

Wellington 9-1-1 Services

The County of Wellington contracts the services of the Ontario Provincial Police to provide the main call centre Public Safety Answering Point for 9-1-1 calls.

The Public Safety Answering Point will direct your call to the emergency service you require. Once transferred, your call will be handled by a dispatcher. Be aware that the individual response agencies may have specific questions for you to answer so they can help serve you better.

The Wellington Public Safety Answering Point has 24 hours a day, 7 days a week access to services dedicated to the hearing impaired and language translation.

9-1-1 is an emergency telephone number that connects you quickly to police, fire or ambulance. Prank 9-1-1 calls for information tie up the line for someone really in need. Every year, Wellington County Ontario Provincial Police respond to 100's of non-emergency 9-1-1 calls.



NOTE: Wellington County Ontario Provincial Police will respond to all 9-1-1 calls. Misuse of the 911 system could result in criminal charges.

Calling Using Voice over Internet Protocol (VoIP)

If you have Fixed Voice over Internet Protocol service, it is similar to land line service for 9-1-1.

If you have Non-Fixed or Nomadic Voice over Internet Protocol service check with your service provider and inquire how 9-1-1 will work for you. NOTE: These types of Voice over Internet Protocol services may not have normal 9-1-1 capabilities.

If the power is out you may not have telephone service. Consider back-up power or wire line (landline) service.

Know your address information at all times.

REMEMBER: Cell and most Voice over Internet Protocol 9-1-1 calls will not display your personal and address information. The 9-1-1 call taker will have limited information regarding your personal and address information. Be prepared to provide this information.



Calling from a Land Line

Everyone should have access to a wire line (landline) telephone service. When you call 9-1-1 from a wire line service, your name, address and telephone number will be displayed to the call taker. This information is vital for the 9-1-1 call taker and emergency services dispatcher to determine an appropriate response from police, fire and/or ambulance.

Using Cell Phones:

Be prepared to confirm your location or the location of the emergency. Make sure you include your name and 10 digit cell phone number.

If driving, pull over to the side of the road and call 9-1-1 when safe to do so. Be aware of the road names around you.

For more information on the use of 9-1-1 and cell phones visit Canadian Wireless Telecommunications Association website at www.cwta.ca/CWTASite/english/E911.html



Do:

- Stay calm
- Identify which emergency service you need: police, fire, ambulance
- Stay on the line and answer all questions to the best of your ability. Listen for directions.
- Properly post your property or green sign number. These need to be seen at any time of day
- Use only for emergencies where health and/or safety of people or property is at risk.
- Keep a list of frequently dialed information lines near the telephone.

Don't:

- Call for directory assistance, to report power outages, to find information on road conditions and closures
- Do not programme 9-1-1 into your speed dial on any phone service. You could accidentally press the speed dial number and unknowingly call 9-1-1.

9-1-1

**is not a joke.
Use responsibly.**



Alternate formats available upon request.

Important Non-Emergency Numbers

Police 1.888.310.1122

Ambulance 519.824.1677

Fire Departments

Centre Wellington 519.843.1950

Erin 519.855.4407

Guelph/Eramosa 519.824.6590

Rockwood 519.856.9637

Mapleton 519.638.2949

Minto 519.343.3735

Puslinch 519.837.6090

Arthur 519.848.3500

Mount Forest 519.323.1441



Public Health 1.888.265.7293

Wellington County Central Garage 1.866.799.2715

Ministry of Transportation Ontario 1.800.268.4686

Contact:

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911 AND YOU



The Wellington 9-1-1 System

