

# Dialing 9-1-1 after an earthquake



## Tips to remember:

- After the shaking stops and it's safe to come out from cover, ensure all telephones are on the hook.
- **Only dial 9-1-1 if a life is at stake. Otherwise, stay off your phones to help prevent telephone network overload.**
- If you have a life-threatening emergency, dial 9-1-1. If you receive a recorded announcement, stay on the line and wait for a call-taker. Do not hang up; your call will be answered as soon as possible.
- If you receive a busy signal and have a life-threatening emergency, hang up and dial again.
- Do not dial 9-1-1 for information or to ask questions. Help keep 9-1-1 lines free for those with life-threatening emergencies.
- Use radio, television and online resources like official government social media feeds and websites for instructions, and up-to-date information, including when it is okay to use phones to call relatives and friends.

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One of the most important ways people can support emergency services after a disaster like an earthquake is to stay off the phones. Don't call 9-1-1 unless you have a life-threatening emergency. Keep the lines free for people in dire need.

Special protections are built into telephone networks in order to best maintain 9-1-1 service in a disaster situation. However residents should have a personal preparedness plan to allow themselves to be self-sufficient for 72 hours or longer in case telecommunication services are impacted.

## Basic emergency kit supplies & tips:

Assemble a fireproof and waterproof emergency kit that includes:

- Water
- First-aid kit that includes medication, prescriptions and supplies for your family
- Food that does not require refrigeration and takes little preparation (e.g. juices)
- Clothing for both hot and cold weather
- Flashlight and batteries
- AM/FM radio and batteries
- Personal toiletry items such as soap, tissue, toothpaste, toothbrush
- Fire extinguisher, a wrench (to turn off gas) and a crowbar
- Small amounts of cash
- Shoes that are heavy enough to protect you from broken glass and other debris
- Matches and candles (**DO NOT USE before checking for gas leaks**)
- Generator (gasoline-powered) and heavy-duty electrical extension cord
- Shelter (a plastic tarp or tent), emergency blankets, large garbage bags
- Blankets and sleeping bags
- Personal documents and copies of all important papers (insurance, etc.)
- Planning for pets

Out-of-province emergency contact:

Date for next check of emergency kit:

**Keep this information card in your emergency kit and near your phone.**



**For more 9-1-1 tips:**

- [ecomm911.ca](http://ecomm911.ca)
- [@EComm911\\_info](https://twitter.com/EComm911_info)

For more emergency preparedness info, visit [gov.bc.ca/PreparedBC](http://gov.bc.ca/PreparedBC)