

E-Comm 9-1-1

Help us help.

About Emergency Calls

When to Call 9-1-1

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.

What Happens When You Dial 9-1-1

- An E-Comm 9-1-1 call-taker will ask "do you need police, fire or ambulance?" and will also confirm for which municipality. Your call will be transferred to the agency you request
- Stay on the line and follow instructions
- Be prepared to answer questions about your location and the nature of your emergency. Listen carefully, speak clearly and try to remain calm
- Call-takers are trained to ask specific questions in a priority sequence, they relay information via computer to dispatchers and the emergency personnel on their way to help you
- Requests for assistance are dispatched on a priority basis, with most serious calls dispatched first

For more 9-1-1 tips, visit ecomm911.ca

Examples of when to call 9-1-1

- An event that involves an immediate threat to person or property: screams, attacks, gunshots, fire, car accident with injuries or any other medical emergency
- A substantive, in-progress crime. This includes fights, break and enters (if there is a suspect on scene) or a report of an impaired driver
- A serious crime that has just occurred (e.g., sexual assault or robbery)
- A suspicious circumstance that may indicate an immediate criminal act (e.g., prowler, vandal)

For more information visit ecomm911.ca

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About Non-Emergency Calls

When to Call Police Non-Emergency

Non-emergency numbers for all police departments can be found in your phone book or on the homepage of the E-Comm Web site, ecomm911.ca. Take a moment to look up your local number and note it below. Please do not call 9-1-1 for the non-emergency numbers.

MY LOCAL POLICE NON-EMERGENCY NUMBER:

Use this number for non-emergency situations where an immediate response or dispatch of the police is NOT required.

Please help us keep emergency lines free for emergencies. If you are unsure, dial 9-1-1. Call-takers will advise whether to call the non-emergency number.

Examples of non-emergency calls:

- Reporting a crime with no suspect (e.g., theft of licence plate)
- Reporting a crime with suspect, but suspect is not on the scene (e.g., fraud)
- Reporting a serious crime with suspect, but with a lengthy delay (e.g., assault that occurred last night at a bar)
- Non-emergency incidents in-progress (e.g., noisy party, drug use)
- Ongoing crime issues or crimes that are not in-progress (e.g., graffiti or ongoing drug dealing with no suspect on scene)
- A suspicious circumstance that may indicate an ongoing criminal activity (e.g., marijuana grow operation)

The use of the non-emergency reporting number helps to keep the 9-1-1 lines available for people reporting an emergency.



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