

WHEN TO CALL



911 for **police, fire, and medical emergencies** when **immediate action is required:**

someone's health, safety, or property is in immediate danger, or a crime is in process.



Calling 911 is **free of charge** and **available 24 hours a day, 7 days a week.**

BEFORE YOU CALL



Ensure you are in a **safe environment**



Remain calm and identify the emergency

HELPFUL TIPS



- Learn to say your language preference in English
- Assess the situation
- Listen carefully and speak clearly
- Remain calm and stay on the line

NON-IMMEDIATE EMERGENCIES

Help keep **911** phone lines free for **immediate emergencies**

For **non-immediate emergencies** call:

Police: 604-278-1212

Fire: 604-278-5131

Ambulance: 604-872-5151

These are **examples** of **non-immediate emergencies**

- Cat stuck in a tree
- Noise complaints
- Graffiti
- Suspicious circumstances
- Crimes with no suspect

A Wilson School of Design, Power of Design Initiative:



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911

WHEN TO MAKE THE CALL



MAKING THE CALL



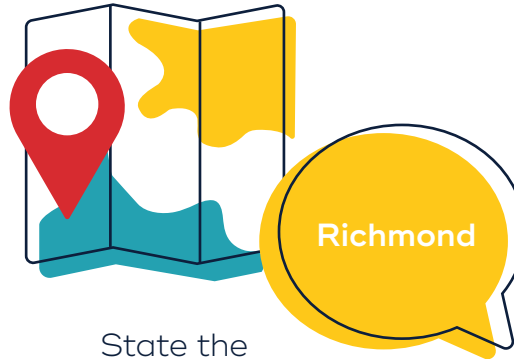
State your **language preference** in English



Stay on the line while you are connected to an interpreter



State the **type of emergency**



State the **city you are in**



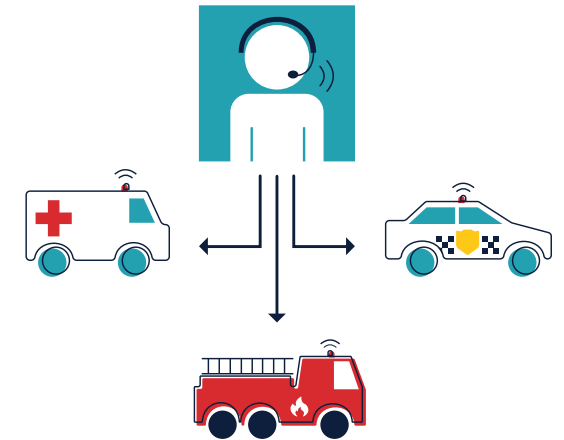
Provide the **necessary details**



DO NOT HANG UP!

Stay on the phone until you are asked to hang up

HELP IS ON THE WAY



Your **answers** to their questions are relayed to the dispatchers and emergency personnel on their way to **help you**.

IMMEDIATE EMERGENCIES



These are **examples** of **immediate emergencies**

- Car accidents
- House fire
- Break-in/robbery in progress
- You/someone is injured
- Domestic disputes