



Overview of Existing City of Ottawa and Community-Led Programs, Services and Initiatives

This document provides an overview of existing City of Ottawa and community-led programs, services and initiatives that are available in Ottawa that address the Community Safety and Well-Being Plan priorities. It is recognized that there are other programs, services, or initiatives that the reader might be aware of that could be added to this list. The Community Safety and Well-Being team is willing to continue to add to this listing. To have a program, service or initiative added, please contact the Community Safety and Well-Being team at CSWB/SBEC@ottawa.ca or by phone at 613-580-2424, extension 42489.

Please note: Some programs, services and initiatives could appear under multiple priorities but for the purposes of this document have been placed under the priority that best fits the initiatives' stated purpose.

City Initiatives

Table 1: Discrimination, Marginalization and Racism

Program / Service / Initiative	Description	Department	Supporting Links
City of Ottawa Municipal Accessibility Plan	The City of Ottawa Municipal Accessibility Plan outlines the City's plan in meeting its legislated obligations under the Accessibility for Ontarians with Disabilities Act, 2005, and its commitment to implementing additional	City Clerk's Office	City of Ottawa Municipal Accessibility



Program / Service / Initiative	Description	Department	Supporting Links
	initiatives to advance accessibility in City services, programs, facilities, and infrastructure.		Plan
Anti-Racism Strategy	The Anti-Racism Strategy targets systemic racism by applying an anti-racist approach to the way the City develops policies, makes decisions, evaluates programs, and measures outcomes.	Community and Social Services	City of Ottawa's Anti-Racism Strategy
Equity and Inclusion Lens	<p>The Equity and Inclusion Lens helps City staff to be consistent and coherent in efforts to move equity and inclusion forward in services, through people and to the benefit of the city. By applying the lens to work, staff can:</p> <ul style="list-style-type: none"> • generate better solutions by incorporating diverse perspectives • take positive steps to remove systemic barriers and promote inclusion • create a more positive and respectful work environment 	Community and Social Services	Equity and Inclusion Lens



Program / Service / Initiative	Description	Department	Supporting Links
	<ul style="list-style-type: none"> • achieve improved client satisfaction 		
Reconciliation Action Plan	<p>This plan addresses the Truth and Reconciliation Calls to Action and confirms the City's commitment to reconciliation. The plan is a direct result of a relationship built on trust and collaboration between the City, the Indigenous communities in Ottawa and many community partners. It includes 14 actions in the areas of: 1. Culture 2. Employment 3. Children's Services and 4. Education and Awareness Building.</p>	Community and Social Services	City of Ottawa Reconciliation Action Plan
Municipal Immigration Strategy	<p>Enabling the City, within its mandate as municipal government, service provider, employer and funder to coordinate its efforts to attract immigrants and to provide the necessary support to enable newcomers to successfully integrate with a sense of belonging to Ottawa.</p>	Community and Social Services	Municipal Immigration Strategy
Ottawa Youth Engagement Committee	<p>The Ottawa Youth Engagement Committee (OYEC) was established following the Mayor's Youth Summit (2012) to bring a youth voice to City decision making and in</p>	Community and Social Services	City of Ottawa Youth Engagement



Program / Service / Initiative	Description	Department	Supporting Links
	addressing issues of importance for youth related to municipal programs and services.		Committee
Older Adult Plan	The Older Adult Plan is included under Strategic Initiative: Thriving Communities in the Term of Council Strategic Priorities (2019-2022) and supports the Strategic Action to continue to engage community stakeholders in responding to the complex and diverse needs of vulnerable members of the community.	Community and Social Services	City of Ottawa Older Adult Plan
Women and Gender Equity Strategy (2021-2025)	The Women and Gender Equity Strategy focuses on City processes, services, and policies, with the goal of improving access to City services for the whole diversity of women, and people with various gender expressions in the city.	Community and Social Services	Women and Gender Equity Strategy
Ottawa Police Service Equity, Diversity, and Inclusion – Multi	Initiate community dialogue and work with stakeholders for more effective solution building in response to racism. The inter-agency and intersectional approach aims to address gaps and improve service delivery for racialized and	Ottawa Police Services	Ottawa Police Service – Equity and Diversity



Program / Service / Initiative	Description	Department	Supporting Links
year Action Plan	underserved, marginalized community members.		
Reconcili-Action Plan	Based on discussions with First Nations, Inuit and Métis elders and community partners, the Reconcili-Action Plan outlines Ottawa Public Health’s commitment to reconciliation and outlines actions and performance measures.	Ottawa Public Health	Ottawa Public Health Reconcili-Action Plan (Board of Health – Sept 20, 2021)

Table 2: Financial Security and Poverty Reduction

Program / Service / Initiative	Description	Department	Supporting Links
Human Needs Task Force	A Human Needs Task Force has been implemented as part of the City’s Emergency Management Plan and emergency response to COVID-19 to ensure that we are responsive to the emerging needs of the community. The two main tenets being – financial and food security efforts and	Community and Social Services	City of Ottawa Human Needs Task Force



Program / Service / Initiative	Description	Department	Supporting Links
	homelessness and shelter solutions.		
Ontario Works – Financial Assistance Program	Ontario Works provides financial and employment assistance to people in temporary financial need. Employment and Social Services staff assess eligibility for financial assistance; offer employment supports to reduce reliance on social assistance; and help recipients participate in activities to find employment.	Community and Social Services	Ontario Works Employment and Social Assistance Program
Essential Health and Social Supports Program	Essential Health and Social Supports program is an income and asset tested program that uses the low-income cut-off and asset levels based on family size to determine eligibility. The Essential Health and Social Supports program helps Ottawa residents who cannot afford to pay for items or services needed to maintain their housing and for health items not available through other programs. The program may help to pay for things like: <ul style="list-style-type: none"> • Emergency adult dental care, including dentures • Mobility aids (Assisted Device Program top up), 	Community and Social Services	Essential Health and Social Supports Program



Program / Service / Initiative	Description	Department	Supporting Links
	<p>repairs and batteries</p> <ul style="list-style-type: none"> • Assisted Device Program – 25 percent consumer contributions • Vision care • Bathroom aids • Surgical and diabetic supplies • Fuel/gas/hydro arrears, deposits and reconnection fees • Cremations and burials <p>By exception if no other social assistance resources are available (e.g. Ontario Works emergency assistance)</p>		
<p>Home Support Services Program</p>	<p>Home Support Services provide help with light housekeeping to eligible low-income residents who have a medical need and who have little or no supports in the community. Light housekeeping may include floors,</p>	<p>Community and Social Services</p>	<p>Home Support Services Program</p>



Program / Service / Initiative	Description	Department	Supporting Links
	<p>bathrooms, laundry, kitchen and light dusting.</p> <p>To be eligible for Home Support Services:</p> <ul style="list-style-type: none"> • Your income must be below the “low-income cut-off” or you are in receipt of social assistance • You have a documented medical reason that prevents you from doing homemaking tasks on your own • You have little or no support to help you with housekeeping tasks. For example, you live alone and have no family close by 		
<p>Employment Ontario</p>	<p>The City of Ottawa, Employment Ontario Centre offers a wide range of programs, resources, supports and services to respond to the career and employment needs of Ontario Residents and the skilled labour needs of employers. The City of Ottawa is one of nine Employment Ontario centres in Ottawa delivering this provincially funded program to</p>	<p>Community and Social Services</p>	<p>Employment Ontario</p>



Program / Service / Initiative	Description	Department	Supporting Links
	unemployed and underemployed Ottawa residents.		
Children’s Services Fee Subsidy	Fee subsidy funding is intended to help families in most need to gain access high quality licensed childcare services by financially assisting with the cost of care. Priority for fee subsidies is given to low-income families, single parent families, First Nations/Inuit/Métis families, and children with a documented recognized special need.	Community and Social Services	Child Care Fee Subsidy
Municipal Child Care Centres	The mandate of the Municipal Child Care programs is to serve vulnerable families in areas of the City where there are insufficient childcare spaces to meet demand and no other childcare operators are able to shift their service offerings. The 10 Municipal Child Care Centres offer 387 licensed childcare spaces (105 toddler spaces, 272 preschool spaces, no infant or school age spaces). Two centres are designated and licensed to offer French programming (Pinocchio and Tournesol) and another two are considered Headstart programs (Esther By and Foster’s Farm).	Community and Social Services	Municipal Child Care Centres



Program / Service / Initiative	Description	Department	Supporting Links
<p>EarlyON Child and Family Centres</p>	<p>EarlyON Child and Family Centres provide free high quality, inclusive services that support early learning and development. Children can learn, play, and engage in positive interactions with other children and adults. Parents and caregivers can enjoy their children, play alongside them, meet other parents, talk with professionals, learn about child development and make connections to other services in the community. EarlyON Child and Family Centres offer a suite of core services related to: engaging parents and caregivers; supporting early learning and development; and making connections for families.</p>	<p>Community and Social Services</p>	<p>EarlyON City of Ottawa</p>
<p>Rent Supplement Program</p>	<p>The Rent Supplement program helps secure units in private rental housing communities to provide affordable accommodation to eligible low and moderate-income households. In a rent supplement unit, the rent is usually set according to the income of the renter. The renter usually pays no more than 30 percent of the household income towards rent. The ‘supplement’ provided to the landlord is the difference between market rent and the geared-to-</p>	<p>Community and Social Services</p>	<p>Rent Supplement Program</p>



Program / Service / Initiative	Description	Department	Supporting Links
	income rent the household is able to pay. A rent supplement is attached to a specific unit and therefore cannot be transferred if the tenant wants to move to another location/unit.		
Youth Futures – Employment Support Program	Youth Futures is a six-month (March to August) bilingual program that aims to create equitable opportunities for youth facing marginalization and other barriers by providing experiences, skills and support that lead to success in post-secondary education and labour markets.	Community and Social Services	City of Ottawa Youth Futures Employment Program
Integrated Neighbourhood Services Team	Establishing connections with residents living in Ottawa’s most at-risk neighbourhoods and population demographics; a focus on racialized youth employment and skills development.	Community and Social Services	No website available
Neighbourhood Ambassador Program	The Neighbourhood Ambassador Program, developed in partnership with the Integrated Neighbourhood Services Team, Ottawa Public Health, and BGCO (formerly the Boys and Girls Club of Ottawa), employs 35 youth to engage in	Community and Social Services	No website available



Program / Service / Initiative	Description	Department	Supporting Links
	youth outreach activities in 19 priority neighbourhoods. Averaging 2,700 unique interactions with youth and provide engagement opportunities, disseminate COVID-19 information, assist with vaccine registrations, address vaccine hesitancy, provide referral services to City and external partners, and support mental health and wellbeing in communities. Additionally, the neighbourhood ambassadors collect infrastructure necessities to promote safety and outdoor social recreation activities.		
Spay and Neuter Clinic	City-operated facility which provides dog and cat sterilization and microchipping services at lower cost and provides special programs for pet owners who are vulnerably housed or homeless.	Emergency and Protective Services	Spay and Neuter Clinic



Program / Service / Initiative	Description	Department	Supporting Links
Healthy Babies, Healthy Children	Free home visiting program for families– offering support for parenting skills, feeding assistance, access to resources, safety, growth, and development	Ottawa Public Health	City of Ottawa Healthy Babies Healthy Children Program
Talk About Money (for kids!)	This is a children's program for the 6-12 age range. These programs promote financial literacy, learning, and fun.	Ottawa Public Library	No website available
I Love to ... Programs	I Love to programs offer an introduction to sport and recreation in the community to children through Canadian Tire grant program. There are several I Love to programs, such as I Love to Dance, I Love to Swim, and I Love to Play, open to children in Ottawa.	Recreation, Culture and Facility Services	I Love to programs
Ottawa Hand in Hand	This program offers financial support for residents enrolling in recreation and cultural programming.	Recreation, Culture and Facility Services	Ottawa Hand in Hand



Program / Service / Initiative	Description	Department	Supporting Links
Summer Camp	City supported summer camp for children at the Travel Lodge hotel. We provided summer camp at no charge in most less advantaged communities – excluding Hand in Hand – zero-dollar opportunities were available at Albion Heatherington, Foster Farm, Bayshore/Michele Heights, Carlington/Caldwell and Alexander community centres.	Recreation, Culture and Facility Services	No website available
Drop-in Sports	Various free and low-cost drop ins at many of our community centres throughout the city.	Recreation, Culture and Facility Services	Drop-in Activities
Older Adult Drop-ins	Free and low-cost programming at various community and senior centres throughout the city.	Recreation, Culture and Facility Services	Drop-in Activities
Wading Pool Program	Free community service throughout the city allowing communities to access water play in the summer.	Recreation, Culture and Facility Services	Wading Pools Program
Outdoor Rink	Free community service throughout the city allowing	Recreation, Culture	Outdoor Rinks



Program / Service / Initiative	Description	Department	Supporting Links
Program	communities to access ice skating in the winter months.	and Facility Services	
Public Swimming	Low-cost access to pools in 18 indoor and 9 outdoor pools.	Recreation, Culture and Facility Services	Public Swimming
Public Skating	Low-cost access to arenas in over 30 municipal arenas.	Recreation, Culture and Facility Services	Public Skating
Inclusive Recreation	Programming offered to children and adults with disabilities allowing for easier access into recreation programming.	Recreation, Culture and Facility Services	Inclusive Recreation
Career Development	A major employer of youth throughout the City of Ottawa. Provides the youth of the city life skills and training	Recreation, Culture and Facility Services	Jobs and Volunteering
Computer access	Smartsite program allows for access to a computer and the	Recreation, Culture and Facility	No website



Program / Service / Initiative	Description	Department	Supporting Links
	internet for targeted communities.	Services	available
Community Bus Pass	The Community Pass is a discounted monthly transit pass available to Ottawa residents who are in receipt of the Ontario Disability Support Program and to registered ParaTranspo customers.	Transportation Services	Reduced fares OC Transpo
EquiPass	The EquiPass is a discounted monthly transit pass or Single-Ride fare available to residents with household incomes below the after tax low-income cut off.	Transportation Services	Reduced fares OC Transpo
Taxi Coupon Program	The Taxi Coupon Program allows ParaTranspo customers to take discounted taxi service as an alternative to ParaTranspo.	Transportation Services	Taxi Coupon Program

Table 3: Gender-based Violence and Violence Against Women

Program / Service / Initiative	Description	Department	Supporting Links
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Program / Service / Initiative	Description	Department	Supporting Links
Violence Against Women; Victim Crisis Unit; Sexual Assault Unit	The Ottawa Police Service invited frontline workers involved with the community issue of violence against women to engage in a conversation about police response to partner and sexual violence	Ottawa Police Service	Violence Against Women; Victim Crisis Unit
Injury and Violence Protection	As part of Ottawa Public Health’s violence prevention programming, gender-based violence and violence against women is considered. Ottawa Public Health provide health information on its website, supports social media promotion and support for anti-gender-based violence and violence against women campaigns, such as the Moose Hide Campaign and support and partners with Ottawa Coalition to End Violence Against Women (OCTEVAW) initiatives	Ottawa Public Health	Violence Prevention - Ottawa Public Health

Table 4: Housing

Program / Service / Initiative	Description	Department	Supporting Links
10-Year Housing	Ottawa’s 10-Year Housing and Homelessness Strategy is	Community and	Ottawa’s 10-



<p>and Homelessness Plan</p>	<p>comprised of three main goals:</p> <ol style="list-style-type: none"> 1. Ensuring everyone has a home by way of increasing housing supply, stock and affordability 2. Homeless prevention as a standard while aiming to establish long term, stable housing solutions for all residents 3. Developing an integrative housing system responsive to a diverse range of needs within communities 	<p>Social Services</p>	<p>Year Housing and Homelessness Plan</p>
<p>Official Plan</p>	<p>The City of Ottawa's Official Plan provides a vision for the future growth of the city and a policy framework to guide the city's physical development.</p>	<p>Planning, Infrastructure and Economic Development</p>	<p>The New Official Plan</p>

Table 5: Integrated and Simpler Systems

<p>Program / Service / Initiative</p>	<p>Description</p>	<p>Department</p>	<p>Supporting Links</p>
<p>Community Funding Program</p>	<p>Mission: Community Funding improves community well-being by investing financial and capacity-building resources in the non-profit social services sector to address the root</p>	<p>Community and Social Services</p>	<p>Community funding program</p>



	<p>causes of poverty and increase equitable access to services for the most vulnerable residents in our community.</p> <p>Mandate: Community Funding invests in a sustainable social infrastructure of community non-profit social services that: provides equitable access to programs and services; responds to community needs; demonstrates measurable outcomes and financial accountability; collaborates to build community capacity and development; and aligns with City of Ottawa strategic priorities and plans.</p>		
Employment and Social Services Modernization	Modernizing access and service delivery for social assistance recipients through a social assistance digital application program	Community and Social Services	No website available
Open Ottawa portal	The Open Ottawa Portal is a City run platform that shares stories with residents by way of Data. Respective datasets provided by the City of Ottawa make use of spatial data such as wards, cycling networks and parks to build mapping applications. The platform also performs analysis on tabular datasets like water quality, traffic collisions or Public Health inspections. Residents are encouraged to reach out on the platform to request data for any relevant	Innovative Client Services	Open Ottawa



	area of interest.		
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Table 6: Mental Well-Being

Program / Service / Initiative	Description	Department	Supporting Links
<p>Residential Services Homes</p>	<p>Residential Services Homes provide a long-term residential living environment that is safe and supportive to vulnerable adults who require some supervision and services to maintain their independence in the residence and community. Residents are typically living with a psychiatric, developmental or physical illness and/or disability that would put them at risk of homelessness without these supports.</p> <p>The services provided include 24-hour urgent response, medication management, meals and snacks, furnished rooms (most rooms are shared), housekeeping, personal laundry and opportunities for social and/or recreational activities. The homes also provide access to other on-site and community-based services.</p> <p>Individuals applying for subsidies may self-refer and/or be</p>	<p>Community and Social Services</p>	<p>Residential Services Homes (Domiciliary Hostels)</p>



Program / Service / Initiative	Description	Department	Supporting Links
	referred by families, doctors, hospitals, and other community agencies.		
Adult Day Program	The Adult Day Program is a community-based support service that provides supervised programming for adults to assist them to achieve and maintain their maximum functioning and to provide respite and information for caregivers. The Adult Day Program is delivered directly through two of the four City Long-Term Care Homes, the Centre d'Accueil Champlain and Carleton Lodge.	Community and Social Services	Adult Day Programs
Have That Talk Series	The <i>have THAT talk</i> series provides resources to raise awareness about the importance of mental health in all areas of our lives. Everyone can take action to promote mental health where we live, work and play.	Ottawa Public Health	Ottawa Public Health Have that Talk
Ottawa Public Health Information Centre	Centralized health repository where residents can access resources pertaining to all facets of health and wellness	Ottawa Public Health	Ottawa Public Health Resources
Better Strength,	Better Strength, Better Balance is a fall prevention exercise	Ottawa Public	Better Strength



Program / Service / Initiative	Description	Department	Supporting Links
Better Balance!	and education program for people aged 65+	Health	Better Balance
Ottawa Public Health – Mental Health Strategy	Ottawa Public Health has a continued strategic focus to enhance mental health and address the harms of problematic substance use in Ottawa. There is commitment and momentum among community partners and the public to make a greater impact on mental health and substance use.	Ottawa Public Health	Ottawa Public Health’s Mental Health Strategy
Ottawa Community Action Plan	The Ottawa Community Action Plan is a collaborative, network-based strategy with an overarching goal of reducing harms from substance use.	Ottawa Public Health	Ottawa Public Health – Community Action Plan
Site Needle and Syringe Program	This program aims to reduce the risk of bloodborne infections, overdose and other drug related harms among people who use drugs and the broader community. This includes front-line service provision of harm reduction materials and health teaching; clinical services including sexually transmitted and blood borne infections (STBBI)	Ottawa Public Health	Site Needle and Syringe Program



Program / Service / Initiative	Description	Department	Supporting Links
	<p>testing and treatment; contraception; vaccines for hepatitis and influenza; naloxone training and distribution and referrals through the Harm Reduction fixed site, mobile van and target outreach activities.</p> <p>The team works to connect clients to other needed health, social, addictions and community services. As the core Needle and Syringe Program in Ottawa, the team supports over 35 partner agencies across the city coordinating accessible, evidenced based services.</p>		
<p>Ontario Naloxone Program / Harm Reduction Program</p>	<p>This program supports local opioid response initiatives, including naloxone distribution to eligible community-based organizations, local overdose response planning and work on early warning and surveillance of opioid overdoses. The Harm Reduction team provides overdose prevention and response training and naloxone kit distribution to clients accessing any of Ottawa Public Health’s harm reduction services.</p> <p>As the core Ontario Naloxone Program in Ottawa, the team</p>	<p>Ottawa Public Health</p>	<p>Substance Use (Opioids, Cannabis, Alcohol and Tobacco) - Ottawa Public Health</p>



Program / Service / Initiative	Description	Department	Supporting Links
	<p>supports eligible community agencies in the planning and implementation of take-naloxone kit programing and supports allied service partners in the development of tailored overdose prevention and response policies and procedures.</p>		
<p>Supervised Consumption Services</p>	<p>The program provides medically supervised consumption services. The team works to connect clients to other needed health, social, addictions and community services through the provision of onsite wrap-around services as well as providing support to remove access barriers such as appointment accompaniment, providing transportation, developing referral pathways, etc.</p> <p>The program provides a hygienic environment for people to consume pre-obtained drugs under clinical supervision. Reduce the risk of bloodborne infections, overdose and other drug related harms among people who use drugs and the broader community. This includes front-line service provision of harm reduction materials and health teaching; clinical services including STBBI testing and treatment;</p>	<p>Ottawa Public Health</p>	<p>Supervised Consumption Services</p>



Program / Service / Initiative	Description	Department	Supporting Links
	<p>contraception; vaccines for hepatitis and influenza; naloxone training and distribution and referrals through the Harm Reduction fixed site, mobile van and target outreach activities. The team works to connect clients to other needed health, social, addictions and community services.</p>		
<p>School Health, Youth Health and Youth Connections Ottawa</p>	<p>Provide comprehensive, coordinated and systemic youth peer-to-peer approach through the creation of Youth Connections Ottawa. Youth Connections Ottawa is an Ottawa based peer to peer approach which will support youth-led mental health promotion and substance use prevention initiatives. The Registered Nurses’ Association of Ontario’s Youth Mental Health and Addiction Champion Toolkit has been adapted to develop a facilitator guide which led to the training of school board implementation leaders and adult allies. Youth Connections Ottawa provides youth with the opportunity to lead initiatives that will increase resilience, promote help seeking behavior and increase knowledge on mental health and problematic substance use.</p>	<p>Ottawa Public Health</p>	<p>Youth Connections Ottawa (Peer-to-Peer Program)</p>



Program / Service / Initiative	Description	Department	Supporting Links
School Health – Healthy Transitions	Coordinate and deliver an evidence-based mental health promotion/early intervention program to all grade six students within the four publicly funded school boards. The Healthy Transitions program is delivered by Public Health Nurses is designed to promote knowledge, skills and attitudes which are important for resilience and mental health; promote environments at home and school that support healthy adolescent development and strengthen links between schools and community agencies to support the mental health of young adolescents.	Ottawa Public Health	PowerPoint Presentation Healthy Transitions
Suicide Prevention	Ottawa Public Health plays a vital role in life promotion and suicide prevention in the community and within the City of Ottawa departments. safeTALK training is offered by Ottawa Public Health to all City staff, volunteers, and learners through the Learning Centre. safeTALK is a three-hour suicide alertness training.	Ottawa Public Health	No website available
Community Needle Retrieval	In collaboration with Harm Reduction services, there is a concerted effort to retrieve as many needles as possible	Ottawa Public Health	Discarded Needles in Our



Program / Service / Initiative	Description	Department	Supporting Links
Program	from injection drug users through needle exchange partners, a network of 80+ needle drop boxes located in areas of need, household hazardous waste collection and pharmacy Take it Back program. For needles that are improperly discarded in the community Ottawa Public Health oversees the Needle Hunters program to proactively locate discarded needles from priority neighbourhoods and city staff collect discarded needles during their routine operations and also in response to 311 service requests initiated by residents.		Communities Harm Reduction Services in Ottawa
School Health – Pursue your Passion	The Pursue Your Passion Cannabis Public Education Program was recently developed by Health Canada. The objective of the program is to encourage youth to pursue positive lifestyle passions without the use of cannabis. The program will increase youth’s awareness and education of the negative health effects associated with cannabis.	Ottawa Public Health	Pursue Your Passion
1-on-1 Quit Smoking Clinic	This clinic is held every second week and provides counseling and support to help residents quit smoking. The	Ottawa Public Health	Services in Ottawa to Help



Program / Service / Initiative	Description	Department	Supporting Links
	<p>program provides one-on-one support with a quit coach for up to 30 minutes. Clients are given the tools and support to develop a personalized quit plan, get tips on how to stay smoke-free, and for eligible participants, receive free nicotine patches or gum, for up to a maximum of five weeks.</p>		<p>People Quit Smoking</p>

Community Initiatives

Table 7 Discrimination, Marginalization and Racism

Program / Service / Initiative	Description	Organization	Supporting Links
<p>Culture and Learning Program</p>	<p>Uganda Association of Ottawa / Somerset West Community Health Centre partnership: Established to address concerns in the Black community around Race-Equity, Mental Health and Cultural Awareness, Civic Responsibility and access to Education</p>	<p>African Canadian Association of Ottawa</p>	<p>African Canadian Association – Culture and Learning</p>



			Program
Council on Aging of Ottawa	Council on Aging advocates for Ottawa’s older population with a main priority to influence policy decisions and community program development for seniors.	Council on Aging of Ottawa	Council on Aging
Settlement and Integration Services	CCSC Agency provides information and practical assistance to help newly arrived immigrants settle quickly in Ottawa, assisting with myriad services to address systemic discrimination and marginalization and other barriers	Ottawa Chinese Community Service Centre	Chinese Community Service, Settlement, and Integration Program
Action Committee on Anti-Racism	Combatting racism on campus through an anti-racist lens of inclusivity in promotion of tolerance and the expressed power of diversity	University of Ottawa	Anti-Racism Action Committee



Table 8: Financial Security and Poverty Security

Program / Service / Initiative	Description	Organization	Supporting Links
'Community First' Poverty Reduction Hub	The Poverty Reduction (PR) hub studies how different players tackled poverty through community-campus partnerships. The goal is to understand how people from different areas of the community could work together to address the root causes of poverty	Carleton University	Carleton University's Poverty Reduction Hub
Causeway's Avenue to Employment	Assisting clients with employment planning, job placements and job retention	Causeway Work Centre	Causeway Employment Program
Start up Community Farming Program	Just Food established the Start-Up Farm Program to support new farmers in the Ottawa region. By offering access to land, shared infrastructure/equipment, and training, the program aims to enable more people in this region to start their own successful farm business	Just Food	Just Food Start up Farm Program



Program / Service / Initiative	Description	Organization	Supporting Links
Backyard Garden Program	Lean food gardening basics from instructors who are experienced	Just Food	Just Food Garden Workshop
Courage to Soar	Program to provide full tuition and textbook sponsorship or the Administrative Assistant (Advanced Studies) at Willis College	Minwaashin Lodge	Courage to Soar
School Breakfast Program	Providing students in need with a nutritious breakfast – giving them the chance to start their day ready to learn on equal footing with their peers.	Ottawa Network for Education	Breakfast Program
Classroom Gardens	The Ottawa Network for Education believes that nutrition doesn't stop at a healthy breakfast – it is enriched and empowered by an understanding of where food comes from, and through encouraging engagement with fresh food from seed to plate. This program is starting in the 2021 –	Ottawa Network for Education	Classroom Gardens



Program / Service / Initiative	Description	Organization	Supporting Links
	2022 school year.		
The Mission Food Truck	The Mission food truck is currently serving 3,000 meals per week to Ottawa’s most vulnerable street-involved people.	The Ottawa Mission	Ottawa Mission Food Truck

Table 9: Gender-based Violence and Violence Against Women

Program / Service / Initiative	Description	Organization	Supporting Links
Individual Counselling and Transition Support Programs	Assisting women in transition to a life free from violence by connecting them with necessary community services, such as housing, parenting support, educational and employment needs, legal matters and accompaniments, health and wellness services to ensure client’s transition needs are	Carlington Community Health Centre	Carlington Community Health Centre - Violence Against Women Web Page



Program / Service / Initiative	Description	Organization	Supporting Links
	met.		
Cornerstone	Cornerstone provides emergency shelter and supportive housing for a diversity of women. Services are offered in an environment which promotes dignity and a sense of hop for women experiencing violence	Cornerstone	Cornerstone
The Fourth R	<p>The Fourth R is an evidence-based dating violence prevention program designed to promote safe and healthy relationships.</p> <p>A study showed that The Fourth R program reduced physical dating violence by over half among students aged 14 to 15 years.</p> <p>The program is now available in all 41 English-speaking Ottawa high schools and many French-speaking high schools. More than 130 teachers have been trained to</p>	Crime Prevention Ottawa	The Fourth R



Program / Service / Initiative	Description	Organization	Supporting Links
	deliver this message to local students.		
ManUp!	<p>ManUp! is a movement initiated by a group of student leaders at Ottawa’s Longfields-Davidson Heights High School. The young men are working to change how women are treated in society. They hope to encourage men and boys to make better decisions and help bystanders to speak out and make a difference.</p> <p>Crime Prevention Ottawa provided funding to help the group expand their efforts by sharing their knowledge with other schools. ManUp! has now expanded to 25 high schools throughout Ottawa and surrounding areas.</p> <p>Crime Prevention Ottawa also funded the ManUp! Speaking tours in Ottawa and Owen Sound, reaching nearly 10,000 students.</p>	Crime Prevention Ottawa	ManUp!
Unsafe at Home Ottawa	Unsafe at Home Ottawa is a secure text and online chat service for women and members of 2SLGBTQIA+ communities in Ottawa and Lanark County who may be	<ul style="list-style-type: none"> • Eastern Ottawa Resource Centre • Interval House of 	Unsafe At Home Ottawa



Program / Service / Initiative	Description	Organization	Supporting Links
	<p>living through increased violence and abuse at home during the COVID-19 pandemic. Our personnel provide emotional support, practical advice and referrals using encrypted technology, so conversations are confidential and secure.</p> <p>Unsafe at Home can help callers:</p> <ul style="list-style-type: none"> • Talk about how you're feeling • Create a safety plan to reduce your risk of harm • Get you the services you need for support • Cope with your situation during this period of physical distancing 	<p>Ottawa</p> <ul style="list-style-type: none"> • Ottawa Victim Services • Western Ottawa Resource Centre • Ottawa Coalition to End Violence Against Women • Crime Prevention Ottawa • Lanark County Victim Services • Kind Space for offering support for LGBTQ2S+ communities • Immigrant Women Services Ottawa for providing 	



Program / Service / Initiative	Description	Organization	Supporting Links
		translation services in 70 different languages.	
Women’s Counselling Services	Interval House of Ottawa Counselling Services works closely with the women to offer support and address their immediate safety concerns. Risk assessments and safety plans are completed and continuously revisited throughout their stay in order to speak to their current individual circumstances.	Interval House	Interval House
SafetyLabs	SafetyLabs, originating in San Francisco by Community United Against Violence (CUAV) , are a space for 2SLGBTQ+ and racialized communities to practice core skills needed for grounded, accountable, and liberating community-based responses to harm. SafetyLabs focuses on preventing and intervening in ways that do not rely on isolation, shame, retaliation, or incarceration. Many of us, including Kind Space, talk about not wanting to	Kind Space Ottawa	SafetyLabs



Program / Service / Initiative	Description	Organization	Supporting Links
	<p>recreate systems of violence by criminalizing already marginalized people but also, rightfully, want harmful and violent behaviour to stop. The best we have figured out is to isolate people and remove them from our spaces. The outcome is that harm gets displaced in other communities or with different people and the people involved and those connected to them are not receiving the support they need.</p> <p>The goal of SafetyLabs is to build more caring, intentional, connected, and accountable communities. Violence is allowed to exist and thrive when we are disconnected from our neighbours, friends, loved ones and remain bystanders when harm happens.</p>		



Program / Service / Initiative	Description	Organization	Supporting Links
<p>Transitional Support and Housing Program</p>	<p>The Transitional Support and Housing Program is designed to help clients with practical supports such as:</p> <ul style="list-style-type: none"> • safety planning • finding and maintaining housing • advocating for your rights • accessing basic financial assistance • court support • accompaniment to appointments • connecting you and your children to community support services 	<p>Minwaashin Lodge</p>	<p>Transitional Housing Support</p>



Program / Service / Initiative	Description	Organization	Supporting Links
<p>Kizhaay Anishinaabe Niin – I am a Kind Man</p>	<p>The overall purpose of the Kizhaay Anishinaabe Niin program is to end all forms of violence towards Indigenous women. The program objectives are:</p> <ul style="list-style-type: none"> • Improved self-esteem and sense of identity among urban Indigenous men within the program • Reduced instances of violence against Indigenous women from men who have received program supports including those who were reintegrated into the community • Reduced stigma around conversation on violence against Indigenous women <p>Increased collaboration between Friendship Centres and Delivery Sites, levels of government and other organizations to support efforts to reduce instances of violence against indigenous women</p>	<p>Odawa Native Friendship Centre</p>	<p>Kizhaay Anishinaabe Niin</p>



Program / Service / Initiative	Description	Organization	Supporting Links
I Can MANifest Change	<p>MANifest Change involves men and boys in preventing gender-based violence (GBV). The Five Conversations often take the form of a workshop series, coaching or mentoring conversations, or informal conversations among peers. We hold these critical conversations in high schools, universities, community agencies and other workplaces. Many agencies have chosen to train their own MANifest Change facilitators who host workshops, give presentations, and coach others in the organization on engaging men to prevent gender-based violence.</p>	<p>Ottawa Coalition to End Violence Against Women</p>	<p>Manifest Change</p>



Program / Service / Initiative	Description	Organization	Supporting Links
<p>Tech Without Violence</p>	<p>Tech Without Violence was developed by the Purple Sisters—a group of Ottawa youth dedicated to bringing attention to issues facing young women in their community—this new online hub provides practical information for young social media users and key recommendations social media platforms can use to address and prevent cyberviolence. This project focuses on five of the most popular social media platforms: Facebook, Twitter, Snapchat, Instagram and Tumblr.</p>	<ul style="list-style-type: none"> • Ottawa Coalition to End Violence Against Women • Youth Services Bureau’s Purple Sisters Youth Advisory Committee 	<p>Tech Without Violence</p>



Program / Service / Initiative	Description	Organization	Supporting Links
<p>Project SoundCheck</p>	<p>At Project SoundCheck™ we see the international momentum around preventing sexual harassment and assault. We believe in the ability of venue owners and event/festivals organizers to create a culture that promotes consent and challenges all of the factors that allow sexual harassment and assault to thrive. Our project knows that through providing bystander intervention training and strategic prevention tools, we can work in collaboration with organizers and owners to create social change and foster more inclusive and safer events.</p>	<ul style="list-style-type: none"> • Sexual Assault Network • Ottawa Coalition to End Violence Against Women • Crime Prevention Ottawa 	<p>Project SoundCheck</p>
<p>Urgent, Escorted Move and Resettlement for Survivors of Abuse or Violence</p>	<p>Shelter Movers is a national, volunteer-powered charitable organization that provides moving and storage services at no cost to survivors of abuse;</p>	<p>Shelter Movers Ottawa</p>	<p>Shelter Movers Program</p>



Housing

The Community Safety and Well-Being Plan will support the 10-Year Housing and Homelessness Plan and Official Plan amongst other initiatives. These groups have extensive lists of programs, services, and initiatives currently underway in the community and the Community Safety and Well-Being Plan will work through these initiatives to support the work of the community.

Table 10: Integrated and Simpler Systems

Program / Service / Initiative	Description	Organization	Supporting Links
Ottawa’s Homelessness Hub (under Canadian Observatory on Homelessness)	The Homeless Hub is a web-based research library and information centre representing an innovative step forward in the use of technology to enhance knowledge mobilization and networking.	Canadian Observatory on Homelessness	Ottawa The Homeless Hub
Equity Ottawa	Equity Ottawa is a partnership committed to strengthening member organizations’ capacities to identify and pursue internal system change strategies and actions that will ensure greater equity of immigrant and racialized populations and improved responsiveness to their needs.	Ottawa Local Immigration Partnership	Equity Data



Program / Service / Initiative	Description	Organization	Supporting Links
	Equity Ottawa, founded in 2012 by the Ottawa Local Immigration Partnership and Centretown Community Health Centre, has served as a community of practice and a source of knowledge resources and peer support for organizations as they build their capacities to be equitable and inclusive of immigrants and racialized people		
Ottawa Neighbourhood Study	A research-based coalition helping internal and external stakeholders better understand the neighbourhood dimensions	University of Ottawa	Ottawa Neighbourhood Study

Table 11: Mental Well-Being

Program / Service / Initiative	Description	Organization	Supporting Links
Counselling Connect	Counselling Connect provides quick access to a free phone or video counselling session, available in English and French. You choose a convenient date and time. This service is for everyone: children, youth, adults and families	21 partners	Counselling Connect



Program / Service / Initiative	Description	Organization	Supporting Links
	in Ottawa and the surrounding area. There is no waiting list.		
Kids Come First	Kids Come First includes over 60 organizations, family, and youth partners, nearly 1,100 physicians, and thousands of individuals including children, youth and families. As one of the member organizations, CHEO will deliver services in ways that matters to children, youth, and families and we will work with our partners to do the same.	Children’s Hospital of Eastern Ontario (CHEO)	Kids Come First
Children and Youth Mental Health Services	Crossroads Children’s Mental Health Centre works exclusively with children up to the age of 12 and their families. They are committed to developing and delivering a wide range of mental health services to help children and families struggling with severe emotional, behavioural, and social challenges.	Crossroads Children’s Mental Health Centre Services	Crossroads Children's Mental Health Centre
Mental Health Crisis Line	Working within the continuum of mental health services, the Distress Centre of Ottawa and Region contributes to a healthier and safer community by providing suicide	Distress Centre of Ottawa and Region	Distress Centre of Ottawa



Program / Service / Initiative	Description	Organization	Supporting Links
	prevention, crisis intervention, psychological stabilization, emotional support, information, referral, and education services, without judgement, to individuals in need.		
STORM team	The Street Team OutReach Mobile, STORM, team is available to assist women who are street involved with immediate harm reduction, safety planning, crisis interventions, and community referrals. STORM also serves women at-risk at becoming homeless and/or street involved.	Minwaashin Lodge	STORM
Akwe:go At-Risk Children's Program	The goal of the program is to provide urban Aboriginal children with support, tools and healthy activities which will build upon and foster their inherent ability to make healthy choices.	Odawa Native Friendship Centre	Akwe:go
The Aboriginal Healing and Wellness Program	<p>The goal is to foster improvements in the health and wellbeing of Aboriginal individuals, families, communities and Nations through:</p> <ul style="list-style-type: none"> • provision of equitable access to primary health and 	Odawa Native Friendship Centre	The Aboriginal Healing and Wellness Program



Program / Service / Initiative	Description	Organization	Supporting Links
	<p>healing services and programs, including prevention, treatment and support, that are culturally appropriate and culturally competent;</p> <ul style="list-style-type: none"> • building on the strengths and enhancing the capacities of Aboriginal communities; and • promotion of equitable, violence-free relationships and healthy environments. 		
Wasa-Nabin	<p>Wasa-Nabin is a program for at-risk youth ages 13-18 that provides support and tools within a cultural framework to foster the ability to make healthy choices, as well as to provide healthy activities for clients and participants.</p>	Odawa Native Friendship Centre	Wasa-Nabin
ABC Intersections	<p>ACB Intersections is an online learning series exploring mental health and wellness in Ottawa’s African, Caribbean and Black Communities. This monthly online-learning series offers an overview of many of the social implications and intersections directly impacting residents within the ACB communities</p>	Ottawa Black Mental Health Coalition	Ottawa Black Mental Health Coalition - Intersections



Program / Service / Initiative	Description	Organization	Supporting Links
Ottawa Child and Youth Initiative	<p>The Ottawa Child and Youth Initiative works together to foster the healthy development of all children and youth through research, advocacy and program development.</p> <p>Our vision is for children and youth in Ottawa to have the opportunity to reach their full potential.</p>	Ottawa Child and Youth Initiative Steering Committee	Ottawa Child and Youth Initiative - Growing Up Great
Managed Opioid Program	<p>Ottawa Inner City Health Inc. (OICH) aims to improve the health and access to health care for people who are chronically homeless. The managed opioid program (MOP) provides participants with addictions to take prescribed opioids under a doctor's supervision at local shelters — rather than risking their lives with street drugs.</p>	Ottawa Inner City Health	Report to Health Canada – Operation of the SIS
Step For Youth in Schools and Community Coalition	<p>Ottawa Network For Education coordinates the step for Youth in Schools and Community Coalition. This community collaborative of 22 committed partners works to ensure students and their families in all 4 school boards have access to direct support, treatment, education, and prevention (step) for youth problematic substance and</p>	Ottawa Network For Education	Step for Youth in Schools and Community Coalition



Program / Service / Initiative	Description	Organization	Supporting Links
	technology use.		
Access MHA	AccessMHA makes it easier to help find mental health and/or substance use support, services, and care. We eliminate the guesswork and work with you to refer you to the services you need, all while supporting you through the process. After reaching out to us, you will be paired with a trained mental health and addiction professional who will connect you to the services you need from a network of partner organizations.	Regional Coordinated Access – Mental Health and Addictions Partners for Regional Coordinated Access	AccessMHA
Royal Ottawa Mental Health Centre	The Royal is a teaching and research hospital, combining specialized mental health care, advocacy, research, and education to better the lives of people living with complex and treatment-resistant mental illness	The Royal	The Royal
ACB Health Zone	The ACB Health Zone is specifically designed to meet the needs of the African, Caribbean and Black communities. Modeled after similar programs (such as Gay Zone), the ACB Health Zone is hosted by the Sandy Hill	Sandy Hill Community Health Centre	ACB Health Zone



Program / Service / Initiative	Description	Organization	Supporting Links
	Community Health Centre on Monday evenings. Services include anonymous rapid HIV testing, walk-in primary care, immigration and settlement support, Ontario Works and Ontario Disability Support Program support, as well as a range of programming from art therapy to games and socials.		
Student Mental Health Action Kit	Practical resources to support student mental health during Covid-19	School Mental Health Ontario	Student Mental Health Action Kit
Mentally Healthy Back to School Support Package	Practical resources to help schools rise together to resilience	School Mental Health Ontario	Mentally Healthy Back to School Support Package
Support Line for African, Caribbean and Black	Somerset West Community Health Centre is offering phone support for African, Caribbean and Black residents of Ottawa. Support for the community, by the community. The program	Somerset West Community Health Centre	Support Line for African, Caribbean, and Black (ACB)



Program / Service / Initiative	Description	Organization	Supporting Links
Communities	offers help to regain wellbeing. The program offers practical and emotional support including resource navigation, health coaching and advocacy.		Communities
Suicide Prevention Resources and Training	<p>Suicide Prevention Ottawa is a group of organizations working together in Ottawa to make services more effective at preventing suicide among children, youth and young adults.</p> <p>The work revolves around three key areas of focus: research, responding after a suicide (or suicide postvention), and building capacity.</p>	Suicide Prevention Ottawa	Suicide Prevention Ottawa
Youth Services Crisis Line	The crisis line is open 24/7 for anyone to call for help with any situation, emergency or not. The live crisis chat is also available anytime .	Youth Services Bureau	Youth Services Bureau