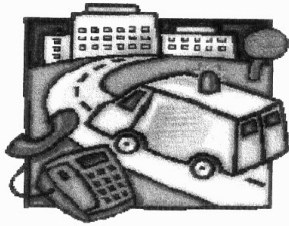


9-1-1 Service - Making Your Community A Safer Place



EMERGENCY 9-1-1

Emergency 9-1-1 is the internationally recognized three-digit telephone number which is used to report an emergency or to request emergency assistance. This emergency telephone number makes it faster and easier to reach police, fire, and ambulance services. Enhanced 9-1-1 simply means that the name, address, and phone number of the 9-1-1 caller made from a landline phone are displayed to the call taker at the dispatch centre. If for any reason the phone line is cut off or the 9-1-1 caller is unable to communicate, the location of the caller will still be displayed for the call taker, and emergency services will be dispatched to the location of the 9-1-1 call.



When to use 9-1-1

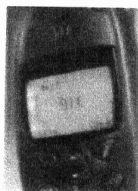
9-1-1 is for emergency situations with police, fire, or ambulance services are needed. When you dial 9-1-1, speak slowly and clearly. Listen carefully to the questions you are being asked. Do not program 9-1-1 into your telephones.

What is an Emergency

An emergency is any situation wherein the safety of people or property is at risk and urgent help is needed.

When not to use 9-1-1

9-1-1 should not be used for fun as a prank call. Every time you call 9-1-1 when an emergency does not exist, you tie up the phone lines for someone who may really need help. 9-1-1 should also not be called for general information concerning police, fire or ambulance services. Non-emergency calls for police, fire or ambulance services should be made to their respective administration phone numbers (found in the telephone directory).



CELLULAR PHONES – If you call 9-1-1 from a cell phone, your GPS location will be displayed at the dispatch centre. Note that No municipal address will be displayed at dispatch.

Frequently Asked Questions About Making a 9-1-1 Call From Your Cell Phone:

Q: Can I call 9-1-1 on my cell phone and is there a cost involved?

A: Yes, you can call 9-1-1 on your cell phone. However, be prepared to give the 9-1-1 calltaker information about your location, because it is not like calling 9-1-1 on your home phone. It is free to call 9-1-1 on your cell phone.

Q: Does the 9-1-1 calltaker know my location?

A: Assume the 9-1-1 calltaker does not know your location. Even if your cell phone is able to provide location information, the chances are you will need to provide the 9-1-1 calltaker with additional location information. Remember, the approximate location the 9-1-1 center receives could be as large as 3 football fields or more. Be prepared to give specific directions to your location.

Q: What if I don't know where I'm at when I call 9-1-1?

A: Look for landmarks, large buildings, street signs or paperwork nearby that may contain address information. Think back to the main street or highway you were near when your emergency occurred. If others are around, ask them where you are. *Do not depend on your cell phone to tell 9-1-1 where you are!*

Q: Does the 9-1-1 calltaker know my phone number when I call 9-1-1 on a cell phone?

A: Maybe or maybe not, depending upon your cell phone and the technology available within the 9-1-1 center your 9-1-1 call connects with. The safest way to approach the problem is to assume that the 9-1-1 calltaker will not know your phone number and be prepared to provide them with that information.



Q: Why is the 911 calltaker asking me so many questions?

A: Seconds save lives. The more questions 9-1-1 calltakers ask, the more information they can pass on to the emergency personnel responding to your 9-1-1 call. This information allows the emergency personnel to more accurately prepare. In addition, when dealing with medical calls many 9-1-1 calltakers are trained to give emergency pre-arrival instructions. These instructions start the emergency response to the situation immediately.

Q: While the 911 calltaker is speaking to me is help being sent?

A: Once the basic information and reason for the 9-1-1 call is obtained, the 9-1-1 calltaker stays on the line with the caller and sends information to a Police, Fire, or EMS dispatcher. That person then dispatches, or sends, the appropriate help to the 9-1-1 caller. In many cases, the 9-1-1 calltaker will continue to ask questions, give emergency response information and pass on situation updates to the responding personnel until help arrives at the scene.

Q: Why does the dispatcher transfer my call to another agency?

A: Your call to 9-1-1 may need to be transferred to another agency because cell phone calls are sent to a 9-1-1 answering point based on cell radio coverage. Cell coverage areas don't always match political

boundaries, so most calls are routed to a 9-1-1 answering point that serves the majority of the area. Your call *may* need to be transferred to the appropriate agency for the area.

Q: What do I do if I'm cut off after they answer?

A: Always try to call 9-1-1 back. Don't wait for 9-1-1 calltaker to try to contact you. They may not have received your cell phone number in the initial 9-1-1 call and may need additional information.

Q: Should I program 9-1-1 or turn on my auto 9-1-1 feature on my cellular phone?

A: **NO**, please don't program 9-1-1 or use the auto 9-1-1 feature. There are numerous accidental calls to 9-1-1 from cell phones that have this feature. The callers often don't realize that their phone has called 9-1-1. Help reduce accidental calls to 9-1-1 by only calling when you have a life-threatening emergency.

Frequently Asked Questions about 9-1-1:

Q: What is 9-1-1?

A: Nine-one-one is the number to call to get help in a police, fire or medical emergency. A 9-1-1 call goes over dedicated phone lines to the 9-1-1 answering point closest to the caller, and trained personnel then send the emergency help needed.

Q: When should you use 9-1-1?

A: Nine-one-one is only to be used in emergency situations. An emergency is any situation which requires immediate response from the police/sheriff, the fire department, or an ambulance. If you are ever in doubt, call 9-1-1. It's best to be safe and let the call taker determine if it's an emergency.

Do not call 9-1-1 for:

- information
- paying tickets
- directory assistance
- your pet
- when you're bored just want to talk
- as a prank

If you call 9-1-1 by mistake, do not hang up. Tell the call taker what happened, so he/she knows that there is no emergency.

Q: Who pays for 9-1-1?

A: Each household or business pays a small monthly fee for 9-1-1 service on each telephone line which appears on their phone bill. There is no charge for making a 9-1-1 call. However, EMS/ambulances dispatched through 9-1-1 may charge for taking someone to a hospital; this is a separate ambulance charge, not a 9-1-1 charge.



Q: What about prank 9-1-1 calls?

A: It's a prank call when someone calls 9-1-1 for a joke, or calls 9-1-1 and hangs up. Prank calls not only waste time and money, but can also be dangerous. If 9-1-1 lines or 9-1-1 call takers are busy with prank calls, someone with a real emergency may not be able to get the help they need. In most places, it is against the law to make prank 9-1-1 calls.

The property addressing system provides a method of property identifications. Any past confusion experienced when explaining lot and concession numbers is virtually non-existent with the property addressing system. However, the use of lot and concession property description will not be eliminated. The legal description of properties will continue to be used for Land Registry purposes and any other legal application where the location of a rural property is required.

In emergency situations, people are often unable to accurately describe where their rural property is located and how an emergency vehicle can find them because of their heightened level of anxiety and the pressure of the situation. With enhanced 9-1-1 and the property addressing system in place in Any community, it does not matter if a 9-1-1 caller is incomprehensible, or if the caller simply doesn't know the location from which the call is being made. Likewise, callers such as small children who cannot describe their locations or callers who are cut off due to problems with the telephone lines will automatically have the location of their calls relayed to the call taker at the Police Services Board as part of the Enhanced 9-1-1 System.

Property Addresses

Each property address consists of an assigned number and the road name that the property accesses.

The exceptions to the six-digit number are properties that access irregular roads, hamlet roads and subdivision roads. These properties are assigned a three-digit address. This exception was necessary because a road number could not be assigned to these types of roads.



Measured Distance

An address is available every ten metres on every road in most communities. Measurements are calculated based on the location of the main driveway that accesses an occupied property.

The measured distance forms the last three digits of the property address number in Any community.

Road Names

The road name is the second part of every property address. Rural addresses are assigned based on the road that a property accesses. The road names that have been adopted by the council of the municipality are used for the property addressing system. It is important to note that road names can be duplicated between the municipalities of Any community.

Private Roads

Private roads should be given a name and the properties addressed in the same manner as irregular roads. If the owner of the road does not wish to provide a name for the private road, the municipality can assign addresses to any properties on the private road numbered from the municipal road that the private road accesses.

Corner Lots

Property numbers are assigned based on the location of the main driveway regardless of the frontage of the building. A house located on a corner lot may front onto a different road than its main driveway. In this case the residence would be given an address in accordance with the location of the driveway.