

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

Your connection to police,  
fire and ambulance.

A woman with dark hair is shown in profile, wearing a black headset with a microphone. She is looking towards the left. The background is a blurred computer screen displaying a map with street names and a grid. The text 'E-Comm 9-1-1' and 'Help us help.' is overlaid at the bottom.

**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. Local non-emergency numbers for police, fire and ambulance can be found at [nonemergency.ca](http://nonemergency.ca) or by dialling 4-1-1.

**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 “do you need police, fire or ambulance?” and will also confirm for which municipality.

- **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 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 emergency personnel on their way to help you. Don't hang up until the call-taker says it's okay to do so.

## 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.

- Use your cellphone's key lock and stow it in a safe position to avoid accidental dialling.
- Use your cellphone's key lock to avoid accidental dialling. Stow it in a safe position and use a case or holster.
- Don't program 9-1-1 into any telephone—speed dials lead to accidental 9-1-1 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 or cellphones fully charged and in the same place in the home. Ensure children know how to operate all the telephones in your home. Keep your address information near the phone and show your children and caregivers where it is. Never give old cellphones to children to use as toys—many phones can still dial 9-1-1.
- The Deaf, Deaf-Blind, Hard-of-Hearing and Speech-Impaired (DHHSI) community can communicate with a 9-1-1 operator through Text with 9-1-1 (T9-1-1). DHHSI callers must pre-register their cellphones. For more information visit [textwith911.ca](http://textwith911.ca).

Callers who have not registered with T9-1-1 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.

- **Do not text or tweet 9-1-1.** Use a phone to contact 9-1-1.

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For more information visit [ecomm911.ca](http://ecomm911.ca)

For 9-1-1 tips, information and news  
follow us on Twitter: [@EComm911\\_info](https://twitter.com/EComm911_info)



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



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