Text with 9-1-1:
For the Deaf, Deaf-Blind, Hard-of-Hearing and Speech Impaired
Important!
Locations in B.C.
where Text with 9-1-1
is available
(E-Comm service area):
Important!

• You must have a cellphone that can make voice calls and send/receive text messages.
• You must pre-register to use Text with 9-1-1 services.
• Text with 9-1-1 is available in English. A French interpreter can be contacted by the 9-1-1 operator if needed.
How to register:

**Step 1:** Ask your cellphone company (e.g. TELUS, Rogers, Bell) to make sure your cellphone can make voice calls and send/receive text messages. **This is important.**
How to register:

**Step 2:** Register your cellphone with your cellphone company (e.g. TELUS, Rogers, Bell).

This is the website to register: [www.textwith911.ca](http://www.textwith911.ca)
How to contact 9-1-1:

- Call 9-1-1 as though you were making a voice call.

- You must call 9-1-1 first to connect with a 9-1-1 operator.

- Do not start texting until you get a text from the 9-1-1 operator.
Why do I need to make a voice call?

• Voice calls give 9-1-1 operators important information like your cellphone number and general location.

• Background noises are also helpful for 9-1-1 operators.
How to contact 9-1-1:

• A 9-1-1 operator will send you a text as soon as they can. This may take between 45-60 seconds due to the technology.

• If you do not get a text after a few minutes, hang up and try again or seek help from someone else (e.g. ask someone to call 9-1-1 for you).
During the 9-1-1 call:

- Wait for the 9-1-1 operator’s questions and answer in text.

For example:

- Do you need police, fire or ambulance?
- For what city?
- What is your exact location?
- What is your emergency?
During the 9-1-1 call:

- Do not hang up while texting.
- Keep text messages brief and short:
  - Spell out words as best you can (e.g. use “be right back” not “BRB”)
  - Use words that a 9-1-1 operator would know
- Stay on the phone with the 9-1-1 operator until they tell you it’s ok to hang up.
Ending the 9-1-1 call

- When the 9-1-1 operator has all the information they need, they will text you what to do and that help is on the way.

- The 9-1-1 operator will tell you when they are going to hang up.
Ending the 9-1-1 call

• You will know your 9-1-1 call is over when you receive a text that reads “End of 9-1-1 Call.”
Ending the 9-1-1 call

• If you want to call back because you have new or more information, call 9-1-1 again and follow the same steps. You may be texting with a different 9-1-1 operator so you might be asked questions you already answered.
Important reminders

1. Register your cellphone with your cellphone company: www.textwith911.ca

2. Locations where Text with 9-1-1 is available (E-Comm service area):
   http://www.ecomm911.ca/calling-911/T911system.php
Important reminders

3. Ask your cellphone company to make sure your cellphone can make voice calls and send/receive text messages.

4. Call 9-1-1 as though you were making a voice call and wait to receive a text message.

5. Answer the 9-1-1 operator’s questions.
Visit www.textwith911.ca for more information