



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.

WHEN YOU WITNESS SOMEONE IN DISTRESS OR NEEDING SUPPORT

YOUR FIRST CALL:

Somerset West Community Health Centre Homeless Crisis Outreach (HCOW) Program & St. Luke's Outreach
West Centretown specific

- Can respond to issues such as people in distress, public drug use and clean-up of needles or other items.
- **613-447-0029** or homelessoutreach@swchc.on.ca
- Available Mon-Fri, 9am-9pm & Sat/Sun 1pm-9pm

A SECOND RESOURCE FOR EVENINGS:

Drug Overdose Prevention and Education Response (DOPE) Team *Catchment specific*

- Foot outreach in the neighborhood 7 days per week, 5pm-11pm. They can assist with someone in distress or at risk of overdose, as well as with needle clean-up activities.
- Carlington Catchment Area: **613-619-0584** Centretown Catchment Area: **613-619-0543**
Somerset Catchment Area: **613-402-5189**
- The DOPE response team assists isolated people who use drugs and are at risk of an overdose, provides resources, peer support, overdose prevention and more.

YOU SEE SOMEONE SLEEPING OUTSIDE:

Salvation Army Outreach Van *City of Ottawa*

- Connect with them through **311** or or outreach@saobc.org
- Emergency-based transportation service for homeless and shelter-staying clients.
- Life-sustaining necessities such as sleeping bags, boots, jackets, socks, gloves, water, etc. Only provides food when donations are given.
- Available: 7 days a week, 11am-3am

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 HCOW or DOPE team at the numbers listed above.

City of Ottawa *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!

