

Calgary



Calgary 9-1-1

Emergency calls

9-1-1 is for emergencies only.

Call 9-1-1 if you need immediate assistance from police, fire, or an ambulance.

Examples of when to call 9-1-1:



You or someone has a **life-threatening emergency** that requires an ambulance such as chest pain, serious bleeding or trouble breathing.



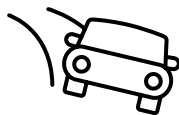
You see **fire**, **smell smoke** or your **carbon monoxide alarm goes off**.



You see a **crime in-progress** such as a break and enter, vandalism, abduction or an assault.



You or someone else is in a **motor vehicle collision with injuries**.



You see someone who is **driving dangerously**.



You see a **downed power line**, **smell gas**, or there is a **hazardous materials spill, contamination or poisoning**.

If you call 9-1-1 by accident, please stay on the line and let the Emergency Communications Officer know that you called by mistake. If you hang up, we have to call you back and that could tie up a line for someone who really needs it.

Non-emergency calls

9-1-1 is for police, fire, or medical emergencies that require immediate assistance. **If you need help, but it's not an emergency, please do not call 9-1-1.** There are other resources available to help you.

Police non-emergency

Call the Police non-emergency line at **403-266-1234** for non-emergency public safety matters and reports of crimes not in progress (e.g., missing or stolen property, non-injury accidents, break and enters, graffiti, fraud, etc). **Some police reports can also be filed online at calgary.ca/cps.**

Non-emergency medical situations

Call Healthlink at **811** or visit **[Myhealth.Alberta.ca](https://myhealth.alberta.ca)** for health advice or information.

Community supports and resources

Call or text **211**, or visit **ab.211.ca** to be connected to programs, services, and resources in the community (e.g. mental health and addiction support, food and basic needs, access to social resources, etc.).

City services and bylaws

Call **311** or visit **calgary.ca/311** for information about City services and bylaws.

Fire non-emergency

Call **311** or visit **calgary.ca/fire** for non-emergency fire information.

Tips for calling 9-1-1

- **When you call 9-1-1, the Emergency Communications Officer will ask you for details about the emergency.** This will help them dispatch the right emergency services to the scene as quickly as possible.
- **If you aren't sure of the address, or you're outside, look for nearby cross streets, building names, businesses, or landmarks that can help first responders find you.**
- **Try to stay calm, speak clearly, and follow instructions.**
- Remember that while the Emergency Communications Officer is asking questions, they are providing information to **first responders who are on their way.**
- **Please stay on the line** with the Emergency Communications Officer until they ask you to hang up.

If you are not sure if your situation is an emergency, call 9-1-1. It's better to be safe and let the Emergency Communications Officer determine if you need emergency assistance.



For more information, visit **calgary.ca/911**.