



**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.**

YSB.CA



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.

CONTACTS

HEAD OFFICE

2675 Queensview Drive
613-729-1000
info@ysb.ca
[Facebook.com/ysb.bsj](https://www.facebook.com/ysb.bsj)
[Twitter.com/ysb_bsj](https://twitter.com/ysb_bsj)

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

FOR MORE COPIES OF THIS BOOKLET OR YSB PUBLICATIONS, CONTACT:

COMMUNICATIONS

613-729-0577 x 1206
communications@ysb.ca

INTERESTED IN BUILDING A CAREER WITH YSB?

www.ysb.ca/careers

YSB CHARITABLE FOUNDATION

You can help us make an impact.
613-729-0577 x 1262
foundation@ysb.ca

YOUTH ENGAGEMENT

YOUTH ADVISORY COMMITTEES (YACS) 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.YSB.CA/YOUTH FOR THE LATEST INFORMATION.

ETHNO-CULTURAL YOUTH ADVISORY COMMITTEE (EYAC)

EYAC 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 supports newcomer youth directly through skills development and assistance with their integration into Canada.

PURPLE SISTERS

Purple Sisters 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.

WESTEND YOUTH MOTIVATORS

Westend Youth Motivators (WEYM) 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.

QUEER YOUTH ACTION COMMITTEE

This committee is made up of two subcommittees:

RAINBOW YAC

Rainbow Youth Advisory Committee (RYAC) 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.

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.

CONTACTS

YOUTH ENGAGEMENT: 613-241-7913

MENTAL HEALTH SERVICES

YSB has a team of experienced counsellors, with access to a multi-disciplinary team. They offer welcoming, non-judgmental services for youth and families. All services are free and accessible in both official languages.

YSB'S YOUTH MENTAL HEALTH SERVICES: 613-562-3004
1355 Bank St. • Across from Billings Bridge • Wheelchair accessible

YOUTH MENTAL HEALTH WALK-IN CLINIC 613-562-3004

The 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 Tuesdays & Thursdays from noon to 8 p.m. Last appointment at 6 p.m.

COUNSELLING SERVICES

This service offers youth (12 up to their 18th birthday) and their families the chance to address issues like family conflict, relationships, anxiety, depression, violence, sexual orientation, loss and bereavement. Counselling services include youth and caregiver groups, family counselling, and individual sessions for youth. We also offer school-based brief counselling services in dedicated schools in Ottawa.

INTENSIVE FAMILY SUPPORT 613-562-3004

This service offers intensive support to families in their homes to address youth issues (ages 12 to the age of 18).

WRAPAROUND OTTAWA 613-562-3004

Wraparound is a youth and family based planning process that develops an individualized plan that uses the strengths of the youth/family and their team members to develop strategies that the whole team takes on that effectively address the youth /family's complex needs.

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.

BRIDGES

Bridges is a community-based, collaborative service between four partnering agencies: Youth Services Bureau of Ottawa, Children's Hospital of Eastern Ontario, Royal Ottawa Health Care Group and Ottawa Public Health. Bridges provides a link between hospital and community offering intensive short-term (16 weeks) clinical intervention and skill building for youth (13-18 years) and their families presenting with complex mental health needs who reside within the Champlain LHIN. Services are provided by an inter-disciplinary team and are available in both French and English. Due to the specific nature of Bridges, referrals sources are limited to CHEO (Child and Youth Inpatient Psychiatry Unit, Emergency Department and Urgent Care), The Royal (Youth In-patient Unit), and YSB (Integrated Crisis Services).

NEED HELP NOW?

CALL OUR 24/7 CRISIS LINE: 613-260-2360 1-877-377-7775 (EASTERN ONTARIO) OR CONNECT WITH A COUNSELOR ONLINE AT [CHAT.YSB.CA](https://chat.ysb.ca)

If you're under 18, or a parent or concerned adult, you can call the Crisis Line 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 (Ottawa, Stormont Dundas and Glengarry, Renfrew County, and Prescott Russell). They include home-based crisis support in the Ottawa area, a mobile counselling team, a residential crisis unit for short stays, and a crisis chat service available **24/7** at **[CHAT.YSB.CA](https://chat.ysb.ca)**.

CONTACTS

MENTAL HEALTH SERVICES:
613-562-3004

24/7 CRISIS LINE:
613-260-2360

ONLINE CRISIS CHAT:
[CHAT.YSB.CA](https://chat.ysb.ca)

BRIDGES:
613-729-1000

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 p.m. to 6 p.m. and Saturday and Sunday from 1 p.m. to 6 p.m.

YOUTH HEALTH CLINIC 147 BESSERER ST. 613-241-7913 X 222

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 p.m. to 5:30 p.m.

ETHNO-CULTURAL COMMUNITY PROGRAM 613-241-7788 X 410

Immigrant youth and families can contact this program for support in a crisis and access to community resources.

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 X 1247

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 X 331

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 p.m. to 5:30 p.m.

CONTACTS

**DOWNTOWN DROP-IN
613-241-7788
BESSERER@YSB.CA**

**YOUNG WOMEN'S SHELTER
613-789-8220
SHELTER@YSB.CA**

**YOUNG MEN'S SHELTER
613-907-8975
YOUNGMENSHELTER@YSB.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**

**301 MOODIE DR., SUITE 203
613-688-0440**

YOUTH JOB CONNECTION (YJC CORE), FULLTIME

YJC Core offers intensive, specialized support to youth aged 15-29 who are not in work, school, or training and who face multiple barriers to employment.

- At least 60 hours of paid training to prepare youth for the workplace
- Jobs for up to six months, with support and funding for employers

YOUTH JOB CONNECTION (YJC AFTERSCHOOL), PARTTIME, SEPTEMBER-JUNE

YJC Afterschool provides job training and support opportunities and parttime job placements during the school year to help multibarriered high school students, aged 15 -18, make positive educational and career choices.

- Up to 20 hours of paid training to prepare youth for the workplace
- Part time jobs up to 10 hrs/week, with support and funding for employers

YOUTH JOB CONNECTION (YJC SUMMER), APRIL-AUGUST

YJC Summer provides summer job opportunities and parttime job placements during the summer months to help multibarriered high school students, aged 15 -18, make positive educational and career choices.

- Up to 20 hours of paid training to prepare youth for the workplace
- Fulltime or parttime jobs **for up to 8 weeks** over the summer months
- Support and funding for employers

YOUTH JOB LINK

A series of workshops throughout the year that any youth, aged 15-29, can attend.

- Workshops, including career exploration, career management, job search, and job readiness
- Support to connect youth with employment opportunities, including summer jobs
- Potential incentives to employers to help cover the cost of wages and hiring supports

CONTACTS

**YSB EMPLOYMENT
SERVICES (BANK ST.)
613-236-8244**

**YSB EMPLOYMENT SERVICES
ITO 2.0 (MOODIE DR.)
613-688-0440**

For all YJC Programs, referrals from professionals who work with vulnerable youth are welcome.

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

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

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

ANGER MANAGEMENT

This program provides 5-7 one-on-one sessions to help youth find strategies to better cope with the negative impact of anger and teach healthy ways to express anger. By referral only.

YOUTH MENTAL HEALTH COURT WORKER

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

This voluntary program helps youth address factors likely to cause criminal behaviours, in order to reduce the likelihood of reoffending. The reintegration worker works with youth to create healthier relationships and build a better future. The services can include individual, couple, or family sessions to address issues such as substance use, relationships, education, and employment. By referral only.

TRANSITIONAL YOUTH JUSTICE WORKER

This program provides support for youth transitioning from custody or detention back into their community. The transitional youth justice worker facilitates life skills and helps support the youth in acquiring housing, applying for social benefits, and acquiring identification. The transitional youth justice worker also links the youth with community resources for longer term support.

CONTACTS

YOUTH JUSTICE SERVICES

613-738-2104 X 222

WILLIAM E. HAY CENTRE

613-738-7776

SHERWOOD CENTRE

613-523-5812 X 222

YSB CHARITABLE FOUNDATION

In 2009, the YSB Foundation was established to link supporters to our work. Since then, community members like you have ensured that thousands of young people have access to safe and stable housing, critical counselling services, meaningful employment opportunities, and so much more. The YSB Foundation raises critical funds through special events, grants, corporate sponsorships, and corporate and individual donations. These funds directly support the life-changing programs and services that YSB offers to youth every day. More than \$500,000 has been raised for YSB's youth housing programs through our annual signature event, **Stay Up Ottawa**.

Since being established, and thanks to the incredible support of our community, the YSB Foundation has raised more than \$6 million for YSB's programs and services that profoundly impact the lives of youth. We're building a better tomorrow for youth in Ottawa by working together today.

A BRIDGE FOR THE COMMUNITY

Without YSB, youth in our city face a gap in services. What happens when someone outgrows programs for children and is not yet ready for the adult system? We know how critical adolescent years are to adult success, which is why YSB is there to ensure our community's young people have

the support they need, when they need it. We're committed to providing the best care possible, whether that's through our own programs or connection with our many community partners. We're building bridges to better futures, and we simply couldn't do it without the support from people like you.

More than
100,000
nutritious meals
have been
provided.

Our Walk-In Clinic
has served more
than **2,100**
people since
2010.

Wait times for
referrals are
down by more
than **50%**.

CONTACT

613-729-0577 X 1260

FOUNDATION@YSB.CA



**YOUTH
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For the most up-to-date program and contact information, please visit YSB's website at ysb.ca. Services are offered in English and French. YSB is accredited by the Canadian Centre for Accreditation.

2675 Queensview Drive, Ottawa, ON K2B 8K2

info@ysb.ca | 613-729-1000 **YSB.CA**