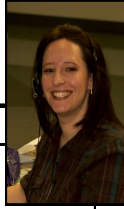


**911 CAN BE DIALED FROM ANY LANDLINE, CELL PHONE, VOIP OR TTY.**



**When you dial 911 from:**

- ◆ A landline - You are automatically connected to the Windsor Police Service. They are provided with enhanced 911 information that includes the address you are calling from. Examples are payphones and house phones.
- ◆ A cell phone - You are connected to the PSAP closest to the tower your phone is using. Wireless carriers provide the latitude and longitude of cell phone callers. This information has varying levels of accuracy. Whether using a landline or cell phone, you will be asked to provide your location to ensure an accurate response.
- ◆ A VOIP phone - If you dial 911 from a Voice Over Internet Phone, you will be connected to a PSAP (not in Windsor) then transferred back to your local police service. Your location information is not provided. Also note, that VOIP service may not function during a power outage or when the internet connection fails.

## DO NOT CALL 911 FOR:

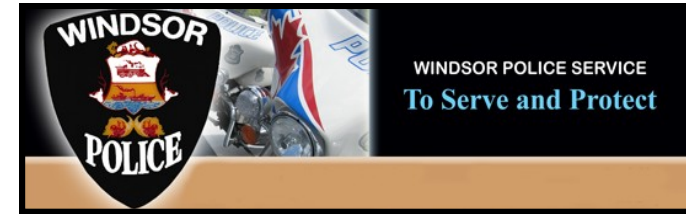
- ◇ General inquiries
- ◇ Noise, animal or parking complaints
- ◇ Hydro outages or water problems
- ◇ To obtain government information
- ◇ Directory assistance or the non-emergency police number
- ◇ Information on school closings, road conditions or driving directions

### CITY OF WINDSOR SERVICES PHONE NUMBERS

- 211** - Call for information on social, health or government services.
- 311** - Call for information or to generate requests for City of Windsor services.

### NON-EMERGENCY PHONE NUMBERS

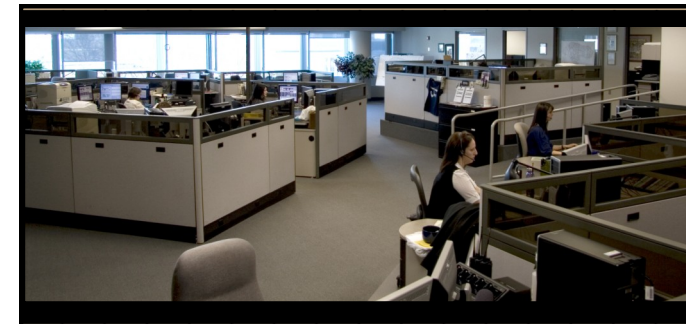
<b>POLICE</b>	<b>519-258-6111</b>
<b>FIRE</b>	<b>519-258-4444</b>
<b>AMBULANCE</b>	<b>519-258-2155</b>



# EMERGENCY

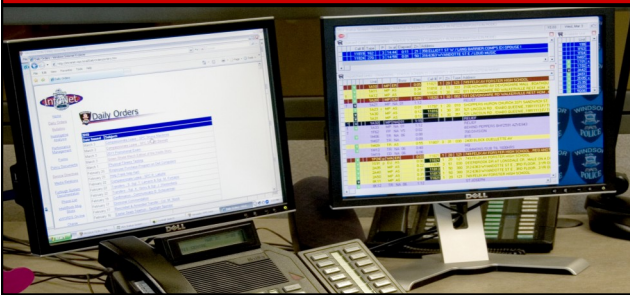
# 911

# POLICE·FIRE· AMBULANCE



[www.police.windsor.on.ca](http://www.police.windsor.on.ca)

## WHAT TO EXPECT WHEN YOU DIAL 9 1 1

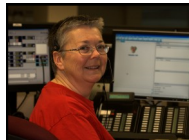


The Windsor Police Service is the Public Safety Answering Point (PSAP) where all **911** calls are answered for the City of Windsor.

When you call **911** for help, remain calm and stay on the line. If you require fire or ambulance, you will be transferred to the appropriate agency. If you require police you will be asked questions while officers are dispatched to your location.

Standard questions:

- \* Where is the incident occurring?
- \* When did this happen?
- \* What is happening? Why?
- \* Who is involved?
- \* Did you see any weapons? Did anyone mention weapons?
- \* Descriptions of people involved?
- \* Direction of travel?
- \* Is there a vehicle involved? What is the licence plate on the vehicle? Direction of travel?
- \* Your name, address, phone number & date of birth.

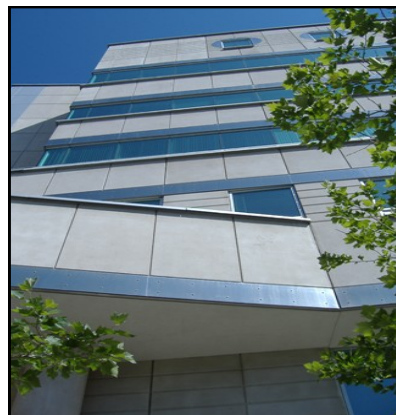


# POLICE, FIRE, AMBULANCE. HELP IS ONLY 3 DIGITS AWAY.



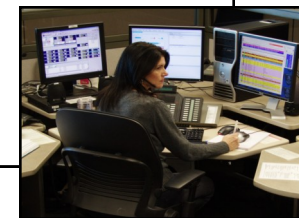
### TIPS FOR CALLING **911**

- ◆ Inform children that 911 is for emergencies only and teach them how to dial.
- ◆ Make sure you are in a safe location.
- ◆ Try to remain calm and follow the instructions provided to you.
- ◆ Listen carefully & answer all questions. Help is already on the way and the information collected is vital to responding officers.
- ◆ Do *not* hang up if you dial 911 in error, as police will attend your location to check on you.



The  
Emergency  
**9 1 1**  
centre  
operates  
24 hours  
a day,  
365 days  
a year.

Calling **9 1 1** can save your life and can help you save the lives of others.



An **emergency** is defined as a sudden unforeseen crisis that requires immediate action.

For example:

- \* You or another person are injured and in need of medical attention.
- \* Fire or smoke has been detected.
- \* A crime resulting in injury, potential injury or a life-threatening situation.
- \* You are following a suspected impaired driver.
- \* A robbery or theft is being committed.
- \* Someone is screaming for help.
- \* The sound of breaking glass is heard.
- \* An explosion or gunshot is heard.
- \* A motor vehicle accident has just occurred.
- \* Someone asks you to call 911 for an unknown situation.