

When a child or teenager you know seems depressed, overwhelmed with life or otherwise distressed, they may need professional guidance and support.

## If you are...

A **parent** worried about your child

A **teacher** concerned about a student

An **emergency or other service provider** who has encountered a young person potentially in crisis

**You care.  
You want to help.**

**Connect with 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**

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*(In Ottawa)*

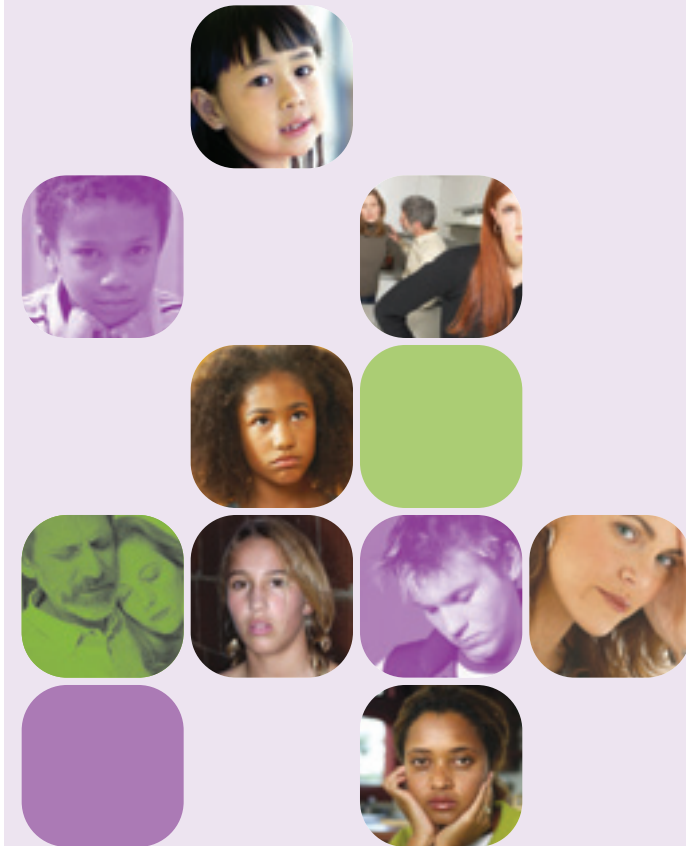
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The Child, Youth and Family Crisis Line for Eastern Ontario is supported by the Ontario Ministry of Finance *Strengthening Our Partnerships (SOP)* Initiative, as well as by the Ministry of Children and Youth Services. The goals of the SOP Initiative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



# A YOUNG PERSON IS IN CRISIS & YOU CAN HELP



**FOR PARENTS AND PROFESSIONALS**



### What is it?

The Child, Youth and Family Crisis Line is a new 24/7 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.

### What is a crisis?

We leave that up to you. Young people need crisis support for many reasons. Don't hesitate to call if you are concerned that a young person seems depressed or anxious or is showing other signs of struggling to cope.

If you a parent who is feeling overwhelmed yourself with concerns about your child, reach out to the Crisis Line. Even if you are not sure how serious the problem may be .... Call.

### What kind of help will be provided?

The Child, Youth and Family Crisis Line is a unique crisis support and intervention service in your community.

The phone lines are staffed by caring professionals who have the specialized expertise to help young people in crisis and their families in a non-judgmental way.

The Crisis Line is a partnership of major child and youth service providers across Eastern Ontario, so these professionals also have the connections to refer the young person and his/her family to the right organization in their community.

### Help may include:

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



### What is your role?

As an adult in contact with a young person who may be in crisis, your role is vital.

### Make the call yourself on behalf of a child or youth in crisis.

Or encourage the young person or their parent, guardian or caregiver to call for help.

By working together, we can ensure that our community's young people receive high quality and timely help in a time of crisis.

Find out much more about the Child, Youth and Family Crisis Line on the Web site

[www.icrs.ca](http://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.*

