



April 27, 2022

Dear Fiona Gilfillan:

I am pleased to acknowledge receipt of your letter¹ from April 7, 2022 on the Canadian Radio-television and Telecommunications Commission's (CRTC) request for the Public Health Agency of Canada's (PHAC) support on issues falling outside of the CRTC's jurisdiction regarding the introduction of a national three-digit abbreviated dialing code for mental health crisis and suicide prevention services.

The introduction of a national three-digit abbreviated dialing code is a priority for PHAC and the Government of Canada. The availability of a memorable three-digit number for suicide prevention services will improve access to crisis support for people in Canada. Its implementation would build on PHAC's support for the Canada Suicide Prevention Service², a national, toll-free, bilingual, 24/7 suicide crisis service which is delivered by the Centre for Addiction and Mental Health and its partners.

We will provide you with the information requested in your letter, including on the termination point of calls made to the abbreviated number, as soon as it is available. PHAC has started outreach to health and public health partners, including provincial and territorial governments, on these issues.

PHAC acknowledges the ongoing work and commitment of CRTC staff as it relates to this initiative, including with respect to the continued analysis of the public record³, which will help to ensure that every call to a three-digit number is appropriately routed for people across Canada.

Sincerely,

Dr. Harpreet S. Kochhar
President, Public Health Agency of Canada

¹Telecom Commission Letter to the Public Health Agency of Canada ([link](#))

²The Canada Suicide Prevention Service ([link](#))

³ Notice of Consultation 2021-191 ([link](#))