

# Getting Help – List of Organizations and Resources that Support Youth



- [Mental Wellness](#)
- [Child and Youth Protection](#)
- [For Advocacy and Support if you are receiving services from Children's Aid Societies, Justice and Mental Health Services](#)
- [Indigenous Youth](#)
- [Black Youth](#)
- [Muslim Youth](#)
- [LGBT2SQ Youth](#)
- [Online Safety](#)
- [Systemic Discrimination](#)

## Mental Wellness

### **Adolescent Mental Health and Addictions Centres (Bilingual)**

There are more than 400 agencies across Ontario that offer help to children and youth with mental health and addictions concerns up to 18 years of age.

To book an appointment with a child and youth mental health agency in your area go to the Government of Ontario Health Care Option Directory at:

[www.ontario.ca/locations/health/index.php?lang=en](http://www.ontario.ca/locations/health/index.php?lang=en)

### **Good2Talk (Bilingual)**

Good2Talk Is a free, confidential, and anonymous helpline that provides professional counselling, information, and referrals for mental health, addictions, and well-being for post-secondary students in Ontario between the ages of 17-25.

Call: 1-866-925-5454 | Open 24 hours a day, 7 days a week

Website: [good2talk.ca/](http://good2talk.ca/)

### **Mindyourmind**

A space where youth can get information, resources, and tools to manage stress, crisis, and mental health related problems for themselves or their friends.

Website: [mindyourmind.ca](http://mindyourmind.ca)



## Child and Youth Protection

### Children's Aid Societies (Bilingual)

Children's Aid Societies help to protect children and youth who are experiencing neglect and/or physical, sexual, and emotional abuse, or abandonment. Children's Aid Societies also provide help to families that need extra support and assistance to look after their children. In the majority of cases Children's Aid Societies support children and youth while they live with their families. Sometimes Children's Aid Societies need to remove children and youth from their families and take them into care while their caregivers address their challenges. **In 2018, the age of protection for youth was raised from 16 to 18 years.**

If you believe that you are in need of support or protection, contact your local Children's Aid Society.

To find the Children's Aid Society in your area go to: <http://www.oacas.org/childrens-aid-child-protection/locate-a-childrens-aid-society/>

### Ontario Association of Children's Aid Societies (Bilingual)

The Ontario Association of Children's Aid Societies (OACAS) is a membership organization for Children's Aid Societies in Ontario. OACAS works to ensure its member societies have the necessary tools, training, and conditions to fulfill their mandate to support children and youth in need of protection. OACAS includes [YouthCAN](#), which represents the voice of youth in care in Ontario. YouthCAN is dedicated to improving the quality of care for youth in Ontario's child welfare system so that they are empowered, secure, and able to realize their fullest potential.

Website: [oacas.org](http://oacas.org)

Website: [ontarioyouthcan.org](http://ontarioyouthcan.org)

### Ontario Native Women's Association Youth in Transition Worker Program

The association offers a variety of programs for Indigenous girls and women and their families in Ontario. The goal of this program Youth in Transition Worker Program (YITW) is to support Indigenous youth (ages 16 – 24) in their successful transition out of the child welfare system into adulthood. YITWs will help youth to develop and pursue their goals, and will support them to identify, access, and navigate adult service systems relevant to their specific needs.

Website: [onwa.ca](http://onwa.ca)

## **Five-Fourteen**

As Ontario's first and only provider of specialized services for Lesbian, Gay, bisexual, Trans\*, Queer, questioning, gender-fluid, or otherwise gender-independent youth in care, Five/Fourteen accepts referrals and placements from youth in care and from any Ontario Children's Aid Society.

Five/Fourteen receives referral calls from Children's Aid Societies but also directly from youth in care. There is also a special arrangement for youth in care who are afraid to come out to their foster parent or Children's Aid Society worker. In this case youth can call the Ontario Child Advocate's Office directly and have them liaise with Five/Fourteen and the relevant Children's Aid Society on the youth's behalf.

Call: Lou at 1-814-514-0514 x105, Monday through Friday, 8:30am to 4:30pm. Complete a [referral form](#).

Website: [fostering.ca](http://fostering.ca)

## **For Advocacy and Support if you are receiving services from Children's Aid Societies, Justice and Mental Health Services**

### **Ontario Ombudsman**

At the Ontario Ombudsman's Office, our job is to make sure the rights of young people in care are respected, and that you are being treated fairly.

We take complaints about issues that are affecting you, whether you're in a group home or foster home, or receiving services from a children's aid society, secure mental health facility or youth justice facility.

Do you:

- feel like no one is listening or you're not being treated fairly?
- feel unhappy with something that has happened?
- have concerns about your placement?

If you answered yes to any of these, you should contact the Ombudsman. We can find out what happened and suggest ways to fix the problem.

We can provide information about your rights, investigate problems, and connect you with others who can help.

We also take complaints about other government organizations that provide services for young people, such as school boards, colleges and universities, developmental services, or programs like OSAP and ODSP.

We can take complaints from anyone - children or adults, including disabled children and youth, Indigenous children and youth, and students of Ontario's provincial schools, demonstration schools and schools for the Deaf, Blind and Deafblind.

If you have a problem, reach out to us. We will listen to you.

We'll answer your questions, and talk to the people responsible for your care, to make sure you're being treated fairly.

It's your right to contact us, and we can serve you in lots of different languages. We want to hear from you and promise to get back to you and do our best to help.

**Your calls and emails are important. Contact us today:**

Children & Youth Unit

Ombudsman Ontario

401 Bay Street, Suite 2200

Toronto, ON M7A 0A6

Toll-free (inside Ontario only): 1-800-263-2841

Telephone: 416-325-5669

TTY (teletypewriter): 416-325-2648

Email: [cy-ej@ombudsman.on.ca](mailto:cy-ej@ombudsman.on.ca)

Online: [www.ombudsman.on.ca](http://www.ombudsman.on.ca)

## Indigenous Youth

### Indigenous Friendship Centres

Friendship Centres are community hubs where Indigenous people living in towns, cities, and urban centres can access culturally-based and culturally-appropriate programs and services every day. Friendship Centres are idea incubators for young Indigenous people attaining their education and employment goals, they are sites of cultural resurgence for Indigenous families who want to raise their children to be proud of who they are, and they are safe havens for Indigenous community members requiring supports.

There are 28 Friendship Centres in towns and cities across Ontario that offer various health and social services. Examples of their services include:

- The Children's Mental Health Project, which has programs at five Friendship Centres in Ontario for children aged 7–15 and their families
- The Children Who Witness Violence Program for children aged 7–14.

To find an Indigenous Friendship Centre, go to the Ontario Federation of Indigenous Friendship Centres ([www.ofifc.org](http://www.ofifc.org)) and click on Friendship Centres.

Call: 1-800-772-9291 | Email: [ofifc@ofifc.org](mailto:ofifc@ofifc.org)

## **Kids Help Phone (Bilingual)**

Kids Help Phone is a national 24-hour, anonymous phone counselling, web counselling and referral service for all children and youth across Canada. Indigenous young people have reached out to Kids Help Phone for support since our service first launched in 1989. Kids Help Phone is working hard to ensure that we are doing everything we can to support Indigenous young people. We are working with Indigenous Elders, community leaders, youth, and experts to ensure our services and programs support your unique needs wherever and whenever you need it most.

Call: 1-800-668-6868 | Open: 24/7/365

Website: [kidshelpphone.ca](http://kidshelpphone.ca)

## **Aboriginal Health Access Centres (AHACs)**

Aboriginal Health Access Centres provide different types of health and social support services to First Nations, Métis and Inuit communities. Right now, there are 10 AHACs in Ontario. They provide care both on-and off-reserve, in cities, and in rural and northern communities. Services include mental health counselling, traditional healing and addiction programs, and youth empowerment. You don't need a referral, and there are no fees.

To book an appointment at an Aboriginal Health Access Centre, go to the website of the Association of Ontario Health Centres ([www.aohc.org](http://www.aohc.org)), click on Find A Centre, and then type in your city and postal code. Under the drop-down menu for Type, click on Aboriginal and then click Search.

## **Ontario Native Women's Association Youth in Transition Worker Program**

The association offers a variety of programs for Indigenous girls and women and their families in Ontario. The goal of this program Youth in Transition Worker Program (YITW) is to support Indigenous youth (ages 16 – 24) in their successful transition out of the child welfare system into adulthood. YITWs will help youth to develop and pursue their goals, and will support them to identify, access, and navigate adult service systems relevant to their specific needs.

Website: [www.onwa.ca](http://www.onwa.ca)

## **Black Youth**

### **Black Youth Helpline**

A helpline designed specifically for Black youth positioned and resourced to promote access to culturally appropriate supports for youth.

Call: 416-285-9944 or 1-833-294-8650 | Email: [blackyouth@bellnet.ca](mailto:blackyouth@bellnet.ca) | Available: 9:00 am – 10:00 pm

Website: [blackyouth.ca](http://blackyouth.ca)

### **Black Queer Youth Initiative/Support Our Youth (Toronto)**

Black Queer Youth (BQY) is a weekly drop-in group and safe space dedicated to the needs and desires of Black queer and trans youth that celebrates Black queer and trans spectrum people's trials and accomplishments. It is for Black, Multiracial, African/Caribbean youth 14-29 years old and under, who identify across the queer and trans spectrum or who are questioning their gender and/or sexuality.

Contact: Sapphire Woods | Call: 1-833-294-8650 | Email: [swoods@sherbourne.on.ca](mailto:swoods@sherbourne.on.ca)

Website: [soytoronto.org](http://soytoronto.org)

### **Sunset Services (Toronto)**

Sunset Services as a space for sexual minorities, people of colour, and members of marginalized racial and ethnic communities across all faiths to come together for community, celebration, and inquiry. We are members of the Toronto community and strive to provide an experience for connectedness, spirituality, and respect for Sunset Service members and the Toronto community at large.

Email: [sunsetservice36@gmail.com](mailto:sunsetservice36@gmail.com)

Website: [sunsetservice.wordpress.com](http://sunsetservice.wordpress.com)

### **Tropicana (Toronto)**

Tropicana Community Services provides all youth, newcomers, people of Black and Caribbean heritage, and others in need with opportunities and alternatives that lead to success and positive life choices. Their mission is achieved through culturally appropriate programs such as counselling, child care, educational and employment services, and youth development.

Call: 416-439-9009 | Email: [info@tropicanacommunity.org](mailto:info@tropicanacommunity.org)

Website: [tropicanacommunity.org](http://tropicanacommunity.org)

### **Centre culturel des ressources francophones pour les communautés ethniques (Peel Region)**

Le CEREFAC est un organisme de charité qui favorise l'accueil, l'établissement et l'intégration socioéconomique des immigrants francophones de la région de Peel, en offrant des programmes et services qui améliorent leur vie. Nous offrons des ateliers de prévention et de sensibilisation, et des activités récréatives pour les jeunes.

Call: 905-488-9182 or 905-595-6804 | E-mail: [info@cerfrac.ca](mailto:info@cerfrac.ca)

Website: [cerfrac.ca](http://cerfrac.ca)

## Muslim Youth

### **Naseeha Youth Helpline**

Naseeha provides an anonymous, non-judgmental, confidential, and toll-free peer support helpline to listen to and be there for youth experiencing personal challenges and to support them in working through those challenges.

Call: 1-866-Naseeha (627-3342) | Open: Monday-Friday – 6:00 – 9:00 pm |

Email: [info@naseeha.net](mailto:info@naseeha.net)

Website: [naseeha.org](http://naseeha.org)

### **Muslim Family Services (Ottawa)**

An organization that helps support individuals and families in the Muslim community who are impacted by social issues. The organization offers youth crisis counselling. This program 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.

Call: (613) 232-0210 | Email: [info@mfsso.ca](mailto:info@mfsso.ca)

Website: [mfsso.ca](http://mfsso.ca)

## LBGT2SQ Youth

### **Lesbian Gay Bi Trans Youth Line**

LGBT Youth Line is a Queer, Trans, Two-Spirit\* youth-led organization that affirms and supports the experiences of youth (29 and under) across Ontario by providing anonymous peer support and referrals, training youth to provide support to other youth, and providing resources so youth can make informed decisions.

Call: 1-888-687-9688 toll-free throughout Ontario | Text: 647-694-4275 |

Email: [volunteer@youthline.ca](mailto:volunteer@youthline.ca)

Website: [youthline.ca](http://youthline.ca)

### **Black Queer Youth Initiative (Toronto)**

Black Queer Youth (BQY) is a weekly drop-in group and safe space dedicated to the needs and desires of Black queer and trans youth that celebrates Black queer and trans spectrum people's trials and accomplishments. It is for Black, Multiracial, African/Caribbean youth 14-29 years old and under, who identify across the queer and trans spectrum or who are questioning their gender and/or sexuality.

Contact: Sapphire Woods | Call: 1-833-294-8650 | Email: [swoods@sherbourne.on.ca](mailto:swoods@sherbourne.on.ca)

Website: [soytoronto.org](http://soytoronto.org)

### **FrancoQueer (French)**

FrancoQueer est l'association des personnes gaies, lesbiennes, bisexuelles, bispirituelles, transsexuelles, transgenres, en questionnement, queer, intersexuées, asexuelles et leurs alliés (LGBTQIA) francophones à Toronto et en Ontario.

T: 647-709-2600 | Email: [info@francoqueer.ca](mailto:info@francoqueer.ca)

Website: [francoqueer.ca](http://francoqueer.ca)

### **MAX (Bilingual) (Ottawa, Lanark, Renfrew, Prescott-Russell, Stormont, Dundas and Glengarry, Champlain)**

At MAX, we are an organization that envisions a community of self-affirming gay, bisexual, two-spirit, queer and other men who have sex with men, whether cis or trans (GBT2Q), caring for themselves, caring for each other, and enjoying complete health equity.

We offer a free mental health navigation service that helps to effectively link guys who are into guys to appropriate supports and work around barriers to accessing mental health care. Our Mental Health & Wellness Coordinator, Derek, will work with you to create a navigation plan based on your goals and connect you to resources, community agencies, and mental health service providers.

[Self-referral form](#) | Call: 613-440-3237 | Email: [info@maxottawa.ca](mailto:info@maxottawa.ca)

Website: [maxottawa.ca](http://maxottawa.ca)



## **Pflagcanada (Bilingual)**

PFLAG Canada is proud to be Canada's only national organization that offers peer-to-peer support striving to help all Canadians with issues of sexual orientation, gender identity, and gender expression. We support, educate and provide resources to anyone with questions or concerns. We promise to offer local, practical, and emotional peer-to-peer family support for individuals and their loved ones challenged by gender/sexual identity.

Call: 1-888-530-6777 | Email: [operations@pflagcanada.ca](mailto:operations@pflagcanada.ca)

Website: [pflagcanada.ca](http://pflagcanada.ca)

## **Youth Services Jeunesse (Bilingual) (Eastern Ontario)**

The Youth Services Bureau of Ottawa empowers youth to make choices today that can help them secure the future they want. They learn that their lives don't have to be dictated by the past or the present — whatever the challenges and however great the obstacles, there is hope and there is help. Right here.

That's why we work closely with various community partners to deliver integrated programs and services in 20 sites across Ottawa. Building on the resources available in their immediate environments, we guide high-risk youth through whatever threatens their physical, sexual and mental well-being. We are there for any young person who reaches out to find support, a respectful listener or a safe place.

24/7 Crisis Line: 1-877-377-7775 | Email: [info@ysb.ca](mailto:info@ysb.ca)

Website: [ysb.ca](http://ysb.ca)

## **Online Safety**

### **NeedHelpNow.ca (Bilingual)**

If you (or a friend, peer or sibling) have been negatively impacted by a sexual picture/video being shared by peers, we are here to help. The NeedHelpNow website is designed to provide youth (13 to 17 years old) with practical steps to regain control over the situation. This includes information about contacting websites/online services to request a picture/video be removed, dealing with peers who may have seen or be sharing the content, the importance of emotional support and information on certain criminal offences. The site also provides resources for parents and safe adults who are assisting youth involved in these types of instances. NeedHelpNow.ca is an initiative of the [Canadian Centre for Child Protection](#).

Website: [NeedHelpNow.ca](http://NeedHelpNow.ca)

## **Cybertip.ca (Bilingual)**

The Canadian Centre for Child Protection operates Cybertip.ca, Canada's tipline for reporting the online sexual exploitation of children. Cybertip.ca's mandate is to protect children from online sexual exploitation by: Receiving and processing tips from the public about potentially illegal material, as well as activities regarding the online sexual exploitation of children, and referring any relevant leads to the appropriate law enforcement agency and/or child welfare agency; and providing the public with information and other resources, as well as support and referral services, to help Canadians keep themselves and their families safe while using the Internet.

Website: [Cybertip.ca](https://www.cybertip.ca)

## **Systemic Discrimination**

### **Ontario Human Rights Commission**

The Ontario Human Rights Commission is an arms length agency of government that works to promote, protect and advance human rights through research, education, targeted legal action and policy development. The OHRC has unique legal powers under the Human Rights Code. may conduct inquiries, make an application (a complaint) directly to the Human Rights Tribunal of Ontario to allege discrimination and seek a Tribunal order, or intervene in applications before the Tribunal. The OHRC may also take part in cases before other administrative tribunals and courts.

Call: 1-800-387-9080 | Email: [info@ohrc.on.ca](mailto:info@ohrc.on.ca)

Website: [ohrc.on.ca](https://www.ohrc.on.ca)