



Ontario Provincial Police
Police provinciale de l'Ontario

News Release/ Communiqué

FROM: Upper Ottawa Valley
DE:

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False 911 Calls

(Pembroke, ON) – The Upper Ottawa Valley Detachment of the Ontario Provincial Police (OPP) detachment investigated over 1100 unfounded 9-1-1 calls in 2014. The OPP would like to take this time to advise the public the following:

- Call 9-1-1 when there is a life or death emergency requiring the immediate response of police, fire or ambulance, - when someone's health, safety or property is in jeopardy or a crime is in progress
- 9-1-1 lines are for emergencies and are often a person's life line for urgent assistance. Do not tie up the line for a non-emergency such as a request for road and weather information
- A pocket-dial occurs when a cellular phone stored in an insecure fashion in places such as pockets, handbags and backpacks inadvertently place calls while being tossed about.
- If you do accidentally dial 9-1-1 it is important to stay on the line and tell the Provincial Communication Centre what happened.
- It is OPP policy to dispatch an officer to every identifiable location of every 9-1-1 call to ensure the safety of the person who has made the call.
- Cell phone users can dramatically reduce the number of pocket dials by carrying their cell phone in a holster and/or making sure that the keypad is locked. Don't make 9-1-1 part of your programmed auto-dialing
- As of April 15, 2015, the OPP will be equipped to receive emergency calls for service via Text with 9-1-1 (T9-1-1) from persons who are deaf, hard of hearing or speech impaired and for which the OPP is the Primary Public Safety Answering Point (P-PSAP)

The OPP reminds you that the toll-free number 1-888-310-1122 is available 24/7 for non-emergency calls in Ontario.

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