

9-1-1 Tips

- Write your address and phone number in large print on or near your phone
- Make sure your address is clearly indicated on the front of your house
- If you have mobility issues, keep your phone somewhere you can reach it easily
- When using a cellular phone in a vehicle, use the hands-free feature or pull over in a safe area. Always know your location when calling
- Be careful to ensure you do not accidentally dial 9-1-1 from your cellular phone, especially if it is left in your pocket
- If you subscribe to a VoIP service, ensure that your correct location/address has been supplied to your service provider for 9-1-1 purposes. This may be different than your billing address
- When you have a police, fire or medical emergency, do not hesitate to call 9-1-1

Non-Emergency Telephone Numbers

POLICE SERVICES

York Regional Police

1-866-876-5423

Non-Emergency/Administration

905-881-1221

Ontario Provincial Police

1-888-310-1122

Toronto Police Services

416-808-2222

Durham Regional Police Service

905-579-1520

Peel Regional Police Service

905-453-3311

FIRE SERVICES

Central York (Newmarket and Aurora)

905-883-5444

Town of East Gwillimbury

905-853-8842

Town of Georgina

905-476-5167

Township of King

905-833-5321

City of Markham

905-415-7521

Town of Richmond Hill

905-883-5444

City of Vaughan

905-832-8506

Town of Whitchurch-Stouffville

905-640-9595

AMBULANCE SERVICES

York Region EMS Administration

1-877-800-7924



WHEN TO CALL

9-1-1



STOP A CRIME - REPORT A FIRE - SAVE A LIFE
POLICE - FIRE - AMBULANCE



1-866-876-5423 | info@yrp.ca | yrp.ca



York Region

What is 9-1-1?

9-1-1 is a single emergency telephone number that makes it faster and easier to contact police, fire or emergency medical services in an emergency.

What is an emergency?

An emergency is when urgent police, fire or emergency medical services are needed. Some examples of 9-1-1 emergencies include:

- A serious and potentially life-threatening medical problem (i.e. chest pain, seizure, breathing problems)
- Fire or the smell of smoke. In the case of a fire, or suspected fire, leave the building immediately and call 9-1-1 from a different location
- A crime in progress or a crime that is about to occur
- A display of weapons
- A possible impaired driver
- A situation that is potentially life-threatening or a serious threat to public safety

Know when not to call 9-1-1

9-1-1 is strictly for life-threatening and public safety issues. It is not an information service, a public complaint line or a community referral service. The inappropriate use of 9-1-1 wastes resources and has the potential to cost someone their life.

How does 9-1-1 work?

9-1-1 can be dialed from any telephone. Calls will go directly to a call-taker who has been trained to get you the help you need as quickly as possible.

It is important you provide the location of the emergency, including the town or city, especially if you are using a cellular phone or a Voice over Internet Protocol (VoIP) service provider.

The 9-1-1 call taker will ask whether you require police, fire or ambulance. You will be asked to stay on the line while you are transferred to the appropriate agency. It is important that you **DO NOT HANG UP**.

Remember, a quick and appropriate response relies on you providing accurate and detailed information to the call-taker.

What if a caller is deaf or hearing and/or speech impaired?

If you dial 9-1-1 from your TTY/TDD (Teletypewriter or Telephone Device for the Deaf), you will experience a short delay while your call is transferred to the device in the call centre. **DO NOT HANG UP**.

If a deaf or hearing/speech impaired caller does not have a TTY/TDD, the caller should dial 9-1-1 and not hang up. Not hanging up leaves the line open, and with most 9-1-1 calls (except for those made on cell phones and over VoIP), the caller's address is displayed on the call taker's screen and help will be sent.

TTY/TDD is available in the 9-1-1 call centre. If you have an emergency, dial 9-1-1 and follow the instructions. When your call is answered, the call taker will request you to provide your name, address, telephone number and reason for calling.

The call-taker will ensure that you receive the emergency response you require. The 10-digit number for non-emergencies is 1-866-876-5423.

What if a 9-1-1 caller doesn't speak English?

The call-taker has the ability to add an interpreter from an outside agency to the line. The call-taker will ask the caller to provide their language and a non-English speaking caller may hear a short conversation in English and some clicking sounds as the interpreter is added to the line.

9-1-1 is not to be used for general inquiries or administrative calls. If you need police, fire or ambulance services in a non-emergency situation, please consult the list of telephone numbers on the back of this brochure.

