –  
Northbrook Office**

healthcareathome.ca/  
southeast

12309 Hwy 41  
Northbrook ON  
K0H 2G0

613-336-8310

**Alzheimer Society - Lanark  
Leeds & Greenville**

alzheimer.ca/lfg

42 Garden St  
Brockville ON K6V 2C3

1-866-576-8556  
Fax: 613-345-3186

**South East Community  
Care Access Centre –  
Belleville Office**

healthcareathome.ca/  
southeast

470 Dundas St E  
Belleville ON  
K8N 1G1

613-966-3530  
Fax: 613-966-0996

**South East Community  
Care Access Centre –  
Selby Office**

healthcareathome.ca/  
southeast

114 Pleasant Dr  
Selby ON K0K 2Z0

613-388-2488

**Geriatric Psychiatry**

613-345-1461

**Alzheimer Society –  
Hastings &  
Prince Edward**

alzheimer.ca/en/on/  
chapters-on/bhqc

470 Dundas St E  
Bay View Mall Unit 63  
Belleville ON K8N 1G1

613-962-0892  
1-800-361-8036

**South East Community  
Care Access Centre –  
Brockville Office**

healthcareathome.ca/  
southeast

Postal Bag 7000  
Brockville ON K6V 7K6

613-283-8012

**Alzheimer Society –  
Kingston, Frontenac,  
Lennox & Addington**

alzheimer.ca/en/on/  
chapters-on/kfla#

400 Elliott Ave Unit 4  
Kingston ON K7K 6M9

613-544-3078  
1-800-266-7516

**Seniors Rehabilitative  
Care –  
Specialized Geriatrics at  
Providence Care**

[providencecare.ca](http://providencecare.ca)

340 Union St  
Kingston ON K7L 5A2

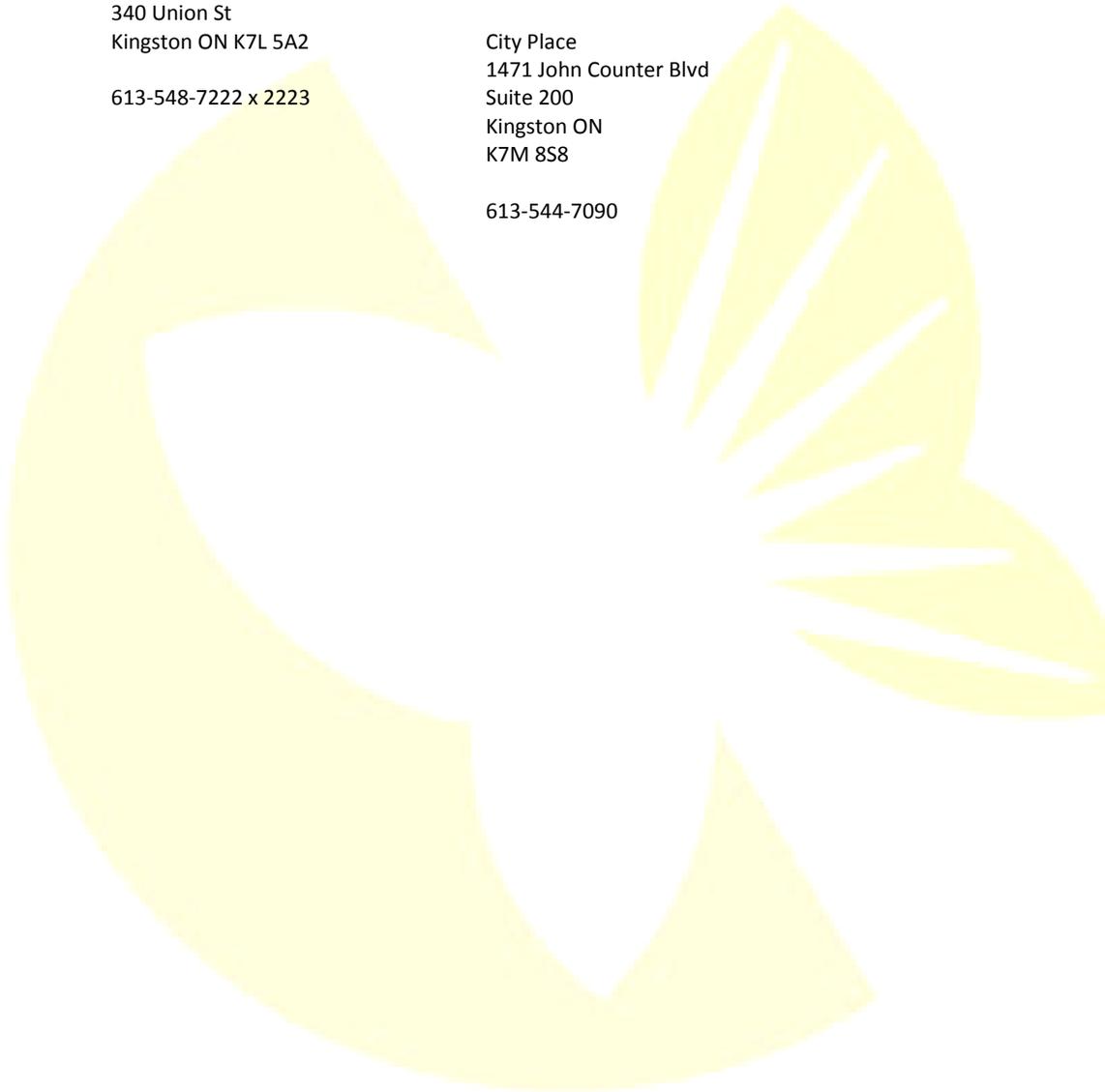
613-548-7222 x 2223

**South East Community  
Care Access Centre –  
Kingston Office**

[healthcareathome.ca/  
southeast](http://healthcareathome.ca/southeast)

City Place  
1471 John Counter Blvd  
Suite 200  
Kingston ON  
K7M 8S8

613-544-7090





# Recovery Programs

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**Al Anon – Alateen Family Groups – District 31**

al-anon.alateen.org

613-384-2134

**Addiction Mental Health Services Hastings Prince Edward Corp**

mentalhealthservices.ca

3 Applewood Dr  
2nd Floor  
Belleville ON K8P 4E3

613-967-4734

**Belleville & Quinte West Community Health Centre – Health & Wellness – Support for mothers with addition**

bqwchc.com

161 Bridge St W  
Belleville ON K8N 1K2

613-962-0000

**Peer Support South East Ontario**

psseo.ca

350 Front St  
Suite C-2  
Belleville ON K8N 5M5

613-969-0122

**Canadian Mental Health Association – Hastings & Prince Edward Branch**

hastings-cmha.org

41 Octavia St  
Belleville ON K8P 1P3

613-969-8874

**Brockville General Hospital – Mental Health Services**

bgh-on.ca

75 Charles St  
Brockville ON K6V 1S8

613-345-5649  
x 2400 or 2577

**Alcoholics Anonymous - Lanark Leeds and Grenville**

lanarkleedsaa.org

613-284-2696

**Lanark, Leeds and Grenville Addictions and Mental Health**

lgmentalhealth.ca

25 Front Ave W  
Unit 1  
Brockville ON K6V 4J2

613-342-2262  
1-866-281-2911

**Share and Care Al-Anon Family Group – Smith Falls**

613-283-6255

**Alcoholics Anonymous Helpline**

kingstonaa.org

PO Box 1726  
Kingston ON K7L 5J6

613-549-9380  
613-342-8452

**Centre for Addiction and Mental Health**

camh.ca

27 Place d'Armes  
Suite 200  
Kingston ON K7K 6Z6

613-546-4266

**Addiction and Mental Health Services**

amhs-kfla.ca

552 Princess St  
Kingston ON K7L 1C7

613-544-1356



**Detoxification Centre of  
the Hotel Dieu Hospital**

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hoteldieu.com

240 Brock St  
Kingston ON K7L 5G2

613-549-6461



**Residential Addiction  
Treatment**

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kingstonharbourlight.org

562 Princess St  
Kingston ON K7L 1C7

613-546-2333



**Addiction and Mental  
Health Service - Napanee**

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laacmhs.ca

70 Dundas St E  
Napanee ON K7R 1H9

613-354-7521



**Distress Line**

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1-800-465-4442



**Mental Health Crisis Line**

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1-888-281-2911



**Mental Health  
Information Service  
Ontario**

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mentalhealthhelpline.ca

1-866-531-2600



# Financial Services

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**Anti-Poverty Advocates**  
[povnet.org](http://povnet.org)

**Trillium Drug Plan**  
[health.gov.on.ca/english/public/pub/drugs/trillium.html](http://health.gov.on.ca/english/public/pub/drugs/trillium.html)  
 1-800-575-5386  
 1-800-268-1154 or  
 at your local pharmacy

**Child Disability Benefit**  
[cra-arc.gc.ca/cdb](http://cra-arc.gc.ca/cdb)

**Ministry of Community and Social Services  
 Ontario Disability Support Program  
 Income and Employment Supports –  
 Belleville Branch**  
 199 Dundas St E  
 Belleville ON K8N 1E2  
 613-962-9562  
 1-800-267-4355

**ODSP Handbook**  
[mcss.gov.on.ca/en/mcss/forms/ministryForms\\_odsp.aspx](http://mcss.gov.on.ca/en/mcss/forms/ministryForms_odsp.aspx)

**Ministry of Health and Long-Term Care - Drug Programs Branch**  
 5700 Yonge St  
 3rd Floor  
 Toronto ON M2M 4G8  
 416-327-8109  
 1-800-387-5559

**Ministry of Health and Long-Term Care - Drug Programs Branch**  
 5700 Yonge St  
 3rd Floor  
 Toronto ON M2M 4G8  
 416-327-8109  
 1-800-387-5559

**Ontario Works - Hastings**  
 228 Church St  
 Belleville  
 PO Bag 6300  
 Belleville ON K8N 5E2  
 613-966-1311

**ODSP Support / Activism**  
[odspaction.ca](http://odspaction.ca)

**Ontario Works – Regional Offices**  
[mcss.gov.on.ca/en/mcss/programs/social/ow/contacts/ow\\_contacts.aspx](http://mcss.gov.on.ca/en/mcss/programs/social/ow/contacts/ow_contacts.aspx)

**Ministry of Community and Social Services  
 Ontario Disability Support Program  
 Income and Employment Supports – Kingston  
 Branch**  
 1055 Princess St  
 Suite 103  
 Kingston ON K7L 5T3  
 613-545-4553  
 1-800-267-0236

**Ministry of Community and Social Services  
 Ontario Disability Support Program  
 Income and Employment Supports –  
 Smith Falls Branch**  
 91 Cornelia St W  
 Suite A7  
 Smiths Falls ON  
 K7A 5L3  
 613-283-1165  
 1-800-267-7911

**Ministry of Community  
and Social Services  
Ontario Disability Support  
Program  
Income and Employment  
Supports –  
Brockville Branch**

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100 Strowger Blvd  
Suite 105  
Brockville ON K6V 5J9

613-345-1200  
1-800-267-0834

**Ontario Works – Leeds &  
Grenville**

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[leedsgrenville.com](http://leedsgrenville.com)

375 William St S  
Suite 100  
Gananoque ON  
K7G 1T2

613-382-8220

360 King St W  
Prescott ON K0E 1T0

613-925-0001

**Ontario Works - Lanark**

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[lanarkcounty.ca](http://lanarkcounty.ca)

99 Christie Lake Rd  
Perth ON K7H 3C6

613-267-4200

**Food for All food Bank**

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[foodforallfoodbank.ca](http://foodforallfoodbank.ca)

136 Henry W  
Prescott ON K0E 1T0

613-657-1967  
613-925-2444

**Kemptville Salvation Army  
Community Services**

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Oxford St W  
Kemptville ON K0G 1J0

613-258-3583

**Loaves & Fishes**

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[loavesandfishesottawa.org](http://loavesandfishesottawa.org)

613-345-6498

**Operational Harvest  
Sharing Brockville  
Food Bank**

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[Operationharvestsharing.ca](http://Operationharvestsharing.ca)

58 Buell St  
Brockville ON K6V 4Y2

613-342-0605

**Ontario Works –  
Lennox & Addington**

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[pelass.org](http://pelass.org)

95 Advance Ave  
Napanee ON K7R 3Y5

613-354-0957

# Low Income Assistance

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**Employment Insurance**

servicecanada.gc.ca

1-800-206-7218

**Canadian Pension and Old Age Security**

servicecanada.gc.ca/eng/services/pensions/oas/pension/index.shtml

**Rent Bank Program**

mah.gov.on.ca

*Provincial program for tenants facing eviction for non-payment of rent who can apply to the local rent bank to receive financial assistance.*

**North Frontenac Food Bank**

nfcsc.ca

1095 Garrett St  
PO Box 151  
Sharbot Lake ON  
K0H 2P0

613-532-8855

**Partners In Mission Food Bank - Kingston**

kingstonfoodbank.net

140 Hickson Ave  
Kingston ON  
K7K 2N6

613-544-4534

**Southern Frontenac Community Services**

sfscsc.ca

4419 George St  
PO Box 43  
Sydenham ON  
K0H 2T0

613-376-6477

**Kingston Community Health Centres**

kchc.ca

263 Weller Ave  
Kingston ON  
K7K 2V4

613-542-2949

**St Lawrence College - Kingston - Campus Health Centre and Sexual Health Clinic**

sl.on.ca

100 Portsmouth Ave  
Kingston ON  
K7L 5A6

613-544-5400 x 1136

**Independent Living Centre Kingston**

Independentlivingcentre  
kingston.blogspot.ca

540 Montreal St  
Kingston ON  
K7K 3J2

613-542-8353

**Addiction & Mental Health Services - Kingston Frontenac Lennox & Addington**

amhs-kfla.ca

552 Princess St  
Kingston ON  
K7L 1C7

613-544-1356

**KEYS Job Centre**

keys.ca

182 Sydenham St  
Kingston ON  
K7K 3M2

613-546-5559

**St-Vincent de Paul Society of Kingston – Emergency Groceries**

svdpkingston.com

85 Stephen St  
Kingston ON  
K7K 2C5

613-546-3333

**Ontrac Employment  
Resource Services**

getontrac.ca

52 Abbott St N  
Suite 2  
Smiths Falls ON  
K7A 1W3

613-283-6978

**Salvation Army  
Smiths Falls  
Community Church**

251 Brockville St  
Smiths Falls ON  
K7A 1M8

613-283-3563

**Gananoque and  
District Food Bank**

55 King St E  
Lower level  
Gananoque ON  
K7G 1E8

613-382-4434

**South Grenville  
Food Bank**

136 Henry St W  
PO Box 1692  
Prescott ON  
K0E 1T0

613-925-2444

**Merrickville District  
Community  
Health Centre**

rideauchs.ca

354 Read St  
Merrickville ON  
K0G 1N0

613-269-3400

**Smiths Falls Community  
Food Bank**

93 Russell St E  
Smiths Falls ON  
K7A 1G8

613-283-6695

**Operation Harvest  
Sharing – Food Bank**

operationharvestsharing.ca

58 Buell St  
Brockville  
PO Box 522  
Brockville ON K6V 5V7

613-342-0605

**St Ann Roman Catholic  
Church - Merrickville -  
Mini Food Bank**

230 Main St W  
PO Box 43  
Merrickville ON  
K0G 1N0

613-269-4220

**Perth and District  
Food Bank**

190 Gore St E  
Perth ON K7H 1K3

613-267-6428

**Athens Food Bank  
Crisis Fund**

473 Mother Barnes Rd  
Athens ON  
K0E 1B0

613-924-9112

**Emergency  
Food Cupboard**

rideauchs.ca

354 Read St  
Merrickville ON  
K0G 1N0

613-269-3400

**Thousand Islands Baptist  
Church - Food Cupboard**

229 Park St  
PO Box 1356  
Brockville ON  
K6V 5Y6

613-342-9552

**Smiths Falls Memorial  
Community Centre**

71 Cornelia St  
Smiths Falls ON  
K7A 1T7

613-283-1265

**Table Community  
Food Centre**

hetablecfc.org

190 Gore St E  
Perth ON K7H 1K3

613-267-6428

**Rockland Help Centre**

2815 Chamberland St  
Rockland ON K4K 1M7

613-446-7594

**L'Original Food Bank  
and Boutique**

261 Longueuil St  
L'Original ON K0B 1K0

**Bourget Food Bank**

613-293-9855

**1000 Islands Credit  
Counselling Services**

eecentre.com

105 Strowger Blvd  
Brockville ON K6V 5K1

1-800-926-0777

**Country Roads  
Community  
Health Centre**

crchc.on.ca

4319 Cove Rd  
PO Box 58  
Portland ON  
K0G 1V0

613-272-3302

**Employment  
Education Centre**

eecentre.com

105 Strowger Blvd  
Brockville ON K6V 5K1

613-498-2111

**Mohawks of the Bay of  
Quinte - Community  
Wellbeing Centre**

mbq-tmt.org

50 Meadow Dr  
RR 1  
Deseronto ON K0K 1X0

613-967-3603

**Belleville and Quinte  
West Community  
Health Centre –  
Belleville Site**

bqwchc.com

161 Bridge St W  
Belleville ON  
K8N 1K2

613-932-0000

**Belleville and Quinte  
West Community  
Health Centre –  
Trenton Site**

bqwchc.com

70 Murphy St  
Trenton ON  
K8V 0A8

613-965-0698

**Gateway Community  
Health Centre**

gatewaychc.org

41 McClellan St  
Bag Service 99  
Tweed ON  
K0K 3J0

613-478-1211



**Counselling Services  
of Belleville  
and District**

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[csbd.on.ca](http://csbd.on.ca)

12 Moira St E  
Belleville ON  
K8P 2R9

613-966-7413



**META Employment Services**

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[metaemploymentservices.com](http://metaemploymentservices.com)

161 Bridge St W  
Unit 8  
Belleville ON  
K8P 1K2

613-966-9069



**Kingston Community  
Health Centre –  
Napanee Area**

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[kchc.ca](http://kchc.ca)

6 Dundas St E  
Napanee ON  
K7R 1H6

613-354-8937



**Partners in Mission  
Food Bank -  
Amherstview**

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[kingstonfoodbank.net](http://kingstonfoodbank.net)

140 Hickson Ave  
Kingston ON  
K7K 2N6

613-544-4534

# Social Housing

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Special apartments and group homes provide permanent housing for people with a mental illness. Rent-g geared-to-income, supervision and links to psychiatric services may be among the supports available. Mental health organizations may provide residential care for clients who require ongoing, long-term treatment.

**Ontario Rental and Housing Tribunal**

[orht.gov.on.ca](http://orht.gov.on.ca)

**Tenant Protection Act**

[elaws.gove.on.ca/DBLaws/Statues/English/97t24\\_e.htm65](http://elaws.gove.on.ca/DBLaws/Statues/English/97t24_e.htm65)

**Social Housing – Hastings County**

[hastingscounty.com/services/social-services/social-housing](http://hastingscounty.com/services/social-services/social-housing)

235 Pinnacle St  
PO Bag 4400  
Belleville ON K8N 3A9

613-771-9630

**Subsidized Social Housing – Hastings County**

[hastingscounty.com](http://hastingscounty.com)

Housing Administration Office  
15 Victoria Ave  
Belleville ON K8N 3A9

613-968-3465

**Odessa Non-Profit Housing Corporation**

295 Main St  
Odessa ON K0H 2H0

613-386-1555

**Napanee Housing Corporation**

80 Baker St  
Napanee ON K7R 3T3

613-354-2649

**Prince Edward, Lennox and Addington Housing Corporation**

[pelass.org](http://pelass.org)

95 Advance Ave  
Napanee ON K7R 3Y5

613-354-5695

**Housing and Social Services Department**

[cityofkingston.ca](http://cityofkingston.ca)

362 Montreal St  
Kingston ON K7K 3H5

613-546-2695

**Social Housing – County of Frontenac**

[frontenaccounty.ca/en/corporate/socialhousing.asp](http://frontenaccounty.ca/en/corporate/socialhousing.asp)

2069 Battersea Rd  
Glenburnie ON  
K0H 1S0

613-548-9400 x 302

**North Frontenac  
Non-Pfit  
Housing Corporation**

1096 Clement Rd  
Suite B  
Sharbot Lake ON  
K0H 2P0

613-279-3322

**Kingston Not-for-Profit  
Housing Association**

knpha.ca  
  
130 Clergy St E  
Kingston ON K7K 3S3

613-767-9397

**Kingston  
Cooperative Homes**

kingstonco-ophomes.ca

1338 Princess St  
Suite 14  
Kingston ON  
K7M 7N9

613-544-3873

**Leeds & Greenville  
Interval House**

lgih.ca

21 Cowan Ave  
Brockville ON K6V 1W1

613-342-4724

**Tayside Community  
Residential and Support  
Options – Affordable  
Housing Program**

tayside.ca

31 Rogers Rd  
Perth ON K7H 3K5

613-264-0953 x 100

**Bastard and South  
Burgess Non Profit  
Housing Corporation**

5 Campbell St  
Portland ON K0G 1V0

613-272-3303

**Community and Social  
Services Division - Social  
Housing - Central Avenue  
- Brockville**

leedsgrenville.com

25 Central Ave W  
Suite 200  
Brockville ON K6V 4N6

613-342-3840

**Community and Social  
Services - Social Housing -  
William Street -  
Gananoque**

leedsgrenville.com

375 William St S  
Suite 100  
Gananoque ON K7G 1T2

613-382-8220

**Community and Social  
Services Division - Social  
Housing - King Street -  
Prescott**

leedsgrenville.com

360 King St W  
Prescott ON K0E 1T0

613-925-0001

**County of Lanark –  
Social Housing**

lanarkcounty.ca

99 Christie Lake Rd  
Perth ON K7H 3C6

613-267-4200

**Brockville & Area  
Community Living  
Associaiton**

bdcai.com

6 Glenn Wood Pl  
Brockville ON K6V 2T3

613-342-2953

# Shelters

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**Hastings/Roseneath  
Food Bank**

St Andrew's Presbyterian  
Church  
19 Albert St E  
Hastings ON K0L 1Y0

705-696-1105

**The Salvation Army –  
Pinnacle St. Community  
and Family Services**

295 Pinnacle St  
Belleville ON K8N 3B3

613-968-6834

**Three Oaks – Shelter and  
Services for Abused Women  
and their Children**

[threeoaksshelterandservices.ca](http://threeoaksshelterandservices.ca)

PO Box 22162  
Belleville ON K8N 5V7

613-966-3074  
613-473-1976

**Lennox and Addington  
Interval House**

PO Box 113  
Napanee ON K7R 3L4

613-354-0808

**Red Cedars Shelter**

[mbq-tmt.org](http://mbq-tmt.org)

50 Meadow Dr  
RR 1  
Tyendinaga ON  
K0K 1X0

613-967-2003

**Three Oaks - Womens Shelter**

[threeoaksshelterandservices.ca](http://threeoaksshelterandservices.ca)

PO Box 22162  
Belleville ON K8N 5V7

613-967-1416 x 242

**Dawn House  
Women's Shelter**

[dawnhouse.net](http://dawnhouse.net)

613-545-1435

**Elizabeth Fry Societies**

127 Charles St  
Kingston ON K7K 1V8

613-544-1744

**Kingston Interval House**

[kingstonintervalhouse.com](http://kingstonintervalhouse.com)

PO Box 21042  
Kingston ON K7L 5T5

613-546-1833

**Safe Emergency Shelter**

[lgih.ca](http://lgih.ca)

21 Cowan Ave  
Brockville ON  
K6V 1W1

613-342-4724

**Leeds & Greenville  
Interval House**

[lgih.ca](http://lgih.ca)

613-342-4724

21 Cowan Ave Brockville  
ON K6V 1W1

*Emergency shelter,  
outreach and counselling  
and transitional support  
for women and children  
who are or were victims  
of abuse*



Advocacy &  
Legal Services

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**Law Help Ontario**

lawhelpontario.org

**Disability Law Centre - ARCH**

archdisabilitylaw.ca

425 Bloor St E  
Suite 110  
Toronto ON M4W 3R4

416-482-8255

**Ontario Court of Justice**

ontariocourts.ca/ocj

**Duty Counsel Offices**

legalaid.on.ca/en/contact/contact.asp?type=dc

**Crown Attorney's Office**

attorneygeneral.jus.gov.on.ca/english/about/artcl/cld\_crownattorneyoffice.s.php?show=6

**Legal Aid Ontario**

legalaid.on.ca

1-800-668-8258

**Community Advocacy & Legal Centre**

communitylegalcentre.ca

158 George St  
Belleville ON K8N 3H2

613-966-8714

**Lanark, Leeds and Grenville Legal Clinic**

613-264-8931

**The Legal Clinic – Brockville Site**

legalclinic.ca

25 Front Ave W  
Suite 3  
Brockville ON K6V 4J2

613-498-1888

**Mental Health Court Diversion**

ontario.cmha.ca/mental-health/services-and-support/justice-services/mental-health-diversion-and-court-support

613-345-0950

**Lanark County Mental Health – Court Diversion**

lanarkmentalhealth.com/mentalhealthServices.html

613-283-2170

**The Legal Clinic – Sharbot Lake**

legalclinic.ca

Northern Frontenac  
Community Services  
1020 Elizabeth St  
Sharbot Lake ON  
K0B 1C0

613-279-3252

**Queen's University – Faculty of Law – Legal Clinics**

queenslawclinics.ca

LaSalle Mews  
303 Bagot St  
Suite 500  
Kingston ON K7W 5W7

613-533-2102

**Kingston Community Legal Clinic**

kclc.ca

345 Bagot St  
Kingston ON K7K 6T8

613-541-0777

# References

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[1] From Rollercoaster to Recovery: A guide for families and individuals navigating the addictions and mental health system in Champlain (Ottawa and the counties of Renfrew, Lanark, Prescott-Russell, Stormont, Dundas and Glengarry), March 2013.

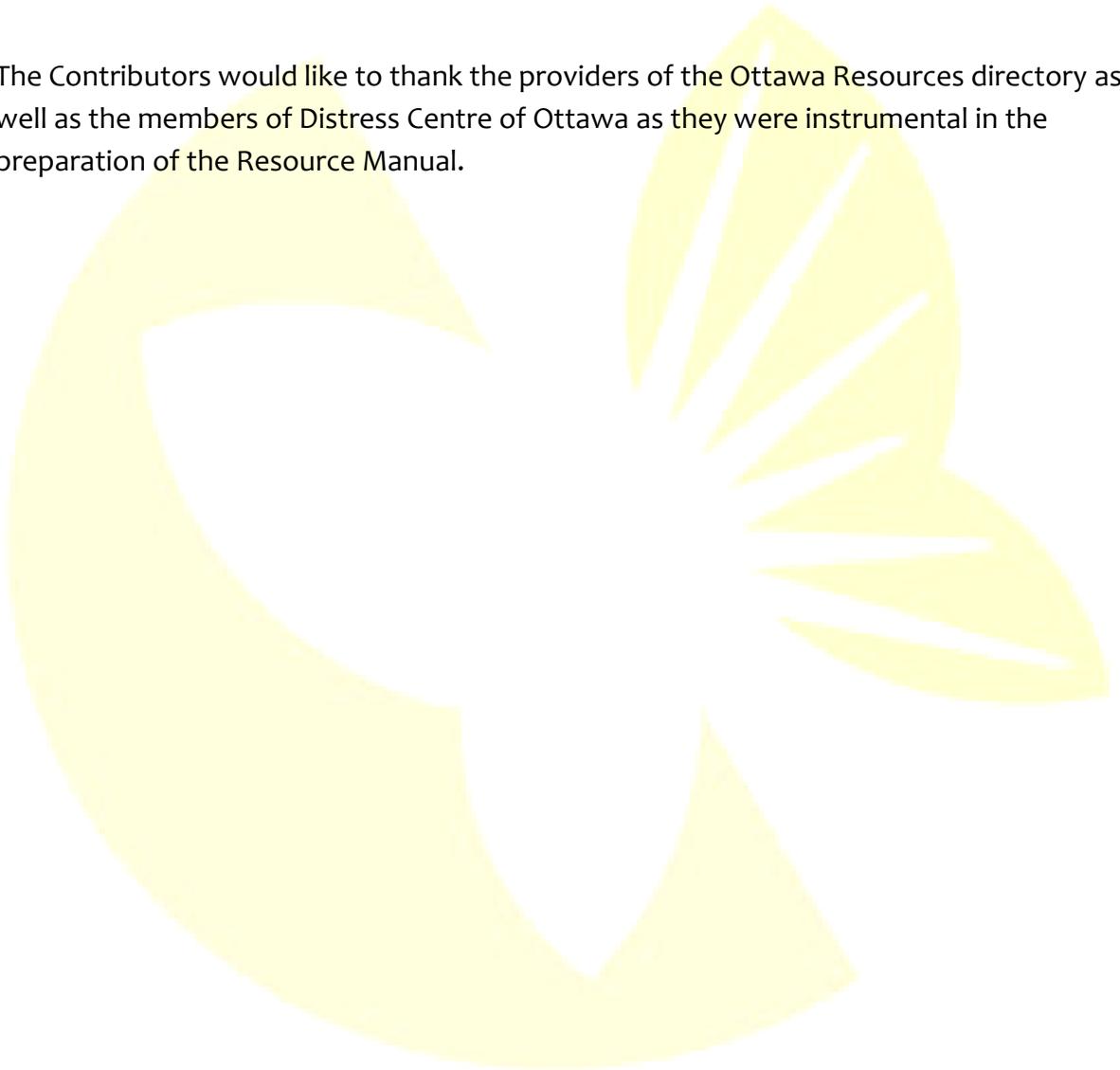
[2] *Ibid.*, at pgs. 221-230.

[3] *Ibid.*, at pgs. 229-230

# Thank You & Acknowledgments

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The Contributors would like to thank the providers of the Ottawa Resources directory as well as the members of Distress Centre of Ottawa as they were instrumental in the preparation of the Resource Manual.



**The Royal** is one of Canada's foremost mental health care and academic health science centres.

**Our mandate is simple:** to get more people living with mental illness into recovery faster. The Royal combines the delivery of specialized mental health care, advocacy, research and education to transform the lives of people with complex and treatment resistant mental illness. The Royal Ottawa Foundation for Mental Health raises funds that support The Royal's work while placing a sharp focus on awareness building through the "You Know Who I Am" campaign and the DIFD youth initiative. For more information, please visit [www.theroyal.ca](http://www.theroyal.ca).



Mental Health - Care & Research  
Santé mentale - Soins et recherche