

# Coping with the Holidays • Resource List 2020

## Finding support this holiday season

### In this guide you will find:

- City of Ottawa services
- Volunteer opportunities
  - Free meals
- Counselling services and bereavement groups
  - Celebrations & events
- Grief during the holidays
- How to support someone who is grieving

### City of Ottawa • Who to call

Call **9-1-1** for life threatening emergencies (fire, medical or crime) in progress  
Call **3-1-1** for questions about city services  
Call **2-1-1** for Community Navigation of Eastern Ontario (information and referral to resources)

### 24-hr Crisis Lines

#### Distress Centre (English & Français)

• 613-238-3311 • 1-866-996-0991 (toll free)

**Youth Services Bureau** • 613-260-2360 •

1-877-377-7775 (toll free) • chat.ysb.ca (text)

#### TAO-Tel-Aide (Français)

613-741-6433 • 1-800-567-9699 (toll free)

### Did you know?

Seniors ages 65+ ride for free on OC Transpo on Wednesdays and Sundays. You must set up the discount on your card first.  
613-741-4390 [www.octranspo.com](http://www.octranspo.com)

### Volunteer opportunities

Call **2-1-1** for information on specific programs

#### Volunteer Ottawa

613-736-5270

[www.volunteerottawa.ca](http://www.volunteerottawa.ca)

#### Food for Thought

613-663-8038

[volunteers@foodforthought.cafe](mailto:volunteers@foodforthought.cafe)

#### Somali Centre for Family Services

##### Youth Office

613-733-5478

#### In from the Cold (Parkdale United)

613-728-8656

#### Volunteer with SEOCHC

Call or email Sandra

613-737-5115 ext. 2294

[sandram@seoche.on.ca](mailto:sandram@seoche.on.ca)

### Free Meals in Ottawa (Call ahead for meal hours)

**Shepherds of Good Hope** • 233 Murray St. • Monday to Sunday • 613-789-8210

**St. Luke's Table** • 180 Percy St. • Monday to Saturday • 613-238-4193

**Capital City Mission** • 521 Rideau St. • Monday to Friday • 613-241-2407

**St. Joe's Women's Centre** • 151 Laurier Ave. East • Monday to Friday • 613-231-6722

**Centre Espoir Sophie (femmes)** • 145A Murray St. • Monday to Thursday • 613-789-5119



South-East Ottawa Community Health Centre

Centre de santé communautaire du sud-est d'Ottawa

Every One Matters.  
Chaque personne compte.

Created by / for clients, volunteers, and staff of  
South-East Ottawa Community Health Centre (SEOCHC)

613-737-5115 • [seoche.on.ca](http://seoche.on.ca)

• Healthy End of Life Project (HELP) Ottawa •

## Individual Counselling Services

**Counselling Connect** • [www.counsellingconnect.org](http://www.counsellingconnect.org) • Book free same-day or next-day telephone or video appointments for any age or gender • English & French

**Walk-In Counselling** • 613-755-2277 • [walkincounselling.com](http://walkincounselling.com) • In-person and video sessions • English, French, Arabic, Spanish, Somali, Cantonese & Mandarin

**Jewish Family Services of Ottawa** • 613-722-2225 • [www.jfsottawa.com](http://www.jfsottawa.com) • Sliding scale • English, French, Arabic, Hebrew & Armenian

**Ottawa Community Immigrant Services Organization (OCISO)** • 613-249-0006 • [ociso.org](http://ociso.org) • Individual counselling for immigrants and refugees, multiple languages

**Hope for Wellness Help Line** • 1-855-242-3310 • [www.hopeforwellness.ca](http://www.hopeforwellness.ca) • Culturally sensitive telephone or video counselling • English, French, Cree, Ojibway & Inuktitut



## Community Support Services

**A friendly voice / Une voix amicale** • 613-692-9992 • 1-855-892-9992 • Phone line for seniors to talk to trained volunteers during the day • English & French

**Bereaved Families of Ontario** • 613-567-4278 • [www.bfo-ottawa.org](http://www.bfo-ottawa.org) • Weekly and monthly support groups • Some services by donation

**Hospice Care Ottawa (English & Français)** • 613-260-2906 • [hospicecareottawa.ca](http://hospicecareottawa.ca) • Caregiver & family support, day hospice, practical assistance, bereavement counselling

**Pregnancy and Infant Loss Network (PAIL)** • 1-888-303-PAIL (7245) • Free bereavement care and support for families across Ontario

**Home Hospice Association (HHA)** • BIPOC Death cafés, memory walks, conversations with youth • [HomeHospiceAssociation.com](http://HomeHospiceAssociation.com)

**Community Support Services at South-East Ottawa Community Health Centre** • 613-737-5115 ext. 2430 • [seochc.on.ca](http://seochc.on.ca) • Transportation, friendly visitors, caregiver support, and other programs

**LHIN Home and Community Care** • 310-2222 (no area code required) • [healthcareathome.ca/champlain](http://healthcareathome.ca/champlain) • Patient and caregiver home supports

**Entraide-Deuil (Français)** • 819-770-4814 • 1-866-770-4814 • Groupes de soutien pour enfants et pour parents séparément

**African Caribbean Black Support Groups** • 613-567-0600 • [admin@jakukonbit.com](mailto:admin@jakukonbit.com) • Support groups for youth (Tuesdays) and phone program for seniors

## 'Blue Holidays'

Sometimes, all we need is a safe place to feel sad. Many local organizations are hosting virtual events that allow us to do just that. See next pages for more information.



## Grieving during Holidays and Special Days

*(Champlain Hospice Palliative Care Program & Hospice Care Ottawa)*

After the death of someone close to you, emotional ups and downs may be particularly present at special times during the year, such as holidays, birthdays, or anniversaries. You may find that sad feelings seem to happen out of the blue. Or you may wonder why you aren't feeling what you think you *should* be feeling.

**Grief has a timing of its own, sometimes appearing or disappearing when we least expect it.** There is no right or wrong when it comes to mourning. Be patient with yourself. You may want and need some time alone. You may also want to connect with others virtually or over the phone, or even have a meal with someone.

While all members of your family may be grieving the same person's death, each of you had a unique relationship with the person who died. Your experiences of grief may be quite different. Try to let go of any expectations that you may have, and instead trust your individual grieving processes.

### Are you grieving a loss this holiday season? Here are some practical ideas that might help you:



Honestly evaluate which holiday traditions you can manage.

Make plans ahead of time—plans that can be changed.

Ask yourself: Who would I like to spend time with? How will I spend the day?

Consider talking with your family members in advance, so you can prepare ahead.

Ask for help when needed. Most people will be happy to give you a hand.

Consider joining a bereavement support group. *(See page 2)*

Celebrate a special day by doing something in memory of the person who died.

Remember that tears and laughter are ok.

Light a special candle, create a memorial space or scrapbook, have a memorial plant.

Continue traditions that you enjoy and consider making new ones.

Simplify gift giving.

Give yourself something your loved one might have gifted you.

Make a special decoration and give it a place of honour in your home.

### How to support someone who is grieving?

Offer to help with chores like cleaning, baking, or cooking, which can be overwhelming.

Invite them to attend a service with you and your family. Allow them to say 'no.'

Find volunteer opportunities together. It feels good to help others.

If they want to talk, listen. Active listening is the best thing you can do.

Call, visit, or send a card to stay in touch; not just over the holidays but year-round.

Remind them that you are thinking of their loved one who died.

Be patient and respect their decisions, even if you disagree.

Support the way they choose to handle the holidays or special days.

Mention their loved one's name in conversation. Ask them to tell you stories.



## Celebrations & Events • December 2020

- Dec. 2<sup>nd</sup>** • Free Chanukah Cooking • Jewish Federation of Ottawa • JewishOttawa.com
- Dec. 2<sup>nd</sup>, 9<sup>th</sup> & 16<sup>th</sup>** • Stress Management Workshops (Spanish) • curbina@jfsottawa.com
- Dec. 6<sup>th</sup>** • Masjid Bilal Food Drive • Islamic Society of Cumberland
- Dec. 6<sup>th</sup>** • Tree of Life Memorial Celebration • Bereaved Families of Ontario •  
\$50 donation requested (email office@bfo-ottawa.org if you cannot afford it)
- Dec. 10<sup>th</sup> to 18<sup>th</sup>** • Candle Lighting • Jewish Federation of Ottawa • JewishOttawa.com
- Dec. 11<sup>th</sup>** • Chanukah Shabbat Celebration • Temple Israel • TempleIsraelOttawa.ca
- Dec. 13<sup>th</sup>** • Virtual Family-Friendly Hanukkah Party • rabbizuker@kehillatbethisrael.com
- Dec. 13<sup>th</sup>** • Virtual Service • Emmanuel United Church • 613-733-0437 • EmmanuelUnited.
- Dec. 14<sup>th</sup>** • Virtual Hanukkah Concert • Kehillat Beth Israel • Subscribe to 'KBI  
Congregation' YouTube channel
- Dec. 14<sup>th</sup>** • Shine a Light Remembrance Service • Hospice Care Ottawa • 613-260-2906
- Dec. 16<sup>th</sup>** • Virtual Holiday Open House • Council on Aging of Ottawa • 613-789-3577 •  
www.COAOTTAWA.ca
- Dec. 16<sup>th</sup>** • Virtual Service • Rideau Park United Church • 613-733-3156 •  
www.RideauPark.ca
- Dec. 19<sup>th</sup>** • Virtual Candlelight Memorial • Pregnancy & Infant Loss Network of Ontario •  
1-888-303-7245
- Dec. 20<sup>th</sup>** • Virtual Service • Riverside United Church • 613-733-7735 •  
RiversideUnitedOttawa.ca
- Dec. 20<sup>th</sup>** • Advent Lessons & Carols • St Thomas the Apostle Church • 613-733-0336 •  
StThomasAltavista.ca (to be confirmed)
- Dec. 24<sup>th</sup>** • Family-friendly Outdoor Christmas Eve service •  
www.ChristChurchBellsCorners.ca
- Dec. 27<sup>th</sup>** • Kwanzaa Virtual Celebration • JakuKonbit.com
- Every Wednesday** • Prayer • 'Christ the Saviour Orthodox Church' YouTube channel
- Every Friday** • Family Night • Ottawa Muslim Association • 613-722-8763 •  
OttawaMosque.ca



South-East Ottawa Community  
Health Centre  
Centre de santé communautaire  
du sud-est d'Ottawa

Every One Matters.  
Chaque personne compte.

613-737-5115  
seochc.on.ca

This guide was created by/for clients, volunteers, and staff of South-East Ottawa Community Health Centre, as part of the Healthy End of Life Project (HELP) Ottawa. HELP Ottawa is a community-based initiative that aims to better support individuals who are frail, living with advanced illness, caregiving, and/or bereaved in the community.

Sponsor: Compassionate Ottawa  
Funder: Mach-Gaensslen Foundation of Canada