

9-1-1: Use it, don't abuse it

Call 9-1-1 for emergency service when there's a fire, crime in progress or medical emergency.

What is it? 9-1-1 is the universal number for emergency response by ambulance, police and fire services and is available 24 hours a day.

When should I use it? Situations where the safety of people or property are at risk. Examples of 9-1-1 emergencies include a fire; a crime in progress; or a medical emergency. This includes but is not limited to dangerous or impaired driving, a suspect fleeing from a crime just committed any immediate concerns for a person's health, safety or life.

What are the dangers of 9-1-1 Prank Calls or using 9-1-1 for administrative situations? Prank 9-1-1 calls are a waste of time and money and can also be dangerous. If 9-1-1 lines or responders are busy with prank calls, someone with a real emergency might not get the help that they need. General police inquiries, reporting lost property or a parking complaint are examples when 9-1-1 should not be used.

Suppose I need the police but it's not an emergency? If your complaint is not an emergency, dial 519 925-3312, the non-emergency number for the Shelburne Police. Use 519 925-3312 for anything that is not an immediate threat to life, injury or property.

Tips for using 9-1-1: Remain calm and speak clearly. Identify which emergency service you require (police, fire or ambulance) and be prepared to provide the following information:

- ? What is happening?
- ? What is the location?
- ? What is your name, address and telephone number.

Please remain on the line to provide additional information if requested to do so by the operator. Do not hang up until the operator advises you to do so.

What to teach your children about 9-1-1:

- ? Do your children know how to get help in an emergency?
- ? Teach your children how to get help in an emergency.
- ? Teach your children their address and telephone number as soon as they are able to learn.
- ? Keep the address and telephone number posted by all phones in case they are unsure.
- ? Tell your children to answer all of the emergency operators' questions and to stay on the phone until they are told to hang up.
- ? Teach your children about the dangers of making prank 9-1-1 calls.