



What is 9-1-1?

9-1-1 is the universal emergency telephone number designed to give citizens an easy-to-remember number to use when summoning police, fire, or emergency medical services for emergencies.

What is Enhanced 9-1-1?

Enhanced 9-1-1 (E9-1-1) is a single, easy-to-remember number used when reporting emergencies to fire, police and ambulance services in Lanark County, is designed to automatically route any 9-1-1 call, placed from a telephone instrument (including wireless) within the district's geographical boundaries, to the proper Central Emergency Reporting Bureau (CERB) responsible for dispatching emergency services to the caller.

What is T9-1-1?

T9-1-1 is a service that enables individuals who are deaf, hard of hearing or speech impaired to communicate with 9-1-1 operators via text message during an emergency. The cell phone must be registered with the wireless carrier before the service becomes available. There is more information at www.textwith911.ca.

How do I use 9-1-1?

When you have an emergency, dial the three-digit number and do the following:

- Stay calm and speak clearly.
- State the emergency.
- State the location of the emergency, your name and the phone number from which you are calling.

Can I use 9-1-1 from a pay phone?

Yes, when the pay phone has a dial tone. Simply dial 9-1-1 and wait for a trained telecommunicator to answer your call.

Can the hearing and speech-impaired use 9-1-1?

Yes, in communities where 9-1-1 is available, a Telecommunications Device for the Deaf (TDD) is connected to 9-1-1. Simply dial 9-1-1 and press the space bar for response.

Does a person need to speak English when calling 9-1-1?

No. It is common for 9-1-1 centers to have bilingual 9-1-1 call takers and dispatchers; however if there is not one available, the 9-1-1 call taker can add on an interpreter through the use of a language line service, which offers translations in more than 140 languages.

*REMEMBER: Dial 9-1-1 when seconds count...

- It is easy to remember in moments of stress.
- It is quicker to dial than a seven-digit number.
- It is the number to use in summoning the police, fire, or emergency medical services.
- If you cannot speak, the tele-communicator can trace your call through the 9-1-1 system features.

When To Call 9-1-1

9-1-1 is reserved for emergency situations only. An emergency is any situation that requires immediate assistance from the police, the fire department or an ambulance. If you are ever in doubt of whether a situation is an emergency you should call 9-1-1. It's better to be safe and let the 9-1-1 call taker determine if you need emergency assistance. However, callers should still use sound judgment when trying to determine the difference between an "emergency" and a "non-emergency."

A person should not call 9-1-1 to ask for directions, report a lost pet or complain about a noisy neighbor. People who call 9-1-1 as a joke or a nuisance can be subject to fines and legal action.

Do not call 9-1-1:

- For information
- For directory assistance
- When you're bored and just want to talk
- For paying tickets
- For your pet
- As a prank

If you call 9-1-1 by mistake, do not hang up. Tell the call taker what happened so they know there really isn't an emergency.

What about 9-1-1 prank calls?

It's a prank call when someone calls 9-1-1 for a joke, or calls 9-1-1 and hangs up. Prank calls not only waste time and money, but can also be dangerous. If 9-1-1 lines or call takers are busy with prank calls, someone with a real emergency may not be able to get the help they need. In most places, it's against the law to make prank 9-1-1 calls.