



YOUR GUIDE TO CALLING THE POLICE



CALL OPTIONS

WATERLOO REGIONAL CRIME STOPPERS
1-800-222-TIPS (8477)

WATERLOO REGIONAL CRIME STOPPERS

Information about crime is extremely important to police. When calling CRIME STOPPERS, you won't be asked to identify yourself or testify in court (no call display or call trace). CRIME STOPPERS pays up to \$1,000 for any information that leads to an arrest or seizure of drugs and/or property.

CRIME STOPPERS should NOT be used for a crime in progress. Call 9-1-1.



WHEN SHOULD I CALL 9-1-1?

911 is for Emergencies ONLY!

An emergency is any situation where;

- There is a crime in progress
- There is a serious medical condition or injury where you feel immediate response is necessary
- There is a fire
- There is a major environmental concern (i.e. gas leak)

NON-EMERGENCY POLICE

In a non-emergency situation where police response is NOT required immediately, (e.g.: crimes not in progress, lost or found articles, advice, noise complaint, parking complaint, etc.) CALL:

519-653-7700 in Kitchener, Waterloo and Cambridge

519-570-3000 in all rural/township areas

519-650-8500 if you know the direct





IMPORTANT OBSERVATIONS TO PROVIDE THE OPERATOR

If your call is a police matter, the police dispatcher will ask you several important questions about the incident:

WHAT is your name, address, phone no.?

WHAT is happening now?

WHERE is it happening?

WHEN did this happen?

WHY?

WHO is involved?

Describe the suspect (s) - (sex, age, hair colour, height, weight, scars, marks, tattoos, clothing, jewellery, etc.)

Are there **WEAPONS** involved?

Did anyone receive injuries?

Describe any vehicle involved (licence plate number, colour, make, additional description, number of persons inside the vehicle, and direction of travel)



**"IT'S AN EMERGENCY!"
"I NEED HELP!"**



HOW WILL MY CALL BE HANDLED BY THE 9-1-1 CALL TAKER

When you call 9-1-1 to report an emergency remain calm and speak clearly. The call taker will ask you what type of emergency you have eg. Police, fire or ambulance.



WHAT SHOULD I TEACH MY FAMILY ABOUT CALLING 9-1-1?

TEACH YOUR CHILD(REN):

- 1) What an emergency is and when to call 9-1-1. (Fire, serious injury, crime in progress)
- 2) To not be afraid to call 9-1-1 even if there is some doubt as to whether they should.
- 3) That it is against the law to call 9-1-1 as a joke or prank.
- 4) Your address and phone number (keep posted by all phones just in case)
- 5) The name and phone number of a neighbour, family friend or relative.
- 6) The name of your employer and phone number.
- 7) To stay on the phone line and answer the call taker's questions.
- 8) That as soon as they dial 9-1-1 from a land line (regular phone) police are aware of the location they are calling from and are responding to that location. If they are calling from a cell phone, they will have to provide their location.