

YSB'S MENTAL HEALTH SERVICES *Building from inner strength to hope*

“Kids today are facing some really tough, complex situations—and our job is to help them make effective and positive lifestyle decisions,” says registered social worker Maureen Davidson, coordinator of YSB’s counselling services program. “We bring in as many people as we need to support the youth and ensure his or her best interests are considered.”

One in five young people under the age of 20 has a mental health issue. But only one in six of those get the help they need. Whether a young person is depressed, feels worthless, has experienced bullying or trauma, is overcoming addiction or an eating disorder, or has a diagnosed mental illness, the Youth Services Bureau of Ottawa (YSB) can provide help. YSB’s mental health services represent a safety net in a difficult world.

Research shows that even one caring adult can have a positive influence on the life of a teen who needs help. YSB’s frontline counsellors draw on strong community networks, other professionals, and families themselves to make sure that young clients are not alone as they negotiate their teenage years.

In times of crisis, YSB’s support starts with a 24-hour bilingual crisis line for children, youth and their parents. Crisis workers respond to each call depending on the need—drawing from a toolbox that includes immediate counselling, a mobile team that can visit the young person or their family, and a residential facility for stays of up to five days. For the longer term, youth and families are assigned a counsellor or may be eligible to access a specialized program.

By including youth and parents as full participants, YSB helps young people and supports families as they deal with mental health issues. Counsellors also help their clients access other services within YSB and other community agencies.





HELP RIGHT NOW

Youth and parents can phone the Crisis Line 24 hours a day, 7 days a week for immediate help, resources, referral information, and counselling services. Service is available in both English and French. **CRISIS LINE: 613-260-2360 OR TOLL FREE 1-877-377-7775**

HELP FOR THE LONG TERM

YSB counsellors work with young people and their families, at a convenient time and place, to help them make positive change in their lives, feel good about themselves and cope with difficulties.

HELP WITHIN FAMILIES

Intensive home-based support is offered to families facing more complex issues, from criminal behaviour to conflicts at home or at school.

HELP AT SCHOOL

YSB works with a number of Ottawa's schools to promote mental health and support the schools' capacity to respond to their students' needs, foster youth engagement and provide support to help students succeed.

For more information, contact: 613-562-3004

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