



T9-1-1: Text with 9-1-1 for the Deaf, Deaf-Blind, Hard-of-Hearing and Speech Impaired

What you need to know about texting with 9-1-1
in Metro Vancouver and other areas

Important!

Text with 9-1-1 for people who are Deaf, Deaf-Blind, Hard-of-Hearing and Speech Impaired is available in these communities **ONLY**:

Anmore	Belcarra	Bowen Island	Burnaby	Coquitlam	Delta/Tsawwassen/ Ladner
Egmont	Elphinstone	Gibsons	Halfmoon Bay	Langley (City & Township)	Lions Bay
Maple Ridge	New Westminister	North Vancouver (District & City)	Pemberton	Pender Harbour	Pitt Meadows
Port Coquitlam	Port Moody	Richmond	Roberts Creek	Sechelt	Squamish
Surrey	Vancouver	West Howe Sound	West Vancouver	White Rock	Whistler
Furry Creek, Britannia, Porteau, Upper Squamish, Upper Cheakamus, Ring Creek, Pinecrest/Black Tusk Village	Howe Sound Communities of Ocean Point, Strachan Point, Montizambert Wynd, Bowyer Island and Passage Island	Indian Arm/Pitt Lake Communities (Boulder Island, Carraholly Point, Northern Portion of Indian Arm and West side of Pitt Lake)	Pemberton Meadows, Mt. Currie, D'Arcy Corridor, Whistler- Pemberton Corridor	University of BC, University Endowment Lands, Barnston Island	





Important!

- You must have a cellphone that can make voice calls and send/receive text messages.
- You must pre-register to use Text with 9-1-1 services.
- Text with 9-1-1 is available in English. A French interpreter can be contacted by the 9-1-1 operator if needed.



How to register:

Step 1: Ask your cellphone company (e.g. TELUS, Rogers, Bell) to make sure your cellphone can make voice calls and send/receive text messages. This is important.

Step 2: Register your cellphone with your cellphone company (e.g. TELUS, Rogers, Bell). Click on this link to register: <http://textwith911.ca/wireless-service-providers/>

Wireless Service Providers/Cellphone Companies

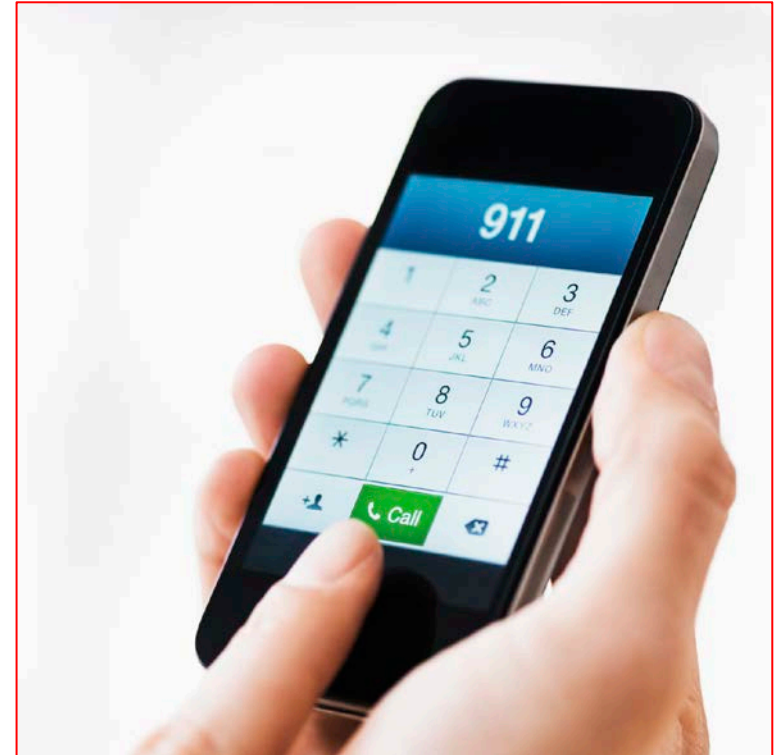


Please visit your wireless service provider's Web site for specific details such as information on registration and cell phone compatibility. Click on your provider's logo to be directed to their information page.



How to contact 9-1-1:

- Call 9-1-1 as though you were making a voice call.
 - You must call 9-1-1 first to connect with a 9-1-1 operator.
 - Do not start texting until you get a text from the 9-1-1 operator.
 - You should get a text message very quickly. But in the unlikely event you do not get a text after 2 minutes, hang up and call 9-1-1 again.



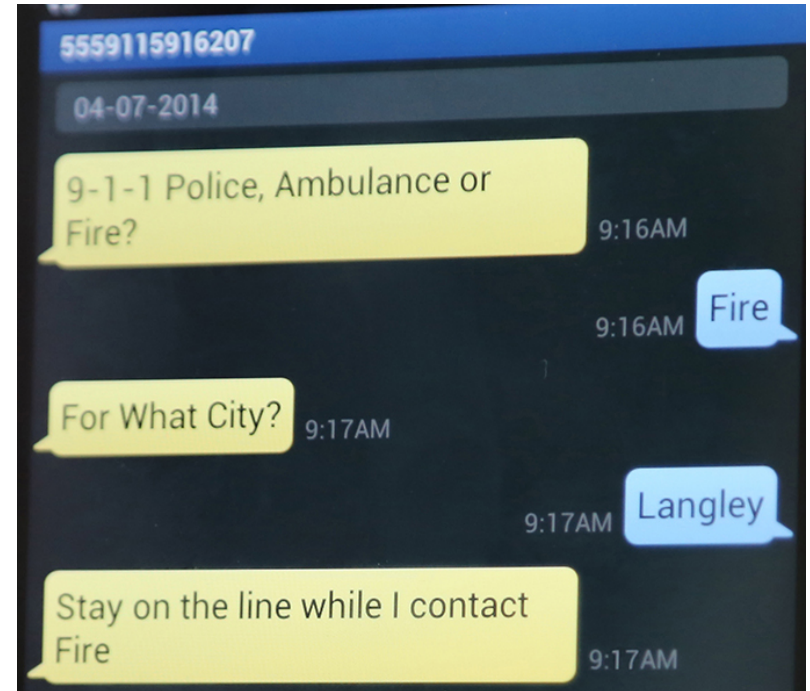
Why do I need to make a voice call?

Voice calls give 9-1-1 operators important information like your cellphone number and location. Background noises are also helpful for 9-1-1 operators.



During the 9-1-1 call:

- Wait for the 9-1-1 operator's questions and answer in text. For example:
 - Do you need police, fire or ambulance?
 - For what city?
 - What is your exact location?
 - What is your emergency?



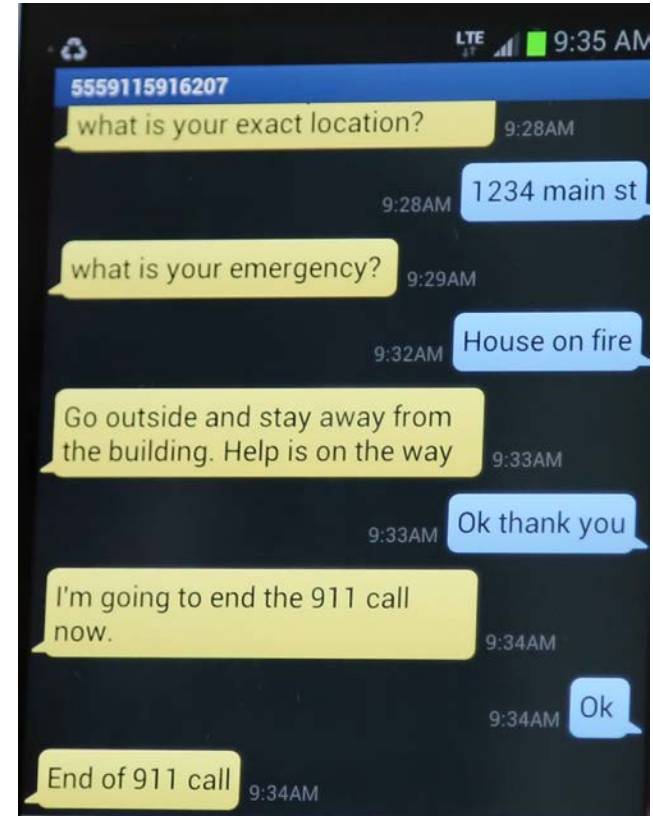
During the 9-1-1 call:

- Do not hang up while texting
- Keep text messages brief and short
 - Spell out words as best you can (e.g. use “be right back” not “BRB”)
 - Use words that a 9-1-1 operator would know
- Stay on the phone with the 9-1-1 operator until they tell you it’s ok to hang up



Ending the 9-1-1 call

- When the 9-1-1 operator has all the information they need, they will text you what to do and that help is on the way.
- The 9-1-1 operator will tell you when they are going to hang up.
- You will know your 9-1-1 call is over when you receive a text that reads “End of 9-1-1 Call.”
- If you want to call back because you have new or more information, call 9-1-1 again and follow the same steps. You may be texting with a different 9-1-1 operator so you might be asked questions you already answered.



Important reminders



1. Register your cellphone with your cellphone company:
<http://textwith911.ca/wireless-service-providers/>
2. Text with 9-1-1 is available ONLY in these communities:
<http://www.ecomm911.ca/calling-911/T911system.php>
3. Ask your cellphone company to make sure your cellphone can make voice calls and send/receive text messages.
4. Call 9-1-1 as though you were making a voice call and wait to receive a text message. You should get a text message very quickly. But in the unlikely event you do not get a text after 2 minutes, hang up and call 9-1-1 again.
5. Answer the 9-1-1 operator's questions.





Visit <http://textwith911.ca/> for more information

