



	WHAT?	EXAMPLES	
<p><b>Is it an emergency?</b></p> <p>(violence, crime, medical emergency)</p>	<p>Situations where the safety of people or property are at immediate risk.</p>	<ul style="list-style-type: none"> <li>• Fire</li> <li>• Medical emergency including suspected overdose</li> <li>• Crime in progress</li> <li>• Hate crime</li> <li>• Incidents of violence</li> </ul>	<p><b>Call 9-1-1</b></p>
<p><b>Is it a mental health crisis?</b></p> <p>(someone in distress or a community crisis)</p>	<p>Toronto Community Crisis Service (TCCS) is a consent-based and community-based city-wide service of crisis workers who respond to mental health crises.</p>	<ul style="list-style-type: none"> <li>• Concern with someone having thoughts of hurting themselves</li> <li>• Crisis response</li> <li>• Person is disoriented with delayed responses, extremely anxious paranoid or aggressive</li> </ul>	<p><b>Call 2-1-1</b></p>
<p><b>Is it a non-emergency?</b></p>	<p>For situations that require police assistance or support from local service providers but is not an emergency situation.</p>	<ul style="list-style-type: none"> <li>• Damage to property under 5K</li> <li>• Fraud</li> <li>• Theft (vehicles and bicycles)</li> <li>• Abandoned belongings</li> <li>• Damage to property or vehicle</li> <li>• Harassment</li> <li>• Public Intoxication &amp; urination</li> <li>• Uttering of threats and/or violent language</li> <li>• Noise from people acting disorderly</li> <li>• Illegal parking</li> <li>• Hate-motivated graffiti</li> </ul>	<p><b>Report Online</b> or <b>call 416 808-2222</b> or <b>Contact your NCO's or local social service provider</b></p>
<p><b>Do you have on-going, non-emergency issues?</b></p>	<p>For situations that are re-occurring and are non-emergency</p>	<ul style="list-style-type: none"> <li>• Trespassing (private property)</li> <li>• Nuisance issues</li> <li>• (see above all issues above)</li> </ul>	<p><b>Contact your TPS Division or local social service provider</b></p>
<p><b>Do you have city, on-street issues?</b></p>	<p>311 provides residents, businesses and visitors with access to non-emergency City services, programs &amp; information <b>24 hours a day, seven days a week</b>. 311 can offer assistance in more than 180 languages.</p>	<ul style="list-style-type: none"> <li>• Graffiti removal (non- hate related)</li> <li>• A-frame removal/ portable sign removal</li> <li>• Sidewalk repairs</li> <li>• Noise complaints</li> <li>• Litter on street/sidewalk</li> <li>• Overflowing garbage bin</li> <li>• encampment/people sleeping outdoors - ask for Streets to Homes</li> </ul>	<p><b>Call 3-1-1</b> or <b>download the 311 App</b></p>
<p><b>Do you have Neighbourhood Officers (NCOs) or Community Response Unit (CRU)?</b></p>	<p>NCO's are divisional and part of the work in partnership with local residents and community-based organizations to address crime, disorder and community safety issues.</p>	<ul style="list-style-type: none"> <li>• Crime prevention</li> <li>• Build partnerships with community</li> </ul> <p><small>*see page 3 for more information</small></p>	<p><b>Contact your Division</b></p> <p><a href="https://www.tps.ca/neighbourhood-community-officer-program/">https://www.tps.ca/neighbourhood-community-officer-program/</a></p>



## Concern for Wellbeing

I'm concerned about someone living outside, in a bus shelter, park or in public space

**311**

Ask for Streets to Homes

I'm concerned for someone sleeping on my property

**311**

Ask for Streets to Homes

I'm concerned about a person's well-being and they may be in crisis

**211**

or your local service provider if available

I'm with someone who I think is overdosing

**911**

## Illicit Substance Abuse

I observed a drug deal

Call your local Police Division or  
**416 - 808-2222**

My local park is attracting a lot of drug and alcohol abuse

Call your local Police Division

## Break & Enter

My business was broken into and no one is here

**416 - 808-2222** or report it online

My business was vandalized and I suspect it was someone specific

Someone is in my business or I'm unsure if they are still here

**911**

## Landlord & Tenant Issues

My landlord has turned off my heat

**311**

My landlord sent me a text threatening to hurt me

**416 - 808-2222**

My landlord is banging at my door armed with a baseball bat

**911**

## Graffiti

I have found hate-related graffiti on my property

**416 - 808-2222**

Have graffiti removed from City of Toronto property (example: traffic sign or City-owned park)

**311**

I can see someone currently spray painting graffiti on my property

**911**

## Noise

My neighbour is often playing loud music

**311**

My neighbour is having a big, noisy party

**416 - 808-2222**

There's a big fight at my neighbour's party

**911**

For more scenarios, please check with you NCO or visit the TPS website below.

<https://www.tps.ca/contact/make-the-right-call/>