

## 911 EMERGENCY CALLS

### Tips for Using 911

### Frequently Asked Questions

In most areas of the province **911** provides immediate access when you require the assistance of the police, the fire department or an ambulance in an emergency situation. Regardless of where you are calling from, when you dial **911** your call will be answered by specially trained operators. If you are not sure whether **911** is available in your area--contact your Telus operator. If it isn't, post the emergency numbers for fire, police and ambulance by your phone.

When you call **911**, the system will automatically identify the number of the telephone that you are calling from. The **911** computer compiles your address and phone number before your call is connected to an operator.

The **911** operator will ask you which service you require--Police, Fire or Ambulance. If you're not sure which service you require, they will question you to determine the right one. You will then be asked for your name, address, phone number and the nature of the emergency. Answer all questions as clearly as possible and if necessary, a vehicle may be sent out while you are still on the call. Follow the dispatcher's instructions and stay on the phone until you are told to hang up. Try to stay calm.

If you do call **911**, but can't speak or continue the call, help can still be sent to you. This problem is not uncommon; sometimes people are panicked or disoriented when they call in an emergency, or are in personal danger and cannot speak. The advantage of the automatic location identification is that it accommodates this problem by providing the caller's location.

You can call **911** from any phone. If you're at a pay phone, you don't need any money; just dial **911**. You can also call **911** for free if you are using a cellular phone.

Please don't call **911** just to see if it works. Your test call could cause delays in responding to real emergency calls. If you dial **911** by mistake, please stay on the line and let the operator know you've made a mistake. Otherwise the operator may assume you are in distress and dispatch the emergency service unnecessarily.

Calling **911** is usually faster than contacting your local emergency services directly. Calling **911** has the advantage of providing your name and address to calltakers at the emergency agencies. There are a few very important things you should do in order to be prepared should you ever have an emergency.

Make sure everyone in the house — including your children, your babysitter or anyone else who is staying with you knows the number.

Make sure your home is easy to locate. The police officers, firefighters, and ambulance attendants need to be able to find your home immediately. The address on the front of your house should be easy to read from the street. The numbers should not be blocked by trees or hidden in any way and should be well lit at night.

To report a crime, call the police or local detachment of the RCMP, however, if it is serious personal concern call **911**. If you wish to anonymously report a crime which has already happened, you can call the Crime Stoppers at 669-TIPS (669-8477). Anonymity is guaranteed on the Crime Stoppers line.

### [RCMP Contacts](#)

### [Municipal Police Contacts](#)