



Text with 9-1-1: For the Deaf, Deaf-Blind, Hard-of-Hearing and Speech Impaired



Important!

Locations in B.C.
where Text with 9-1-1
is available
(E-Comm service area):





Important!

- You must have a cellphone that can make voice calls and send/receive text messages.
- You must pre-register to use Text with 9-1-1 services.
- Text with 9-1-1 is available in English. A French interpreter can be contacted by the 9-1-1 operator if needed.



How to register:

Step 1: Ask your cellphone company (e.g. TELUS, Rogers, Bell) to make sure your cellphone can make voice calls and send/receive text messages. This is important.



How to register:

Step 2: Register your cellphone with your cellphone company (e.g. TELUS, Rogers, Bell).

This is the website to register:

www.textwith911.ca

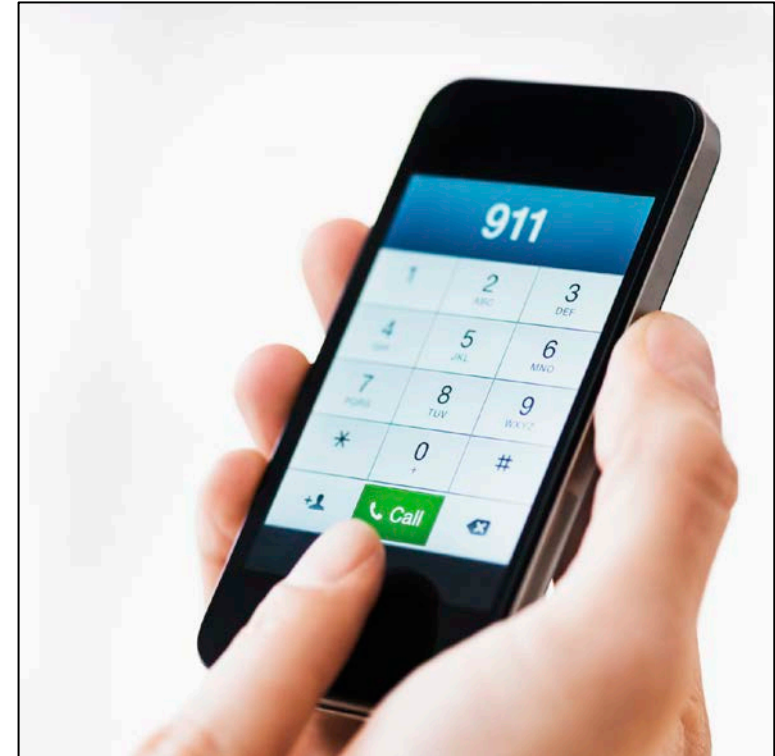
Registration

Please visit your wireless service provider's Web site for specific details such as information on registration and cell phone compatibility. Click on your provider's logo to be directed to their information page.

The image shows a screenshot of a website titled "Registration" with a grid of logos for various wireless service providers. Each logo is accompanied by a small red text label below it, which is the provider's name in lowercase. The providers listed are: Bell, chatr wireless, cityfone, eastlink, fido, good2GO, koodo, MTS, NorthernTel, PC MOBILE, Petro-Canada Mobility, primus, Talk & Save, ROGERS, SaskTel, Sears Connect Mobile, SimplyConnect, Solo Mobile, 7 Eleven SpeakOut, Public Mobile, Talk & Earn, tbaytel, Telebec, TELUS, Videotron Mobile, Virgin Mobile, WIND, and Zoomer Wireless.

How to contact 9-1-1:

- Call 9-1-1 as though you were making a voice call.
- You must call 9-1-1 first to connect with a 9-1-1 operator.
- Do not start texting until you get a text from the 9-1-1 operator.





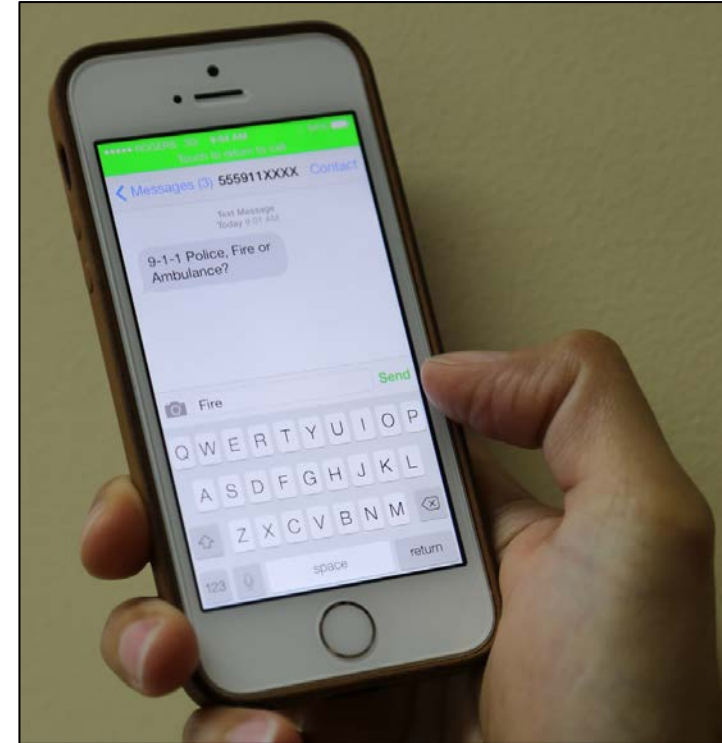
Why do I need to make a voice call?

- Voice calls give 9-1-1 operators important information like your cellphone number and general location.
- Background noises are also helpful for 9-1-1 operators.



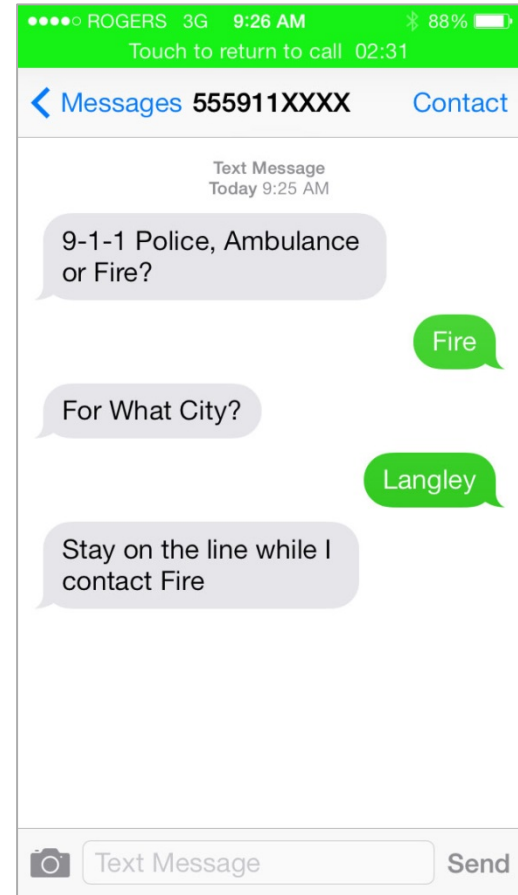
How to contact 9-1-1:

- A 9-1-1 operator will send you a text as soon as they can. This may take between 45-60 seconds due to the technology.
- If you do not get a text after a few minutes, hang up and try again or seek help from someone else (e.g. ask someone to call 9-1-1 for you).



During the 9-1-1 call:

- Wait for the 9-1-1 operator's questions and answer in text.
For example:
 - Do you need police, fire or ambulance?
 - For what city?
 - What is your exact location?
 - What is your emergency?





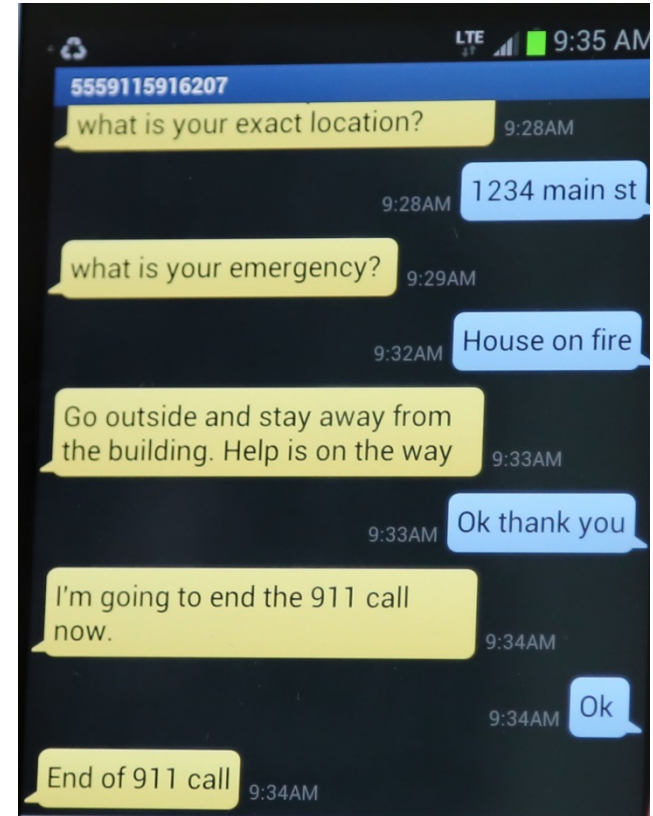
During the 9-1-1 call:

- Do not hang up while texting.
- 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 phone with the 9-1-1 operator until they tell you it’s ok to hang up.



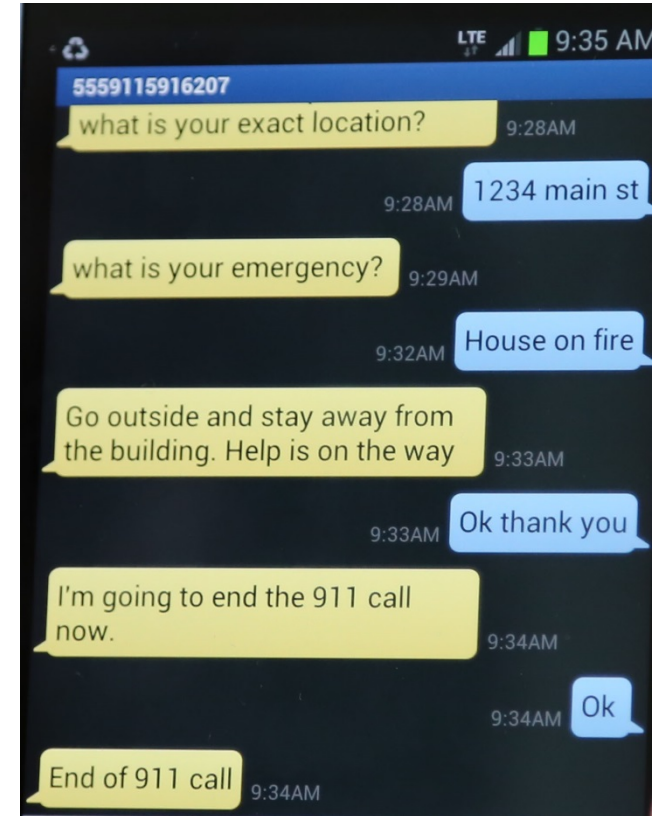
Ending the 9-1-1 call

- When the 9-1-1 operator has all the information they need, they will text you what to do and that help is on the way.
- The 9-1-1 operator will tell you when they are going to hang up.



Ending the 9-1-1 call

- You will know your 9-1-1 call is over when you receive a text that reads “End of 9-1-1 Call.”



Ending the 9-1-1 call



- If you want to call back because you have new or more information, call 9-1-1 again and follow the same steps. You may be texting with a different 9-1-1 operator so you might be asked questions you already answered.



Important reminders

1. Register your cellphone with your cellphone company: www.textwith911.ca
2. Locations where Text with 9-1-1 is available (E-Comm service area):
<http://www.ecomm911.ca/calling-911/T911system.php>



Important reminders



3. Ask your cellphone company to make sure your cellphone can make voice calls and send/receive text messages.
4. Call 9-1-1 as though you were making a voice call and wait to receive a text message.
5. Answer the 9-1-1 operator's questions.





Visit www.textwith911.ca for more information

