



WHAT TO EXPECT WHEN YOU DIAL 9-1-1

If circumstances put you in a situation where it is necessary to dial 9-1-1 and report an emergency such as a crime in progress, fire or medical problems, what will the **9-1-1 operator need to know?**

Be prepared to answer these four important questions:

What Where When Who

WHAT: This refers to the nature of the problem.
Is someone injured?
Do you require the Police, Fire Department or Ambulance?

WHERE: This includes the location of the event, and your location.
It would be helpful to know the proper street name and house number, along with the closest major intersection.
Get to know compass directions in relation to your home.
Across, over from and up the street are not directions, and can delay the response time if emergency crews are attempting to locate your crisis.

WHEN: Knowing when the event took place will have a direct bearing on the need for emergency response.
Is the crime or crisis in progress as you are on the phone?
Did it just occur?
Or did it happen several hours or days ago?

WHO: The question of WHO can be broken in to two areas, the first being *your* identity.
The operator will ask your name, address and phone number.
The second will be in the case of a *suspect* that is involved in the emergency.

Do you know the suspect?

- If not, can you supply a description of the suspect, including age, sex, height, weight, race or ethnic origin, and hair colour, length and style.

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- Does the person have any distinguishing characteristics?
- Are you able to describe this persons' clothing?
- Is the suspect on foot, on a bike, or does he have a car or van? If so, can you describe the year, make colour and model of the vehicle? Are they alone or with an accomplice?
- Can you get the licence number?
- If the suspect has left the scene, is anyone following?
- What is the location and direction of travel where the suspect was last observed?

No one would expect you to be able to answer all of the questions posed here, but the more questions that you are able to answer will greatly assist emergency personnel attending the crisis.

NON-EMERGENCY POLICE NUMBER

416-808-2222

**NON-EMERGENCY POLICE NUMBER
TDD/TTY (Telephone Device for the Deaf)**

416-467-0493