



IF YOU ACCIDENTLY CALL 911, STAY ON THE LINE, DON'T HANG UP.

When Calling 9-1-1 Interpreters are available In 170 languages

Types of Assistance

What assistance do you need?



Police



Fire



Ambulance

Examples of 9-1-1 Emergencies



Immediate Threat
ex. scream



In-Progress Crime
ex. fight



Serious Crime Just Happened
ex. robbery



Suspicious Circumstance Indicating Immediate Criminal Act
ex. vandall/prowler

Examples of NON-Emergencies 604.646.9999



Crime With NO Suspect
ex. licence plate theft



Crime With NO Suspect On Scene
ex. scam or fraud



Suspicious Circumstance Indicating Immediate Criminal Act
ex. vandall/prowler



Ongoing Crime Issue Or Crimes NOT in Progress
ex. noisy party



Suspicious Circumstances Indicating Ongoing Criminal Activity
ex. graffiti or drug dealing

Follow-up On File Created

How to Call the Police



Remain Calm And Speak Clearly



Prepare to Answer Question:



Do NOT Hang Up



State What You Need



State Your Location



State Personal Information



State Descriptions and Details



State Directions and Specifics

What Else Do you Need to Know?

The police are not an information line.

In an emergency please don't call for information on weather, power outages, or municipal services.

Teach children to use 911 properly and make sure they know their own address/phone number

If ever unsure—Call 9-1-1