

Useful resources

General Information

- **Ontario 211** is a free helpline that connects you to community and social services in your area, 24 hours a day, 365 days a year, in 150 different languages Dial 211 on your phone or <https://211ontario.ca>
- Dial **311** for all City of Ottawa services. <https://ottawa.ca/en/3-1-1>
- If people or companies are wishing to donate, or if community members are looking for some specific items, please email donations@ottawa.ca.
- For folks looking to volunteer to support Ottawa's COVID 19 response <https://communitysupport.covidresponse.ca/volunteer>
- The **Council on Aging of Ottawa** serves as a leading community voice for Ottawa's seniors in both official languages. <https://coaottawa.ca/special-covid-19-updates/>
- **Virtual income tax clinics** will be held on an interim basis to help complete tax returns while still following physical distancing guidelines <https://www.canada.ca/en/revenue-agency/campaigns/covid-19-update/covid-19-outreach-liaison-officer-services/virtual-clinics.html>

Physical and Mental Health Supports

- **Kids Help Phone** – 24 hours a day, 365 days/year, offering professional counselling, information and referrals and volunteer-led, text-based support to young people in both English and French. Connect by phone, text, mobile app or through our website 1-800-668-6868 <https://kidshelpphone.ca/>
- The Good Companions Centre has scaled up their **Seniors Centre Without Walls**: <https://thegoodcompanions.ca/programs-services/seniors-centre-without-walls/>
- **A Friendly Voice** <https://www.afriendlyvoice.ca/> which is a comfort line specifically for seniors.
- For a limited time, **CAA North & East Ontario (NEO)** will offer social check-in calls for those who are vulnerable or self-isolated during the COVID-19 pandemic. This service is available to the general public, not just CAA Members. <https://caaneo.ca/membership/social-check-in/>
- The Distress Centre of Ottawa and region, your local connection to mental health support and resources 24 hours/day, 365 days /year: www.dcootawa.on.ca or Distress 613-238-3311 Crisis 613-722-6914 or 1-866-996-0991
- First Nations and Inuit Hope for Wellness Help Line: **1-855-242-3310**

- Native Youth Crisis Hotline: **1-877-209-1266**
- For dental emergencies during this time, the **Ottawa Dental Society Emergency Services** will be coordinating a voluntary referral service; please call (613) 523-4185. For recipients of Ontario Works, please contact **Merivale Dental Clinic** at 613-580-9631
- **Telehealth Ontario** is a free, confidential service you can call to get health advice or information. A registered nurse will take your call 24 hours a day, seven days a week.
- **Wellness Together Canada** provides free online resources, tools, apps and connections to trained volunteers and qualified mental health professionals when needed - <https://ca.portal.gs/?lang=en-ca>
- **LGBT Wellbeing Check-in Program** for LGBT adults with disabilities (18+) and older adults (55+). To access the program, contact Good Companions at [613-236-0428](tel:613-236-0428) or info@thegoodcompanions.ca.
- **YSB Crisis Line:** The 24/7 Crisis Line & Chat services are for children and youth ages 18 and under who are experiencing a crisis, and for parents, guardians, caregivers, friends or service providers who are concerned about a young person in crisis. **For residents of Ottawa and Eastern Ontario, 24/7/365** <https://www.ysb.ca/services/ysb-mental-health/24-7-crisis-line/>
- **BounceBack** is a free, guided self-help program that's effective in helping people aged 15 and up who are experiencing mild-to-moderate anxiety or depression, or may be feeling low, stressed, worried, irritable or angry. <https://bouncebackontario.ca/>
- **Stronger Minds** by BEACON is a free digital program for all Canadians – to support your mental well-being through the COVID-19 crisis. https://www.mindbeacon.com/strongerminds?gclid=Cj0KCQjwhtT1BRCiARIsAGIY51JBhzzokDSE9Z9LIXfEGA8_2NFckRaGWBmjFxFWCUj3QjxQ6drQA5_saAoSFEALw_wcB -
- Counselling Connect provides free access to a same-day or next-day phone or video counselling session. This service is for children, youth, adults and families in Ottawa and the surrounding area. There is no waiting list. <https://www.counsellingconnect.org/>

Victims of violence and abuse

- Click here for [Services for Survivors of Violence During the COVID-19 Pandemic](#). This list will be updated frequently with changes to services and response in the sector as things unfold.
- **Elder Abuse Response and Referral Service** provides intake, information, consultation, referral, and support services for seniors at-risk or who are in an abusive situation.
613-596-5626 ext. 230
- **Unsafe at Home Ottawa** - a text and online chat tool that allows victims and survivors of domestic violence and abuse to get help and support. **Text (613) 704-5535**
Chat online unsafeathomeottawa.ca

Older adults, adults with disabilities and their caregivers

- Online referral site specific to COVID 19 response for **Community Support Services across Eastern Ontario** <http://communitysupport.covidresponse.ca/>
- **The Dementia Society of Ottawa and Renfrew County** is committed more than ever to our vision that no one should face dementia alone, and will continue to support people living with dementia and their caregivers during this unique and challenging time.
Contact us at
 - a. Caredove (very easy): <https://www.caredove.com/dementiasociety>
 - b. Website (no health card needed):
 - i. English: <https://dementiahelp.ca/get-help/request-for-help-professionals/>
 - ii. French: <https://dementiahelp.ca/get-help/demande-de-consultation/>Our Dementia Care Coach Support line is open Monday-Thursday 8:30am-8:00pm and Friday 8:30am-4:00pm.
 - Ottawa: 613-523-4004
 - Renfrew County: 888-411-2067To register for our weekly bulletin sign up here: <https://dementiahelp.ca/resources/news/>
- **Ontario Caregiver Helpline** provides caregivers with a one-stop resource for information and support. **1-833-416-2273 (CARE)**
- <https://www.connectedcanadians.ca/> We connect older adults with technology training and support

Food Security

- **Mosques around the City** are providing delivery of food, medication or other essential items, and a friendly person to talk to. Contact: Malika Nouh at 819.576.4966 or Lubna Syed at 613.255.0870.
- **Bag Half Full YOW**, a free grocery delivery service during the COVID-19 pandemic operated by medical students from the University of Ottawa, serving the sick, elderly, self-isolating, and immunocompromised with limited ability to go out for groceries. There is no delivery or service fee. Payment for groceries is made via e-transfer, cash or cheque. Groceries are, generally delivered within 48 hours of receipt of the form. Visit <https://www.baghalffull.com> or call 613-863-5598 or 613-558-0229
- To support pet owners who may be experiencing financial hardship during the pandemic, the Ottawa Humane Society will offer a weekly drive-thru emergency pet food bank beginning Thursday, April 30 from 1-4pm. **Appointments are required, clients can request an appointment on line (preferred)** www.ottawahumane.ca/covid or by calling **613-725-3166 ext. 221**
- **Areas Food Cupboards**
All area food banks (Kanata, Nepean, West Carleton, Richmond and Stittsville) will deliver in collaboration with community members. Eligibility determined by each food bank.

Organization	Days/hours of operation	Taking on new clients?	Deliveries available?
Kanata Food Cupboard http://www.kanatafoodcupboard.ca/ (613) 836-7847	Call Mon-Fri from 9am – 12pm to book appointment Pick up times Mon-Wed-Thurs-Fri evenings and Tues afternoons	Yes	Yes. Tuesday evenings
FAMSAC https://famsac.ca/ (613) 820-5428	Leave voice message to place order Appointments available Tues-Wed evenings, Thurs morning, Sat afternoon	Yes	Yes. Monday - Friday in collaboration with clients
West Carleton Food Access Centre http://www.deeprootsfoodhub.ca/food-access-centre.html (613) 832-5685	Call to place order Mon-Wed-Fri 9am - 1pm Pick up hours Mon-Wed-Fri 2:30 – 3:30pm	Yes	Yes. In collaboration with clients
Richmond Food Bank 613-838-5397 ext.3	Leave voice message to place order. Volunteer calls back to book appointment.	Yes	Yes. Saturday mornings
Stittsville Food Bank https://www.stittsvillefoodbank.ca/ 613-831-0451	Call before Sundays at 3pm	Yes	Yes

- **Good Food Ottawa:** For COVID-19, this homepage is a resource for finding food; both for those struggling to buy food and for those more financially secure www.goodfoodottawa.ca.
- **In a Buggy**
<https://www.inabuggy.com/>
- **Instacart.ca**
Delivery for Loblaws, Your Independent Grocer, Real Canadian Superstore, Walmart, Shoppers' Drug Mart, Staples and M&M. <https://www.instacart.ca/grocery-delivery/ottawa-on>
- **Your Independent Grocer**
<https://www.yourindependentgrocer.ca/> Order online and pick-up in the parking lot in designated spots.
- **Loblaws**
www.loblaws.ca Order online and pick-up in the parking lot in designated spots.
- **Metro**
<https://www.metro.ca/en/online-grocery> Certain Metro locations offer telephone ordering for others you can go in and they deliver

- **Real Canadian Superstore**
<https://www.realcanadiansuperstore.ca> Order online and pick-up in the parking lot in designated spots.
- **Walmart**
<https://www.walmart.ca/en/scheduled-shopping/delivery> Order online and pick-up in the parking lot in designated spots.
- **Freshii** Essential Grocery Bundles, next day delivery or pick up at the Kanata location
http://www.kanatafreshii.ca/?gclid=EAIaIQobChMI0t_n_eT26AIVgeDICh2UKQoVEAAYASAAEgliefD_BwE