

June 28, 2019

MEMORANDUM TO: Transfer Payment Recipients

FROM: Jennifer Evans
Community Programs Manager, West Region

SUBJECT: National Human Trafficking Hotline

I am writing to advise you about Canada's first National Human Trafficking Hotline which was launched on May 29, 2019. The Canadian Centre to End Human Trafficking (CCTEHT) has received federal funding to implement and administer a National Human Trafficking Hotline (National Hotline). To eliminate duplication of services, all calls to the existing Provincial Human Trafficking Helpline will be answered by the new National Hotline beginning July 1.

The National Hotline will respond to all forms of human trafficking including both sex and labour trafficking and will provide assistance to, and on behalf of youth, adults, females, males, transgender individuals, gender non-conforming individuals, citizens, permanent residents, and foreign nationals. The National Hotline will act as a central response and referral mechanism, offering 24/7, multilingual access to a safe and confidential space to ask for help, connect to services, and report tips. The hotline will also contribute to the Centre's capacity to share knowledge, statistics, and resources with a wider public, including civil society, policy-makers, and law enforcement.

Please note that the National Hotline has been working with service providers in communities across Canada to develop a national referral directory of human trafficking service providers, enabling them to provide a robust, immediate and localized response to hotline callers.

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London
217 York Street, Suite 203,
London ON, N6A 5R1, P.O. Box 5217
Tel: 519-438-5111 | Fax: 519-672-9510
Toll Free: 1-800-265-4197 | TTY: 519-663-5276

217, rue York, bureau 203,
London ON, N6A 5R1, C.P. 5217
Tél: 519 438-5111 | Téléc.: 519 672-9510
Sans frais: 1 800 265-4197 | ATS: 519 663-5276

Hamilton
119 King Street West, 7th Floor
Hamilton, ON, L8P 4Y7
Tel: 905 521-7318
Fax: 905 546-8277

119, rue King ouest, 7^e étage
Hamilton, ON L8P 4Y7
Tél: 905 521-7318
Téléc: 905 546-8277

Windsor
270 Erie Street East
Windsor, ON, N9A 7E3, P.O. Box 1810, Station A
Tel: 519-254-5355 | Fax: 519-255-1152
Toll Free: 1-800-419-4919 | TTY: 519-254-4850

270, rue Erie Est
Windsor ON N9A 7E3, C.P. 1810, Succ A
Tél: 519 254-5355 | Téléc.: 519 255-1152
Sans frais : 1 800 419-4919 | ATS: 519 254-4850

Any service provider that would be interested in joining the Canadian Referral Directory can do so by completing the Centre's confidential application form which can be accessed at <http://www.canadiancentretoendhumantrafficking.ca/for-service-providers/>.

Ministry staff will be updating and sending out new provincial awareness materials (postcards, posters, etc.) providing the new National Hotline information so that people can access correct services and supports in Ontario. The Provincial Helpline will be decommissioned on September 1. We kindly ask that you communicate this information with your front-line staff, community, and indigenous partners as well as your clients. In addition, please replace all references to the provincial helpline with the new National Hotline number 1-833-900-1010 in any of your public materials.

If you have any questions, please email the CCTEHT at info@CCTEHT.ca.

Thank you,



Jennifer Evans
Community Programs Manager, West Region

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