



TOWNSHIP OF GUELPH/ERAMOSIA
Fire & Emergency Services

“9-1-1”

On October 29, 1997, “9-1-1” was officially activated within the County of Wellington.

What is 9-1-1?

9-1-1 is an emergency telephone number that makes it easier for residents to obtain urgent police, fire and ambulance services. The three-digit number is brief, easy to remember and is universal throughout most of North America.

What is a 9-1-1 Emergency?

Any situation or event (natural, technological or human) where the health, safety or property of people is at risk and urgent help is required.

When should I use 9-1-1?

- * When urgent Police Assistance is required (to report a crime, to save a life, to report a serious traffic accident)
- * When urgent Fire Assistance is required (when you see or smell smoke, see a fire, to save a life)
- * When urgent Emergency Medical Services (Ambulance) are required (to save a life).

When should 9-1-1 not be used?

- Do not use for general inquiries.
- Do not use to inquire about winter road conditions and closures.
- Do not use to inquire about traffic concerns.
- Do not use for fun or pranks.

Every time 9-1-1 is dialled, it ties up the line for someone else who may really need urgent help. To avoid dialing 9-1-1 by mistake, it should never be entered into a programmable telephone.

If you have a non-emergency police, fire or ambulance call, please use the following administrative telephone numbers

Wellington County Police Services

- | | |
|--------------|----------------|
| Palmerston | (519) 343-5770 |
| Mount Forest | (519) 323-3130 |

Fergus	(519) 848-4240
Guelph	(519) 822-7250
Royal City Ambulance	(519) 824-1510
	(519) 843-5909

Fire – contact the local fire department in your area

How do I use 9-1-1?

From a residential landline phone just dial 9-1-1. Speak slowly and clearly. Wait and listen to the questions that you are being asked. 9-1-1 call takers and police, fire, ambulance dispatchers are trained to obtain information from you that is necessary to respond to your emergency call.

Calling 9-1-1 from a pay phone is free.

From your business or other location be aware that you may need to dial an outside line first.

You can make a 9-1-1 call from a cellular or wireless phone. Be aware that you may have to include another digit. Check with your wireless provider on the 9-1-1 services available and how to use it. Most cellular/wireless telephone services do not have an enhanced 9-1-1 service that is the name; location and telephone number of the caller do not appear on the Call Takers screen. Some wireless carriers are working on ways to improve 9-1-1 services for their customers. Check with your service provider for details.

What happens when I make a 9-1-1 call?

Wellington County contracts the 9-1-1 call taking services of the Ontario Provincial Police. A police dispatcher in North Bay, Ontario, will answer a 9-1-1 call, made in Wellington County. A back up 9-1-1 central answering service is located in Orillia.

The people who answer your call in North Bay are referred to as Call Takers. A Call Taker will ask you if you require police, fire or ambulance. Based upon your answer, your call will be transferred to the emergency dispatch agency requested.

The computer located at the North Bay Central Emergency Reporting Bureau will, in most cases, contain key information about the caller (if calling from a land line phone) such as the name, telephone number and civic address of the location of the call. This information is transferred along with the call to the appropriate police, fire or ambulance dispatch agency.

Once the Call Taker has made the connection with the appropriate dispatch agency and hears the dispatcher voice, the Call Taker disconnects from the conversation, freeing the 9-1-1 line for another call and your 9-1-1 call is now in the hands of the dispatch of the emergency service that you initially requested.

