



## 24/7 Crisis Line

**Phone:** 613-260-2360 or 1-877-377-7775 (toll free for Eastern Ontario)

**Email:** [crisis@ysb.on.ca](mailto:crisis@ysb.on.ca)

We've all had a crisis. Whether you're stressed, depressed, or just can't take it anymore—you are not alone. The Youth Services Bureau's 24/7 Crisis Line is here for you. Whatever the problem, you can talk to someone who understands and who wants to help you. No one should ever suffer alone, which is why we've made it easy for you to get in touch with us. We're just one call away.

### How to access the service

The 24/7 Crisis Line service is 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.

**Service Hours: 24 hours a day, 7 days a week, 365 days a year**

**Mobile interventions:** Monday – Friday: 4:30 p.m. to midnight; Saturday and Sunday: 11:00 a.m. to 11:00 p.m.

Help may include:

- Supportive listening
- Immediate crisis counselling on the phone
- Information on resources and service providers in your community
- Referrals to child and youth service providers in your community
- A home-based intervention (in Ottawa only)
- Short-term follow-up service

The Residential Crisis Service is included in the continuum of services and is available for youth ages 12 to 15, for a stabilizing period of up to five days. A crisis alert and follow-up program is also offered for professionals in the community.

For more information, contact the program coordinator.

**Contact:** Diane Martin

**Phone:** 613-562-3004 ext. 244

### Residential Crisis

**Phone:** 613-722-4802 ext. 500

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