

## Do you know the best way to contact the OPP?

Dufferin OPP Detachment has been experienced in past incidents where policing issues have come to our attention through non-traditional ways. We encourage anyone who needs policing services to make use of the 911 system, a call to the non-emergent toll free telephone number, or to the Detachment itself to report public safety/policing matters as they occur. A call to the police in a timely way helps us serve the community with an effective police response, and deal with and through the community to keep our County safe.

**9-1-1:** In the case of an emergency, the answering equipment will automatically display your name and location. Since wireless phones are mobile, they are not associated with one fixed location or address. While the location of the cellular site closest to the 911 caller may provide a general indication of the caller's location, that information is not usually specific enough for rescue personnel to deliver assistance to the caller as quickly as we'd like.

Here are some tips on using 9-1-1 to ensure a faster response in case of an emergency when calling from a cellular phone:

? Tell the emergency operator the location of the emergency right away.

? Provide the emergency operator with your wireless phone number, so if the call gets disconnected, the emergency operator can call you back.

? Refrain from programming your phone to automatically dial 911 when one button, such as the ?9? key, is pressed. Unintentional wireless 911 calls, which often occur when auto-dial keys are inadvertently pressed, cause problems for emergency call centers.

? All 911 calls are investigated. Responding to ?pocket dialled? phone calls tie up your police resources.

**Non-emergency calls for service (24 hr. toll free):** Please use the non-emergency number when you are requesting police services but the call is not an emergency. The police will still respond to your call for service. 1-888-310-1122 (anywhere in Ontario) 1-888-310-1133 (TTY).

**Dufferin Detachment:** The Dufferin Detachment of the OPP is located at 506312 Highway 89 in the Town of Mono. The Dufferin Detachment emergency phone is located outside the front door and is accessible to the public 24 hours a day.

The Administrative Staff answers the Detachment phone Monday to Friday from 8 a.m. to 4:30 p.m. The Administrative staff is available for walk-ins from 8 a.m. to 4:30 p.m. The Dufferin Detachment phone number is 519 925-3838.

For more information, please feel free to contact the Detachment office.