

Quick Reference Sheet: Community Resources



Supporting safe, respectful interactions with the public in Ottawa's downtown core.

What to do in a crisis...

Medical emergencies including unresponsive and incapacitated people:



Call 911 immediately and follow the operator's instructions

Acts of violence in progress, or imminent violence:



Move to safety and call 911

Someone is distressed but not in immediate danger, needs non-emergency assistance, or you're unsure what to do



Call 211 for ANCHOR within its service area (Island Park to St-Laurent, North of the 417), or 311 for City Outreach.

Emergency Services



911

Use for medical emergencies or violence in progress/imminent violence

24 Hour Crisis Line



613-722-6914

Available 24/7 for access to crisis counselling, assessments, and referral to in-person crisis supports

City of Ottawa



311

Connection to City services including Outreach dispatch and inquiries related to shelter beds

National Overdose Response Service



1-888-688-6677

Virtual supervision during substance use, with emergency response if an overdose occurs

ANCHOR Program



211

Non-police response to mental health and substance use crises within ANCHOR's service area.

Youth Services Bureau 24 Hour Crisis Line



613-260-2360

Crisis counselling, assessments, and referrals to in-person supports for youth

Top Tips

- Save 211 and 311 to your phone as favourites
- You're not expected to solve crises—just to stay calm, safe, and respectful.
- Remember to care for your own well-being. Crisis support services are available to you, too.
- When in doubt, refer to this sheet, err on the side of more support, and lean on your supervisor and the protocols they've established for you.