

CALLING 911 in other languages

911 call takers can connect you to interpreters for more than 170 languages.

CALLING 911 when you witness an emergency while driving

- Pull over in a safe spot close to the scene, to give details about where the emergency is occurring and what is happening
- Call 911
- Tell the call taker as much as you can about your location:
 - Give the street name or highway number, direction of travel, and location
 - On 100-series highways, look for a distance marker—these are posted at one-kilometre intervals



Is your civic address visible from the street?

Make sure that your civic address is visible from the street, day or night, so emergency responders can find you quickly. White numbers on a reflective blue background work best.

Make sure that every person in your home or business knows the correct civic address. Post the civic address by the telephone.

When Do I Call 911?

- ✓ When your health, safety, or property is threatened and you need help right away
- ✓ When you are not sure if your situation is an emergency—the 911 call taker can help figure out if you need immediate help
- ✗ NOT for general inquiries, such as calls to police about ongoing investigations or calls to fire departments about community events

Unnecessary calls to 911 tie up valuable resources.

People who abuse the system by intentionally placing calls that are not 911 emergencies can be charged and face serious penalties.

What if I call 911 by mistake?

Do NOT hang up. Stay on the line to alert the 911 call taker that the call was accidental. If you hang up, the 911 call taker will call you back and may notify emergency services to check on you.

Children and 911

Teach children when it is okay to call 911 and when it is not. Be sure to explain that 911 is for emergencies only.



FACTS ABOUT 911

911 IS FOR emergencies only

Call 911 if your health, safety, or property is threatened and you need help right away.

Call 911 at no charge from any phone—even a pay phone.

Call 911 from anywhere in Nova Scotia and through any phone service provider.

When you call 911, it is very important that you **STAY ON THE LINE** with the 911 call taker and answer all questions.

Expect to be asked:

- the type of emergency
- the civic address number, street name, community, and county
- to confirm the telephone number you are calling from

The call taker will then link you directly to fire, police, or ambulance in your area.

Speak directly with the agency and give them any other information they need.

CALLING 911 from a land-line phone

The call taker will know

- your address
- your phone number—even if it's non-listed or non-published
- police, fire, and medical responders for your area

If you cannot speak, emergency responders will go to the address on the call taker's screen.

CALLING 911 from a cell phone

The call taker may know

- your approximate location

The call taker will need

- details about your location to connect you to the right emergency response agency—give the address where the emergency is happening or other information that can help them find you

CALLING 911 through an Internet phone service—VoIP

When you call 911 over the Internet, be aware that

- your phone number and address may not be available to the 911 call taker
- your call may not be sent directly to a 911 call centre in Nova Scotia—ask your service provider how they handle 911 calls
- you will not be able to call when your power or Internet service is interrupted



CALLING 911 with text with 9-1-1 service for those with hearing or speech impairments

To use this service, you must

- register your cell phone number with your wireless provider
- ensure that you have a compatible cell phone

The 911 emergency call centre will be alerted to begin the conversation by text message.

CALLING 911 with a TTY device

People with hearing or speech impairments can call 911 directly with a TTY.