



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

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