

Responsible Use of 9-1-1

9-1-1 is ONLY for EMERGENCIES, not for information. **Call 9-1-1** if someone's health, safety or property is in jeopardy or if a crime is in progress. **You should call 9-1-1-** if you:



...see someone **seriously hurt** or **sick**.



...see someone **stealing**.



...see someone **hurting another** another person or animal.



... smell **smoke** or see a **fire**.

Do you know when to call 3-1-1?

3-1-1 is the number you call when you need **information** about:



... your lost dog



..City Parks or Pathways



...information about recreation center

What if I accidentally call 9-1-1?

Mistakes happen, that's okay. **Don't hang up.** Stay on the line and tell the Emergency Communications Officer that you accidentally called. If you hang up, we won't know if you are okay or not so we will have to call you back or send out emergency vehicles to check. This means we might not be able to help people who really need it.

Also, please don't program 9-1-1 into your phone. We get lots of calls from people who have "pocket-dialed" 9-1-1.

What happens if someone I know doesn't speak English – Can they call 9-1-1 for help?

Yes, we have translators who can help us talk to them. Teach your non-English speaking family and friends to learn the English word for the language they do speak (eg. Learn to say "Cantonese"). It would also be helpful if they could learn to say police, fire and ambulance in English.

What happens when I call 9-1-1?

The Emergency Communications Officer will ask you these questions:

- What city are you calling from?
- What type of emergency is it?
- Where are you? (Try to give an address or location details – eg. The Safeway at Crowfoot)
- The number of the phone you are calling from.

They will then send out the emergency service that can best help. They will continue to ask you more questions to find out about what's going on. Help is on its way!