

11/14/2015	Who to contact when something is wrong	1 of 1
DRAFT	Within the boundary of the City of Ottawa	

Situation or Event	Contact organization	Phone or URL
<p>For an emergency</p> <p>An emergency is any situation that requires immediate assistance from the police, fire department or ambulance. Examples include:</p> <ul style="list-style-type: none"> • A fire • A crime in progress • A car crash if someone is injured • A medical emergency, such as someone who is unconscious, gasping for air or not breathing, experiencing an allergic reaction, having chest pain, having uncontrollable bleeding, or any other symptoms that require immediate medical attention <p>Important: If you're not sure whether the situation is a true emergency, officials recommend calling 911 and letting the call-taker determine whether you need emergency help.</p>	<p>Emergency Services</p> <p>SOURCE: HTTP://WWW.911.GO V/WHENCALL.HTML OTTAWAPOLICE.CA</p>	<p>9-1-1</p>
To report non-emergency criminal or suspicious activity in progress Police Services website: http://www.ottawapolice.ca/en/ContactOttawaPolice/ContactOttawaPolice.aspx	Ottawa Police Service	613 230-6211
	Crimestoppers http://crimestoppers.ca/contact-us/	613-233-8477 1-800-222-8477
To report theft, property damage, missing person, stolen vehicle or traffic complaints.	Ottawa Police Service	613-236-1222 ext. 7300 (TTY: 613-760-8100)
For electric power outage reporting If you see live wires, Call 911	HydroOttawa http://www.hydroottawa.com/	613 738-0188
211 provides the people of Ontario with reliable information on community and social services . You are connected with a Certified Information and Referral Specialist who has been trained to assess your needs, answer your questions accurately, and advise you about the services and programs that are best for you and your loved ones. Calls to 211 are anonymous and confidential.	211Ontario, Eastern Region http://www.211ontario.ca/#context:m=QUICK&=0&z=contextUrl:about	2-1-1 1-877-761-9076 1-866-540-0565 (tty)
Any question, concern or complaint regarding City of Ottawa services, property or equipment or any bylaw issues Contact us by phone from Monday to Saturday, 7 am to 7 pm for non-urgent matters (urgent matters can call 24 hours a day, 7 days a week)	City of Ottawa http://ottawa.ca/en/contact/index.html	3-1-1 613 580-2400(outside city limits) 613-580-2401(TTY)
OC Transpo: http://www.octranspo1.com/about-octranspo/contact	City of Ottawa	613-741-4390 TTY 613-741-5280
Para Transpo : http://www.octranspo1.com/riding-with-oc-transpo/para_transpo	City of Ottawa	613-244-1289 TTY 613-244-4833
Reservations and Cancellations : http://www.octranspo1.com/riding-with-oc-transpo/para_reservations_cancellations		613-244-7272 TTY 613-244-4833
To find all other City of Ottawa phone numbers	City of Ottawa	http://ottawa.ca/en/contact/blue_pages/index.html
Champlain Community Care Access Centre Services http://www.ccac-ont.ca/Content.aspx?EnterpriseID=11&LanguageID=1&MenuID=1 http://champlainhealthline.ca/ http://champlainhealthline.ca/displayService.aspx?id=20314	Champlain CCAC (the City of Ottawa is not responsible for this service)	Phone 613-745-5525 TTY 613-745-0049 FAX 613-745-6984 information@champlain.cac-ont.ca
To find your ward or city councillor (See also list on page 2)	City of Ottawa	Find Your Ward and Councillor
Mayor Jim Watson http://ottawa.ca/en/city_hall/councilcommittees/mayor_council/mayor/index.html	City of Ottawa	Phone: 613-580-2496 FAX: 613-580-2509