

WHERE ARE CALLS ANSWERED FOR THE NORTH ISLAND 911 SYSTEM?

The initial answering point for public safety 911 calls is E-Comm, which then determines the type of call and transfers the call to RCMP, fire or ambulance.

The dispatch centre for the RCMP is located in Courtenay, fire dispatch is located at the #1 fire hall in Campbell River and ambulance dispatch is located in Victoria.

TELEPHONES ARE NEEDED TO CALL FOR HELP IN AN EMERGENCY

- **Never** call 911 as a joke
- **Never** call 911 to ask for information
- **Never** call just to see if the 911 number works
- **Do not** program 911 on your telephone speed dial
- **Lock** your cell phone when not in use and take it out of your pocket when you are in a car - both help prevent accidental “pocket dialing”

The North Island 911 system serves residents of the regional districts of Mount Waddington, Alberni-Clayoquot, Comox Valley, Strathcona, Powell River and a portion (school district no.69) of the Nanaimo Regional District.

**What
YOU
Need
to
Know**



911 is an easy to remember phone number to use in any emergency situation. Use it to get emergency assistance from police, fire and/or ambulance personnel.

WHAT SHOULD I SAY WHEN I CALL 911?

- **LISTEN** carefully to the operator
- **TELL** the operator which you need - police, fire or ambulance
- **GIVE** your name, address and phone number
- **DO NOT** hang up until the operator tells you to. They may have more questions for you

WHAT IF I ACCIDENTALLY DIAL 911?

Stay on the line and tell us

If you hang up we don't know if you're okay and we'll have to call back or send police to check on you.

WHEN SHOULD I CALL 911?

- If I need to get help for someone who is hurt
- If I see someone hurting someone else
- If I smell smoke or see a fire
- If I see someone stealing something

HOW TO HELP

- Make sure you are safe
- Know direction and important landmarks
- Know where you are
- Know the general size of the building in a fire. For example: "It's a one story building" or "It's a three car garage"
- Know the descriptions of vehicles and people involved

Emergency response operators are trained to assist the response agencies. They are the people who will determine the necessary information to link to the correct responder - police, fire or ambulance.

911 OPERATORS NEED TO KNOW:

WHAT IS HAPPENING?

Emergency crews need to know the details of the emergency to send the proper personnel and equipment. The more information you can provide, the better.

WHERE DID IT HAPPEN?

Emergency crews depend on the operator for accurate directions. Make your answer short but as complete as possible. For example, if you are on the Inland Highway take note of the nearest road sign or if you are near an intersection of two roads, give the name of the one you are on and of the nearest cross street sign.

WHEN DID IT HAPPEN?

This will establish the urgency of the call, especially if the situation is in progress.

WHO IS INVOLVED?

Description of suspects, suspect vehicle and direction of travel ensures timely capture of the suspect and also safety of responding personnel.

YOUR NAME, ADDRESS AND TELEPHONE NUMBER

Even though the 911 system can show the operator the address from where a call originates, the 911 operator needs to know if you live at the address the call is coming from, as they may need to get back to you for further details and you may be leaving that address and going elsewhere. Also if you're calling from a cell phone or using a VOIP (voice over Internet protocol) phone system, the operator can't tell where you are calling from so you'll need to provide that information

