

9-1-1 now in the Township of Matachewan.

Introducing 9-1-1 for emergency calls to fire, police and ambulance services.

If you are not in the area defined by your Local Service Board, please consult your local telephone directory or check with your municipal office for emergency numbers in your area.

What is 9-1-1?

9-1-1 is a single emergency telephone number that makes it faster and easier for anyone to reach **police, fire, or ambulance emergency services.**

The three-digit number, **9-1-1**, is short and easy to remember. Your call will be answered at the Public Safety Answering Point (PSAP) for your municipality. The **9-1-1** operator will then forward your call to the appropriate agency — police, fire or ambulance.

How much does it cost?

You now have access to enhanced **9-1-1** service for a fee of 33¢ per line, per month. This charge will be listed on your phone bill and covers the cost of providing and maintaining the telephone network portion of your municipality's **9-1-1** system.

With enhanced **9-1-1** service, the address you are calling from will automatically be displayed to the **9-1-1** operator. The necessary emergency services can then be dispatched. Please note: this does not apply to cellular phones or four-party service.

Take the time to teach all members of your household the importance of 9-1-1 and celebrate a safer Ontario, together.

Important

If you need police, fire or ambulance services in a **non-emergency situation**, please refer to your phone book for the ten-digit numbers.

Police/OPP: 1-888-310-1122

Fire: 705-565-2212

Ambulance: 705-565-2212

How to use 9-1-1

- If at home, dial 9-1-1.
- If at a business or other location, you may need to dial an outside line before dialing 9-1-1.
- If at a pay phone, dial 9-1-1. No payment required.
- If using a cellular phone, dial 9-1-1 and give the exact location of the emergency, including city or town.
- T.T.Y./Teletypewriter users only: after dialing, press the space bar intermittently until a response is received.
- When your call is answered, the 9-1-1 operator will ask: police, fire or ambulance? Indicate the emergency service you need.