

Ottawa Police Service Headquarters
 474 Elgin Street
 Mailing address:
 Box 9634, Station T
 Ottawa, K1G 6H5
 Fax: 613-760-8098
 E-mail: info@ottawapolice.ca
ottawapolice.ca



**OTTAWA POLICE SERVICE
 SERVICE DE POLICE D'OTTAWA**

*Working together for a safer community
 La sécurité de notre communauté, un travail d'équipe*

Make the Right Call!

Life-threatening emergency or crime in progress **9-1-1** TTY 

Other emergencies **613-230-6211**

To report a serious crime or break-and-enter or a suspicious incident or disturbance

Call Centre: To report a theft, property damage, missing person, or stolen vehicle. **613-236-1222 ext. 7300**
 TTY  613-760-8100

Our Call Centre is designed to help you efficiently. The Centre provides callers with quality telephone-based service for non-emergencies.

All other enquiries and Community Police Centres **613-236-1222**
 TTY  613-232-1123

To report a traffic accident

If there are injuries and the vehicle(s) cannot be driven **9-1-1**

If there are no injuries, but the vehicle(s) cannot be driven **613-230-6211**

If the vehicle(s) can be safely driven and there are no injuries:

As soon as possible, or when directed by police, drive all vehicles to the same Divisional Police Station
(see next page for addresses and hours of operation).

Accident reports cannot be taken over the phone.

A police report is not required if damage to all vehicles is under \$1,000.


Crime Stoppers 613-233-8477 (233-TIPS)
 or 1-800-222-8477

We're recruiting and we want to reflect the diversity of our community. For employment opportunities, please visit us at ottawapolice.ca

To request a service . . . 613-236-1222

Enquire about:

- Alarm by-law ext. 2531
- Court information ext. 5339
- Copies of police reports/record checks ext. 5783
- Domestic violence (partner assault) ext. 5407
- Diversity and Race Relations ext. 5011
- Employment ext. 5808
- Lost and Found property (by appointment only) ext. 5238
- Media (for media personnel) ext. 5366
- A person in custody ext. 5227
- A stolen bicycle ext. 5238

Victim Services ext. 5822
 TTY  613-760-8009

How to:

- Obtain copies of police reports ext. 5325
- Collect your property ext. 5238
- Make a public complaint against police ext. 5830
- Register a firearm 1-800-731-4000
- Obtain information under the Municipal Freedom of Information and Protection of Privacy Act ext. 5735, 5388

Airport Policing Section ext. 5953

Chief of Police ext. 5590

Divisional Police Stations

EAST Division

3343 St. Joseph Blvd.(Orléans)
4561 Bank St. (Gloucester)

CENTRAL Division

474 Elgin St. (Ottawa)
Open 24 hours, seven days a week


WEST Division

245 Greenbank Rd. (Nepean)
95 Abbeyhill Dr. (Kanata)

You can report a crime by visiting one of our Divisional Police Stations or by contacting our Call Centre. Not all locations are staffed 24 hours a day. For hours of operation, call 613-236-1222, ext. 8422.

Community Police Centres

Crime prevention information and programs are available from an officer or volunteer at a Community Police Centre (CPC) near you. Hours of operation may vary. Contact your nearest CPC for details.

Call **613-236-1222** and then the **extension** of the office nearest to you. **TTY**  **613-232-1123**

Barrhaven, 100 Malvern Dr.ext. 2342
Bayshore, 98 Woodridge Cres. ext. 2345
Centretown, 393 Somerset St. West ext. 5804
Cyrville, 1700 Blair Rd. ext. 5047
Greenbank, 245 Greenbank Rd. ext. 2242
Kanata, 95 Abbeyhill Dr.,Hazeldean Mall Annex ext. 2001
Manotick, 1131 Clapp Lane ext. 2314
Metcalf, 8243 Victoria St. ext. 3787
Orléans/Cumberland, 3343 St. Joseph Blvd. ... ext. 3571

Ottawa South, 2870 Cedarwood Dr. ext. 5812
Parkwood Hills, 1343 Meadowlands Dr. ext. 2348
Rockcliffe Park, 360 Springfield Rd. ext. 5915
Vanier, 252 McArthur Rd. ext. 5809
Wellington, 1329 Wellington St. ext. 5870
West Carleton, 5670 Carp Rd.
Community Police Centre ext. 2982
District Office (Kinburn Client Service Centre) ext. 2900

Dir Telefoonka Haboon!
iLlame al número correcto!
HÀY GỌI ĐÚNG CHỖ!

請撥正確電話號碼：
ਸਹੀ ਫੋਨ ਨੰਬਰ ਚੁਣੋ:
اتصلوا بالرقم السليّم!

Khatarta Deg-Deg ah ama dil Dhacaya Markad:
Para casos urgentes donde haya peligro de muerte
o cuando se trate de delitos en progreso

Trường hợp khẩn cấp đe dọa đến tính mạng hay chuyện đang xảy ra: gọi
危及生命的緊急情況或正在進行的犯罪行為：

9-1-1

ਜਾਨਲੇਵਾ ਐਮਰਜੈਂਸੀ ਜਾਂ ਹੋ ਰਿਹਾ ਜੁਰਮ

الطوارئ التي تهدد الحياة أو الجرائم أثناء وقوعها: 9-1-1

Xaaladaha Kale ee Deg-Dega Fududa:

Para otros tipos de emergencia **613-230-6211**

Các trường hợp khẩn cấp khác

其它緊急情況： ਹੋਰ ਐਮਰਜੈਂਸੀਆਂ ਵਾਸਤੇ

الأشكال الأخرى من الطوارئ: ٢٣٠-٦٢١١

(الرقم الخاص بالخرس والبكم) ٢٣٢-١١٢٣

Saldhigyada Booliska Iyo Wixii Weydiin Badbaado Ah:

Para comunicarse con los Centros Comunitarios de la Policía
y para cualquier otro asunto pertinente

Trung tâm Cảnh sát cộng đồng hay hỏi các vấn đề khác

社區警察中心和其它詢問：

613-236-1222

ਕਮਿਊਨਿਟੀ ਪੁਲੀਸ ਸੈਂਟਰਜ਼ ਜਾਂ ਹੋਰ ਜਾਣਕਾਰੀ ਦੇ ਲਈ

مراكز الشرطة بالمجتمع وأي استعلامات أخرى: ٢٣٦-١٢٢٢

Additional resources are available on our Web site -
ottawapolice.ca

Are you ready?

The best protection in any emergency is knowing what to do.



City's Emergency Response Plan

The City of Ottawa is ready to respond to emergencies. Should there ever be a disaster or threat to our common well-being, the City has emergency plans and procedures in place that would be activated immediately.

The City's Official Emergency Plan outlines the roles and responsibilities of City personnel and our external partners ensuring that staff are equipped to respond to the emergency and to continue providing essential services during the emergency.

Staying informed

If an emergency is declared... the local media is your best source for up-to-date information... on how to respond.

If an emergency is declared by the City of Ottawa, the local media is your best source for up-to-date information and instructions on how to respond. If you have specific questions that are not addressed by the media, you should visit the City's Web site at ottawa.ca or call the City's Contact Centre at 3-1-1.

Emergency lodging and emergency reception centres

The activation of emergency shelters will depend on the type and location of the emergency. The City of Ottawa has organized partnerships and a network of pre-surveyed and pre-selected facilities that can be opened in an emergency. Should an emergency be declared which requires the opening of Emergency Lodging or Emergency Reception Centres, residents will be notified through the media and City's Web site.

What you can do to be prepared

What to do BEFORE an emergency

In day-to-day life, disasters may seem to be a remote possibility. However, disasters can strike our community, and it is everyone's responsibility to be prepared.

...you must prepare to look after yourself, your family and to support your friends and neighbours.

The City of Ottawa is prepared to meet most of the challenges during emergencies, but no City is equipped to handle every demand of every possible emergency without the help of its residents. While the City is focused on maintaining public safety and delivering essential services, you must prepare to look after yourself, your family and to support your friends and neighbours.

Knowing what to do can help you better control an emergency situation and help you recover more quickly.

Make the Right Call!

9-1-1 TTY

Life-threatening emergency or crime in progress

613-230-6211

Other Police Emergencies

613-236-1222

TTY **613-232-1123**

All other enquiries and Community Police Centres

3-1-1

TTY **613-580-2401**

City of Ottawa Contact Centre
(24 hours - 7 days a week)

Checklists

In the event of a prolonged emergency, plan to take care of yourself and your family for 72 hours, until the main emergency is under control and officials can restore services and provide assistance. The following lists are proposed guidelines to assist you in your emergency preparedness efforts.

Prepare NOW to be ready for an emergency

Your best protection in any emergency is knowing what to do.

- Keep a list of key telephone numbers and addresses near the phone.
- Use the following checklists to prepare an Emergency Survival Kit for your home and smaller ones for your car and workplace.
- Make emergency plans such as how to evacuate your home in the event of any emergency and ensure all of your family members are informed of these plans.
- If you are a pet owner, be sure that your emergency plan takes them into account. Being prepared can save their lives.
- If possible, choose someone who lives away from Ottawa to be the person everyone in your family should call if local phone lines are tied up and you can't reach each other directly.
- If you live in an apartment, show everyone in your family where the emergency exit is. Show them where the fire alarm is and explain when and how to use it. In a fire or other emergency, don't use the elevators. Elevators will go out of service if the power goes out. Talk to your landlord or building manager about evacuation procedures and emergency plans.
- Your children's school and your work place should have their own emergency plans. Learn about other community emergency plans. Find out what they are and how they apply to you.
- Avoid potential emergency situations. Check for weather warnings and avoid driving and other outdoor activities in hazardous weather conditions.

Emergency food and drinking water

Have at least a three-day supply of food and water on hand. Choose ready-to-eat foods that your family likes. Choose food that doesn't need refrigeration.

- Canned food: soups, stews, baked beans, pasta, meat, poultry, fish, vegetables and fruit. Replace canned food and dry goods once a year.
- Honey, peanut butter, syrup, jam, salt and pepper, sugar, instant coffee and tea.
- Have a supply of bottled water (sealed by the distributor) ready and available, with at least two litres per person per day. Be sure to check the best-before date on the label.

Special needs items

Think of any special needs that someone in your family might have. Here are some suggestions:

- Prescription medication
- Extra eyeglasses (keep at least a one week supply of medication in your emergency kit and include copies of prescriptions for your medicine and glasses)
- Diapers
- Canned or powdered milk for babies and toddlers.

Individuals who are dependant on medical devices that require uninterrupted power should have contingency plans in place, e.g. adequate supply of batteries and a back-up plan to relocate to a facility that has power.

Your best protection in any emergency is knowing what to do.

Emergency survival kit

- Flashlight, crank, solar or battery-operated radio and extra batteries
- First-aid kit
- Fire extinguisher
- Knives, forks, spoons, manual can opener, bottle opener
- Disposable cups and plates
- Waterproof matches and plastic garbage bags
- Fondue pot and fuel
- Candles and matches/lighter (NEVER leave burning candles unattended)
- Extra car keys and cash (small denominations and coins for telephone)
- Important papers (identification for everyone, personal documents)
- Food and bottled water (See "Emergency food and drinking water")
- Proper clothing, footwear and blankets or sleeping bags
- Medication and other toiletries
- Whistle (in case you need to attract someone's attention)
- Alcohol-based hand gel cleaner

Checklists (continued)

Car emergency kit

- Ice scraper and brush
- Flashlight, transistor radio and extra batteries
- Shovel and sand (or kitty litter, which is light and doesn't freeze)
- Blanket and extra warm clothes and footwear
- Matches/lighter and candles in a deep can (NEVER leave burning candles unattended)
- Tow chain
- Warning light/flares
- Energy bars
- Booster cables, methyl hydrate to thaw fuel lines, and a fire extinguisher
- First-aid kit with seatbelt cutter
- Local road maps
- Bottled water, non-perishable food; can opener
- Work gloves
- Small tool kit
- Cash (small denominations and coins for telephone)

Remember to keep your car gas tank at least half-full at all times.

Work emergency kit

- Bottled water
- Dry food (fruit, crackers)
- First-aid kit
- Flashlight, transistor radio and extra batteries
- Candles and matches/lighter (NEVER leave burning candles unattended)
- Toiletries
- Essential medications

Know what to do AFTER an emergency

After an emergency, you may be confused or disoriented. Stay calm and remember the following procedures:


- If the emergency occurs near you, check for injuries – yourself and others (tend to your own well-being first).
- Call 9-1-1 if injuries are life-threatening.
- Get your first-aid kit and help the injured.
- Check on family members and neighbours (especially the elderly or people with disabilities) and also secure pets to prevent injury to them or others.
- Listen to your local radio station for instructions.
- Don't use the telephone unless it is absolutely necessary. Emergency crews will need all available lines.
- Check for damage to your home.

Remember to:

- Use a flashlight - don't light matches or turn on the electrical switches if you suspect damage.
- Check for fires, fire hazards or other household hazards.
- Sniff for gas leaks, starting at the water heater. If you smell gas (natural gas smells like rotten eggs), turn off the main gas valve, open windows and get everyone outside quickly.
- Clean up spilled medicines, bleach, gasoline and other flammable liquids immediately. Wear protective clothing. For major spills or leaks, call 9-1-1.

HELP EMERGENCY PROVIDERS HELP YOU!

Enter and save the acronym "ICE" (In Case of Emergency), in your mobile phone book along with your emergency contact person's telephone number. This will help emergency personnel notify your contact person quickly and easily. Most individuals carry a cell phone and in a crisis situation emergency responders can get in touch with them with ease.

It's so simple that everyone can do it – pass it on to all your friends and family. Enter more than one contact name and label them with the following: ICE1, ICE2, ICE3 etc. For more information, call the City's Contact Centre at 3-1-1. TTY  613-580-2401

If you turn off the gas, it must be turned back on by a professional from the gas company.

To request more information or to access publications on all aspects of emergency preparedness including public health, call the City's Contact Centre or check out the Web site.

3-1-1 (613-580-2400)

TTY  613-580-2401

ottawa.ca