

Tips for Using **9-1-1**

Your connection to police,
fire and ambulance.

E-Comm 9-1-1

Help us help.

9-1-1 is your connection to police, fire and ambulance.

9-1-1 is for police, fire or medical emergencies **when immediate action is required**: someone's health, safety or property is in jeopardy or a crime is in progress. 9-1-1 call-takers cannot provide information on the weather, power outages or municipal services. Please use 9-1-1 responsibly—it is not an information line.

Our 9-1-1 call-takers and dispatchers are highly trained, dedicated professionals who will get you the help you need. Please remember these tips whenever you call 9-1-1.

When an E-Comm 9-1-1 call-taker answers, they will ask you if you need "police" "fire" or "ambulance" and for which municipality. Once you indicate which service you need, your call will be immediately transferred.

- **Stay on the line and follow instructions.** Your 9-1-1 call-taker will stay on the line with you to make sure your call is answered by the agency you request

KNOW YOUR LOCATION

- **Know your location at all times** and communicate it as soon as you are asked
- Cellular and VoIP (Internet) phones do not display exact location information. Know your location
- You should know what city or area you are in, building and home addresses, cross streets, and any other information that will help emergency personnel find you (e.g., landmarks, highway exits/markers)

BE PREPARED TO ANSWER QUESTIONS

- **Listen carefully, speak clearly and try to remain calm.** Call-takers are trained to ask specific questions in priority sequence. Call-takers are relaying the vital information you provide electronically to dispatchers and to the emergency personnel on their way to help you

DON'T HANG UP

If you dial 9-1-1 accidentally, stay on the line and tell us. If you hang up we don't know if you are okay and will have to call back or send police to check on you.

- **Don't program 9-1-1 into any telephone—** speed dials lead to accidental 9-1-1 calls
- Store your cell phone in a safe position when not in use to prevent accidental calls
- Please do not test 9-1-1 to see if it's working

INTERPRETATION SERVICES

E-Comm has a 24-hour interpretation service that can be accessed in less than a minute, with interpretation available in more than 170 languages.

- Advise your non-English speaking family and friends about 9-1-1 and to call that number **first** in an emergency
- Teach your non-English speaking family and friends to learn the English word for the language they speak (e.g., learn to say "Cantonese") in case an interpreter is needed. This will speed up the process
- Encourage friends and family to learn the words *police*, *fire* and *ambulance* in English
- Help non-English speaking friends and family to learn their address in English
- Remind friends and family that even if they speak a little English, that is very helpful and is often all our call-takers need to collect information

HELP OTHERS TO KNOW ABOUT 9-1-1

- **Teach children to use 9-1-1 properly** and remind them it is for emergencies only. Always keep cordless phones fully charged and in the same place in the home. Keep your address information near the phone and show your children and caregivers where it is. Never give old cell phones to children to use as toys—many de-commissioned phones can still dial 9-1-1
- **Deaf and hearing/speech impaired callers can dial 9-1-1 through TTY** (telephone typewriter) units. Callers who do not have TTY should dial 9-1-1 from a landline telephone and not hang up. The line will remain open and the call-taker will be able to see the address and will send police. Please note that name and location cannot be displayed from cell phones or VoIP phones
- **You cannot send text messages to 9-1-1**

For more information visit ecomm911.ca



E-Comm 9-1-1
Help us help.



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