



KNOW WHO TO CALL & WHEN TO CALL

There are 3 key numbers in Ottawa to call for help and information.

These numbers may be confusing, especially to newcomers, immigrants and vulnerable seniors. Take a few minutes to review these numbers with the seniors you know and work with.

Help them make the right call.

Order your “Who to call” Neighbourhood Toolkit fridge magnets. They are available in English, French, Chinese, Arabic and Somali. To order, email us at cpo@ottawa.ca.



CALL:

911 For life-threatening emergencies: fire, medical, or crime in progress.

311 For any questions on services that the City of Ottawa provides: garbage and recycling, recreation programs, property tax bill, etc.

211 For information on government and community based health and social services: housing, elder abuse, meals for seniors & people with disabilities, etc.