# 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** 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**.