

EMERGENCY & ESSENTIAL COMMUNITY SUPPORT

CONTACTS



In an emergency, quick access to accurate contact information can save lives.

Your call matters!

Keep this sheet in an easy-to-find location — **download a copy and keep it on your phone for quick anytime access.** Or keep a copy on your refrigerator, inside a kitchen cabinet, or with your emergency kit.

Instructions:

1. Call 911 for life-threatening situations.
2. Use the local contacts listed below for neighborhood-level support and coordination.
3. Review and update this list every 6 months or whenever contact information changes.

1. POLICE, SAFETY, & REPORTING



Emergency & Non-Emergency

- **Emergency (crime in progress or immediate danger)**..... **911**
- **Police Non-Emergency & inquiries** **613-236-1222**
 - **Online police reports** (theft, mischief, traffic complaints, hate-motivated incidents, drug complaints) or..... **613-236-1222 x7300**

When in doubt call **911** and they will redirect your call to the right area or service

- **Crime Stoppers : 1-800-222-TIPS (8477)** Anonymous tips from the public. To enter a tip online, please [click here](#) or use the [mobile app](#)

Suspicious Activity

If you notice someone checking houses, cars, yards, either on foot or slowly driving by, following delivery vehicles, any other suspicious activity — call police immediately at **613-236-1222**

Graffiti, By-law & Property Issues

- **Graffiti anywhere, vandalism, by-law issues:** **311** or ottawa.ca/311



info@hintonburg.com
hintonburg.com



info@wellingtonwest.ca
wellingtonwest.ca

2. MENTAL HEALTH/SUBSTANCE USE CRISIS, HOMELESSNESS, MEALS, CLOTHING & DAILY SUPPORTS



Crisis & Community Outreach

- **ANCHOR – Alternative Neighbourhood Crisis Response** (Alternate Neighbourhood Crisis Response) Can respond to issues such as people in distress, mental health or substance use related crisis
 - 24 hours a day, 365 days/year.
 - **Call 211**
- **Salvation Army Outreach Van**
 - 4 hours a day, 365 days/year
 - Transportation to shelters, clothing, food, essentials, wellness checks
 - Call: **311** or **613-241-1573** or Email: **OttawaBooth.StreetOutreach@salvationarmy.ca**

Seasonal Weather Assistance

211 – **Info** on drop-ins, food banks, Out-of-the-Cold, winter clothing, utility assistance

311 – Help accessing shelters or arranging transportation for vulnerable individuals

Cold Weather Supports: **Cold Weather – Ottawa Public Health**

Meal/Food Supports

- Free Meals: Call **211**
- **Parkdale Food Centre**

3. NEEDLES / DRUG PARAPHERNALIA



Options for Handling Found Needles

1. **Call 311** — pickup may take over an hour on weekends.
2. **Self-pickup (if you choose):**
 - Use tongs only. Avoid direct contact.
 - Place needle in a puncture-proof container (e.g., pop bottle).
 - Drop in a designated **Needle Drop Box** located at:
 - Tom Brown Arena (outside)
141 Bayview Station Road
 - Somerset St. bridge above the O-Train
 - Rear of Causeway (22 O'Meara St.)

Report all findings: It is really important to report the date, time, location where it was found by e-mail to

needlereporting@ottawa.ca –
or use the **online reporting tool**

***Important: Needles must not be disposed of in household garbage.**

HINTONBURG

COMMUNITY ASSOCIATION

info@hintonburg.com
hintonburg.com

**Wellington
West** BUSINESS
IMPROVEMENT
AREA

info@wellingtonwest.ca
wellingtonwest.ca

4. OTHER MENTAL HEALTH & COUNSELLING SERVICES



Crisis Lines

- Mental Health Crisis Line613-722-6914 or 1-866-996-0991
- Distress Centre Ottawa613-238-3311
- Youth Services Bureau 24/7 Crisis Line613-260-2360
- Kids Help Phone.....1-800-668-6868
- Ottawa Rape Crisis Centre (24 hr).....613-562-2333
- First Nations / Inuit Hope for Wellness Help Line.....1-855-242-3310
- Bereaved Families of Ottawa613-567-4278
- Suicide Crisis Hotline (24/7) Call or text **988** or go to **988.ca**

Free Counselling

- **Counselling Connect** – Free, quick-access counselling in English & French



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