



# Who to call?

## Community safety and health supports

- A** Aggressive behaviour, assault – 9-1-1  
Addictions, mental health and problem gambling – 1-866-531-2600
- B** By-law services – 3-1-1
- C** Camps, tents or shelters – 3-1-1  
Counselling services – 2-1-1  
Crime in progress, trespassing – 9-1-1
- D** Driving while impaired in progress – 9-1-1  
Drug use and drinking in public (non-emergency) – 613-236-1222 ext. 7502
- E** Emergencies if somebody is threatening or actively hurting themselves or someone else – 9-1-1  
Emotional distress, someone is having a mental health crisis – 9-8-8
- F** Fire non-emergency such as unpermitted open-air fires – 3-1-1  
Food insecurity and food banks – 2-1-1
- G** Graffiti and vandalism – 3-1-1
- H** Hate and bias crime – 613-236-1222 ext. 5015  
Healthcare access – 2-1-1 or 8-1-1  
Housing supports and people experiencing homelessness – 2-1-1
- I** Intoxication in public (non-emergency) – 613-236-1222 ext. 7502
- J** Job opportunities and employment services – 2-1-1
- L** Litter – 3-1-1
- M** Medical emergency – 9-1-1  
Mental Health Crisis Line 24/7 – 613-238-3311  
Distress Centre Ottawa & region 24/7: 613-238-3311  
Suicide crisis helpline 24/7 – 9-8-8  
Mental health programs – 2-1-1
- N** Naloxone kits and training - StopOverdoseOttawa.ca  
Needles discarded in the community – 3-1-1  
Noise By-law – 3-1-1
- O** Overdose in progress – 9-1-1  
Overdose response and prevention training – StopOverdoseOttawa.ca
- P** Panhandling that is aggressive – 9-1-1  
Paratranspo – 613-560-5000  
Parking infractions – 3-1-1  
Property damage (non-emergency) – 613-236-1222 ext. 7300  
Property standards – 3-1-1
- Q** Questions  
Health related – 8-1-1  
Municipal services – 3-1-1  
Social services – 2-1-1
- R** Refugee and new immigrant services – 2-1-1
- S** Smoking legislation violations – 3-1-1  
No smoking/vaping signage – OttawaPublicHealth.ca/Smokefree  
Shelters – 2-1-1  
Substance use statistics/data – StopOverdoseOttawa.ca  
Suicide crisis helpline – 9-8-8  
Supervised consumptions services – OttawaPublicHealth.ca/HarmReduction
- T** Theft non-emergency – 613-236-1222 ext. 7300  
Transit special constable – 613-741-2478  
Treatment Services – 2-1-1
- U** Urination or defecation in public – 613-236-1222 ext. 7502
- V** Vehicle theft (non-emergency) – 613-236-1222 ext. 7300
- W** Women's shelters – 2-1-1
- Y** Youth Services Bureau: mental health, addictions, substance use health – 613-260-2360

This resource was made in collaboration with the Ottawa Police Service



**9-1-1**  
Available 24/7 for emergencies.  
If somebody is threatening or actively hurting themselves or someone else

### Ottawa Police Service

For non emergencies: 613-236-1222  
report incident (7300)  
request a patrol response (7502)

### Ottawa Fire Services

non-emergency number  
3-1-1

### ConnexOntario

1-866-531-2600  
24/7 mental health, addictions and problem gambling support

### 2-1-1

Community Navigators connect clients to community programs and resources across Eastern Ontario

### 3-1-1

A non-emergency phone number that connects clients with City of Ottawa services and information

### 8-1-1

Connect with registered nurse from Health811 for health advice

### 9-8-8

24/7 Suicide crisis helpline

### OC Transpo

Transit special constable 24/7 patrol  
613-741-2478  
Paratranspo and transit information  
613-560-5000

### 24/7 mental health support

Distress Centre Ottawa  
613-238-3311  
Mental Health Crisis Line 24/7  
613-238-3311

### 1Call1Click

613-260-2360  
Children, youth and families/caregivers can call for mental health, addictions, substance use health and or neurodevelopmental health services

### AccessMHA

www.accessmha.ca  
A simple new single point of entry to eastern Ontario's system of care for mental health and addictions