

# **9-1-1 In Lanark County**

## **WHAT IS 9-1-1**

9-1-1 is an emergency telephone number. Your call is answered by a neutral answering service call taker, who then forwards your call to the appropriate emergency response agency - police, fire or ambulance.

## **WHEN YOU CALL 9-1-1?**

Stay calm, speak clearly, listen carefully & stay on the line. You will have to answer questions.

## **THE EMERGENCY SERVICE WILL ASK FOR:**

- The address where the emergency is occurring (municipality; street, road or lane name; house #; direction if necessary)
- A description of the problem (fire, robbery, car accident, etc.)
- The telephone number from which you are calling (to verify the number dialed to the 9-1-1 operator)
- Your name
- Other useful information for emergency units responding

## **KNOW WHEN TO CALL**

- Use administrative telephone numbers to make non-emergency calls to police, fire or ambulance.
- Keep a record of non-emergency numbers handy.

## **DO NOT CALL 9-1-1...**

- As a joke
- To request information
- Just to see if it works

**FOR EMERGENCY SERVICE CONTACT 911**

**HOSPITAL TELEPHONE NUMBERS**

Perth & District Hospital - 267-1500

Carleton Place Hospital - 257-2200

Smiths Falls Hospital - 283-2330

**USE 9-1-1...**



**...IN A MEDICAL EMERGENCY  
THE OPERATOR NEEDS TO KNOW:**

- What type of medical emergency is it - back or neck injury? heart attack? laceration? etc.
- What is the extent of the emergency? Is the patient breathing? bleeding? unconscious? etc.



**...IN A POLICE EMERGENCY  
THE OPERATOR NEEDS TO KNOW:**

- What type of crime is it? What kind of help do you need?
- When did it happen?
- Who is involved? What do they look like?

- How many people are there? Do they have weapons?
- Are vehicles involved? What do they look like?
- Which way did they go?



- What type of fire is it - house? car? brush? Apartment building? etc.
- Where is the fire - in a stove? oven? light fixture? garbage pail?
- Is the building occupied? (EVACUATE a burning building!)
- Are hazardous chemicals involved?

### **CIVIC ADDRESS SIGNS**

With the implementation of 911 services **your property identification number (PIN#)** on your Civic Address sign will be vital for the location of your property by emergency personnel such as Fire Fighters, Ambulance Attendants and Police. It is very important that you know your civic address, street name and the name of your municipality. The Civic Address sign is the blue and white sign in front of your property.

It is an offense to remove the Civic Address sign & post.

The property owner is responsible for maintaining the Civic Address sign and post.

### **CIVIC ADDRESS SIGN MAINTENANCE**

#### ***PLEASE***

- Ensure that your Civic Address sign is visible from the road and clear of all obstructions and snow.
- Report missing Civic Address signs immediately to the municipal office for replacement.
- Be aware that the Civic Address sign and post belongs to you, the property owner. The owner is responsible for the cost of any replacement signs if damaged or stolen. The replacement cost of a sign and post is \$34.00.
- Do not hang any decorations or flowerpots on your Civic Address sign or post.

- The Civic Address sign is designated for *emergency purposes only*.

## **NOTICE FROM CANADA POST**

Canada Post is requesting that you add your assigned civic or 911 number and street name to your current mailing address. By including this additional information you allow Canada Post to better identify you and all others receiving mail at your residence. This is especially helpful where customers share similar names and reside on the same rural route. The rural route identifier is still a necessary component of your mailing address.

## **OPP SERVICES RURAL LANARK COUNTY**

From time to time a citizen living in one of the six municipalities under contract with the OPP in Lanark County asks a "What if" question regarding policing resources. The question goes something like this... *When Officers assigned to a municipality are involved in major investigations, are resources still in place to respond to other calls for service?* The answer is an unqualified YES!

The OPP advise that the existing OPP contracts provide at least an agreed number of Officer hours within the municipality. If officers assigned to a municipality are busy, other members working elsewhere in the county can and do respond to calls for service within the municipality. When needed the Lanark County Detachment can utilize the specialized services available through Eastern Region Command AND General Headquarters in Orillia. Personnel & equipment can and will be accessed to ensure major incidents are properly investigated while at the same time meeting and exceeding the OPP contractual obligations within the Township.

Occurrences demanding immediate deployment of officers are realized by calling upon adjacent OPP Detachments while ensuring officers remain within the municipality to respond to local calls for service.

Call 1-888-310-1122, 24 hours a day, 7 days a week.