

ONTARIO FARM ANIMAL CARE HELPLINE SERVICE

A farmer helping farmer approach to animal care

519-837-1326



How does the Ontario Farm Animal Care Helpline Work?

The Helpline is not an emergency service. For animals in immediate distress call the Ontario Animal Protection Call Centre directly at: 1-833-9 Animal (1-833-926-4625)

The Helpline accepts calls about most types of commercial farm animals living on livestock farms: beef cattle, dairy cattle, veal cattle, pigs, sheep, chickens, and turkeys.

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

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 staff 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 concerns or lack of proper care.

Helpline representatives are farmers or experienced staff from commodity groups who can assess the situation and offer practical advice. 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





What's the difference between the Helpline and the Ontario Animal Protection Services?

In 2020, enforcement of animal care laws in Ontario transitioned to a new provincial agency in Ontario, Animal Welfare Services – Ministry of Solicitor General



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

For animals in immediate distress and situations that are more urgent, call the Ontario Animal Protection Services at 1-833-9 Animal (1-833-926-4625). This 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, chickens and turkeys.

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

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.

Why is the Helpline service needed?

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

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

Phone: (519) 837-1326

Email: info@farmfoodcare.org

Website:

www.FarmFoodCareON.org