



YOUTH  
SERVICES  
BUREAU  
OF OTTAWA

SERVICES FOR YOUTH  
AND THEIR FAMILIES  
TEL: 613-729-1000  
info@ysb.ca | www.ysb.ca

24/7 CRISIS LINE:  
613-260-2360  
Toll-free for Eastern Ontario:  
1-877-377-7775  
chat.ysb.ca

**THE YOUTH  
SERVICES BUREAU  
OF OTTAWA  
PROVIDES LIFE-  
CHANGING SERVICES  
FOR YOUTH AND  
THEIR FAMILIES. OUR  
SERVICES SUPPORT  
YOUNG PEOPLE  
AND THEIR FAMILIES  
AS THEY RESOLVE  
COMPLEX ISSUES.**

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 MORE THAN **3,000 YOUNG PEOPLE** AND  
FAMILIES EVERY MONTH. OUR SERVICES ARE ACCESSIBLE  
BY PUBLIC TRANSIT, WITH SITES ACROSS OTTAWA.

For the most up-to-date program and contact information, please visit  
YSB's website at [ysb.ca](http://ysb.ca). Services are offered in English and French. YSB is  
accredited by the Canadian Centre for Accreditation.

# IMPACT TOMORROW, TODAY

YSB UNDERSTANDS THAT **ALL YOUNG  
PEOPLE ARE UNIQUE**, AND OUR  
DEDICATED COUNSELLORS AND YOUTH  
WORKERS ARE HERE TO HELP THEM  
**DISCOVER THEIR OWN WAY,  
ONE DAY AT A TIME.**

OUR TRAINED, PROFESSIONAL STAFF DO  
MORE THAN OFFER PROGRAMS — WE CONNECT  
YOUTH TO OPTIONS, OPPORTUNITIES AND  
HOPE FOR THE FUTURE. WE GET RESULTS.  
YSB SETS HIGH STANDARDS FOR ITS  
PROGRAMS, USING PROVEN MODELS AND  
MEASURING THE RESULTS.

**YOU CAN  
MAKE A  
DIFFERENCE,  
TOO.**

#### PLACES YOU CAN GO

**147 BESSERER ST.:** Food, showers, health, housing, people who listen  
**2301 CARLING AVENUE:** Mental health services  
**1355 BANK ST.:** Job search, placement, and training  
**2675 QUEENSVIEW DRIVE:** Head office

#### EMERGENCY SHELTERS

**613-789-8220** (women)  
**613-907-8975** (men)

# YSB.CA

#### HEAD OFFICE:

613-729-1000 | [INFO@YSB.CA](mailto:INFO@YSB.CA) | 2675 QUEENSVIEW DRIVE

#### COMMUNICATIONS:

613-729-0577 X 1206 | [COMMUNICATIONS@YSB.CA](mailto:COMMUNICATIONS@YSB.CA)

#### SUPPORT A YOUNG PERSON: DONATE TODAY!

[WWW.YSB.CA](http://WWW.YSB.CA) | 613-729-0577 X 1262 | [FOUNDATION@YSB.CA](mailto:FOUNDATION@YSB.CA)

**YSB.BSJ** **YSB\_BSJ**

## 35 PROGRAMS 20 LOCATIONS ACROSS OTTAWA

### YOUTH ENGAGEMENT

YSB empowers youth by valuing what they have to say.  
We offer youth a chance to speak out about issues that are  
important to them and to educate the community about  
youth issues. We work as partners, sharing power instead  
of competing for it.

**CALL: 613-241-7913**

ALL SERVICES: 613-729-1000

### YOUTH EMPLOYMENT

YSB 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.

- JOB SEARCH SUPPORT
- JOB PLACEMENTS
- TRAINING

**CALL: 613-236-8244**

### YOUTH JUSTICE

Our expert and effective youth justice services can give  
you the knowledge, training, and counselling you need  
— empowering you to make positive choices and be a  
productive member of the community.

- RESIDENTIAL PROGRAMS
- MENTAL HEALTH COURT WORKER
- ANGER MANAGEMENT
- COMMUNITY REINTEGRATION

**CALL: 613-738-7776**

### COMMUNITY SERVICES

YSB community services are designed to provide food,  
shelter, safety, health services — and even a sense of  
belonging — for those who otherwise might go without.

- DOWNTOWN DROP-IN
- EMERGENCY SHELTERS
- HEALTH CLINIC
- TRANSITIONAL AND LONG-TERM HOUSING

**CALL: 613-241-7788**

### MENTAL HEALTH

Our team of experienced mental health experts provide a  
range of welcoming, non-judgemental services for you and  
your family.

- YOUTH MENTAL HEALTH WALK-IN CLINIC
- 24/7 CRISIS LINE FOR CHILDREN, YOUTH, AND  
FAMILIES
- ONLINE CRISIS CHAT SERVICE
- YOUTH AND FAMILY COUNSELLING
- SCHOOL-BASED PROGRAMS

**CALL: 613-562-3004**

NEED TO TALK TO SOMEONE RIGHT AWAY?  
**24/7 CRISIS LINE AND ONLINE CRISIS CHAT**  
For children, youth and families **613-260-2360**  
or **1-877-377-7775** (toll-free for Eastern Ontario)  
**CHAT.YSB.CA**