

Squamish-Lillooet Regional District  
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STARTING NOVEMBER 24, 2009 PHONE

**9-1-1**

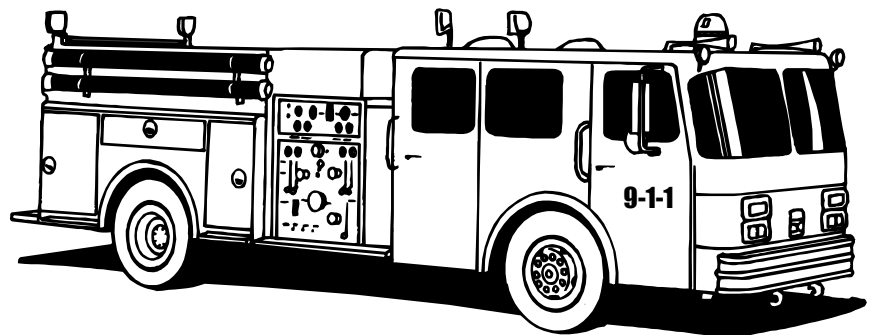
IF YOU NEED HELP FROM

THE  
AMBULANCE  
SERVICE



THE  
POLICE

OR YOUR FIRE  
DEPARTMENT



# A Guide to Emergency Help Dial 9-1-1



Beginning on November 24, 2009, **9-1-1** will be the new emergency telephone number for residents of the northern portion of the Squamish-Lillooet Regional District living in the communities of Texas Creek, Pavilion Lake, Fountain Valley, Seton Portage, Bralorne, Goldbridge, Gun Lake, Gun Creek, Tyaughton Lake, Marshall Lake, and the District of Lillooet. The **9-1-1** service area will be expanded to include all First Nation communities as soon as possible.

People of all ages need to know how and when to call **9-1-1** in case they ever need help. You can reach fire and police departments and ambulance services by dialing **9-1-1**.

Currently, fire protection areas consist of the District of Lillooet and its contracted service areas, as well as Seton Portage and Bralorne. Most rural areas of the Regional District are not located within a fire protection area and do not have a responding fire department – this will not change with the **9-1-1** emergency call answering service.

## WHEN TO CALL 9-1-1

There are four reasons to call **9-1-1**:

1. To get help for someone who is hurt or very sick.
2. If you smell smoke or see a fire.
3. If you see someone stealing something or hurting someone.
4. If you need emergency help fast for any reason.

## HOW TO MAKE AN EMERGENCY CALL TO 9-1-1

1. Stay calm. Don't get excited. Take a deep breath.
2. Dial **9-1-1** right away. Don't wait for someone else to make the call.
3. Tell the operator who answers the phone exactly what is wrong, for example:  
"...my house is on fire."  
"...there's been a car accident in front of my house."  
"...someone just fell off a ladder and can't move."  
"...someone is trying to break into my house."
4. Tell the operator the exact address of the emergency. Be sure to give the FULL address, including the apartment number if you live in an apartment.
5. Tell the operator the phone number from which you are calling. If you are not at the same address as the emergency, tell the operator the address where you are located.
6. Give the operator your name.
7. DO NOT HANG UP until the operator tells you to. They may need to ask you more questions to help the fire department, police or ambulance service find you. They will also tell you what to do until help arrives.

**NEVER CALL 9-1-1 JUST TO SEE IF IT WORKS, FOR INFORMATION, OR AS A JOKE.  
9-1-1 IS FOR EMERGENCIES ONLY.**

**IS YOUR HOUSE NUMBER CLEARLY VISIBLE?  
IN AN EMERGENCY SITUATION, RESPONDING PERSONNEL NEED TO BE ABLE TO  
FIND YOUR HOME QUICKLY. LARGE REFLECTIVE NUMBERS WORK BEST AND CAN  
BE SEEN FROM THE ROAD, DAY OR NIGHT.**

*If you don't know your assigned house number, or if you are unsure whether or not you live within a fire protection area, please contact the Squamish-Lillooet Regional District at 1-800-298-7753. In Lillooet, contact the District of Lillooet at 250-256-4289.*