

OFFICE OF THE FIRE CHIEF:

Civic Addressing and Initiating an Emergency Call

CIVIC ADDRESSING

It is important to know what your civic address is and what a Fire Route is. Your civic address is the number that has been assigned to your property which corresponds to the road you are located on; or shoreline of the lake you are located on; or the island you are located on. FOR EXAMPLE, if your property is assigned number 100 on Pine Street, your civic address is **100 Pine St**; if your property is assigned number 100 on the shoreline of Nine Mile Lake (water access only), your civic address is **100 Nine Mile Lake Water Access**; if your property is assigned number 100 on a Fire Route (each Fire Route is numbered), your civic address is **100 Fire Route ##**. A Fire Route is just a name of a private road in McDougall. It is the same as a road named Street or Avenue and given a number. If you are number 100 on Pine Island in Trout Lake, your civic address is **100 Pine Island W/A Trout Lake**.

PLEASE DO NOT CALL YOUR CIVIC ADDRESS YOUR FIRE ROUTE NUMBER BECAUSE IT IS NOT.

A Fire Route is just a name of a private road with a given number. Example: If you are property number 100 and you are located on a road named Fire Route 444, then your civic address is **100 Fire Route 444** and this is how it should be stated if you are talking to 911.

INITIATING AN EMERGENCY CALL

The Municipality of McDougall is serviced by 911. If you require emergency services call 911 from your land line phone or your cell phone. (some areas of McDougall have no regular phone service so you can use a cell phone)

Land Line Phones: if you call 911 from your land line phone, your civic address information is linked to your phone number and is maintained by BELL 911 services and printed out immediately to the 911 call taker. If you want to check the correctness of your land line phone information, call Bell Canada.

Cell Phones: if you call 911 from your cell phone, your civic address information is not linked and immediately displayed for the 911 call taker. It is important to know this because it means that **YOU** must know your property location, civic address number and Municipality you are in. Also, when you call 911 from your cell phone, the call may end up in a 911 call centre in Ottawa, North Bay, Thunder Bay, Toronto etc. The 911 call taker is unlikely to know where your location is **SO YOU MUST** be able to give them the required proper information so that they can send the closest and proper emergency service. This information should include your proper civic address, Municipality and closest major centre. FOR EXAMPLE, in McDougall you should state to the 911 call taker, **I am located at 100 Fire Route 444, in the Municipality of McDougall, near Parry Sound; or whatever your particular civic information is.**

THE McDOUGALL FIRE DEPARTMENT IS NOW DISPATCHED BY THE PARRY SOUND AMBULANCE BASE AND IS TIERED WITH AMBULANCE FOR ALL MEDICAL EMERGENCY CALLS. ALL 911 CALLS ARE TRANSFERRED FROM THE 911 CALL CENTRE TO PARRY SOUND AMBULANCE FOR DISPATCHING.