

E-Comm 9-1-1

Help us help.

About Emergency Calls

When to Call 9-1-1

9-1-1 is for police, fire, or medical emergencies **when immediate action is required**: someone's health, safety or property is in jeopardy or a crime is in progress.

What Happens When You Dial 9-1-1

- An E-Comm 9-1-1 call-taker will ask "do you need police, fire or ambulance?" and will also confirm for which municipality. Your call will be transferred to the agency you request.
- Stay on the line and follow instructions.
- Be prepared to answer questions about your location and the nature of your emergency. Listen carefully, speak clearly and try to remain calm.
- Call-takers are trained to ask specific questions in priority sequence. While they are asking you questions, they are relaying vital information electronically to dispatchers and emergency personnel on their way to help you.
- Requests for assistance are dispatched on a priority basis, with the most serious calls dispatched first.

For more information visit ecomm911.ca

Examples of when to call 9-1-1

- An event that involves an immediate threat to person or property: screams, attacks, gunshots, fire, car accident with injuries or any other medical emergency.
- A substantive, in-progress crime. This includes fights, break and enters (if there is a suspect on scene) or a report of an impaired driver.
- A serious crime that has just occurred (e.g., sexual assault or robbery).
- A suspicious circumstance that may indicate an immediate criminal act (e.g., prowler, vandal).

For 9-1-1 tips, information, and news follow us on Twitter: [@EComm911_info](https://twitter.com/EComm911_info)

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About Non-Emergency Calls

When to Call Police Non-Emergency

Non-emergency numbers for all police departments can be found at nonemergency.ca, at ecomm911.ca, or by dialing 4-1-1. Take a moment to look up your local number and note it below.

MY LOCAL POLICE NON-EMERGENCY NUMBER:

Use this number for non-emergency situations where an immediate response or dispatch of the police is NOT required.

Please help us keep emergency lines free for emergencies. If you are unsure, dial 9-1-1. Call-takers will advise whether to call the non-emergency number.

Do not call 9-1-1 to ask for your non-emergency number. You will be advised to hang up and dial the ten-digit number.

Examples of non-emergency calls:

- Reporting a crime with no suspect (e.g., theft of licence plate).
- Reporting a crime with suspect, but suspect is not on the scene (e.g., fraud).
- Reporting a serious crime with suspect, but with a lengthy delay (e.g., assault that occurred last night at a bar).
- Non-emergency incidents in progress (e.g., noisy party, drug use).
- Ongoing crime issues or crimes that are not in progress (e.g., graffiti or ongoing drug dealing with no suspect on scene).
- A suspicious circumstance that may indicate an ongoing criminal activity (e.g., marijuana grow operation).

Help keep 9-1-1 lines available for real emergencies.

For more information, visit:

ecomm911.ca or nonemergency.ca



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