

A nighttime scene featuring several emergency vehicles. In the foreground, a police car is visible with its red and blue lights flashing. Behind it, an ambulance is parked with its red lights on. The scene is dark, with the primary light sources being the emergency lights of the vehicles.

T9-1-1: Text with 9-1-1 for the Deaf, Hard-of-Hearing and Speech Impaired

**What you need to know about texting with 9-1-1
in Metro Vancouver and area**

Important!

Text with 9-1-1 is available in these communities/areas ONLY:

Metro Vancouver

- Anmore
- Delta/Tsawwassen/
Ladner
- North Vancouver
(District and City)
- Surrey
- University of BC,
University Endowment
Lands, Barnston Island
- Belcarra
- Langley (City and Township)
- Pitt Meadows
- Vancouver
- Howe Sound Communities
of Ocean Point, Strachan
Point, Montizambert Wynd,
Bowyer Island and
Passage Island
- Bowen Island
- Lions Bay
- Port Coquitlam
- West Vancouver
- Indian Arm/Pitt Lake
Communities (Boulder
Island, Carraholly Point,
Northern Portion of
Indian Arm and West
side of Pitt Lake)
- Burnaby
- Maple
Ridge
- Port Moody
- White Rock
- Coquitlam
- New
Westminster
- Richmond



Important!

Text with 9-1-1 is available in these communities/areas ONLY:

Squamish Lillooet Regional District South –

- Pemberton
- Squamish
- Whistler
- Pemberton Meadows, Mt. Currie, D'Arcy Corridor, Whistler-Pemberton Corridor
- Furry Creek, Britannia, Porteau, Upper Squamish, Upper Cheakamus, Ring Creek, Pinecrest/Black Tusk Village

Sunshine Coast Regional District –

- Egmont
- Elphinstone
- Gibsons
- Halfmoon Bay
- Pender Harbour
- Roberts Creek
- Sechelt
- West Howe Sound



Important!

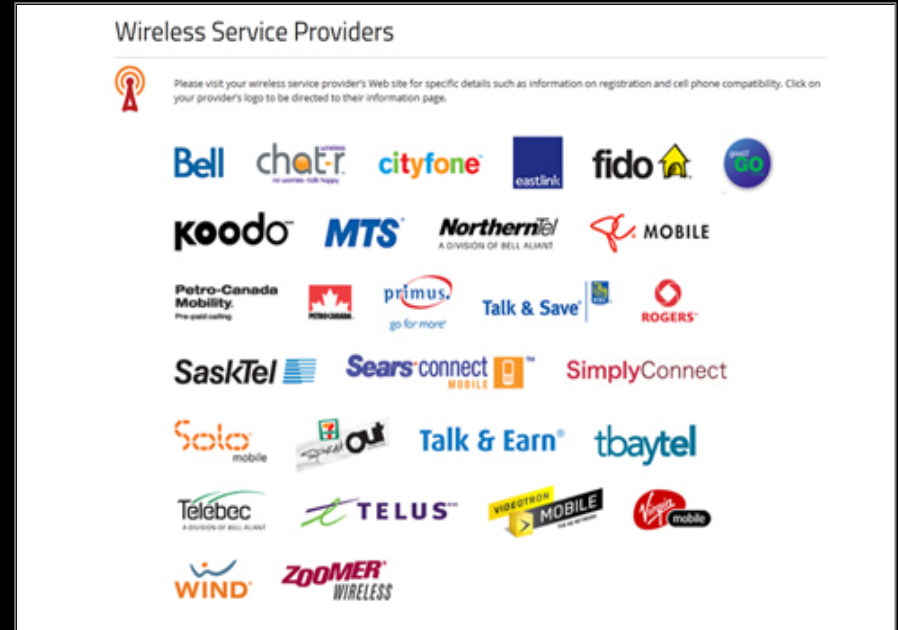
- Text with 9-1-1 is for people who are Deaf, Hard-of-Hearing and Speech Impaired ONLY.
- Text with 9-1-1 is available in English but if needed, a French interpreter can be contacted by the 9-1-1 operator.



T9-1-1: What you need to do to use 9-1-1 text service

Step 1: Make sure you have a cellphone that can make voice calls and send/receive text messages. If you are not sure, ask your service provider (e.g. TELUS, Rogers, Bell) to help you.

Step 2: Register your cellphone with your service provider (e.g. TELUS, Rogers, Bell). Use this website to register:
<http://textwith911.ca/wireless-service-providers/>



NOTE: T9-1-1 is only available to registered members of the Deaf, Hard-of-Hearing and Speech Impaired (DHHSI) community. Texting is not available to the public-at-large: Voice calls are the only way for the general public to reach 9-1-1 at this time.

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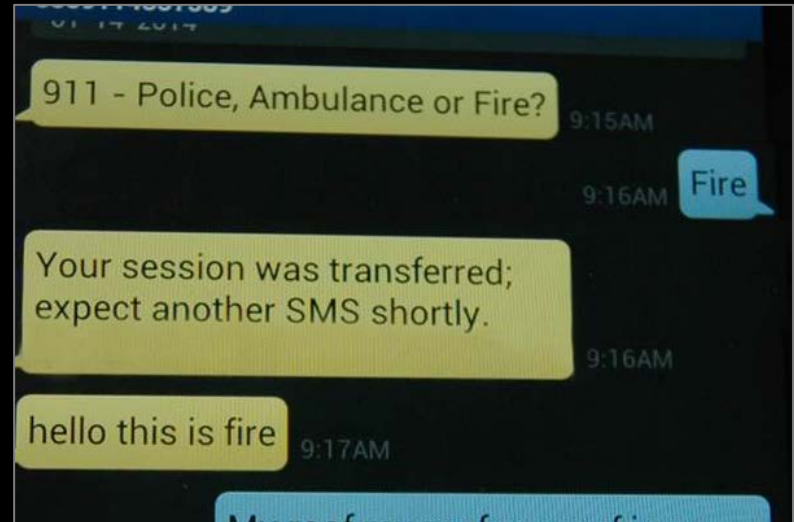
How to contact 9-1-1 in an emergency

- Dial 9-1-1 as though you were making a voice call.
 - You must dial 9-1-1 first to start the service. Do not start texting until you have received a text from the 9-1-1 operator.
 - If you do not receive a text from 9-1-1 within two minutes, end the call (hang up), and dial 9-1-1 again.



During the 9-1-1 call:

- Answer the 9-1-1 operator's questions
- You will be asked if you need: "police, fire or ambulance?" and for what city
- You will be asked what your emergency is
- Wait for the 9-1-1 operator's next questions and answer in text



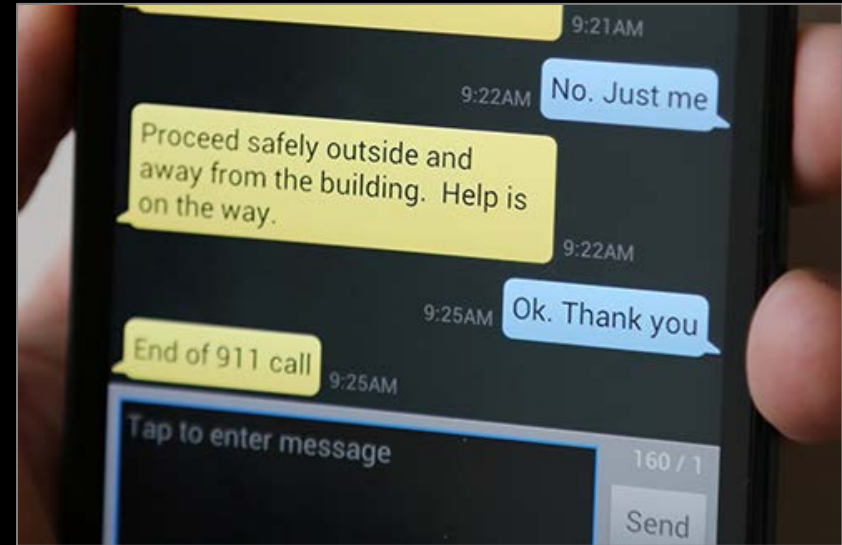
During the 9-1-1 call:

- Do not end (hang up) the voice call while texting
 - Keeping the voice call open, means 9-1-1 operators can hear background noises that can be helpful for emergency response
- Keep text messages brief and short
 - Spell out words as best you can (e.g. use “be right back” not “BRB”)
 - Use words that a 9-1-1 operator would know
- Stay on the line with the 9-1-1 operator until they tell you it’s okay to end the call (hang up)



Ending the 9-1-1 call

- When the 9-1-1 operator has all the information they need, they will let you know what to do and that help is on the way.
- The 9-1-1 operator will tell you when they are going to end the call (hang up).
- You will know your 9-1-1 call is over when you receive a text that reads “End of 9-1-1 Call.”
- If you want to call back because you have new or more information, dial 9-1-1 again and follow the same steps. You may be texting with a different 9-1-1 operator and so you may be asked some questions you have already answered.



Important reminders

- Register your cellphone with your service provider: <http://textwith911.ca/wireless-service-providers/>
- T9-1-1 is available ONLY in these communities: <http://www.ecomm911.ca/calling-911/T911system.php>
- Make sure you have a cellphone that can make voice calls and send/receive text messages. If you are not sure, check with your service provider.
- Dial 9-1-1 like you were making a voice call and wait to receive a text message back. If you wait longer than two minutes, end the call (hang up) and dial 9-1-1 again.
- Answer the 9-1-1 operator's questions.



Visit <http://textwith911.ca/> for more information

