

What is the 9-1-1 emergency number?

In an emergency, 9-1-1 is a single telephone number that provides rapid and easy access to police, fire, and ambulance services.

WHAT HAPPENS WHEN I CALL 9-1-1?

- When you call 9-1-1, your call will be answered by a trained operator at a central emergency call centre
- The operator will ask you if you require police, fire, or ambulance
- The call-taker will then connect you with the emergency service you require
- When you are connected to the emergency service that you requested, you will be asked about the nature of the emergency
- **ALWAYS KNOW YOUR LOCATION**
- Stay on the line and **DO NOT HANG UP** unless your safety is at risk or you are instructed to by the operator



When Should I Dial 9-1-1?

ONLY CALL 9-1-1 IN AN EMERGENCY

DO CALL 9-1-1 IF THERE IS:

- a medical emergency
- a crime in progress
- a fire
- any other life-threatening situation

DO NOT CALL 9-1-1 FOR:

- general inquiries and non-emergency situations
- directory assistance
- information about road conditions, school closings or to get directions
- information about parking or speeding tickets
- fallen power lines (call your local electricity provider instead)



Location! Location! Location!

CIVIC ADDRESS

- Know your civic address; it may differ from your mailing address
- Your civic address is the street name and number that are assigned to your residence for 9-1-1 emergency purposes

CELLULAR PHONES

- If you call 9-1-1 from your cellular phone, you must know your location
- If your location is unknown, be prepared to describe it using landmarks
- Emergency responders in Ontario can't currently track the location of your cell phone using embedded GPS technology

INTERNET PHONE SERVICE

- Subscribers of Voice over Internet Protocol (VoIP or broadband) telephone services may not have access to the 9-1-1 service
- Taking your VoIP phone with you to another location may compromise your 9-1-1 service
- It is the subscriber's responsibility to confirm 9-1-1 service details with their VoIP service provider
- Know your location if you call 9-1-1 using a VoIP phone

9-1-1 Tips

- Write your address and phone number in large print on, or near your telephone
- Make sure the street address numbers on your residence are clearly visible
- When away from home, always know your location
- Teach children when and how to use 9-1-1
- If you call 9-1-1, stay calm and speak clearly
- During a power outage phones that require an electrical outlet will not work; simple phones do



Prank 9-1-1 Calls

- Prank 9-1-1 calls are a criminal offence
- If dispatchers are busy with prank or non-emergency calls someone with a real emergency may not get the help they need

TELEPHONE DEVICE FOR THE DEAF (T.D.D.)

- To access emergency services using T.D.D., dial 9-1-1 and press the spacebar until a response is received



CONCERNS?

- For concerns regarding 9-1-1 service in Simcoe County please contact:

Manager of 9-1-1 and Emergency Planning
County of Simcoe
1110 Highway 26, Midhurst, Ontario, L0L 1X0
705-726-9300

For more information,
please visit our web site at:

simcoe.ca

CORPORATE COMMUNICATIONS DEPARTMENT



EMERGENCY 9-1-1

HELP WHEN YOU NEED IT