

WHO TO CALL

If there is a life threatening emergency, always call 9-1-1.

This list of services was developed for the West Centretown area;
Some services are catchment specific and some are municipal.

scan me to
provide feedback



WHEN YOU WITNESS SOMEONE NEEDING SUPPORT:

If the person is experiencing a Mental Health or Substance Use related Crisis:

ANCHOR - Alternative Neighbourhood Crisis Response Team

Partnership between Somerset West & Centretown Community Health Centres

Area of Service - North: Ottawa River | East: Rideau Canal | South: Hwy 417 | West: Preston St

- Can respond to issues such as people in distress, mental health or substance use related crisis.
- Call **211** to be connected
- **Available 7 days a week, 24 hours a day, 365 days a year.**

If the person is NOT experiencing a Crisis, but needing support:

Peer Outreach Team (P.O.T), Somerset West Community Health Centre

- Operational within the West Centretown & Centretown area
- Can respond to issues such as people in distress, public drug use and clean-up of needles or other items.
- Call or Text: 613-447-0029 OR 343-543-7615 OR communityresponse@swchc.on.ca
- **Available 7 days a week; between 9am-9pm.**

You see someone sleeping outside:

Outreach and Housing Services, Salvation Army Ottawa

- Emergency transportation, and wellness checks for individuals experiencing homelessness. Distribution of essential supplies such as sleeping bags, gloves, and backpacks. Case management support to assist unsheltered individuals in securing long-term housing.
- **How to connect: Call 311 OR Email: OttawaBooth.StreetOutreach@salvationarmy.ca**
- **Availability: 24 hours a day, 7 days a week, 365 days a year.**

When you find discarded Needles or Drug Use Supplies

Do not pick up or touch the needle without the proper supplies and knowledge of needle disposal. Please call 3-1-1. If you need this cleaned up more immediately than can be done by the City of Ottawa, please call the Peer Outreach Team at the numbers listed above.

City of Ottawa

- **311** or needlereporting@ottawa.ca
- City of Ottawa needle pick-up and disposal
- Takes up to an hour or more for arrival
- Available 24/7
- Website: <https://www.ottawapublichealth.ca>

CONSIDER SAVING OUR
NUMBERS IN YOUR
PHONE!