

911 FAQs

What if I call 911 by mistake?

- > Stay on the line. Do not hang up.
- > Explain that you have dialed 911 by mistake and that you do not have an emergency to report.
- > If you hang up, the RNC dispatcher will call back to confirm whether there is an emergency. If contact cannot be made, a police officer will be dispatched to respond.
- > **REMEMBER**, emergency resources should only be used for emergency situations.

Emergencies can happen at any time. Be prepared to act **FAST!**

By dialing 911 you reach police, ambulance and fire services by making only **ONE** phone call.

The **LOCAL** 911 dispatcher will ensure that the necessary emergency services personnel respond to your emergency immediately.

RioTinto



911

 **POLICE**

 **FIRE**

 **AMBULANCE**



911 Checklist

- Stay calm
- Know the location of the emergency and number you are calling from
- Ensure children know their address and telephone number
- Teach children to answer 'yes' and 'no' questions out loud instead of nodding their head
- Listen to the 911 dispatcher – they will ask questions and may give you directions
- Practice calling 911 with your child on an **UNPLUGGED** phone
- Stress the importance of only calling 911 in the event of a **REAL** emergency
- Do not hang up on the call until directed to do so by the 911 dispatcher

Insert your address and telephone number here and keep this information posted near the phone:

Address: _____

Telephone Number: _____

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By dialing 911 you reach police, ambulance and fire services by making only one phone call.

When should you call 911?

- > Only during an emergency, a potential emergency, or when an emergency is about to happen.
- > When you need the police, fire department or an ambulance right away.

Who answers the 911 call?

- > There are local 911 dispatchers located at the Royal Newfoundland Constabulary (RNC) Labrador West detachment who will connect you with the emergency service that you require.

What information will I need to provide?

- > Name, address of the emergency and telephone number from where you are calling
- > Type of emergency
- > Is there a concern of any weapon present or is alcohol or drugs a factor?
- > Are there any injuries involved?

How much does it cost to call 911?

- > 911 is a **FREE** service that can be dialed from any telephone, payphone or mobile phone.

When I call 911 do they know where I am calling from?

- > Yes, when a dispatcher at the RNC answers the call they are aware of the number from which the call originated.
- > The dispatcher will confirm that the information provided is accurate and ensure that emergency services are dispatched to the correct location.

Should I program 911 into my phone?

- > **DO NOT** program 911 into a speed dial on your phone. This will avoid any unnecessary emergency phone calls.
- > Parents should teach children to dial 9-1-1 **ONLY** in the event of an emergency.

