

## WINNIPEG FIRE PARAMEDIC SERVICE

If you need an Ambulance or Fire Assistance,  
you need to immediately DIAL 911

### What happens when you dial 911?

- ❖ Your call initially goes to the Police 911 Communications center that will in turn send your call over to the Fire/Ems Communications Centre.
- ❖ You will be asked a series of very important questions which will determine the nature and priority of your call. It is important to give as much information that you may have to the call taker.
- ❖ The Dispatcher then radios the information to the responding crew attending to your call while you are still on the phone.

### Important Tips for Calling 911:

- ❖ **STAY CALM.** Speak clearly. Emergency units rely on the information you give to get to the emergency as quickly as possible.
- ❖ **GIVE THE ADDRESS AND PHONE NUMBER.** It is imperative to give the correct address of the emergency and the phone number you are calling from in case of disconnection. The address and phone number will also be verified by the call taker.

- ❖ **BRIEFLY DESCRIBE THE PROBLEM.** As soon as we know what the problem is we can triage your call and send the appropriate help to you. Be clear and concise about what the exact problem is.
- ❖ **LISTEN TO THE 911 CALL TAKER.** Answering all the questions to the best of your ability and following instructions that the call taker gives you is crucial. Remain on the line until the 911 call taker says it's okay to hang up.

**REMEMBER ANSWERING QUESTIONS DOES NOT DELAY THE DISPATCH OF EITHER AN AMBULANCE OR A FIRE TRUCK. A DISPATCHER IS SENDING HELP WHILE YOU ARE ON THE PHONE. THE MORE VALUABLE INFORMATION YOU GIVE, THE BETTER.**

