



## EMERGENCY 9-1-1 Frequently Asked Questions

1. When does 9-1-1 service start in South Algonquin?

Service began on September 30, 2015.

2. How much does it cost to call 9-1-1?

9-1-1 is a free call from any telephone including pay phones and cellular phones. Bell Canada bills 15 cents per line, per month on your monthly phone bill to cover the cost of providing and maintaining the telephone network of our municipal 9-1-1 system.

3. Who answers my 9-1-1 call?

The Public Safety Answering Point (P.S.A.P.) for this municipality is the Community Emergency Reporting Bureau (C.E.R.B.) located at the O.P.P. Headquarters in North Bay. To minimize delays in the event of an electronic malfunction there is an alternate C.E.R.B. located at the O.P.P. Headquarters in Orillia. People who answer the 9-1-1 calls are referred to as Call Takers. The facility where the calls are answered is referred to as the Community Emergency Reporting Bureau.

4. Does 9-1-1 work from my rotary phone?

Yes, it does.

5. Does my name and number appear if it is unlisted?

Yes.

6. Can I block a 9-1-1 call?

No.

7. Is it a criminal offense to make a prank 9-1-1 call?

Yes, this crime is treated very seriously. A 9-1-1 call is for emergency purposes only and someone could suffer seriously if the lines are busy due to mischief calls.

8. Why are people asked to NOT program 9-1-1 into their phones?

Someone could call 9-1-1 in error if they hit the wrong button. We want to teach adults and children to remember 9-1-1 is the number for emergencies.

9. What happens if a family member calls 9-1-1 in error?

Don't hang up. Tell the call taker what happened. If someone calls 9-1-1 and hangs up the call taker at the C.E.R.B. will call back, if no one answers the police are dispatched.

10. If I am building a new home where do I get my 9-1-1 number?

Contact the Township of South Algonquin Municipal Office.