

Is this how it feels for you?

You can't cope.

You feel alone with nowhere to turn.

You feel you are facing a crisis.

You're not alone.

MANY YOUNG PEOPLE TODAY REACH A POINT OF **CRISIS** IN THEIR LIVES AND NEED TO TURN TO A CARING PROFESSIONAL WHO WILL LISTEN AND PROVIDE HELP **NOW**.

You can get help.

You just need to take the first step and **reach out....**

And call the Child, Youth and Family Crisis Line for Eastern Ontario.

613-260-2360
(In Ottawa)

1-877-377-7775
(Long distance toll-free)

This service is offered in both official languages.



www.icrs.ca

613-260-2360
(In Ottawa)

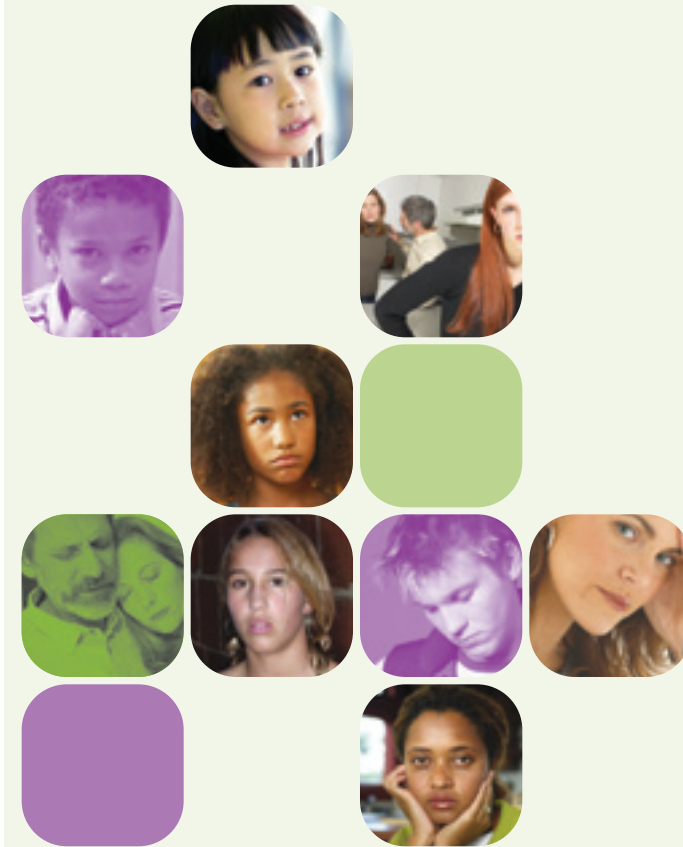
1-877-377-7775
(Long distance toll-free)

This service is offered in both official languages.

The Child, Youth and Family Crisis Line for Eastern Ontario is supported by the Ontario Ministry of Finance *Strengthening Our Partnerships (SOP)* Initiative, as well as by the Ministry of Children and Youth Services. The goals of the SOP Initiative are to improve client service, increase efficiency and strengthen partnerships among provincially-funded agencies.



ARE YOU IN CRISIS? REACH OUT....



FOR CHILDREN AND YOUTH



What is it?

The Child, Youth and Family Crisis Line is a new 24-hour telephone service for children, youth and families in Eastern Ontario who are experiencing a crisis.

Who can call?

This service is for children and youth – aged 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.

When can I call?

We are always here for you. This service is available 24 hours a day, seven days a week.

What is a crisis?

We leave that up to you. People call crisis lines for many reasons. Don't hesitate to call if you feel you just cannot cope.

You may feel scared or sad and find these feelings overwhelming. You may be thinking about harming yourself or others. Or you may worry that one of your friends is in crisis.

Who will be there to help?

Your call will be answered by a caring professional who has the specialized expertise to help young people in crisis and who is connected to child and youth service providers in your community.

What kind of help is available?

The person who will answer your call has the experience and training to assess your needs and can suggest the best way to respond. They will ask for some basic information to make sure that you are safe and to determine whether immediate action is required. Help can take many forms, depending on the nature of your crisis and together, with you, the crisis professional will develop a plan which will meet your immediate needs and bring positive changes in your life.

Help may include:

- Supportive listening
- Immediate crisis counselling on the phone
- Information on resources and service providers in your community
- Direct referrals to child and youth service providers in your community
- A visit to your home by the Mobile Crisis Team (in Ottawa only)
- Short-term follow-up contact
- Stabilization program for a short period, up to 5 days



When to go elsewhere:

If you are in danger call 911

In case of medical emergency call 911 or go to the emergency room of the nearest hospital

For More Information:

Visit www.icrs.ca

Our Partnership

The Child, Youth and Family Crisis Line for Eastern Ontario has been made possible through the partnership of the following services and agencies in Eastern Ontario:

- Centre psychosocial pour enfants et familles
- Cornwall Community Hospital
- Crossroads Children's Centre
- Équipe psychosociale pour enfants, adolescents et familles
- Mohawk Council of Akwesasne
- Phoenix Centre for Children and Families
- Prescott-Russell Children and Adult Services
- Roberts/Smart Centre
- Youth Services Bureau of Ottawa

The Child, Youth and Family Crisis Line for Eastern Ontario is accredited by Children's Mental Health Ontario.

