9-1-1
and
Me

E-Comm 9-1-1
Help us help.
Today was a special day for Ali because he learned how to dial 9-1-1 in an emergency. He was so excited to show his grandparents what he learned.
Grandma! Grandpa!
Ali asked his grandparents to sit together on the sofa...

...and then he went to get the phone.

I learned how to call 9-1-1 today!
This number gets you help if you have an emergency.

* NOTE FOR CAREGIVERS: Please don’t dial 9-1-1 to practise.
I should call 9-1-1 if I’m hurt, or someone is really sick or being hurt, if I smell or see smoke or fire, or if I see someone stealing.

Yes! When you call 9-1-1, a nice operator will send the police, ambulance or fire department to help.

The operator will ask me lots of questions while help is coming. I’ll try to stay calm, speak clearly, and do what they tell me. I won’t hang up until they say it’s okay.

That’s right! What kinds of questions will the operator ask?
They will ask for my phone number and address. If I'm not at home then I need to describe where I am, like if I'm at a friend's house or at the park.

The next time we're out together we'll practise, to see if you can explain where you are. It will be fun!

Everyone should learn their phone number and address and keep this information by the phone.

And if people don't speak English, the operator can get someone on the phone who speaks their language!
We’re so glad you learned this important information. Now we should practise!

To Ali’s surprise, his Grandpa took the phone, pretended to dial 9-1-1, and said...

I’m so glad I learned about 9-1-1 and now I know exactly what to do!
If you need help from the police, ambulance or fire department, call 9-1-1

Call 9-1-1 if:

- you or someone else is really sick or hurt
- you see or smell smoke or fire
- you see someone stealing
- you or someone else is being hurt.

Inspired by a story written by Krishna Sharma, an E-Comm 9-1-1 employee.
Illustrated by Julian Lawrence

For more information about when to call 9-1-1, visit ecomm911.ca or follow @EComm911_info