

## YSB'S Mental Health Services

### *Building from inner strength to hope*

**One in five young people under the age of 20 has a mental health issue. But only one in six of those gets the help they need.** Whether a young person is depressed, feels worthless, has experienced bullying or trauma, is overcoming addiction or a disordered eating, 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.

In times of crisis, YSB's support starts with a 24-hour bilingual crisis line and crisis chat for children, youth and their parents or caregivers. 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 six months. 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. The **Crisis Chat Service** is available 24/7 at [chat.ysb.ca](http://chat.ysb.ca). Service is available in both English and French. **CRISIS LINE: 613-260-2360 OR TOLL FREE 1-877-377-7775.**

The **Youth Mental Health Walk-In Clinic** is open Tuesdays and Thursdays from 12-8 p.m. (last appointment is at 6 p.m.). Youth aged 12 to 20 and/or their parents or caregivers can come to the clinic during clinic hours. The walk-in clinic is free.

Tuesdays (300-1355 Bank St.) and Thursdays (2225 Mer Bleue Rd.).

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### 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.

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### 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

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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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