

# 9-1-1 EMERGENCIES ONLY

## NON EMERGENCY CALLS

**POLICE ..... 675-9171**

**FIRE ..... 855-9062**  
Business Line 8:30am to 4:30 pm

**EMS..... 522-5200**  
Business Line 8:30 am to 4:30 pm



Visit our website

[www.police.sudbury.on.ca](http://www.police.sudbury.on.ca)

and

<http://www.city.greatersudbury.on.ca/>



## EMERGENCY

# 9-1-1

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### Facts and Tips

9-1-1 is an emergency reporting phone number provided and operated by communities to contact local Police, Fire and Ambulance.

95% of Ontario citizens have 9-1-1 service. If your community does not have 9-1-1 service, then post the phone numbers for Police, Fire and Ambulance near your phone.

These and other emergency numbers can be found in your phonebook.

9-1-1 calls for the Greater Sudbury area are routed to Greater Sudbury Police Service.

Calltakers will ask if you require Police, Fire or Ambulance. **Stay on the line until** you are connected to Police, Fire or Ambulance.

When a call is placed from a residential land line **phone**, the 9-1-1 system displays your name and address to the calltaker.

**Cellular 9-1-1** calls may display a phone number but do not display the location. Always know your location and be prepared to provide it.

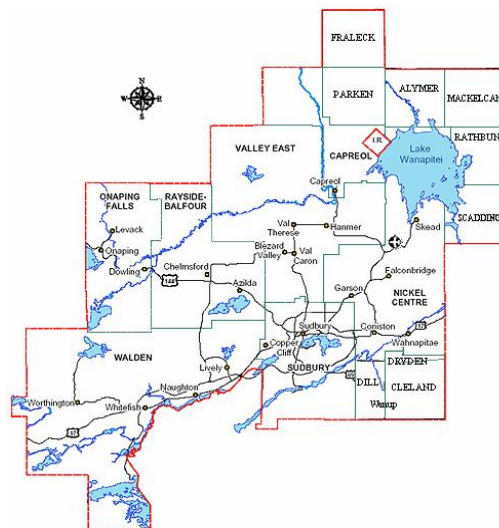
Keep civic address numbers near your phone. This is a critical locator for emergency personnel.

Children should be taught proper use of 9-1-1.

In the unlikely event you are unable to get through to an emergency calltaker due to a 9-1-1 service disruption **dial "0"** for assistance, or call the alternate phone numbers for police, fire and ambulance found in your phonebook.

A **Telecommunications Device** for the **Deaf** (TTY/TDD) and access to **interpreters**, is available at the Greater Sudbury Police Service Communications Centre.

**VoIP (Voice over Internet Protocol)** has limitations when calling 9-1-1. Prior to commencement of service, check with the VoIP service provider of all limitations.



## 9-1-1 DO's

**Listen and follow directions** for assistance. Be prepared to provide medical information (any medications) and describe person(s) (male, female, age, height, description of clothing) or vehicle (colour, type, last direction of travel) involved in the incident. If you are calling on behalf of someone else, try to give the address and phone number where the person who has the emergency is located.

To assist emergency responders, make sure the **street address numbers** on the **outside of your residence** are **clearly visible** from the roadway, day or night. In rural areas the house number is to be posted at the end of the driveway.

## 9-1-1 DON'Ts

**Don't** call 9-1-1 for a non-emergency. Instead call the non-emergency phone number for Police, Fire and Ambulance found in the phonebook.

Unless your safety is at risk, **don't hang up** until the emergency calltaker tells you to. If the call was accidental advise the calltaker before hanging up.

**Don't** program 9-1-1 into any phone. It causes accidental dialing of 9-1-1 tying up the phone lines and resources. Ensure your cellular phone is resting in a safe place, to eliminate accidental dialing.

**Don't** make false 9-1-1 calls. It is unlawful and may result in criminal charges being laid. It could cause a delay in responding to a real emergency.

**Don't** be afraid to call if you feel at risk or believe a crime is about to occur.