

When to Call 9-1-1 and Non-Emergency

When to Call 9-1-1

9-1-1 is to be used only for emergencies... POLICE, FIRE, MEDICAL.... where an immediate response is required. When there is an emergency and lives are in danger, immediate action is required or there is a crime in progress.

Examples of calls to 9-1-1 for police:

1. An event that involves an immediate threat to person or property (e.g. screams or shots fired)
2. A substantive in-progress crime. This includes drug dealing if the suspect is on scene (e.g. fight, break and enter or impaired driving)
3. A serious crime that has just occurred (e.g. sexual assault or robbery)
4. A suspicious circumstance that may indicate an immediate criminal act (e.g. prowler)

Currently all 911 calls, within the Sunshine Coast District, go directly to E-Comm's central call taking centre.

When to Call the Non- Emergency : 604-717-3321 (Vancouver Police)

This number is to be used for all non-emergency situations, where an immediate response or dispatch of the police is not required. When some time has elapsed since the incident occurred, crime suspect is not on the scene or calls are of nuisance nature.

Examples of non-emergency calls for police:

1. Reporting a crime with no suspect (e.g. theft of license plate)
2. Reporting a non-emergency crime with suspect, but suspect is not on the scene (e.g. fraud)
3. Reporting a serious crime with suspect, but with a lengthy delay (e.g. assault that occurred last night at a bar)
4. Non-emergency incidents in-progress (e.g. noisy party, barking dog)
5. On going crime issues, not in-progress (e.g. graffiti problems, or ongoing drug dealing with the suspect not on the scene.)
6. A suspicious circumstance that may indicate an on-going criminal activity (e.g. marijuana grow operation.)

The use of the non-emergency reporting helps to keep the 9-1-1 lines available for people reporting an emergency situation.

If you are unsure how serious an incident is, call 9-1-1 and they will advise whether or not to call the non-emergency number. Requests for assistance are dispatched on a priority basis, with serious calls dispatched first.