

# Fact Sheet

## Feuille de renseignements



Ministry of Community Safety  
and Correctional Services

Ministère de la Sécurité communautaire  
et des Services correctionnels

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### 9-1-1 Facts and Tips

- 9-1-1 is an emergency reporting phone number provided and operated by communities, to contact local police, ambulance and fire services.
- Ontario citizens have 95 per cent coverage for free 9-1-1 service. If your community does not have 9-1-1 service, post the phone numbers for police, ambulance and fire near your phone. Emergency numbers can be found in your local phonebook.
- 9-1-1 calls are routed to an emergency call-taking centre, which will ask if you require police, ambulance or fire. Stay on the line if your call is transferred.
- When a call is placed from a wireline phone most 9-1-1 systems display your name and address to the call taker.
- Cellular 9-1-1 calls may display the phone number to the call taker but do not display the location. Always know your location and be prepared to provide it.
- Cellular 9-1-1 calls placed from an area without 9-1-1 service will be routed to a police agency.
- Children should be taught the proper use of 9-1-1.
- In the unlikely event you are unable to get through to an emergency call taker because of a 9-1-1 service disruption, dial “0” for assistance or call the alternate phone numbers for police, ambulance or fire found in your local phonebook.
- A telecommunication device for the hearing impaired (TTY/TDD), and access to interpreters may be available at the emergency call-taking centre.

### 9-1-1 Do's

- 9-1-1 should be used for emergencies only. Examples include serious medical problems (chest pains), life threatening situations (person with weapons), fires or crimes in progress. If you are not sure, call 9-1-1.

- Advise the emergency call taker if you require police, ambulance or fire and confirm the location of the emergency.
- Try to remain calm and answer the questions. These questions are designed to get as much information as required to send the appropriate emergency response.
- Listen to and follow directions for assistance.
- Be prepared to provide medical information and describe any person (male, female, age, height, description of clothing) or vehicle (colour, type, last direction of travel) involved in the incident.
- If you are calling on behalf of someone else, try to give the address and phone number where the person who has the emergency is located.
- Make sure the numbers on the outside of your residence are clearly visible from the roadway day or night.

### **9-1-1 Don'ts**

- Don't call 9-1-1 for a non-emergency. Instead, call the non-emergency phone number for police, ambulance, or fire found in the phonebook.
- Unless your safety is at risk, don't hang up until the emergency call taker tells you to. If the call was accidental advise the call-taker before hanging up.
- Don't program 9-1-1 into any phone. It causes accidental dialling of 9-1-1, tying up the phone lines and resources. Ensure your cellular phone is resting in a safe place, that way accidental dialling will be eliminated
- Don't make false 9-1-1 calls. It is unlawful and can cause a delay in responding to a real emergency.
- For information on 9-1-1 in your community contact your local municipal office or police service.

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*Disponible en français*

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