Text with 9-1-1 is for the Deaf, Deaf-Blind, Hard-of-Hearing and Speech-Impaired

You have an emergency

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

The 9-1-1 operator will text and ask if you need:

- POLICE
- Fire Department
- Ambulance

Answer the 9-1-1 operator’s questions

Where are you?

1234 Main Street

What is your emergency?

House on fire

HELP is on the way

Do not hang up until the 9-1-1 operator tells you to.

You will receive a text when the 9-1-1 call is over.

End of 9-1-1 call

Text with 9-1-1 is currently only available in select service areas. Visit textwith911.ca for more information.

IMPORTANT: You must register your phone to use this service. Visit textwith911.ca.
T9-1-1 is for the Deaf, Deaf-Blind, Hard-of-Hearing and Speech Impaired. Registration is also available to family members of the DHHSI.

Want to register for Text with 9-1-1? Here is a checklist to help get you started:

☐ Check to make sure your cellphone can make voice calls and send/receive text messages?
   If you don’t know, ask your cellphone company

☐ Confirm you live in an area that has Text with 9-1-1 service
   The service is only available in certain areas. Visit www.textwith911.ca for a full list.

☐ Register at www.textwith911.ca

Learn how text with 9-1-1 works
Visit www.ecomm911.ca for a special user guide

☐ When you need 9-1-1 remember to...
   • Call 9-1-1 as though you were making a voice call and wait to receive a text message.
   • Answer the 9-1-1 operator’s questions.
   • Don’t disconnect until the operator tells you it’s okay to.

If you have issues registering please contact your cellphone company or email info@textwith911.ca