



Who do I call for my flood recovery needs?

Many of the services you need to recover and return to normal life after the spring flood can be addressed by contacting the **City of Ottawa**. Depending on your inquiry, other utilities and government agencies may have more information for you. **Your first call should always be to your own insurance company.**

Call 3-1-1 or refer to ottawa.ca for questions relating to:

- Fire hydrants
- Property tax deferral
- Returning to your home after restoration (Building Code Services and Home Inspections)
- Sandbag removal
- Ontario Works Emergency Assistance
- Tree removal (on City property)
- Volunteering
- Waste collection
- Household hazardous waste collection
- Well water quality testing

For other flood recovery questions...

Financial assistance

- **Canada Revenue Agency:** 1-800-959-8281 or visit cra-arc.gc.ca
- **Canadian Red Cross:** 1-800-863-6582 or visit redcross.ca
- **Disaster Recovery Assistance for Ontarians:** 1-844-780-8925, disasterassistance@ontario.ca or visit ontario.ca/disasterassistance

Hydro

- **Electrical Safety Authority:** 1-877-ESA-SAFE (372-7233) or visit esasafe.com
- **Hydro Ottawa:** 613-738-6400, custservice@hydroottawa.com or visit hydroottawa.com
- **Hydro One:** 1-888-664-9376, customercommunications@hydroone.com or visit hydroone.com

Natural gas

- **Enbridge Gas:** 1-877-362-7434 or visit enbridgegas.com/homes

Conservation authorities

- **Rideau Valley Conservation Authority, Ottawa Septic System Office:** 613-692-3571 or 1-800-267-3504, info@rvca.ca or visit rvca.ca/osso
- **Mississippi Valley Conservation Authority:** 613-253-0006 or visit mvc.on.ca



Debris clean-up

- Call your insurance company first.

The City of Ottawa is aware that the following organization is available to provide services to residents:

- **Samaritan Purse:** 1-844-547-2663

This organisation is not endorsed by the City of Ottawa. The resident is required to contact them directly.

Need help coping?

- **The Distress Centre** answers calls 24 hours a day, seven days a week, with crisis line specialists providing confidential support. Callers can reach the Centre at 613-238-3311.
- **The Mental Health Crisis Line** answers calls for people ages 16 or older 24 hours a day, seven days a week. Callers can reach the line at 613-722-6914.
- **Tel-Aide Outaouais** offers French-language mental health telephone support from 8 a.m. to midnight every day. Ottawa residents can call 613-741-6433 and Gatineau residents can contact 819-775-3223.
- **The Walk-In Counselling Clinics** provide free, confidential single session counseling sessions throughout Ottawa.
- **Ottawa Public Health Information** at 613-580-6744 (TTY 613-580-9656).
- **2-1-1** connects callers to community, social, government and health service information in Ottawa 24 hours a day, seven days a week. The service is free, confidential and multilingual.
- **The Community Health and Resource Centers** provide many services including counselling. To find your closest center, visit coalitionottawa.ca.