

ONTARIO FARM ANIMAL CARE HELPLINE SERVICE

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A farmer helping farmer approach to animal care

How does the Ontario Farm Animal Care Helpline Work?

The Helpline accepts calls about most types of farm animals: beef cattle, dairy cattle, veal cattle, pigs, goats, sheep, chickens, and turkeys.

Helpline calls are accepted at the Farm & Food Care office at **519-837-1326**, during regular office hours - typically **Monday to Friday between 8:30 a.m. and 4:30 p.m.** Callers can also leave a message at any time and we will follow-up.

Callers are asked to provide specific and detailed information necessary to pursue the case. The information about the case, but not the name of the caller, is then passed on to the appropriate commodity group for follow-up and/or visit. The Helpline is designed to report instances of farm animal neglect or lack of proper care.

Helpline representatives are farmers or experienced staff who can assess the situation and offer practical advice. If necessary, emergency feed, site visits and assistance from livestock professionals, or veterinarians can be offered. Callers to the Helpline are asked to identify themselves for purposes of follow-up, but such information is kept strictly confidential with Farm & Food Care.

The Helpline is a confidential "farmer helping farmer" approach of advice and referral on animal care. For more information, please visit:
www.farmfoodcareon.org & click on *Farm Animal Care Resources*

For animals in immediate distress call the Ontario Animal Protection Call Centre directly at: **1-833-9 Animal (1-833-926-4625)**



What's the difference between the Helpline, OSPCA and the new Ontario Animal Protection Ser-

During 2019 and now into 2020 enforcement of animal care laws in Ontario has transitioned from the OSPCA to a new provincial agency in Ontario, Animal Welfare Services – Ministry of Solicitor General

You should call the Farm & Food Care Helpline for potentially bad situations where we will work with commodity groups to conduct peer to peer visits and discuss Codes of Practice with farmers.

For animals in immediate distress and situations that are more urgent incidents call the Ontario at: 1-833-9 Animal (1-833-926-4625) which then either directs callers to AWS agents, police or animal control depending what type of call.

What doesn't the Helpline cover?

The Helpline responds to farm animal inquiries including: beef cattle, dairy cattle, pigs, veal cattle, sheep, goats, chickens and turkeys.

Calls relating to pets or horses should be reported directly to the Animal Protection Call Centre .

Why is the Helpline service needed?

The Helpline was started by the Ontario Farm Animal Council (OFAC) in 1992 as a way to help improve farm animal care. The Helpline service came about because people within the farm community felt such a service was needed to allow farmers to get involved.

The Helpline is one way for the farming community to work together to help fellow farmers and farm animals. It's also yet another good example for the public that demonstrates if there's a problem with animal care, farmers want to be part of the solution. It's good for agriculture, it's good for the farmer, and most importantly, it's good for the animals.

Who can use the Helpline?

Anyone who observes situations where farm animals are not receiving proper care or individuals working with livestock that might not be able to properly care for their own animals.

For more information on Farm & Food Care or the Helpline Service, contact our office at:

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Guelph, ON, N1K 1E5

Phone: (519) 837-1326

Email: info@farmfoodcare.org

Website: www.FarmFoodCareON.org

