

What to know when calling 9-1-1

Once you dial 9-1-1, **do not hang up**. Your 9-1-1 call will be answered “Emergency, do you need Police, Fire or Ambulance?” Once you say which service you need, the call taker will transfer your call. If you require the Police, the 9-1-1 call taker who answered your call will help you. If you are transferred, **do not hang up**. Remain on the line until the service you need answers the line. The original 9-1-1 call taker will stay on the line with you.

Now that your call has been answered:

Know your location and provide the following information when asked:

- the city you are in
- your **address or the location** where help is needed
- the **apartment number, unit number, or building number** for the address
- an **entry code** or any other information that will assist emergency responders when they arrive

Location is extremely important, especially when you are calling from a cellular phone (which provides **general location information only**) or an internet phone (which provides **no location information at all**).

A nearby cross street is always helpful.

911 call takers ask a lot of questions they **NEED** answers to. While questions are being asked, information is being relayed to the emergency responders. **Answering the questions does not slow down the responders.**

Listen carefully, speak clearly and remain calm.

What if you dial 9-1-1 accidentally?

If you dial 9-1-1 accidentally, **do not hang up**. Stay on the line and let the call taker know it was an accident. If you hang up, the call taker will need to call you back to determine why you called and confirm there is no emergency.

How can you avoid accidental calls to 9-1-1?

Don't program 9-1-1 into your telephone – speed dials can lead to accidental calls.

Keep your cell phone locked or in standby mode and in a safe location to prevent accidental or pocket dial calls.

Don't allow children to play with the telephone or cell phone. It's not a toy.

What is a pocket dial?

A pocket dial is when a wireless device (cell phone) in a pocket or bag accidentally dials 9-1-1, unbeknownst to the person carrying the cell phone.

Remember to “**Lock it before you pocket**”. Place your phone in standby or secure the keypad to avoid unintentional calls to 9-1-1.

What if English is your second language?

That's no problem! The Toronto Police Service has access to an interpretation service to assist us in taking calls in over 140 languages.

You can help us by:

Trying to ensure that family members know the English word for the language they speak – for example Cantonese, or Spanish.

Sometimes even a little bit of English is enough for our call takers to get you the help you need. Don't be shy to try English. If our call taker has difficulty understanding, we will get an interpreter.

Deaf / Hard of Hearing / Speech Impaired Callers

Deaf, hard of hearing and speech impaired callers can dial 9-1-1 using TTY (telephone typewriter) devices. Callers who do not have a TTY device should dial 9-1-1 from a landline (house phone NOT a cell phone if possible) and not hang up. The line will remain open, and call takers will see the address and be able to send help. **Please remember that your name and address will not display to 9-1-1 from a cell phone or an Internet phone or VoIP service.**

And lastly . . .

- Always ensure that your cordless phone is fully charged and kept in one place in the home so that everyone knows where to find it.
- Keep your address near the phone and be sure that your children and any caregivers know where it is.
- Don't give old cell phones to children to use as toys, unless the battery has been removed. They can still dial 9-1-1 in error.
- Teach your children about the importance of 9-1-1 and how to call 9-1-1 to get help in an emergency.

For information or to report a **NON-EMERGENCY** incident

Call the
Toronto Police Service
Non-emergency number

416-808-2222



For information, visit the
Toronto Police Service website
www.torontopolice.on.ca



TIPS FOR CALLING

9-1-1

**9-1-1 is for emergencies
requiring Police, Fire or
Ambulance**

9-1-1 is used to contact Police, Fire or Ambulance Services in emergency situations only (medical emergencies, fires, crimes in progress or if someone's safety, health or property is in danger).

DO NOT call 9-1-1 for information. The **non-emergency telephone numbers** for Police, Fire and Ambulance Services are located in the **front cover of the telephone book** or are available **online**. You can also call **directory assistance** (411).

Please do not call 9-1-1 to ask for the non-emergency telephone numbers.