



# Orientation to Ontario

## EMERGENCY SERVICES

### LIFE-THREATENING EMERGENCIES

9-1-1 SERVICES (to be used only in an emergency)

In a situation where your health or the health of another person is in jeopardy, call **9-1-1** from anywhere in Canada. This number connects you with police, ambulance and fire services. **9-1-1** calls are free of charge, and can be made from a landline, a mobile phone or a public phone.

Call **9-1-1** in the following situations:

- A life is in danger or persons or property are under imminent threat (for example, in the event of a fire).
- A crime is in progress.
- A serious crime has occurred and the suspect may still be in the area or is likely to return to the scene of the crime.
- Suspicious circumstances indicate that a crime is about to be committed or has just been committed.

When you call **9-1-1**:

- Remain calm and speak clearly.
- If you request the services of an interpreter, stay on the line until you are connected to the interpreter.
- State what type of service is required (police, ambulance, fire).
- Explain the situation.
- Provide your exact address including postal code.
- Give your name, address and telephone number.
- Answer any additional questions.
- Remain on the line until the operator tells you to hang up.

For more information on **9-1-1** Ontario, visit [opp.ca](https://www.opp.ca)

**Ambulance** – Should you require an ambulance to take you to hospital, your Ontario health insurance policy may cover all or part of the cost. For information about ambulance services billing, visit the following website: [findlink.at/AmbuSvBill](https://findlink.at/AmbuSvBill)

### NON-LIFE-THREATENING EMERGENCIES

There are several ways to get help when you need it. Make sure that you are familiar with the services available so that you can make a decision quickly in the event of an emergency.

**Police** – Police in Canada can be trusted. They ensure public safety and act lawfully – they are there to protect us. It is a crime to bribe a police officer.

For more information on the police in Ontario, go to [opp.ca](https://www.opp.ca)

**Emergency services** – If your medical situation requires immediate attention, go to the nearest emergency services, namely, the emergency department of a hospital or an urgent care centre. Hospitals are always open, but there can be a long wait time. To learn more about these services, visit [ontario.ca/page/emergency-rooms](https://www.ontario.ca/page/emergency-rooms) and [ontario.ca/page/urgent-care-centres](https://www.ontario.ca/page/urgent-care-centres)

**Walk-in clinics** – These clinics provide medical advice and care for people with minor injuries or illnesses who do not have a regular family doctor. You can also go to your local community health centre for primary care and information. For more information about these services, visit the following websites: [findlink.at/WakgClinic](https://findlink.at/WakgClinic) and [findlink.at/ComHealthC](https://findlink.at/ComHealthC)

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If you have a family doctor, they are your first contact in the event of illness or injury. To find a family doctor, visit [findlink.at/findgp](https://findlink.at/findgp)

Telehealth Ontario – To get general health advice from a registered nurse, call Telehealth Ontario at 1-866-797-0000. This service is free of charge and accessible at all times. Advice is provided in both French and English, with translation support for some other languages. For more information, go to [findlink.at/telehealth](https://findlink.at/telehealth)

## EMERGENCY AND SHORT-TERM HOUSING

This type of housing is free of charge and accessible year-round to persons in crisis or who have nowhere to sleep ('homeless').

If you are homeless, have been evicted, or are in danger of being hurt in your own home, you can go to emergency shelters or hostels. Usually, these places serve groups with specific needs and provide services accordingly. For example, there are services for men, women, families and youth.

If you are a victim of domestic violence, you can go to a shelter or safe house. These places are safe and secure. They provide a place to sleep and offer counselling services for parents and their children (if necessary).

For more information on emergency and short-term housing, go to [findlink.at/EmgHousing](https://findlink.at/EmgHousing) or call **2-1-1** or visit [211ontario.ca](https://211ontario.ca)

In case of emergency or immediate danger, go to a hostel/shelter immediately or call **9-1-1**.

## DISTRESS HELPLINES

Emergency helplines are free of charge and provide staff who will support, counsel and listen over the phone to anyone in need. Here are some of the available helplines:

- Assaulted Women's Helpline – **1-866-863-0511**. For women who have experienced abuse.
- Support services for male survivors of sexual abuse 1-866-887-0015.
- KidsHelpPhone **1-800-668-6868**. For children and teens.
- Crisis line **1-866-996-0991**. Mental health service.
- Parents, Families and Friends of Lesbians and Gays (PFLAG) Canada - **1-888-530-6777**. Services for anyone with questions or concerns about sexual orientation and gender identity.
- Lesbian Gay Bi Trans Youth Line - **1-800-268-YOUTH**. Service for LGBTTIQQ2S youth in Ontario.
- To learn more about emergency lines for Francophone visit [findlink.at/CrisisLine](https://findlink.at/CrisisLine)

Other distress lines are listed on the Centre for Addiction and Mental Health website: [findlink.at/CrosisReso](https://findlink.at/CrosisReso)

## IMPORTANT NOTE

The French Languages Services Act guarantees an individual's right to speak to someone in French when they call **9-1-1** in Ontario. There are also interpreters available through this service who speak over 140 languages – do not hesitate to speak the language of your choice.