

Lanark Leeds and Grenville Addictions and Mental Health

Lanark, Leeds and Grenville Addictions and Mental Health offers free services and programs to people who are experiencing addiction or mental health issues. Mental health services are provided for individuals who are 16 years and older and addictions services to persons of any age. For the Brockville office call 1-866-499-8445; for all other office locations, call 1-800-361-6948. 24/7 Crisis Line 1-866-281-2911.

The Walk-In Counselling Clinic

The Walk-In Counselling Clinic provides immediate counselling services to individuals, couples, and families. The onsite and virtual single-session counselling services are open to Ontario residents within the greater Champlain region. Services are free and no referral is required. Though clients are sometimes referred to other services, in many cases a single concentrated visit is all that is required. Several locations in Ottawa for first-come first-served appointments. Locations and contact info.

Youth

Crisis Support

Contact **Kids Help Phone** for mental health support by calling 1-800-668-6868 or texting CONNECT to 686 868 from anywhere in Canada.

Contact the **Youth Services Bureau 24-7 Crisis Line or Chat**. Call 613-260-2360 or 1-877-377-7775 or text: chat.ysb.ca.

1 Call 1 Click

1Call1Click.ca is a simple way for children, youth and families/caregivers to access the right mental health, addictions, substance use health and/or neurodevelopmental health care, at the right time. Call 613-260-2360 (extension 2) or toll free 1-877-377-7775. Get help now.

Children's Mental Health of Leeds & Grenville

Free mental health services in person, virtually or by phone for children 0 – 17 years of age living in Leeds and Grenville. A doctor's referral is not required. Call 1-800-809-2494.

Kids Help Phone

Kids Help Phone is Canada's only 24/7 e-mental health service offering free, confidential support to young people. Phone 1-800-668-6868 or go online for resources for teens.

WAY – Wellness Access for Youth

Mental health and substance use health services for youth aged 12 to 25 years of age in North Grenville. WAY can help with mental health, substance use health, food insecurity, clothing/basic needs support, housing, employment, transportation to appointments, referrals to other services and more. Call 1-866-741-1WAY (1929).



613.258.6133
2675 Concession Road
Kemptville ON K0G 1J0
www.kdh.on.ca

Alternatives to the ER



For serious and life-threatening health concerns, always go to your nearest ER or call 911.

If you are unsure if a health concern is an emergency, call 811



For those with non-emergency health concerns, there may be alternative options to visiting an ER:

▶ **Primary Care Provider or Walk-In Clinic**

Calling your family doctor or care provider or going to a walk-in clinic may resolve your health concern. If you have a primary care provider (family doctor, nurse practitioner or pediatrician), please contact their office first.

If you don't have a primary care provider, visit a walk-in clinic. In Ontario, call 211 (24/7) for information about walk-in clinics close to you.

▶ **Virtual Care (OHIP-covered)**

Please note this is not a complete list and the list should not be taken as endorsement by KDH, nor is KDH responsible for the services they provide.

- **East Region Virtual Care Clinic**

The East Region Virtual Care Clinic (ERVCC) provides same-day or next-day appointments for patients across Ontario Health's East Region whose health concerns are appropriate for virtual care. Visit <https://www.virtualcareontario.ca/> for a list of health problems that can be addressed through virtual care and other information. The ERVCC is open from 1:00pm - 9:00pm, seven days a week.

- **WELL Health**

Online appointments with Canadian doctors. Covered in Ontario with a valid Health Card.

- **Tia Health**

Online appointments with Canadian doctors; prescriptions, referrals, requisitions, mental health, and more. Free in Ontario with a valid Health Card.

▶ **Urgent Care**

Urgent Care Centres provide access to same-day, urgent, non-emergency healthcare, including in the evening and on weekends. They are an alternative to visiting emergency departments for issues that do not need to be seen in a hospital. In Ontario, call 211 (24/7) for information about urgent care centres close to you.

▶ **Pharmacy Options**

Ontario pharmacists can prescribe certain medication to treat the following common ailments: acid reflux, acne, canker sores, cold sores, dermatitis, diaper rash, hay fever, hemorrhoids, impetigo, insect bites and hives, menstrual cramps, nausea and vomiting in pregnancy, oral thrush, parasitic worms, pink eye, sprains and strains, tick bites, urinary tract infections, and yeast infections.

Ontarians seeking care should visit their local pharmacist and bring their health card.



▶ **Mental Health and Substance Use Health**

Adults

Crisis Support

- **Suicide Crisis Helpline 24/7 Crisis Line**
If you are thinking about suicide, or you're worried about someone else, 988 is here to help. Call or text 988. Lines are open 24/7/365
- **Ottawa and Region Distress Centre 24/7 Crisis Line**
Call 613-238-3311 or 1-866-996-0991
- **Lanark Leeds and Grenville Addictions and Mental Health 24/7 Crisis Line**
Call 1-866-281-2911

AccessMHA

AccessMHA provides a single point of entry to Eastern Ontario's system of care for mental health, substance use health, and addictions support, services, and care. To access these services, fill out the form at [AccessMHA.ca](https://www.accessmha.ca). A mental health and addictions professional will work with you to assess your needs and connect you to the services you need from a network of partner organizations.

Counselling Connect

Counselling Connect provides free individual counselling (1-3 sessions) and support groups for people of all ages in Ottawa and the surrounding area. Phone, in-person and video counselling available. Get started with individual counselling. Get started with support groups. You can also book a Counselling Connect session by calling 211.