



Ottawa Community Resources



Ottawa Public Health (OPH)

- [OttawaPublicHealth.ca](https://ottawapublichealth.ca)

Ottawa Public Health COVID-19 Telephone Line: 613-580-6744

- This is a **general** information line about COVID-19 available:
- Translation is available in multiple languages.
- Follow the prompts to the COVID-19 telephone line.
- TTY: 613-580-9656.

OPH COVID-19 Case Management Team: 613-580-2424, ext. 74224

- For specific questions about your COVID-19 exposure, or if you need a referral to local community health services.
- There are community health services that can provide mobile testing (at your home), rides to medical appointments, food, and cleaning supplies.
- Monday to Sunday, 8:30 am to 6 pm, please have your reference # ready.

Ottawa Public Health Voluntary Isolation Centre (VIC): 613-580-2424, ext. 25890

OPHisolationcentre@ottawa.ca

- The VIC is for people who do not have adequate shelter or cannot self-isolate safely in their own homes. The location is confidential, meals are provided, and the cost is free. You can refer yourself for this service.

2-1-1

- 211oncovid19.ca
- Call for information about the full range of community, social, government, and health service programs available in Ottawa, and how to access them.

Ottawa Food Bank (OFB)

- ottawafoodbank.ca
- 613-745-7001
- Food deliveries are available for residents who are food insecure and cannot leave their homes. Call to request delivery.
- Monday to Friday, 8 am to 4 pm.

Medical Care

- COVID-19 symptoms can get worse quickly. If this happens, **don't wait to seek medical care.**

Ottawa COVID-19 Care Clinics

- For adults, Monday to Friday, 8 am to 3:30 pm:
- Heron: 1485 Heron Road, Ottawa – [Click here to book an appointment](#) or call 613-288-5353*
- Moodie: 595 Moodie Drive, Ottawa – [Click here to book an appointment](#) or call 613-721-4722*
- Ray Friel: 1585 Tenth Line, Orléans – [Click here to book an appointment](#) or call 613-288-5353*

*Booking by phone is reserved for those who do not have internet access. These are **not** information lines.

CHEO Kids Come First COVID-19 Care Clinic

- For children six months to 18 years (infants less than six months of age must visit the CHEO Emergency Department).
- Available for in-person assessment and care of children and youth with acute illnesses, which includes new symptoms such as fever, cough, vomiting, belly pain, earache, or runny nose.
- [Brewer Park Arena: 151 Brewer Way, Ottawa](#) - or call 613-737-7600 (CHEO)

Important: If you are having difficulty breathing, shortness of breath, chest pain, or fainting, **call 9-1-1.**

Financial

Recovery Sickness Benefit (CRSB): 1-800-959-2019 or 1-800-959-2041

- [Canada Recovery Sickness Benefit \(CRSB\) – Canada.ca](#)
- For people who don't have paid sick leave and have to isolate or miss work because of COVID-19 and do not qualify for Employment Insurance (EI).
- Apply online through **CRAMyAccount**. You must apply within 60 days of missing work.

Mental Health

Ottawa Distress Line/ Help Line: 613-238-3311

- Available 24 hours a day, 7 days a week.

Mental Health Crisis Line: 613-722-6914

- Outside of Ottawa call toll free 1-866-996-0991
- Available 24 hours a day, 7 days a week.

Counselling Connect

- Counsellingconnect.org
- Provides quick access to a free phone or video session, available in English and French. This service is for everyone - children, youth, adults, and families. There is no waiting list.

Kids Help Phone: 1-800-668-6868 or text: 686868

- Provides support for children and youth.
- Available 24 hours a day, 7 days a week in English and French.

Good2Talk: 1-866-925-5454 or text: GOOD2TALKON to 686868

- good2talk.ca
- A free, confidential, and anonymous helpline providing professional counselling, information, and referrals for mental health, addictions, and well-being to **post-secondary students in Ontario**.

Ottawa Coalition to End Violence against Women

- Provides an encrypted text and chat service for victims of domestic violence.
- The text and chat lines are available 7 days a week, from 8:30 a.m. to midnight.
- Text **613-704-5535** or safely connect with help online at unsafeathomeottawa.ca.
- If you are in immediate danger or fear for your safety, call 9-1-1.
- The coalition works in partnership with Crime Prevention Ottawa, Interval House of Ottawa, and the Eastern Ottawa Resource Centre.

Elder Abuse Prevention Ontario

- eapon.ca
- Seniors Safety Line: 1-866-299-1011
- Provides confidential telephone support to seniors and their caregivers in moments of crisis or loneliness.
- If you are in danger right now, call **9-1-1** or your local police.

ConnexOntario

- connexontario.ca
- Mental Health Help Line: 1-866-531-2600
- Drug and Alcohol Help Line: 1-800-565-8603
- Provides free and confidential health services information for people experiencing problems with alcohol and drugs, mental illness, or gambling.