



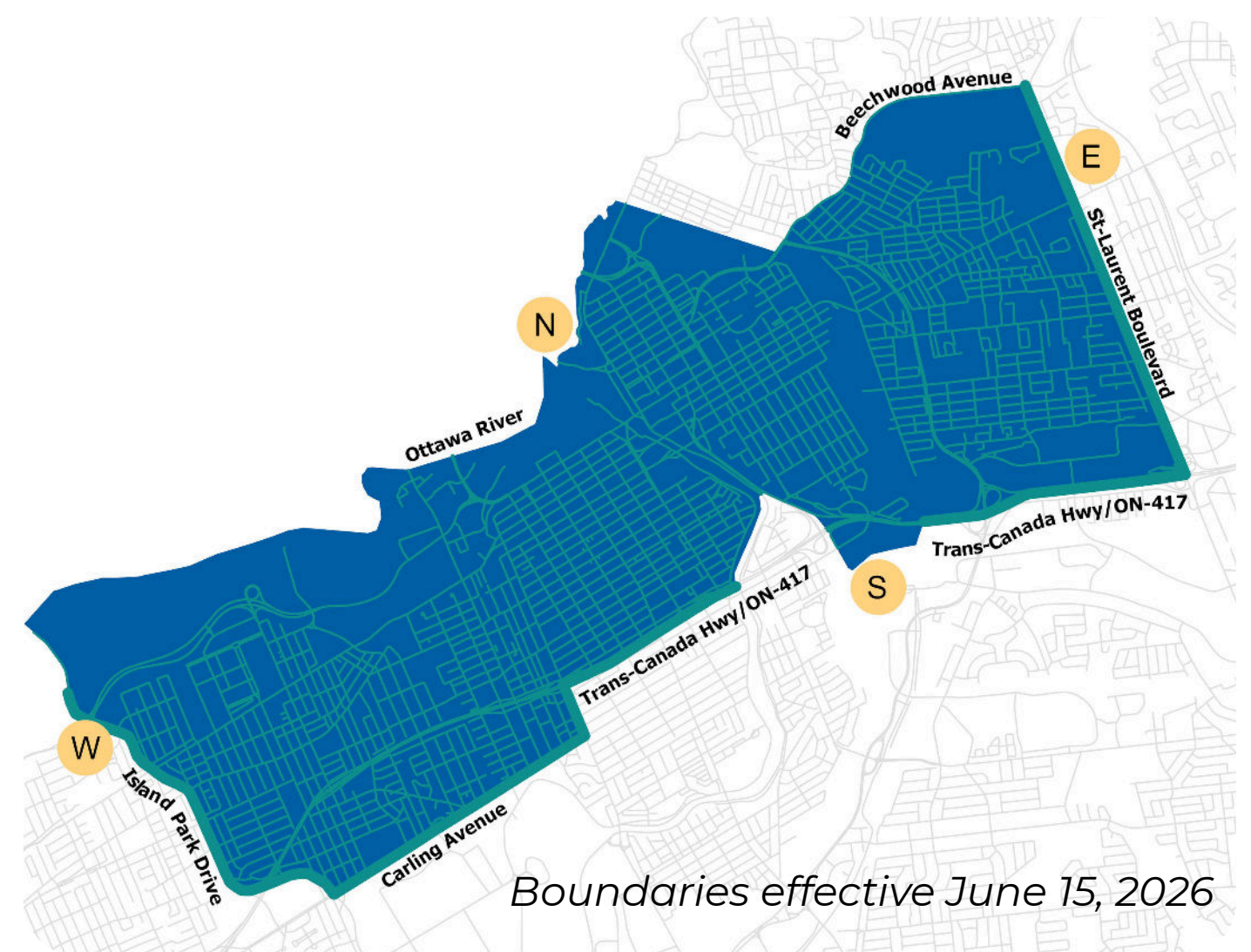
ANCHOR
Alternate Neighbourhood
Crisis Response



WHAT IS ANCHOR

If you or someone else is in distress, ANCHOR can help.

- Alternate Neighbourhood Crisis Response (ANCHOR) is a non-emergency, trauma-informed, community-based mental health and substance use (MHSU) mobile crisis response service in Ottawa. It is culturally sensitive and equity centered.
- ANCHOR dispatches trained crisis response teams, including mental health professionals and peer support workers, to support individuals experiencing distress where emergency response may not be appropriate.
- Teams work to calm the situation, provide support to the individual, and connect people to appropriate services and resources.
- ANCHOR is not designed to respond to overdose or urgent substance use emergencies. Individuals experiencing a suspected overdose should call 911 immediately.



The Right Care – When and Where you need it

Available **24/7/365**, to Ottawa residents **aged 16+** within the catchment area.

HOW IT WORKS



WHEN TO CALL ANCHOR

- ✓ Person in mental health or substance use crisis
- ✓ Erratic or unpredictable behaviour
- ✓ Expressing suicidal thoughts or feelings of hopelessness
- ✓ Confused, disoriented, or clearly unwell
- ✓ Someone needs a wellbeing check
- ✓ Verbal dispute with no weapons
- ✓ Seeking mental health information or referrals

Not sure? Call 2-1-1 and you will be directed to the right service.

If there is a life-threatening emergency, always call 9-1-1.

Lean more: ottawa.ca/ANCHOR

