

# ONTARIO FARM ANIMAL CARE HELPLINE SERVICE

**5 1 9 - 8 3 7 - 1 3 2 6**

*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 calves, 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(s) 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 also provides a resource for farmers or members of farm families if they find themselves in a tight situation. Farming can be a stressful business and farmers need to know there are resources available. The Helpline is a confidential "farmer helping farmer" approach of advice and referral on animal care. For more information, please visit: [www.farmfoodcareon.org/farm-animal-care/farm-animal-care-helpline](http://www.farmfoodcareon.org/farm-animal-care/farm-animal-care-helpline)

For animals in emergency distress call the OSPCA directly at: 1-888-668-7722



[info@farmfoodcare.org](mailto:info@farmfoodcare.org)  
[www.FarmFoodCareON.org](http://www.FarmFoodCareON.org)

## What's the difference between the Helpline and the OSPCA?

Here's a good way to explain the difference between the Helpline and the OSPCA: the Farm & Food Care Helpline deals with thin animals, not starving animals. The idea is to try and reach those cases and animals before the situation worsens. The Helpline is a volunteer service; the OSPCA has legal authority. Sometimes, Helpline representatives find that the case needs to be turned over to the OSPCA, and in reverse, sometimes the OSPCA representatives call the Helpline.

## 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.

## What doesn't the Helpline cover?

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

Calls relating to pets, horses and other types of livestock can be reported directly to your local Humane Society or the Ontario Society for the Prevention of Cruelty to Animals (OSPCA) at 1-888-668-7722.

Illegal Activities: If any laws are broken, the call must be forwarded to the appropriate authorities.

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

100 Stone Road West, Suite 202,

Guelph, ON, N1G 5L3

Phone: (519) 837-1326

Email: [info@farmfoodcare.org](mailto:info@farmfoodcare.org)

Website: [www.FarmFoodCareON.org](http://www.FarmFoodCareON.org)

