

Agency Name	Agency Hours	Services Offered	Notes
Somerset West CHC	9am-4pm, last call at 3pm 7days/week (SCS/CTS)  5-11:30pm (NESI Van), Mon-Sat	Supervised Consumption Services, Harm Reduction Supplies, Naloxone, OAT services, DOPE team continues to do targeted outreach	Shortened SCS service hours, van hours remain the same  Clients screened for respiratory symptoms at door  Limiting number of people in space, folks may need to wait outside for access  Drop-in space closed until further notice
Ottawa Inner City Health (The Trailer)	24hrs/day, 7days/week	Supervised consumption services, harm reduction supplies, naloxone	No change to services
Sandy Hill CHC	8am-5pm, last call at 4:15pm 7days/week (SCS/CTS)  8am-8pm 7days/week (Junction - gear and naloxone through door once CTS closed)  9am-2pm Mon-Fri (OAT)  MTWF 9am-4pm, Th 1-4pm (Urgent walk-in medical care)	Supervised consumption services, harm reduction supplies, naloxone  OAT is walk-in, however phone appointments preferred (meeting with provider via phone/OTN facilitated by a nurse)  Oasis walk-in medical care is for urgent issues only, for people who fit mandate	Shortened SCS service hours  Clients screened for respiratory symptoms at door  Limiting number of people in space, folks may need to wait outside for access  Drop-in space closed until further notice
Centre 507	Closed until further notice	None	N/A
CMHA	Office closed to public (no groups, IASP, etc.)	Staff working from home but remaining in contact with clients; providing community	

		support in emergency situations. Staff unable to drive clients (other means will be provided), essential items can be dropped off for clients outside of their home, no contact to be made.	
South East Ottawa CHC	8:30-4:30 Mon-Fri	Open in-person for the following ONLY: harm reduction supplies, anonymous HIV testing, baby cupboard. Other services offered over the phone when possible (including crisis counselling).	Shortened service hours  Clients being screened at entrance of 6 <sup>th</sup> floor.  Recommended that clients call the centre for pre-screening before coming in 613-737-5115. If calling is not possible, screening will be done at reception.
Centertown CHC	Primary care hours: Mon-Wed 8:45am-8pm Thurs 1-5pm Fri 8:45am-4pm  Urban Health Clinic: Tues/Fri 9am-11am  Harm reduction services: Mon-Wed 9am-7pm, Thurs/Fri 9am-3pm	Urban Outreach Walk-In (Thurs & Fri mornings) continue to run for folks living in rooming houses, shelters, or who are street affected  Social Service walk-in is now running over the phone  See reception for premade harm reduction bags	For primary care, please call ahead at 613-233-4697 for screening and to book a same-day appointment  All clients will be screened at the door
Centre 454	Closed	None	
HEALTH Clinic	Closed for in-person visits		If clients would like to arrange visit via teleconference, please email <a href="mailto:reception@voicefound.ca">reception@voicefound.ca</a>
Pinecrest Queensway CHC	Closed for Harm Reduction Supplies  Primary Care by appointment only	No harm reduction services	Existing clients should call to make an appointment

Royal Ottawa Mental Health	No changes to services	Harm reduction services offered to existing clients of ROH only	
Dave Smith Youth Treatment Centre	Residential sites continue to operate  Aftercare services offered virtually or by phone as needed	Naloxone kits and training continue to be available to clients	
Orleans-Cumberland Community Resource Centre	Services offered via telephone Mon-Fri  Food bank by appointment only	Naloxone available to clients – would have to make special arrangements for pick-up	Please call ahead before visiting to access harm reduction services 613-830-4357
Carlington CHC	8:30am-4:30pm Mon-Fri  Intake hours for harm reduction supplies 1-4pm Mon-Fri	Harm reduction supplies available through intake office. HRDU outside continues to operate.  Most services now provided over phone (except HR supplies and foodbank)  Community programs suspended until further notice.	No evening hours  Clients must buzz doorbell, will be screened at the door and again upon entry. Clients must wear mask and sanitize their hands upon entry.
OATC	No changes to hours	Naloxone kits continue to be provided by pharmacy, harm reduction kits available for pick-up	New protocol – only 3 people allowed in clinic at a time, everyone else must wait outside until someone exits the clinic.
ACO	All drop-in programs cancelled	Tool Shed Harm Reduction Dispensary closed  Services continuing include: weekly food bank (Fridays), one-on-one support on an appointment basis, phone support, online outreach	

Montfort Renaissance Inc. & Ottawa Withdrawal Management Centre	No change to hours	No changes to services offered, however may be limiting number of admissions at this time to maintain safe environment for staff/clients	All clients are screened prior to admission, clients will be referred elsewhere if they have respiratory symptoms
Elizabeth Fry Society of Ottawa	No change to hours	Residential programs remain open  Reduced face-to-face interaction with community clients, though phone support is still available  Harm reduction supplies continue to be available	
Lowertown CRC	8:30am-4:30pm	Closed drop-in services, harm reduction supplies still available to clients  Currently operating: foodbank services, emergency fund (bus tickets, food vouchers, etc.), phone in reception, emergency services for youth.	Recommended to call first before accessing services.
Minwaashin Lodge – STORM Van	4pm-8pm daily, no service on Tuesdays	Harm reduction services remain available	Reduced service hours
Operation Come Home	Closed	None	No services available
OPH Site Program	9am-5pm Mon-Fri (SCS)  5pm-11:30pm 7days/week (Site Van)	Supervised consumption services, naloxone, harm reduction supplies, reduced clinical services	No changes to hours  Gear at door  Clients screened for respiratory symptoms through intercom

			Limiting number of people in space, folks may need to wait outside for access
Onyx Community Service			<i>Waiting for further details</i>
Wabano Centre for Aboriginal Health	9am-5:30pm Mon-Fri	Health services remain open, harm reduction supplies available (injection supplies)	Shortened hours Clients screened at door
Youth Services Bureau of Ottawa	12pm-6pm Mon-Fri 1pm-6pm Sat/Sun	Harm reduction supplies and food bank available by buzzing at front door  Youth Mental Health Walk-in Clinic closed	No change to drop-in hours  Building closed to public – phone only assistance
St. Luke's Table	11am-12pm	Bagged lunches served at door  All other programming suspended	Available by phone at 613-238-4193 – please call if you are in need
The Well	10am-1pm Mon-Fri	Bagged lunches and hygiene supplies provided at door at 154 Somerset St. West  All other programming suspended	Available by phone at 613-594-8861 – please call if you are in need
Cornerstone			<i>Waiting for further details</i>
Ottawa Mission	12:30-1pm	Community meal served outside  Clothing room closed  All other community services suspended	
Restoring Hope Ministries (Haven Youth Care Centre)	Open at 10pm Fri/Sat/Sun	Only youth who need a place to sleep allowed in to shelter. Youth in need of food and other supplies can access at the door only.	Services reduced from 5 nights/week to 3 nights/week (Fri/Sat/Sun)

Salvation Army Foodbank	By appointment only		Please call 613-241-1573 ext. 221
Salvation Army Van	Urgent transport only (ex. to hospital)		Clients will be screened for respiratory symptoms before entry
The Walk-In Counselling Clinics	Wed/Thurs/Fri/Sun	See website for available clinics and phone numbers. Services offered by phone/video conference only.	<a href="https://walkincounselling.com/">https://walkincounselling.com/</a>
TED/TESP Program Shepard's of Good Hope	24hrs/day, 7days/week	No change to services or hours	Clients will be screened by nurse for respiratory symptoms
<i>Riverside Drugstore</i>	9am-5pm Mon-Fri	Harm reduction supplies remain available	No changes to service hours
<i>Trust Care Pharmasave</i>	No change	Harm reduction supplies remain available	No change to hours
<i>Palmyra Guardian</i>	9am-6pm Mon-Fri 9am-3pm Sat 10am-11am Sun	Harm reduction supplies remain available	No change to hours
<i>Parkway Pharmacy</i>	8-5 Mon-Fri 10-5 Sat Closed Sun	Harm reduction supplies remain available	No change to hours
<i>Shoppers Drug Mart Stittsville Main St.</i>	8am-10pm	Harm reduction supplies remain available	Reduced service hours (previously closed at midnight)
<i>Centretown Pharmacy</i>	6am-6pm Mon-Fri 8am-4pm Sat-Sun	Harm reduction supplies remain available	No change to hours
<i>Whole Health Pharmacy Ogilvie</i>	9am-7pm Mon-Fri 10am-3pm Sat Closed Sun	Harm reduction supplies remain available	No change to hours
<i>Sobeys Pharmacy</i>	9am-8pm Mon-Fri 10am-6pm Sat 11am-6pm Sun	Harm reduction supplies remain available	Reduced service hours