

What to teach your children about 9-1-1

Do your children know how to get help in an emergency?

- ▶ Teach your children how to get help in an emergency.
- ▶ Teach your children their address and telephone number as soon as they are able to learn. Keep the address and telephone number posted by all phones in case they are unsure.
- ▶ Tell your children to answer all of the emergency operators' questions and to stay on the phone until they are told to hang up.
- ▶ Teach your children about the dangers of making prank **9-1-1** calls.

What are the dangers of 9-1-1 Prank Calls?

Prank **9-1-1** calls are a waste of time and money and can also be dangerous. If **9-1-1** lines or responders are busy with prank calls, someone with a real emergency might not get the help that they need.

9-1-1

USE IT DON'T ABUSE IT



FIRE



POLICE



AMBULANCE



CALL 9-1-1

FOR EMERGENCY SERVICE

- ▶ FIRE
- ▶ CRIME IN PROGRESS
- ▶ MEDICAL EMERGENCY

What is it?

9-1-1 is the universal number for emergency response by Ambulance, Police and Fire Services and is available in the Toronto area, 24 hours a day.

When should I use it?

Situations where the safety of people or property are at risk. Examples of **9-1-1** emergencies include a fire; a crime in progress; or a medical emergency.



Suppose I need the Police but it's not an Emergency?

If your complaint is not an emergency, dial **(416) 808-2222**, the non-emergency number for the Police. Use **(416) 808-2222** for anything that is not an immediate threat to life or property such as a parking complaint, a noisy party, or lost and found articles.

Tips for using 9-1-1

Remain calm and speak clearly. Identify which emergency service you require (Police, Fire or Ambulance) and be prepared to provide the following information:

- ▶ What is happening?
- ▶ What is the location?
- ▶ What is your name, address and telephone number.

Please remain on the line to provide additional information if requested to do so by the operator. **DO NOT HANG UP** until the operator advises you to do so.

What if you don't speak English?

It is helpful if the caller is able to identify their language. You may hear some clicking and a short conversation in English while the operator connects you through to an interpreter. Interpretations are available in approximately 140 languages.

Free Emergency Calling

Calls can be made *free* from pay telephones and cellular phones anywhere in Toronto by simply dialing **9-1-1**.



**TDD/TTY
(Telephone Device
for the Deaf)**

For TTY access, in an emergency, dial **9-1-1** and press the space bar key repeatedly until a response is received.

In a non emergency situation, dial **(416) 467-0493** and press the space bar key repeatedly until a response is received.