

My Civic/911 address is: \_\_\_\_\_



# 911



## WHEN CALLING 911 BE PREPARED TO ANSWER THESE QUESTIONS:

- **What is your emergency?** (categorize the nature of the emergency briefly: my wife fell, vehicle collision, chimney fire, etc)
- **What is the location of the emergency?**  
Including your Civic Address, Town/Municipality, Apartment/Access Code Information, Closest Major Intersection (Make sure guests and visitors know the address by posting this information in your cottage or home in high traffic areas!)
- **Provide the phone number you are calling from.**  
(in case we need to call you back for more information or we get disconnected)

\*\*Be prepared to stay on the line to answer questions and follow the direction/advice/information being provided to you by the Communications Officer. Help is being dispatched simultaneously as more information is being collected.\*\*



Ambulance Communication Service

### Did You Know.....

- The OPP are mandated to respond to every 911 call they receive
- Up to 80% of these calls are unfounded, which means they were misdials/pocket dials/children playing on the phone
- Please do not allow your children to play with any old cellphones, if it has a battery, it is capable of dialing 911!
- 1-888-310-1122 is the toll free number to contact OPP province wide



### Did You Know.....

Homeowners are responsible to:

- Identify your home or cottage with an easily visible Civic Address Number
- Make sure your Civic Number or House Number is correct and that family members and guests know the number; especially important for cell phone and voip (voice over internet protocol) callers
- Place the number where it is easily seen from the road, or if you are water access, place the number on the end of your dock
- Ensure vegetation or snow does not obscure the sign visibility



**Use 511 for Road Conditions & Closures and Traffic Information**

