

# 911



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

- **What is your emergency?**
- **What is the location of the emergency?**  
[including your Civic Address, Town/Municipality, Apartment/Access Code Information, Closest Major Intersection]
- **Provide the phone number you are calling from.**  
(in case we need to call you back for more information)



Ambulance Communication Service

\*\*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.\*\*

### Did You Know.....

- The OPP are mandated to respond to every 911 call they receive
- West Parry Sound OPP responded to 135 calls to 911 between Jan-Mar of 2015
- 70 % of these calls were unfounded, which means they were misdials/pocket dials/children playing on the phone



### How to avoid accidentally calling 911

- Lock or place your mobile phone in stand-by mode
- Disable the 911 auto feature
- Do not place your mobile phone in a position such as in a pocket, where the keys can be accidentally pressed
- Use a case or holster designed for your mobile device
- Do not let children play with your old mobile phone. If it has a battery in it, it is still capable of calling 911

### 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 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

