Call 9-1-1 if:

- you or someone else is sick or hurt
- you smell smoke or see smoke or fire
- you see someone stealing
- you or someone else is being hurt
What do I need to know about 9-1-1?

• 9-1-1 is here to help you day and night.
• 9-1-1 is for when you need help from the police, the fire department or an ambulance.
• You don’t need to speak English to get help from 9-1-1.
• A 9-1-1 operator will ask where you are and what’s happening.

What happens when I call 9-1-1?

1. A 9-1-1 operator will ask you questions about what’s happening and where you are.
2. Try to stay calm, speak clearly and do your best to answer the 9-1-1 operator’s questions.
3. Follow any instructions the 9-1-1 operator gives you.
4. Stay on the phone and don’t hang up until the 9-1-1 operator tells you to.

PARENTS: If someone dials 9-1-1 from your home and hangs up before speaking, the 9-1-1 operator will call back. If they cannot reach someone or have any concerns about someone’s safety, the police will be sent.
What kinds of questions will the 9-1-1 operator ask me?

The questions the 9-1-1 operator asks you will depend on the reason you called. Questions like:

• Do you need help from the police, the fire department, or an ambulance?
• Where are you? (Know your address and phone number. If you’re not at home, the operator might ask you to describe where you are. Are you in a park? Can you see a street sign?)
• What is the emergency? What’s happening?
• Are you safe? Are you hurt?

If you saw someone do something bad, the 9-1-1 operator might ask:

• Which way did they go?
• Did they run away or did they have a car?
• What colour was the car? Do you know the licence plate number?
• What did the bad person look like? (Age, height, skin colour, hair colour, clothing.)

What should I do if I can’t talk?

• Dial 9-1-1 on your home phone if you can. Try to stay calm.
• Either leave the phone off the hook or make a noise to let the 9-1-1 operator know that you are there.
• If you are in danger, bring a phone with you to a hiding spot and dial 9-1-1 if you can. If you can’t bring the phone, dial 9-1-1, don’t hang up the phone and go hide.

Parents: If someone dials 9-1-1 from your home and hangs up before speaking, the 9-1-1 operator will call back. If they cannot reach someone or have any concerns about someone’s safety, the police will be sent.
Write your address below and post this on your fridge.

My address is:

My phone number is:

Remember:
If you need help from the police, ambulance, or fire department, call 9-1-1.

To learn more about 9-1-1, please visit ecomm911.ca or follow @EComm911_info

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