

Crisis and Support Resource Guide



CUSA FOOT PATROL

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Foot Patrol verified the operational hours and contact information of this guide's resources from 2019/12 – 2020/01. Any notes from the Foot Patrol resource verification process are located in the "Feedback/Notes" column.

Foot Patrol's Crisis and Support Resource Guide is intended for informational purposes only. Foot Patrol is not recommending, endorsing, or otherwise advocating for the use of the resources detailed in this guide. Foot Patrol does not assume any liability or responsibility for the actions or lack thereof of any agency contained within this guide.







Note:  indicates that this resource is available on Carleton University's campus

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Name	Contact Information	Hours	Description	Feedback/Notes
Emergency and Security				
 Campus Safety / CUSERT	Emergency: (613) 520-4444 Non-Emergency: (613) 520-3612 carleton.ca/safety 203 Robertson Hall, Carleton University	24/7	Campus security (Special Constables, Student Safety Patrol) and medical emergency response team (CUSERT) on campus.	Note: In an emergency on Carleton University's campus, call (613) 520-4444 instead of 9-1-1. Campus Safety Services' response time is faster.
Ottawa Police	Emergency: 911 Non-Emergency: (613) 236-1222 ottawapolice.ca/en Various Locations (closest is 474 Elgin St.)	24/7	Ottawa Police emergency and informational/non-emergency contact	

Safe Walk Service				
 CUSA Foot Patrol (also operates off campus)	Safe-Walk: (613) 520-4066 Walk and Talk: (613) 520-4449 cusaonline.ca/footpatrol 426H University Centre, Carleton University	18:00-02:00, 7 days a week during Carleton's academic year (Sept. to Apr., excluding winter break)	Provides the Safe Walk, Walk and Talk, Borrow a First Aid Kit, and Guardian event team services to the Carleton community.	

Name	Contact Information	Hours	Description	Feedback/Notes
Mental Health Resources				
 Carleton Health and Counselling Services	(613) 520-6674 carleton.ca/health 2600 Carleton Technology and Training Centre (CTTC), Carleton University	Monday – Friday 08:30-15:45 or 08:30-16:30 by appointment	Provides health and counselling services for individuals with mental or physical illnesses.	
 Carleton Residence Counselling	613-520-2600 ext. 8061 131 Renfrew House, Carleton University	Monday – Friday 08:30-16:30, walk-in counselling available in the afternoon	Provides counselling services for the Carleton University residence community.	
 CUSA The Wellness Centre	(613) 520-2600 ext. 8238 cusaonline.ca/wellness 426F University Centre	Varies/Changes Often	Offers peer-to-peer mentorship, focusing on helping students care for their physical, mental and emotional health. Not a crisis resource.	
Ottawa Distress Centre	Any Issue: (613) 238-3311 www.dcottawa.on.ca	24/7	Provides confidential, non-judgmental and open-minded conversations and support over the phone for anyone.	
	Mental Health Crisis Line: (613) 722-6914 www.crisisline.ca		The mental health crisis line’s volunteers specialize in assisting with mental health situations, and can dispatch a mental health crisis team with the consent of the caller if necessary.	


Name	Contact Information	Hours	Description	Feedback/Notes
Mental Health Resources (continued)				
Good2Talk – Post-Secondary Student Helpline	1-866-925-5454 good2talk.ca	24/7	Offers a confidential helpline providing professional counselling, information, and referrals for mental health, addictions, and well-being to post-secondary students in Ontario. Primarily for individuals not currently in a crisis, that would benefit from ongoing support and resources.	
Canada Suicide Prevention Service	1-833-456-4566 Text: 45645 (text “Start” to begin) www.crisisservicescanada.ca	Phone: 24/7 Text: 16:00-00:00, 7 days a week	Operated under Crisis Services Canada, the Canada Suicide Prevention Service offers support and resources to anyone thinking of suicide through both a crisis phone line and text service. Though delays are rare, wait times can occasionally be up to half an hour according to their website.	
IMAlive	www.imalive.org	24/7	Offers online message-based crisis support and suicide intervention to individuals around the world. Each volunteer completes a 30-40 hour training course before chatting online.	Verification note: Need to enter some basic information prior to using the service, but can choose “prefer not to say”.
The Walk-In Counselling Clinic	walkincounselling.com	Online	Offers a list of locations offering first come, first serve walk in counselling sessions to the Ottawa region.	





Name	Contact Information	Hours	Description	Feedback/Notes
Mental Health Resources (continued)				
Alcoholics Anonymous	(613) 237-6000 ottawaaa.org 211 Bronson Avenue, Suite 108 (Ottawa Area Intergroup, location of specific groups on website)	Helpline: 10:00-22:00, 7 days a week Can show up at most meetings (see website)	Provides facilitated group meetings for individuals seeking help to recover from alcoholism. Attendees share their experiences and support each other.	Verification note: Occasionally, volunteers unable to meet their commitment at the Intergroup office. Recommend calling before arriving at the office in person.
Narcotics Anonymous	1-888-811-3887 ottawana.org	Phone: 24/7, but only answered by electronic phone tree with option to receive a call back Can show up at most meetings (see website)	Provides narcotics rehabilitation and group counselling services for anyone seeking help to overcome narcotics use.	Verification note: Number leads to phone tree (automated computer replies) and provides an option to enter the caller's area code for meeting details or to leave a message for a public information coordinator to return the call, usually in a few hours. There is no option to talk to an individual directly.
SMART Recovery	www.smartrecovery.org	Can show up at most meetings. Also offers online sessions (see website)	Self Management and Recovery Training (SMART) is a global community of mutual support groups for individuals seeking to address a substance or activity related harmful addiction or habit. SMART uses a science-based approach to emphasize self-empowerment and self-reliance, and each session is led by volunteer SMART Recovery facilitators. SMART offers both in person and online sessions.	


Name	Contact Information	Hours	Description	Feedback/Notes
Mental Health Resources (continued)				
Rideauwood Addiction and Family Services	613-724-4881 www.rideauwood.org 312 Parkdale Avenue, Ottawa, ON, K1Y4X5	Monday – Friday 08:30-16:30	Offers a variety of counselling services for individuals struggling with substance or gambling addictions.	
Youth Services Bureau of Ottawa	General Inquiries and Walk- in Counselling: 613-562- 3004 Crisis Line: 613-260-2360 (for youths 12-18, or adults concerned about youths 12- 18) ysb.ca (includes online crisis chat for youths 12-18, or adults concerned about youths 12-18) Drop-in: 147 Besserer Street, Ottawa	Walk-in counselling: Monday – Friday 12:00-18:00, Saturday – Sunday 13:00-18:00 Crisis Line/Chat: 24/7	Offers walk in counselling services for youth aged 12 to 20 experiencing minor to moderate concerns, and a crisis line and online chat for immediate assistance to youths aged 12-18. Also offers housing and employment services for youth up to 20 years of age	

Name	Contact Information	Hours	Description	Feedback/Notes
Mental Health Resources (continued)				
Big White Wall	bigwhitewall.ca	24/7	A supportive, anonymous forum community enabling anyone to express themselves, monitored 24/7 by clinically trained “Wall Guides”. Free to use if Ontario postal code entered, though it does require an individual to create an anonymous account.	Verification note: This is a monitored forum-based community, therefore the individual using it must ensure they maintain their anonymity if this is important to them. Not a crisis resource, but may be useful for ongoing support and making connections with other individuals struggling with similar mental health problems.
YouthSpace	778-783-0177 (text only) Online chat: youthspace.ca	Monday – Sunday 21:00-03:00	Offers online and text-based chat to support and listen to individuals under 30, as well as email counselling. Response time may occasionally take up to an hour for the text and online chats. Will reply to all chat requests made before closing. Not a crisis resource. <u>If text service used, will be visible on phone bill. Not advisable for anyone not paying their own phone bill.</u>	
Tel-Aide Outaouais	(613) 741-6433 telaideoutaouais.ca	24/7	Confidential listening and crisis intervention service available by telephone to Francophones.	Verification note: Did not reply to verification email. When called at 20:30 on 2020/01/09 for verification, the Foot Patrol caller was automatically placed on hold for fifteen minutes, and then decided to hang up. <u>Foot Patrol does not recommend prioritizing the use of this resource, as they are potentially unreliable.</u>


Name	Contact Information	Hours	Description	Feedback/Notes
Mental Health Resources (continued)				
Maison Fraternité	613-741-2523 www.maisonfraternite.ca/ 242 Cantin Road, Ottawa, ON, K1L6T2	24/7	Offers in person individual and group therapy for francophone individuals in Ottawa struggling with alcohol or drug addictions. Long term programs are available. The five Maison Fraternité locations are detailed on their website.	
Schizophrenia Society of Ontario	1-855-449-9949 www.schizophrenia.on.ca/ Programs-and-Services/Ask-the-Expert 1145 Carling Avenue, Room 3328 Ottawa, ON, K1Z7K4	Monday – Friday 09:00-17:00	The Schizophrenia Society of Ontario’s Ask the Expert service assists people living with schizophrenia and psychosis and their families across Ontario through telephone, online, and in-person support, resources, and services. Staffed by a team of counsellors. Not a crisis resource, and callers are requested to leave a message by an automated phone system for a counsellor to call back.	


Supports for Marginalized Individuals/Groups				
 Ojigkwanong Centre	(613) 520-5622 carleton.ca/indigenous/about-us/ojigkwanong 228 Paterson Hall, Carleton University	Monday – Friday 08:30-16:30	Provides a “home away from home” for Indigenous students.	



Name	Contact Information	Hours	Description	Feedback/Notes
Supports for Marginalized Individuals/Groups (continued)				
 CUSA Mawandoseg Centre	(613) 520-2600 ext. 1268 cusaonline.ca/mawandosegcentre 314A University Centre, Carleton University	Varies/Changes Often	Addresses Indigenous needs around the university, and offers a space of learning for non-Indigenous individuals seeking to connect and learn about Indigenous cultures and histories.	
 CUSA Carleton Disability Awareness Centre	(613) 520-2600 ext. 6618 cusaonline.ca/cdac 424 University Centre, Carleton University	Varies/Changes Often	Seeks to change attitudes toward disability by challenging misconceptions through a variety of events and programming, while supporting students with disabilities.	
 CUSA Racialized and International Student Experience Centre	(613) 520-2600 ext. 1621 cusaonline.ca/rise 316A University Centre, Carleton University	Varies/Changes Often	Provides a space for Carleton students of all racial, ethnic, cultural, and international identities through peer-to-peer dialogue, programming, and support.	
 CUSA Womxn's Centre	(613) 520-2600 ext. 2712 cusaonline.ca/womxnscentre 308 University Centre, Carleton University	Varies/Changes Often	The Womxn's Centre aims to be a safe(r) space for those who identify as womxn but also anyone interested in gender-based issues, offering free male/female condoms, pregnancy tests, menstrual products, and a variety of resources and materials.	

Name	Contact Information	Hours	Description	Feedback/Notes
Supports for Marginalized Individuals/Groups (continued)				
 CUSA Gender and Sexuality Resource Centre	(613) 520-3723 cusaonline.ca/gsrc 427 University Centre, Carleton University	Varies/Changes Often	The Gender and Sexuality Resource Centre aims to be a safe(r) space for Carleton students of all gender identities and sexual orientations through education, advocacy, and support.	
LGBTQ+ YouthLine	Call: 1-800-268-9688 Text: 647-694-4275 (text “Hi”, automated system will ask for age bracket and gender identify, and then connect the person to a volunteer) Online chat: youthline.ca	Sunday – Friday 16:00-21:30	LGBT YouthLine is a queer youth-led organization that affirms and supports the experiences of LGBT2SQ+ youth (16-29 years old) by offering peer support, resources, and referrals over the phone, text, and online chat. All volunteers are LGBT2SQ+ peers. Not a crisis resource.	Verification note: Suggest not using askus@youthline.ca email listed on their website, as no reply received. For text service, recommend starting conversation with “Hi”, as the automated system that places the individual in a cue to be answered by a volunteer is unable to process longer messages.
Trans Lifeline	(877) 330-6366	10:00-05:00, 7 days a week	Trans Lifeline is a hotline run by transgender people for transgender people to provide support and resources in a crisis. May be open during other hours as well, depending on volunteer availability.	Verification note: No queue functionality built into the phone system, so callers unable to connect should call back later.
Kind Space	613-563-4818 kindspace.ca 222 Somerset Street W., suite 404	Monday – Thursday 12:00-21:00 Friday: 14:00-23:00	Offers accessible resources, events, social and educational programming, and a community space to celebrate and support people of all sexual orientations, gender identities and expressions. Not a crisis resource.	Verification note: Hard to reach by phone, prefer people walk in.





Name	Contact Information	Hours	Description	Feedback/Notes
Supports for Marginalized Individuals/Groups (continued)				
Naseeha Muslim Youth Helpline	Call/Text: 1-866-627-3342 naseeha.org	Helpline: 12:00-21:00, 7 days a week Text: Monday - Friday 12:00-21:00	Provides peer support to Muslim youth over phone, text, and online chat service.	
Assaulted Women's Hotline	1-866-863-0511 TTY: 1-866-863-7868 awhl.org	24/7	Provides crisis counselling, safety planning, emotional support, information, and referrals to all women who have experienced any form of abuse.	
Fem'aide	1-877-336-2433 femaide.ca	24/7	Provides support, information, and referral to appropriate front-line services to French-speaking women who have experienced gender-based violence.	Verification note: Suggest not using feedback form on Fem'aide's website to contact them, as no reply received from this form during the verification process.
Talk4Healing	1-855-554-4325 Online chat: talk4healing.com	24/7	Talk4Healing is a culturally grounded, fully confidential helpline for Indigenous women available in 14 languages across Ontario. They offer a 24/7 phone line, online chat, and text service.	Verification note: Suggest not using the text service, as Foot Patrol encountered issues sending a text to Talk4Healing's number. We recommend calling or using the online chat feature on their website to contact this resource.



Sexual Assault Resources				
 Carleton Sexual Assault Support Centre	(613) 520-5622 3800 Carleton Technology and Training Centre, Carleton University	Monday – Friday 08:30-16:30	Provides referrals, safety planning, supporting documentation for academic accommodation, and peer support for victims of sexual violence.	

Name	Contact Information	Hours	Description	Feedback/Notes
Sexual Assault Resources (continued)				
 Carleton Sexual Assault Support Line	(613) 620-1030	08:00-00:00, 7 days a week	Confidential peer support line designed to support sexual assault survivors at Carleton.	
Sexual Assault Support Centre of Ottawa	Support/Crisis Line: (613) 234-2266 TTY: (613) 725-1657 Informational Line: (613) 725-2160 sascottawa.com	Crisis Line: 24/7 Counselling: By appointment	Provides feminist counselling and support for sexual assault survivors in the form of a support/crisis line, individual counselling, group counselling, and other in person support programs.	Verification note: Suggest calling for informational purposes, as Foot Patrol did not receive a reply over email.
Ottawa Rape Crisis Centre	Crisis Line: (613) 562-2333 Informational/Counselling Appointment: (613) 562-2334 (counselling director Sakinna can be reached at ext. 30 or sakinna@orcc.net for appointment) orcc.net	Crisis Line: 7 days a week, ideally 24 hours a day but limited by volunteer shortages. Informational Line and other services: Monday to Friday 09:00-17:00	Provides support for sexual assault survivors through a crisis line and individual, group, and support member counselling.	Verification note: <u>This crisis line is NOT 24/7</u> due to volunteer shortages. If leaving a message on the crisis line, indicate whether a call back is desired. There is only one line available for the crisis line, so callers unable to connect should call back later. Foot Patrol does not recommend using this resource in a crisis due to gaps in the crisis line's service.
Le centre d'aide et de lutte contre les agressions sexuelles de l'Outaouais (CALAS)	819-771-1773 Toll Free: 1-866-757-7757 www.calas.ca	Monday – Friday 08:30-16:30 Hours for summer: 09:00-16:00	Offers confidential and free individual and group counselling and accompaniment to hospital, court, and other destinations for francophone survivors of sexual violence.	


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Health Resources				
 Carleton Health and Counselling Services	(613) 520-6674 carleton.ca/health 2600 Carleton Technology and Training Centre (CTTC), Carleton University	Monday - Friday 08:30-15:45 or 08:30-16:30 by appointment	Provides health and counselling services for individuals with physical or mental illnesses.	
 Carleton Sport Medicine Clinic	Sports Medicine: (613) 520-3510 Physiotherapy: (613) 520-3511 carletonsportmed.com Ice House, Carleton University	Physio: Mon-Thurs 07:00-19:00, Fri 07:00-16:00 Sport Medicine: Mon-Thurs 08:00-16:00, Fri 09:00-15:00	Clinic specializing in the diagnosis and treatment of athletic injuries.	
Ottawa Hospital – General/Civic Campus	(613) 722-7000 TTY: (613) 761-4024	24/7	Hospital in Ottawa.	
Children’s Hospital of Eastern Ontario	(613) 737-7600	24/7	Hospital for youth in Ottawa.	
Telehealth Ontario	1-866-797-0000 TTY: 1-866-797-0007	24/7	Telehealth Ontario is a free, confidential service that provides health advice and information, and directs callers to the most appropriate level of care for their concern. The phone line is staffed by registered nurses, and will not diagnose an illness or provide medicine.	

Name	Contact Information	Hours	Description	Feedback/Notes
Health Resources (continued)				
Sexual Health Ontario	sexualhealthontario.ca/en/find-clinic	Online Chat: Monday – Friday, 10:00-17:00	Offers an online locator to find the closest sexual health clinic to your location, and an online chat to answer questions about sexual health.	

Academic Advising and Support				
 Paul Menton Centre	(613) 520-6608 carleton.ca/pmc 512 University Centre, Carleton University	Monday – Friday 08:30-16:30	Provides and facilitates academic support to students with mental and physical disabilities.	
 Ombuds Services	(613) 520-6617 carleton.ca/ombuds 511 University Centre, Carleton University	Monday – Friday 08:30-16:30	Provides third party student support in regard to student/faculty disputes with the university and other student problems and concerns.	
 International Student Services Office	(613) 520-6600 carleton.ca/isso 128 University Centre, Carleton University	Monday – Friday 08:30-16:30	Provides support for international students.	
 Awards and Financial Aid	(613) 520-3600 carleton.ca/awards 202 Robertson Hall, Carleton University	Monday – Friday 08:30-16:30	Provides financial aid and award information.	

Name	Contact Information	Hours	Description	Feedback/Notes
Academic Advising and Support (continued)				
 Centre for Student Academic Support	(613) 520-3822 carleton.ca/csas 4th Floor MacOdrum Library, Carleton University	Mon, Wed, Fri 10:00-16:30 Tues, Thurs 10:00-19:00	Provides academic support in the form of individual support, workshops, events, and Peer Assisted Study Sessions.	
 From Intention to Action	(613) 520-2600 ext: 1028 carleton.ca/fita fitaction@carleton.ca 407 MacOdrum Library	Monday – Friday 08:30-16:30	Provides support to undergraduate and graduate students by helping them better manage stress and improve academic performance. The service is focused on navigating personal stressors that impact academic work. Interested students should email fitaction@carleton.ca to be scheduled for an intake interview, and must be registered in 1.5 credits and be willing to commit to 12 sessions of counselling. Not all students are accepted, but students will be referred to other services at the intake meeting if another service is decided to be more appropriate.	

Name	Contact Information	Hours	Description	Feedback/Notes
Shelters and Walk in Centres				
Shelter Placement Services through City of Ottawa	311 or 1-866-261-9799 TTY: (613) 580-2401	24/7	Ottawa has a number of shelters available for individuals with different needs and situations. Shelter placement services offered through the City of Ottawa identifies the ideal placement location for the individual in need, and can forward a caller to the appropriate organization to contact.	Note: If caller under 18, the City of Ottawa has a legal obligation to provide shelter.
Operation Come Home - Cactus Youth Drop-In and Resource Centre	(613)-230-4663 operationcomehome.ca/ programs/resources-drop-in 150 Gloucester St. Ottawa ON K2P 0A6 Canada	Mon-Fri 08:00-11:30	Operation Come Home offers employment, education, and housing support to youth in Ottawa. The Cactus Centre provides Ottawa's only morning drop-in centre for youth (16-25) to gain access to information and resources in order to develop individualized plans to help them integrate into the community and take control of their lives. Also has a small food bank on site.	

Name	Contact Information	Hours	Description	Feedback/Notes
Food Banks/Food Services				
 CUSA Food Centre	(613) 520-2600 ext. 2265 cusaonline.ca/foodcentre 302 University Centre, Carleton University	Varies/Changes Often	Provides an on-campus food bank and food resource centre, dedicated to ensuring food security for all students	
Ottawa Food Bank	(613) 745-7001 ottawafoodbank.ca/get-help 1317 Michael Street, Ottawa	08:00-16:00	Offers a community food program locator to direct individuals to their nearest emergency food resource. <u>People looking for food assistance should use the locator on their website to determine the closest community food program, and not go to the Ottawa Food Bank address.</u>	Note: Identification with the individual's address or a piece of mail with their name and current address is needed to access the food bank identified by the locator.

Information and Referral Services				
Empower Me (Carleton Undergrad Students Only)	1-844-741-6389	24/7	Empower Me is a mental health and wellness service paid for by all undergraduate students at Carleton University as part of their tuition. Callers are connected with trained counsellors who confidentially assess the issue(s) and plan a course of action for the individual, including referrals to outside experts that can assist via phone, online chat, or in person. Empower Me will cover some or all of the cost of support, which is outlined when developing a plan to address the issue. Students can call about any issue they're facing.	Note: Available only to Carleton University undergraduate students

Name	Contact Information	Hours	Description	Feedback/Notes
Information and Referral Services (continued)				
Connex Ontario Addiction, Mental Health, and Problem Gambling Treatment Services	1-866-531-2600	24/7	ConnexOntario provides free and confidential health services information and referrals for individuals experiencing problems with alcohol and drugs, mental illness and/or gambling.	
Community Information Centre of Ottawa	211 211ontario.ca (database of resources)	24/7	Provides information and referrals to community, social, health, and government services. If this resource guide has not provided you with the resources you were seeking, please call 211.	

Are we missing a resource? Fill out the Google Form located at <https://goo.gl/forms/Ea3o2frcW039Zf9O2> or email footpatrol@cusaonline.ca to suggest new resources or provide feedback!