

# FARM ANIMAL CARE HELPLINE SERVICE

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A farmer helping farmer  
approach to animal care

## What is the Helpline?

The Helpline is a confidential "farmer helping farmer" approach to advice and referral on animal care. It provides a confidential way for people to report situations of farm animals that they feel require better care or for farmers themselves to call if they need some help.

## How does the Helpline Work?

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

Helpline calls are accepted at the Farm & Food Care office at **(519) 837-1326**, during regular office hours.



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## Who can use the Helpline?

Anyone who is having difficulties meeting acceptable levels of care and management for their farm animals and anyone else who witnesses situations where animals are not being properly cared for.

Helpline representatives are farmers or experienced farm staff who can assess the situation and offer practical advice or necessary assistance to correct the situation if there is a problem.

## What doesn't the Helpline cover?

- Other farm animals
- Pets or horses
- Illegal Activities- If any laws are broken, the call must be forwarded to the appropriate authorities.
- Deadstock: Contact the Ontario Ministry of Agriculture, Food and Rural Affairs at 1-877-424-1300.
- Neglect, Cruelty or Abuse: Contact the Ontario Society for the Prevention of Cruelty to Animals Phone: 1-888-ONT-SPCA (1-888-668-7722)
- Emergencies: Contact your local Humane Society or the OSPCA.
- Dangerous situations: Contact your local police or the OPP.



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

Phone: (519) 837-1326

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

[www.farmfoodcare.org](http://www.farmfoodcare.org)

[www.livestockwelfare.com](http://www.livestockwelfare.com)