

Community support organizations for when someone needs help

Ottawa has many community and social services for people in need of support. When help is needed, some people are not comfortable or do not feel safe calling the police. This is a list of organizations you can call to connect someone to safety or to the support they need. Service times may change. Contact the service provider directly for the most up-to-date hours.

If you don't find what you are looking for on this list, call 2-1-1 for more information or visit their website.

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Centre 507: 613-233-5626

The Centre provides drop-in meals for those in need throughout the week.

Mondays, 9:00 - 10:30 a.m. and 12:00 p.m. to 3:30 p.m.

Tuesdays, 5:30 - 8:45 p.m.

Wednesdays, 9:00 - 10:30 a.m. and 12:00 p.m. to 3:30 p.m.

Thursdays, 9:00 - 10:30 a.m. and 12:00 p.m. to 3:30 p.m.

Fridays, 9:00 - 10:30 a.m. and 12:00 p.m. to 3:30 p.m.

Sundays, 12:30 p.m. to 2:45 p.m.

City of Ottawa Needle disposal: 3-1-1

The City picks up and disposes of used needles.

Mondays to Sundays, 24 hours a day.

City Community Support Services: 3-1-1

This City of Ottawa information line provides information about accessing emergency services and community resources & supports (ex. food programs, shelter, food banks, etc.).

Mondays to Sundays, 24 hours a day.

DOPE Response Centretown: 613-619-0543

DOPE Response Somerset West: 613-402-5189

This organization does drug prevention, education, and response. You can call them if you think someone has overdosed on drugs.

Mondays to Sundays, 5 p.m. to 11 p.m.

Mental Health Mobile Crisis Line: 613-722-6914

This phone line provides confidential listening and crisis intervention.

Mondays to Sundays, 24 hours a day.

Mobile Greeter and Overdose Prevention Response Team from SWCHC: 613-447-0029

This team helps with any form of harm reduction for people who use drugs in Somerset West.

Mondays to Sundays, 9:00 a.m. to 4:00 p.m.

Needle Exchange and Safer Inhalation Van: 613-761-0003

The NESI van offers harm reduction services for people who use drugs. This includes providing safer inhalation and injection supplies, collecting and disposing of used equipment, and non-judgemental peer support.

Mondays to Saturdays, 5:00 p.m. to 11:30 p.m.

Operation Come Home: 613-230-4663

Operation Come Home connects youth experiencing homelessness to resources to help them. This includes a drop-in centre that is open during mornings Monday to Friday. Give youth this number to connect them to help.

Salvation Army Van: 3-1-1

This outreach van provides transportation for people who are homeless or at-risk from the streets to a shelter.

Mondays to Sundays, 11:00 a.m. to 3:00 a.m.

STORM Van: 613-265-7558

This outreach van supports Indigenous women and is also available to any street-involved person. They provide food, clothing, and harm reduction services.

Mondays, 5:30 p.m. to 11:30 p.m.

Wednesdays, 5:00 p.m. to 12:00 a.m.

Thursdays, 5:00 p.m. to 12:00 a.m.

Fridays, 5:00 p.m. to 12:00 a.m.

Saturdays, 5:30 p.m. to 11:30 p.m.

Sundays, 5:30 p.m. to 11:30 p.m.

St. Luke's Table Drop-In Centre: 613-234-6287

This Centre provides meal programs and counselling services at 760 Somerset Street West.

Mondays, 8:00 a.m. to 2:30 p.m.

Tuesdays, 8:00 a.m. to 2:30 p.m.

Wednesdays, 8:00 a.m. to 1:00 p.m.

Thursdays, 8:00 a.m. to 2:30 p.m.

Youth Services Bureau: 613-260-2360

This crisis line and chat service provides 24/7 help for children and youth ages 18 and younger who are in crisis. This line is also for parents, caregivers, friends, or service providers who are concerned about a young person in crisis.

Mondays to Sundays, 24 hours a day.