



YOUTH SERVICES BUREAU OF OTTAWA



Services for youth 12 and up
and their families

613-729-1000
www.ysb.ca

YSB SERVICES

Created in 1960, the Youth Services Bureau of Ottawa provides life-changing services for youth aged 12 and older. Our services support young people and their families as they resolve complex issues.

2 YOUTH ENGAGEMENT PROGRAM

4 MENTAL HEALTH SERVICES

7 COMMUNITY & HOUSING SERVICES

10 YSB EMPLOYMENT SERVICES

12 YOUTH JUSTICE SERVICES

WHO WE ARE

The **Youth Services Bureau of Ottawa (YSB)** is one of the largest non-profit agencies serving youth in Ottawa and is a registered charity.

YSB's highly trained staff members provide a safe, non-judgmental environment for youth where they are valued and engaged.

YSB serves between 2,500 and 3,000 young people and families every month. Our services are accessible by public transit, with sites across Ottawa.

Contacts

Head Office

2675 Queensview Drive
613-729-1000
headoffice@ysb.on.ca

Facebook.com/ysb.bsj
Twitter/ysb_bsj

NEED TO TALK TO SOMEONE RIGHT AWAY?

24/7 Crisis Line

For children, youth and families
613-260-2360 or 1-877-377-7775 (toll-free for Eastern Ontario)
crisis@ysb.on.ca

For more copies of this booklet or YSB publications, contact:

Communications

613-729-0577 x1206
communications@ysb.on.ca

Interested in building a career with YSB?

Contact: www.ysb.ca/careers

YSB Charitable Foundation

You can help us make an impact. Please contact:

YSB Charitable Foundation

613-729-0577 x1262
foundation@ysb.on.ca

YOUTH ENGAGEMENT PROGRAM

Youth Advisory Committees and Peer-to-Peer Services:

Each committee reflects a youth community in Ottawa. We aim to provide service, advocacy, and awareness to and for these communities through the work we do. Across YSB's wide spectrum of youth engagement services, the following teams and committees are presently operating. They focus on advocating and creating programs and services for youth living in Ottawa.

See www.yzb.ca/youth for the latest information.

Rainbow YAC

Rainbow Youth Advisory Committee aims to empower youth from the lesbian, gay, bisexual, trans, queer & gender queer (LGBTQ+) community through the implementation of events and workshops that educate this group as well as provide a safe(r) space for them to come together, share, dance, learn, and connect.

Ethno-Cultural YAC

Ethno-Cultural Youth Advisory Committee focuses on creating a more culturally sensitive Ottawa by educating teachers, youth workers, and the general public on the barrier newcomer youth face. EYAC also hosts spaces that empower individuals for their diverse backgrounds by hosting events that celebrate cultural diversity. EYAC also supports newcomer youth directly through skills development and assistance with their integration into Canada.

Sexual Health Advisory Group

Sexual Health Advisory Group (SHAG) promotes sex positivity as well as harm reduction

methods to safer sex. SHAG hosts many events that focus around positive self-image and the importance of healthy relationships that we have in our life. Some of their annual events include SHAG with Pride and SHAG Cupid. This committee is facilitated in partnership with our Health Services, specifically with guidance from the HIV-AIDS Prevention Program.

Purple Sisters

Purple Sisters Youth Advisory is a committee of young women who reach out to other young women with the goal of empowering one another. They host monthly events at YSB's Young Women's Space that engage and celebrate young women, create resources, and deliver workshops to the community. They bring their voice to issues that affect them.

Art Messengers

Art Messengers is a youth committee that uses art as a tool to showcase the strengths of youth who access the YSB Drop-In. The art messengers host weekly workshops that invite youth to explore various

forms of artistic expression and work in partnership with the arts organizations, MASC.

Westend Youth Motivators

Westend Youth Motivators are a committee of youth from diverse cultural backgrounds, who are committed to making a difference within the Pinecrest-Queensway area neighbourhoods. Our focus is to identify issues related to youth by bringing awareness and advocacy to youth, service providers, and other decision makers.

Mirthful Minds

Mirthful Minds works towards decreasing stigma associated with mental illness. It brings a youth voice through collaborative conversation within the Ottawa community in hopes of creating and promoting healthier ways to support youth and their families around their mental health.

Spectrum Youth Leaders

Spectrum Youth Leaders are a group of youth volunteers that provide peer-to-peer leadership to the weekly Spectrum Drop-In program. Spectrum Drop-In provides services to LGBTQ+ youth in Ottawa including workshops, discussion groups, and art collaborations, as well as counseling services, peer mentoring, and primary care resources.

Hep-C Youth Team

Hep-C Youth Team focuses on the education of the harms of hepatitis-C and the ways it is transferred. Using engaging means of outreach, this peer-to-

peer education team educates youth on harm reduction. This includes how to keep themselves safe and healthy when engaging in activities that have the risk of hepatitis-C transfer.

Immigrant Youth Employment Program

Immigrant Youth Employment Program (IYEP) provides peer-based bridging in promoting employment readiness supports and employment service links to high-risk immigrant youth. IYEP targets high-risk immigrant youth aged 15 to 24.

Contacts

Youth Engagement Program

613-241-7913 x405

Sexual Health Advisory Group

613-241-7913 x413

Ethno-cultural YACs

613-241-7913 x410

MENTAL HEALTH SERVICES

YSB is accredited by Children's Mental Health Ontario and has a team of experienced counsellors, supported by psychologists and psychiatrists. They offer welcoming, non-judgmental services for youth and families. All services are free.

YSB's Youth Mental Health Services

2301 Carling Avenue

East of Lincoln Fields
Transitway Station

613-562-3004

Youth Mental Health Walk-in Clinic

613-562-3004

This walk-in clinic offers direct access to a single counselling session for youth 12 to 20 years of age, and/or their parents, without having to make an appointment. Open Thursdays from noon to 8 PM (check www.ysb.ca for more clinic days). Last appointment at 6 PM.

Youth and Family Counselling

613-562-3004

This service offers youth (ages 12 to 17) and their families the chance to address issues like family conflict, relationships, anxiety, depression, violence, sexual orientation, loss and bereavement. Parents and youth can meet with counsellors for family sessions, or arrange one-on-one counselling.

Brief Counselling

Counselling services for youth aged 12-18 and/or their parents or caregivers. Includes up to five sessions.

Need help now? Call our 24/7 Crisis Line

613-260-2360 (local)

1-877-377-7775 (toll-free)

If you're under 18, or a parent or concerned adult, you can call the Crisis Line now—day or night. The **24/7 Crisis Line** is an entry point to our Integrated Crisis Response Services for children, youth and parents in Eastern Ontario. They include home-based crisis support in the Ottawa area, with a mobile counselling team, a residential crisis unit for short stays, and referrals.



Intensive Family Support

613-562-3004

An intensive, home-based, family preservation program that promotes positive behavioural change in youth (ages 12 to 18) who are at risk of out-of-home placement because of significant anti-social behaviour.

Wraparound Ottawa

613-562-3004

Wraparound helps families and individuals up to the age of 18 to create a team of friends, community members and professionals to support them in dealing with complex problems. Families/individuals are referred through the Coordinated Access Committee.

School-based Programs

613-789-7222

YSB offers school-based mental health services in partnership with the Conseil des écoles publiques de l'Est de l'Ontario and the Conseil des écoles catholiques du Centre-Est.

Centre éducatif/ Day Treatment

This academic and therapeutic day treatment program is for francophone teens from ages 12 to 15 whose behaviours are interfering with their success in school. Referrals for this program are school-driven and managed through the Coordinated Access Committee.

L'Intersection

L'Intersection's conflict resolution process steers youth away from the justice system. It's available to francophone students who have committed an offence on school premises. Referrals come from school authorities or the police.

La Relance

This academic and clinical support program helps francophone students return to a regular academic program after expulsion or long-term suspension. Referrals are made by the school to the school boards.

School-based Mental Health Services

School-based brief counselling services offered in dedicated schools in Ottawa. Includes up to five sessions.

Contacts

Crisis Services, Intake

613-562-3004 x244
crisis@ysb.on.ca

Crisis Services (Residential)

613-722-4802 x500

Youth and Family Counselling Walk-in Clinic

613-562-3004 x235

Intensive Services and Wraparound

613-288-1588 x227

School-based Programs

613-789-7222



COMMUNITY & HOUSING SERVICES

COMMUNITY &
HOUSING SERVICES

COMMUNITY & HOUSING SERVICES

If you're struggling to meet some of your basic needs, YSB's community services provide food, shelter, safety and health services. The Downtown Drop-in is a safe and welcoming place for youth living on the streets or in poverty—it opens doors and changes lives.

Downtown Services and Drop-In

147 Besserer St.

613-241-7788

If you're 12 to 20 years old, drop in for lunch, showers, supplies and access to housing. Open Monday to Friday from 12 PM to 6 PM and Saturday and Sunday from 1 PM to 6 PM.

Youth Health Clinic

147 Besserer St.
613-241-7913 x222

If you're 16 to 24, visit this walk-in clinic for easy access to free health care, including dental and sexual health care, addictions counseling and groups offered. No health card needed.

Open Monday to Friday from 12:30 PM to 5:30 PM.

Ethno-cultural Community Program

613-241-7788 x410
Immigrant youth and families can contact this program for support in a crisis and access to community resources.

HIV/AIDS and Hepatitis C (HCV) Prevention Education Program

613-241-7788 x409 or 413
This program offers workshops and resources to inform youth about HIV/AIDS and Hepatitis C (HCV).

Housing and Shelter

Housing and shelter at YSB is much more than a place to live. We offer services for young people in a variety of life situations.

Evelyn Horne Young Women's Shelter

613-789-8220
The YSB young women's shelter offers safe housing for women aged 12 to 20, 365 days a year.

Young Men's Shelter

613-907-8975
The YSB young men's shelter offers safe housing for men aged 12 to 20, 365 days a year.

Transitional Housing Program for Young Women

613-789-8220

For ages 16 to 20, transitional housing offers young women an affordable bachelor apartment for up to one year and support to achieve the skills to live on their own. Apply at the Drop-in at 147 Besserer St., or online at www.ysb.ca/housing.

Transitional Housing Program for Young Men

613-907-8975

For ages 16 to 20, transitional housing offers young men an affordable bachelor apartment for up to one year and support to achieve the skills to live on their own. Apply at the Drop-in at 147 Besserer St., or online at www.ysb.ca/housing.

Long-term Housing Program

613-729-0577 x1247

This program is a stepping stone to living independently, offering affordable housing and the support to make that transition. Apply at the Drop-in at 147 Besserer St., or online at www.ysb.ca/housing.

Housing Plus and Trusteeship

613-241-7913 x331

Housing Plus helps youth ages 16 to 20 to find and maintain safe housing and know their rights. Trusteeship helps 16 and 17 year olds receive Ontario Works benefits. In person at 147 Besserer St., Tuesday to Friday 12 PM to 5:30 PM.

Contacts

Downtown Drop-in

613-241-7788

besserer@ysb.on.ca

Health Services

613-241-7788

Young Women's Shelter

613-789-8220

shelter@ysb.on.ca

Young Men's Shelter

613-907-8975

youngmenshelter@ysb.on.ca

EMPLOYMENT SERVICES

Finding a job can be stressful and frustrating at times, but we can make it easier for you to successfully enter or re-enter the workplace. Employment Services offer job seekers of all ages support to prepare for the job market and find employment. Services include career counselling, interview preparation, job fairs, and job placements. We also work with employers to match people and job opportunities.

1355 Bank St., Suite 703

613-236-8244

www.ysbemploymentservices.ca

301 Moodie Dr., Suite 203

ITO 2.0

613-688-0440

www.itoottawa.com

Summer Jobs Service (SJS)

Free job-search and self-marketing support is available through Employment Ontario Summer Jobs Services agencies to help students find summer jobs. A \$2-per-hour-per-student hiring incentive is available for eligible Ontario employers to create summer job placements.

Youth Opportunities Strategy Jobs for Youth (YOS)

Provides young people who are 15-18 years of age with jobs so they can get real work experience. The program includes six weeks of employment and a week beforehand to learn about résumés, interviews, and other useful life skills. Includes a week of post-employment support.

Youth Employment Fund (YEF)

If you are unemployed, not in school full-time, and between 15 and 29 years of age, Ontario will do more to help you connect with employers and get a job placement of four to six months. We will provide incentives to employers to help cover the cost of wages and training for new hires and help youth cover costs like transportation or tools required for the job.

Job placements will provide more opportunities for youth to build skills and confidence, get valuable work experience, and connect with employers.



Contacts

YSB Employment Services

613-236-8244

ITO 2.0

613-688-0440

Summer Jobs Service

613-236-6457 x1526

Youth Opportunities Strategy—Summer Jobs for Youth

613-236-6457 x1536

sjfy@ysb.on.ca

YOUTH JUSTICE SERVICES

YSB's youth justice programs provide young men the knowledge, training and counselling they need to make positive life choices. Our residential programs at the William E. Hay Centre and Sherwood Centre help youth in conflict with the law complete high school credits and receive valuable life skills training. The Youth Services Bureau focuses on helping youth make a positive transition back into the community.

William E. Hay Centre

613 738-7776

The Hay Centre is a 40-bed residence for male youth ages 12 to 17 in pre-trial detention or post-trial secure custody.

Livius Sherwood Detention and Custody Centre

613-523-5812

The Sherwood Centre is an 8-bed residence for male youth ages 12 to 17 in pre-trial detention or post-trial open custody.

One-on-One Anger Management Program

613-738-2104 x222

This program provides four one-on-one sessions to address the links between anger and action and teach healthy ways to express anger. By referral only.

Youth Mental Health Court Worker

613-738-2104 x224

This program redirects youth with mental health issues who are in conflict with the law towards the programs and services they and their families need. By referral only.

Community Reintegration Program

613-738-2104 x227

This voluntary program helps youth in custody to create healthier relationships and build a better future. It can include individual, couple and family counselling and access to housing, health and employment services offered by YSB. By referral only.

For referral information, please contact the appropriate program coordinator.

Contacts

Youth Justice Services
613-738-2104

Sherwood Centre
613-523-5812 x222
sherwood@ysb.on.ca

Anger Management Program
613-738-2104 x222
youthinconflict@ysb.on.ca

**Youth Mental
Health Court Worker**
613-738-2104 x224
courtworkermh@ysb.on.ca

**Community
Reintegration Program**
613-738-2104 x227

For the most up-to-date program and contact information,
please visit YSB's website at **www.ysb.ca**.

www.ysb.ca

Services are offered in English and French
YSB is accredited by Children's Mental Health Ontario

Head office

2675 Queensview Drive, Ottawa, ON K2B 8K2
headoffice@ysb.on.ca | 613-729-1000 | www.ysb.ca