

# Calling Police



**WATERLOO REGIONAL**  
**POLICE**

People Helping People

# What does the 911 operator see when I call?



## Landline

Traditional landlines provide phone numbers, addresses, and a name to the 911 operator.



## Cellular Phones

Cellular phones provide the phone number, the name of the cellular company, and sometimes an estimated location. The 911 operator does not know where you are unless you tell them.



## Voice Over Internet Protocol (VoIP)

Confirm if your VoIP provides enhanced 911 (e911) and make sure that your information is up to date. If you have e911, then your phone may provide the 911 operator with a name, address and phone number.

If you don't have e911, you will be connected to a call centre who will link your call to us. We rely on the VoIP call centre and yourself to provide information about your location and phone number.



## **What will the operator ask?**

- What is happening?
- Where are you?
- What is your name and date of birth?
- What is your address?
- What is your phone number?

## **What if I don't speak English?**

Try to say what language you speak. The 911 operator can then connect you with an interpreter.

## **What if 911 is dialed in error?**

- Stay on the line
- Tell the operator it was an error, and the reason for the mistake
- Confirm your name, date of birth, address and phone number

## Text with 911



Text with 911 (T911) is available for the D/deaf, deafened, hard of hearing, speech impaired and non-verbal members of the community. Contact your phone provider to register your cellular phone at no extra cost.

You will still need to dial 911 but will not have to speak. The 911 operator will be notified that texting is required. For more information, visit [Textwith911.ca](https://www.Textwith911.ca).



# Contact us:



## Emergency 911

- Fire
- Medical emergency
- Crime in progress
- Dangerous/unsafe situation



## Non-emergency 519-570-9777

- When a crime has occurred requiring police but the crime is not currently in progress
- To make a report
- For police information/advice
- To reach any member of the Waterloo Regional Police Service



## TTY 1-888-420-1777

This number will connect you to police if you use a TTY device to make calls.



## Crime Stoppers 1-800-222-TIPS (8477)

Crime Stoppers provides you a way to provide information anonymously to police.

There is no call display or call trace and you are not asked to identify yourself.

Crime Stoppers pays cash rewards up to \$2000.



**Emergency**

911



**Non-emergency**

519-570-9777



**TTY**

1-888-420-1777



1-800-222-TIPS (8477)



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