

# 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 & COMMUNITY SAFETY



- **Emergency** (life-threatening or crime in progress): . . . **911**
- **Police Non-Emergency:** . . . . **613-236-1222**  
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](#)

## 2. MENTAL HEALTH & CRISIS SUPPORTS



- **ANCHOR Crisis Response** (Mental health, substance use, distress): . . . . . **211** (Alternate Neighbourhood Crisis Response) Can respond to issues such as people in distress, mental health or substance use related crises.. 24 hrs a day.
- **Mental Health Crisis Line:** . . **613-722-6914**
- **Distress Centre Ottawa** . . . . **613-238-3311**
- **Youth Services Bureau**  
24/7 Crisis Line: . . . . . **613-260-2360**
- **Suicide Crisis Hotline (24/7):**  
Call or text . . . . . **988** or go to [988.ca](#)

## 3. FOUND NEEDLES / DRUG PARAPHERNALIA



- **City of Ottawa: 311** for pick up
- **Self Pick Up** – BE CAREFUL NOT TO PRICK YOURSELF. Use tongs, place in a puncture proof container, dispose of in a Needle Drop box (DO NOT PUT IN GARBAGE). Report all findings using the [tool](#).

## 4. HOMELESSNESS, MEALS & CLOTHING SUPPORTS



- **Information on drop-ins, food, winter clothing, Out-of-the-Cold centers:** . . . . **211**
- **Emergency transportation to shelter / weather support:** . . . . . **311**
- **City of Ottawa (shelter access):** . . . . . **311**
- **Salvation Army Outreach Van** (now 24 hours a day): **311** or **613-241-1573** or Email: [OttawaBooth.StreetOutreach@salvationarmy.ca](mailto:OttawaBooth.StreetOutreach@salvationarmy.ca)
- **Cold Weather Supports** – [Cold Weather – Ottawa Public Health](#)

## 5. GRAFFITI / VANDALISM ANYWHERE



- **City of Ottawa** . . . . . **311**



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