

# 9-1-1 NEEDS YOU

TO HELP US RESPOND EFFICIENTLY

**9-1-1**  
Emergency

Public Safety Communications



THE CITY OF  
**CALGARY**

# PREVENT ACCIDENTAL 9-1-1 CALLS

Every day, we receive over 300 accidental calls from people who don't have an emergency. These calls tie up our lines and use resources needed for those in critical situations.

If you do call 9-1-1 by mistake, don't hang up right away. Just stay on the line and let us know that you don't require our assistance.

Make sure your cellphone can't dial 9-1-1 on its own. Put it on standby mode, store it in a holster, or call your service provider for other solutions. Cellphones in purses, pockets or backpacks can randomly dial 9-1-1 EVEN if the keypad is locked.

Take the batteries out of your old cellphones. An inactive phone can dial 9-1-1, even if you don't have a plan, or pay-as-you go minutes.

# WHEN TO CALL 9-1-1

You or someone else is seriously injured or really sick.

You smell smoke, see fire, or your carbon monoxide alarm goes off.

You hear or see a medical emergency: fighting, screaming, gunshots, or a motor vehicle accident with injuries.

You see a crime in progress, including a break and enter, vandalism, a prowler or an impaired driver.

You see or know of any serious crime that has just occurred, including assault or robbery.

# WHEN TO USE A NON-EMERGENCY NUMBER

To report a crime with no suspect, or when no suspect is present, such as fraud.

For any non-emergency event, like discovering missing property.

To report a suspicious circumstance, which may indicate ongoing criminal activity, such as a marijuana grow operation.

If you have questions about your fire pit.

For health advice in a medical situation that is not an emergency.

## Non-emergency Numbers:

Calgary Police Service: 403-266-1234

Calgary Fire Department: 3-1-1

Health Link Alberta: 403-943-5465 (LINK)



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